

The curse of knowledge? Does having more technology skills lead to less trust towards e-voting?

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E-Vote-ID 2019

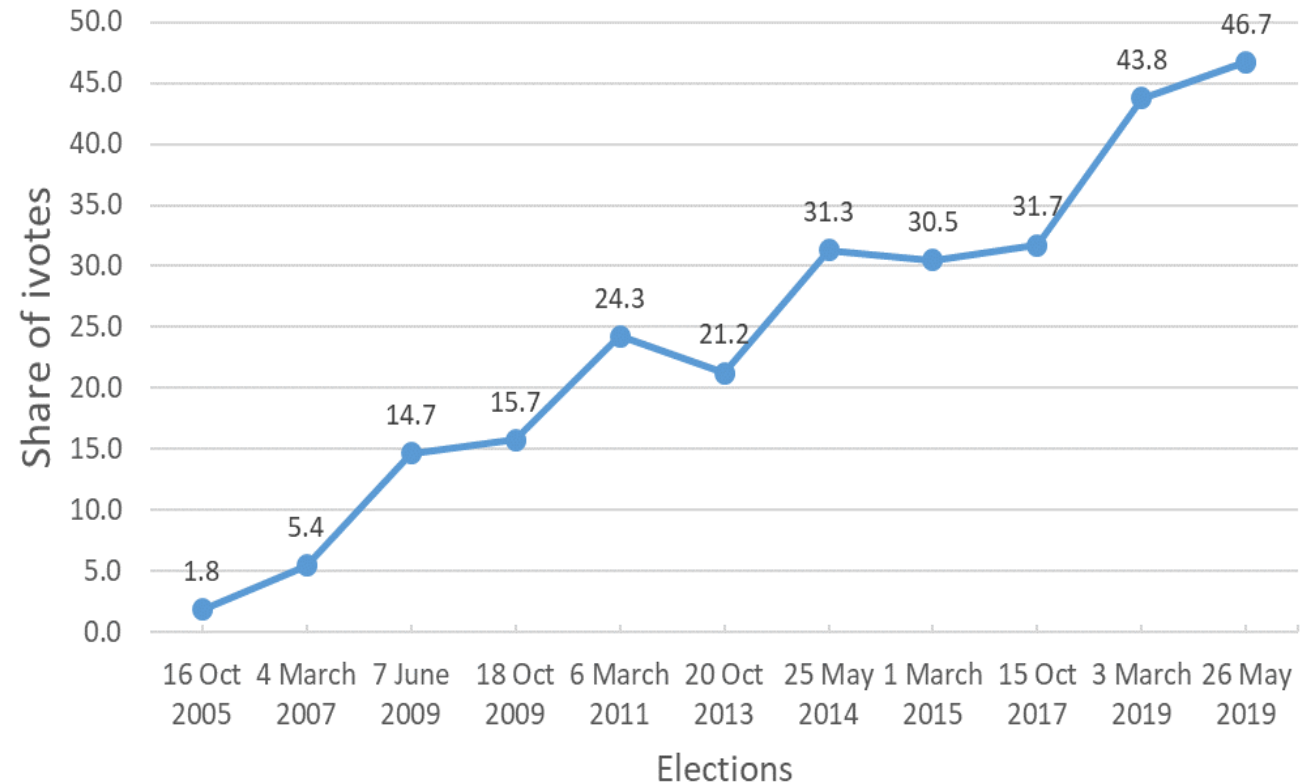
1-4 October, Bregenz, Austria



Context

ivoting in Estonia:

- big bang launch in 2005
- 11 elections with ivoting so far between 2005-2019
- Individual verifiability since 2013

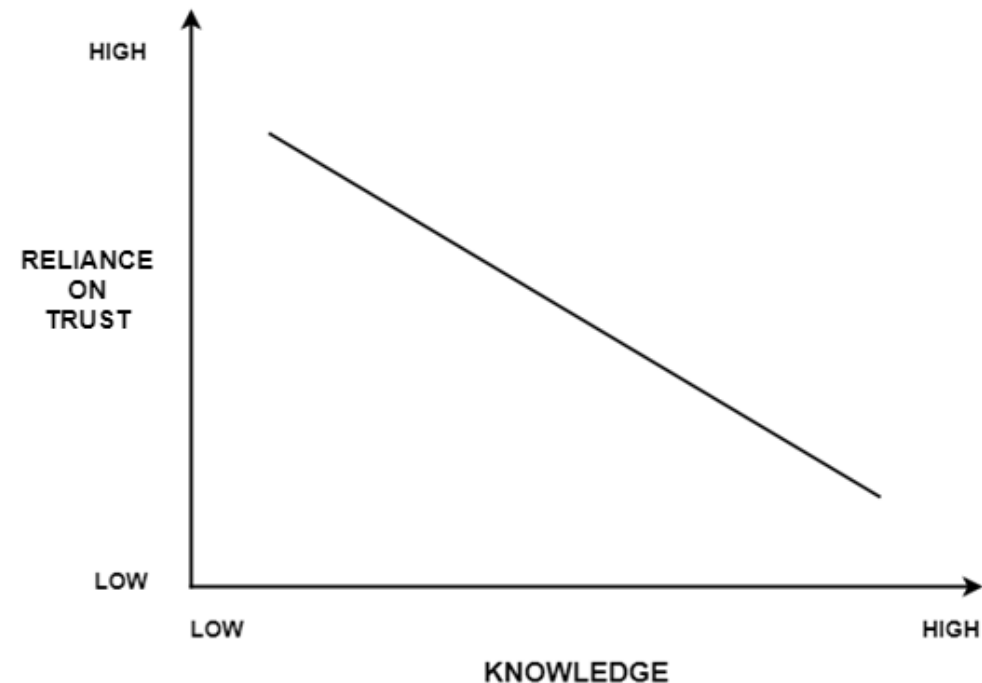




The curse of knowledge

The curse of knowledge:

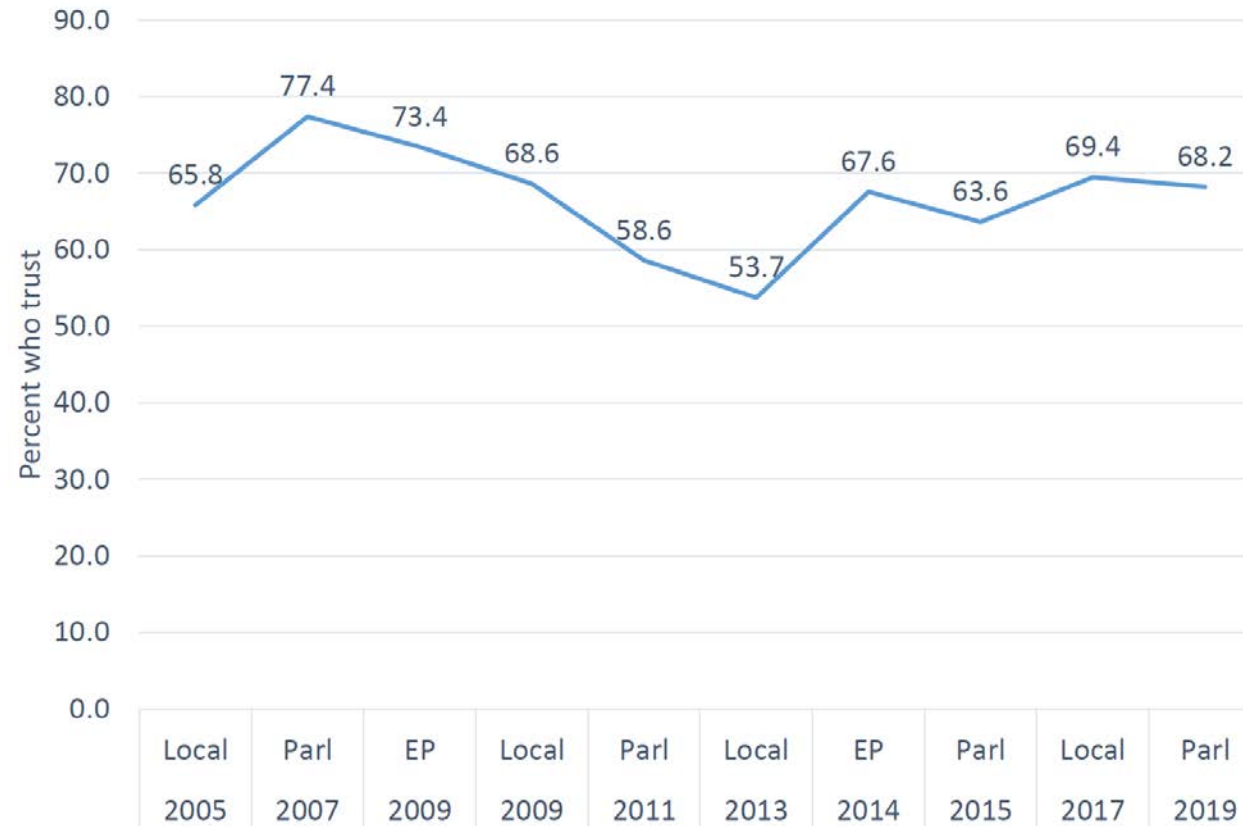
- digital skills/knowledge correlate with younger age, higher income, better education & urban settings
- less knowledge means more need to rely on trust to use the technology
- advanced knowledge (on voting) tends to correlate with being more threat averse
- bottleneck – as one increases, the other decreases





Trust levels in Estonia

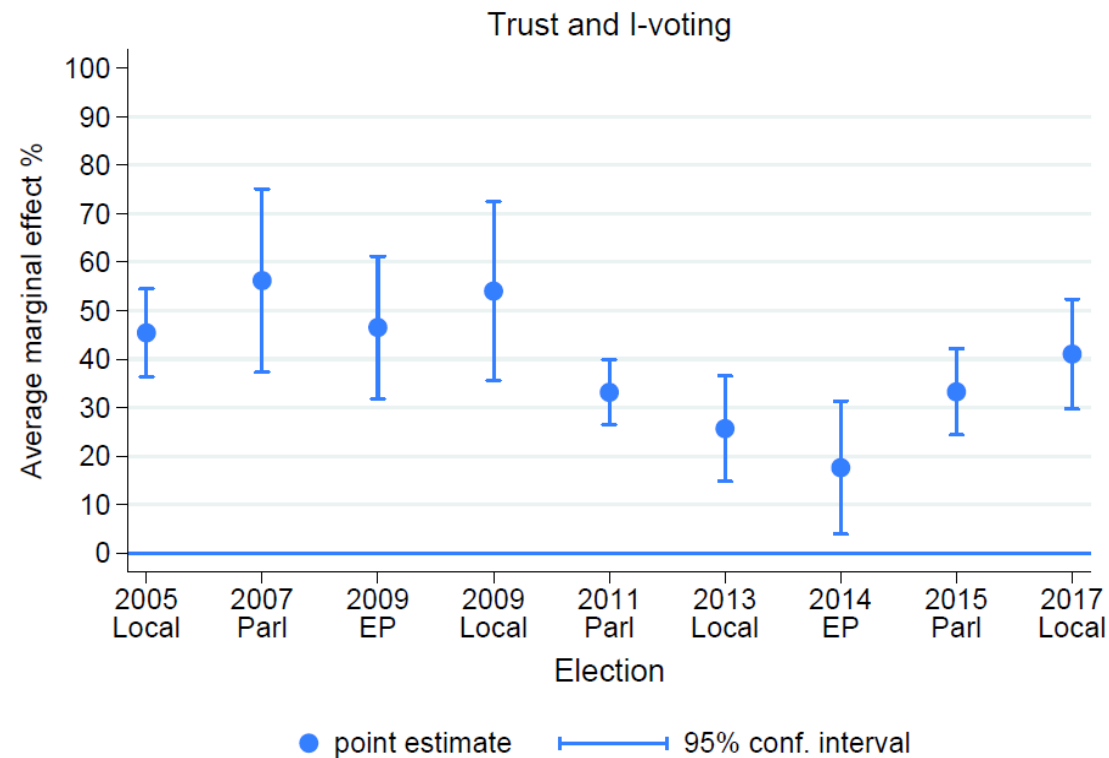
Trust towards i-voting 2005-2019





Trust drives usage

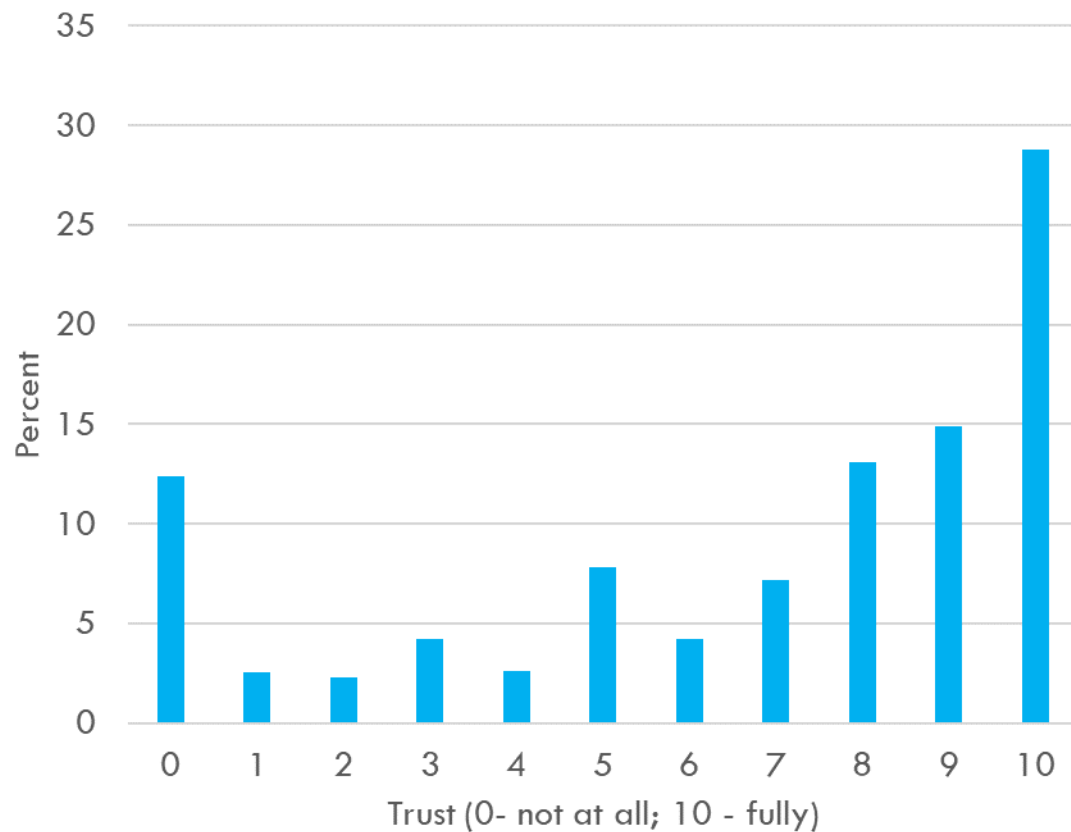
Trust is a strong predictor of i-voting



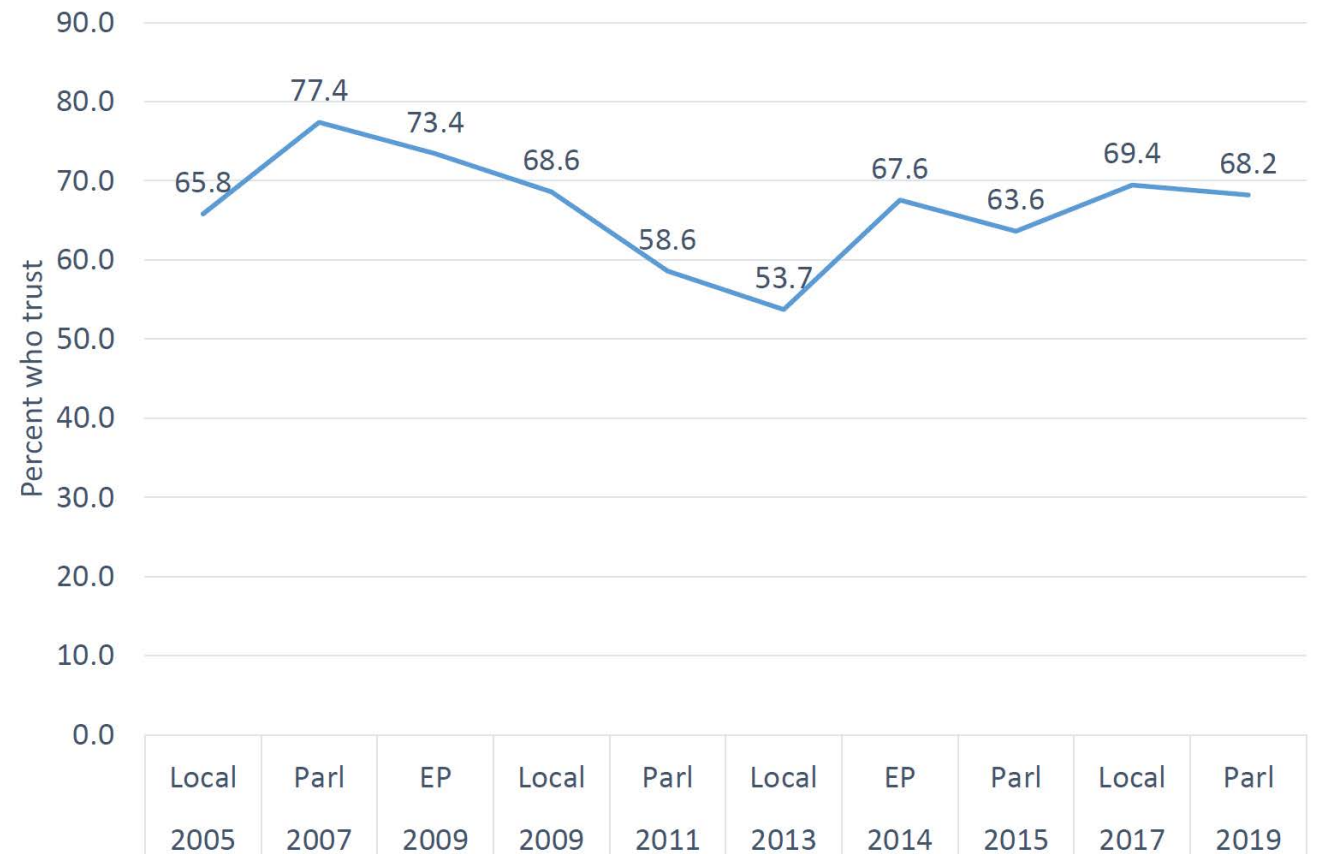


Trust structure

Trust towards ivoting 2019



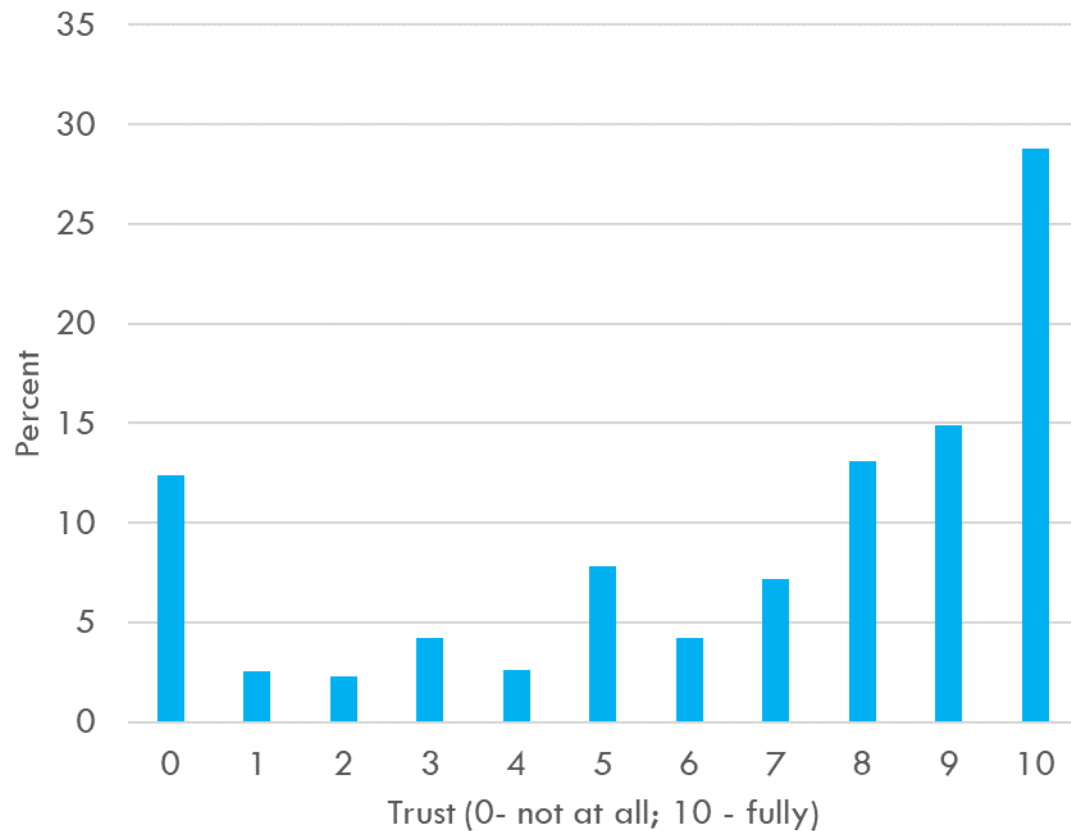
Trust towards ivoting 2005-2019



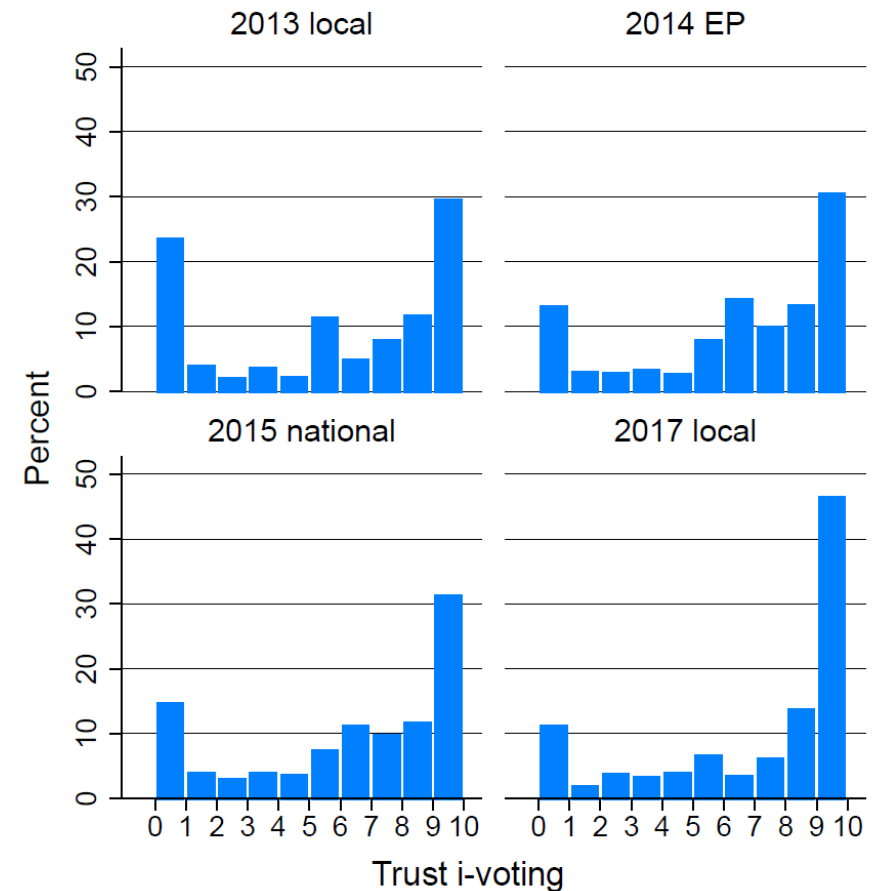


Trust structure

Trust towards i-voting 2019



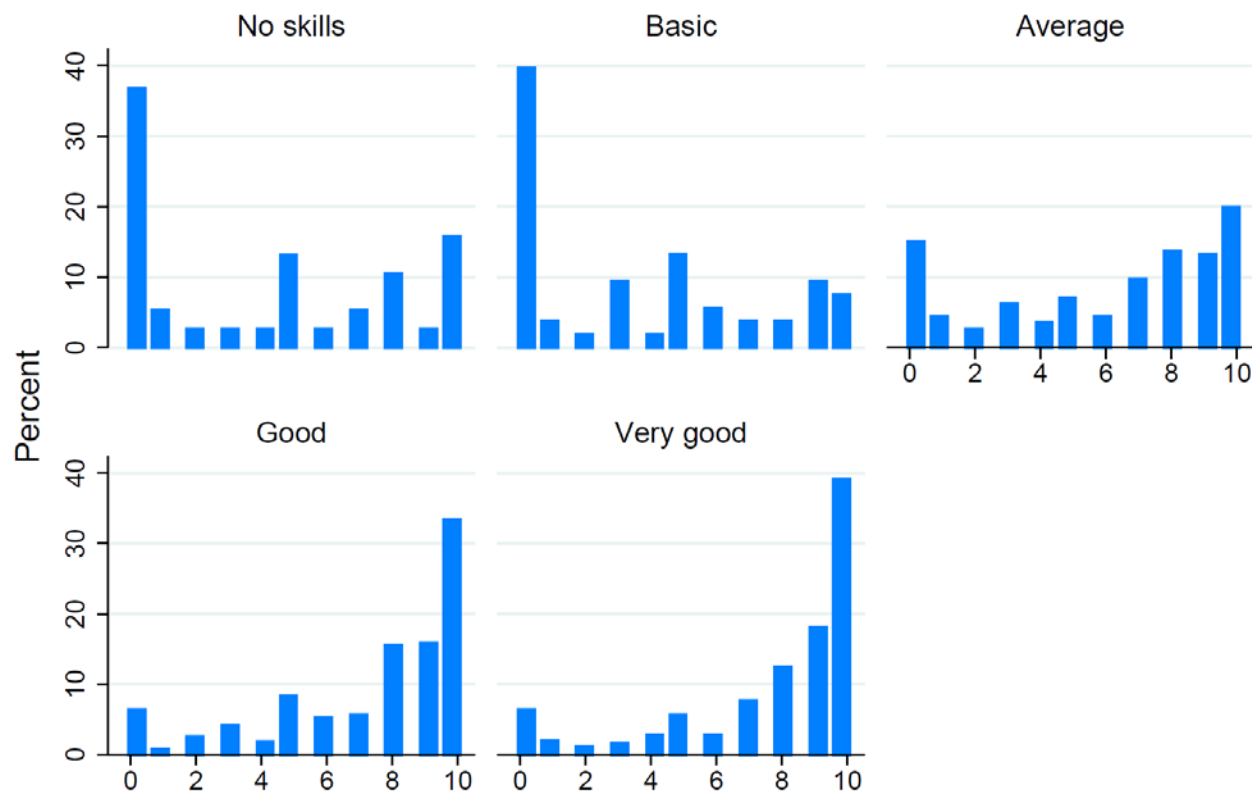
Trust towards i-voting 2013-2019



The surprise



Trust towards ivoting by computer literacy levels (2019)



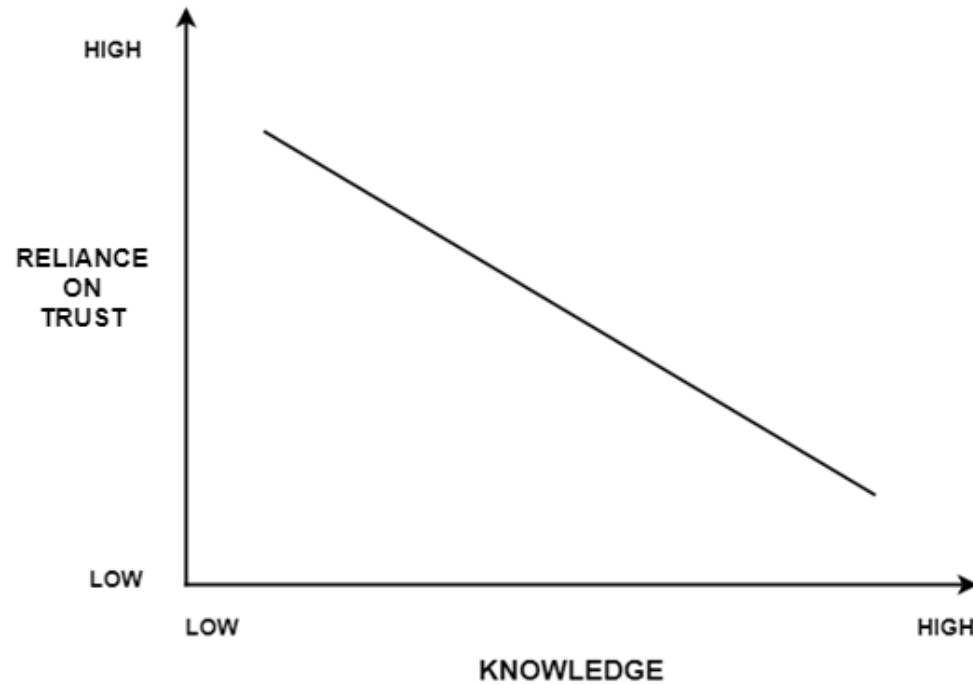
Trust online voting (0 - don't trust at all; 10 - trust completely)

Source: Estonian ivoter study 2019

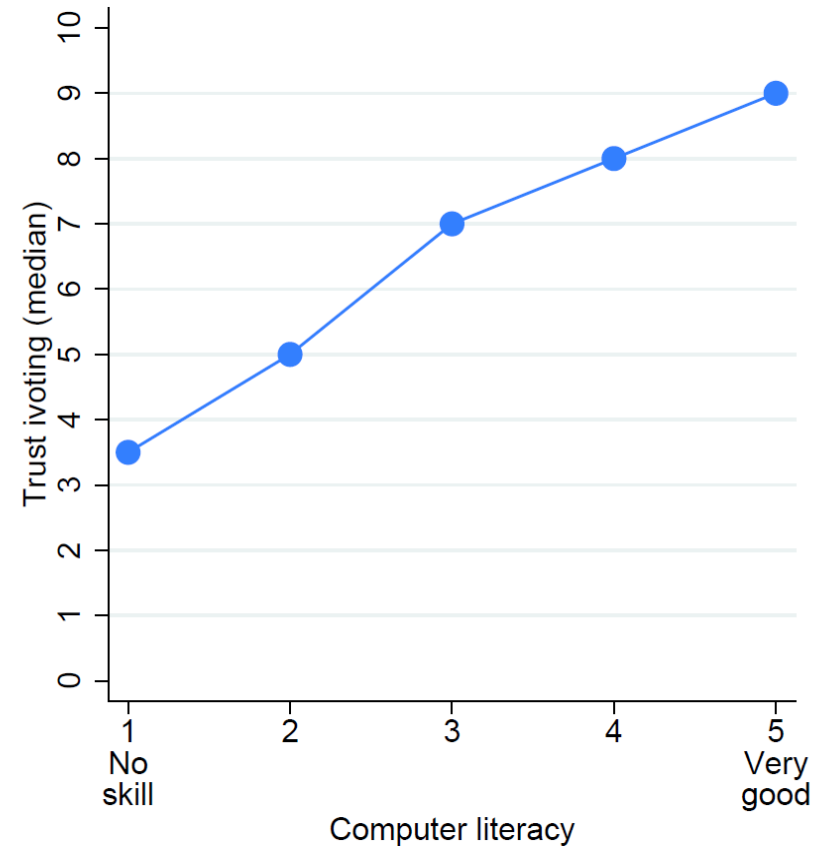


The surprise

Expectation



Reality



Usage of verification



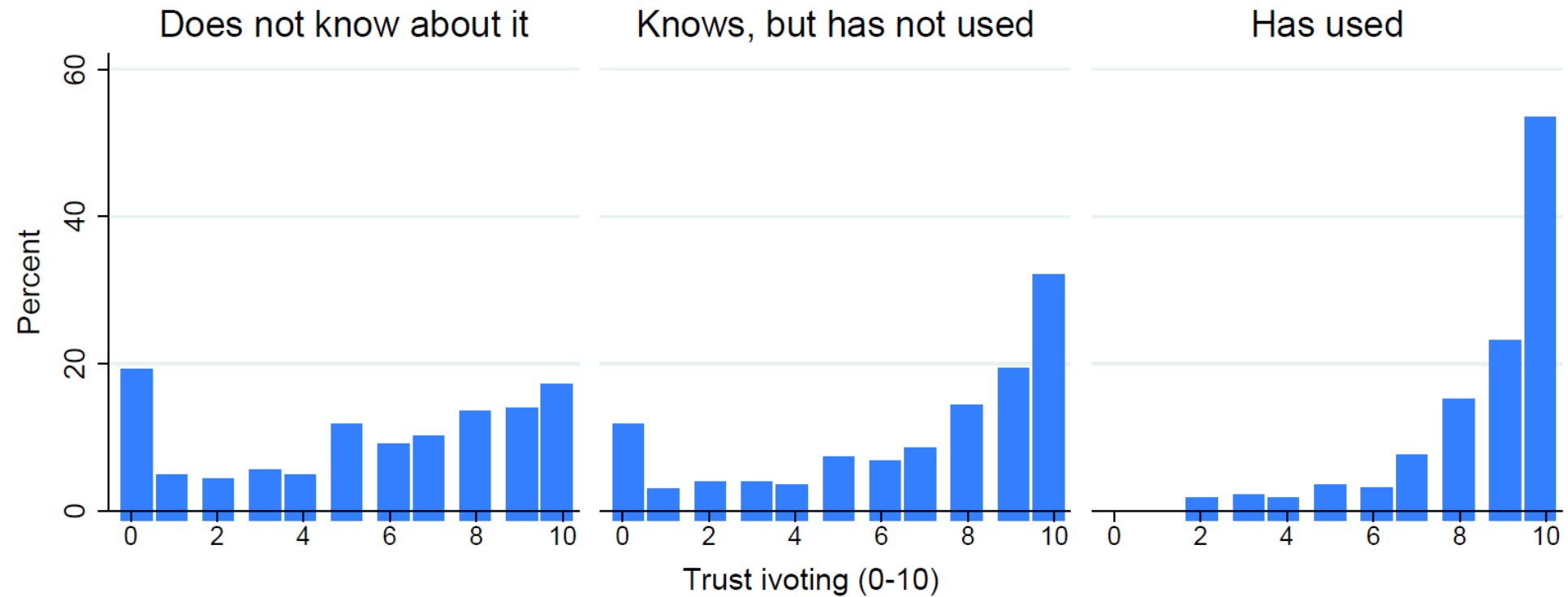
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What about technology that should reduce reliance on trust?



Usage of verification





Usage of verification

Verification data from anonymized logs
2019

Comparatively larger share of ivotes:

- verified on first voting day;
- and/or late at night.

	ivoters	ivote verifiers (1 time)	ivote verifiers (≥2 times)
Age (mean)	45.5	40.3	39.3
Males (%)	45.77	61.1	65.5
OS: Windows	89.33	81.34	79.51
OS: Mac	9.89	15.8	16.17
OS: Linux	0.78	2.86	4.32



To conclude

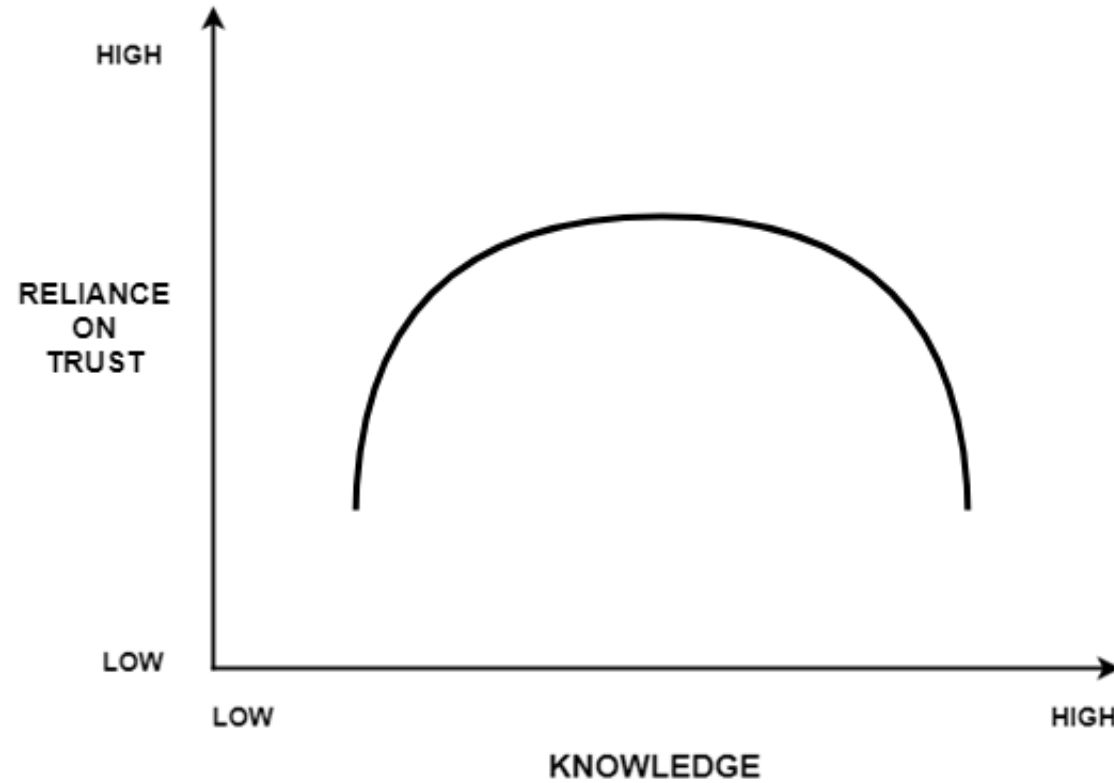
We find:

- no curse of knowledge, at least in the Estonian case;
- context matters, long experience of e-service usage;
- verification technology used by those who trust already;
- or...



To conclude

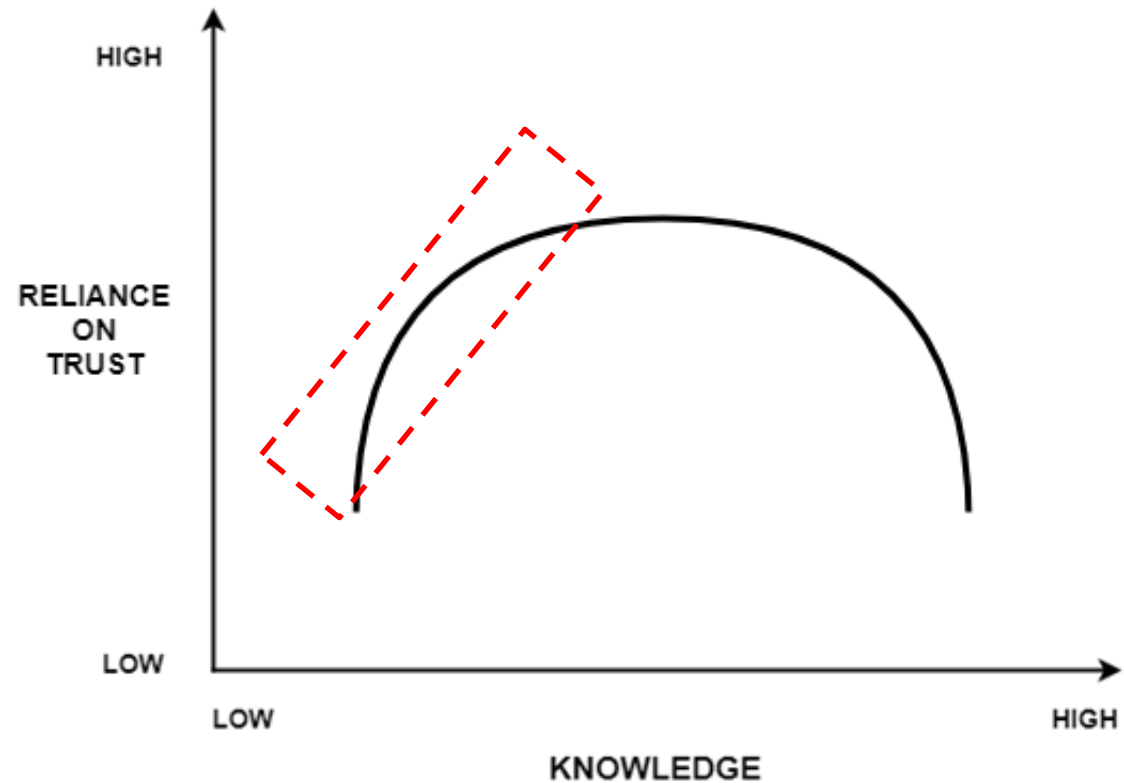
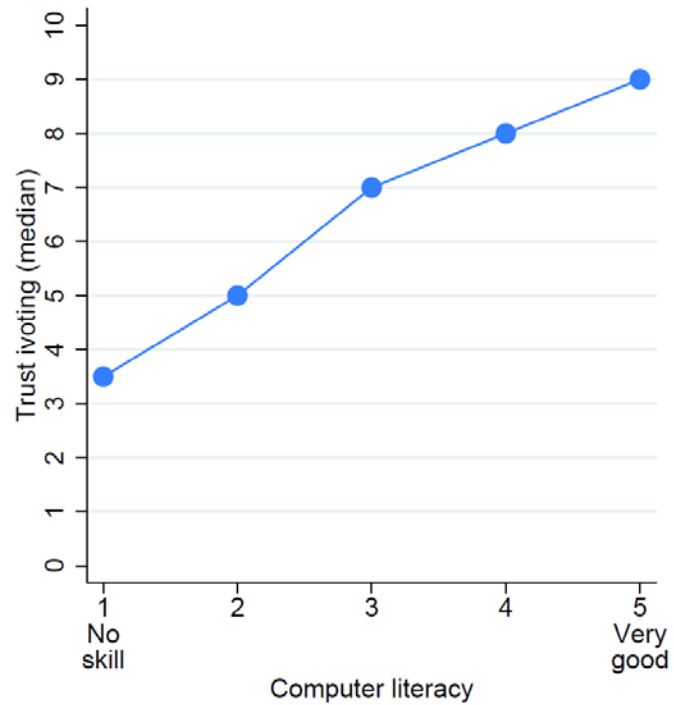
or....





To conclude

or...





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Thank you!