Introducing public sector eIDs
- the power of actors’ translations and institutional barriers

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The electronic identification (eID) is a small technical artefact with a unique potential in information society. As an enabler of secure digital services in the public as well as private sector, the eID transforms the delivery of services to citizens and businesses and is a key aspect in eGovernment efforts. However, as this work shows, the eID is left unproblematized in the past as well as in the present and this is unfortunate since its social and organizational implications are significant.

By focusing on the relation between actors’ translations and institutional barriers in two eID introductions - a national eID to cover the entire public sector and a professional eID in health care - this dissertation contributes to this needed broader focus on public sector eIDs.

Keywords:
eID, electronic identification, introduction, eGovernment, sociology of translation, Actor-Network Theory, institutional pressures, institutional barriers