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

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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:

- 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

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</thead>
<tbody>
<tr>
<td>2005</td>
<td>65.8</td>
<td></td>
<td></td>
<td>73.4</td>
<td></td>
<td>58.6</td>
<td></td>
<td></td>
<td>67.6</td>
<td>69.4</td>
</tr>
<tr>
<td>2007</td>
<td></td>
<td></td>
<td>77.4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>63.6</td>
<td>68.2</td>
</tr>
<tr>
<td>2009</td>
<td></td>
<td></td>
<td>68.6</td>
<td></td>
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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)

Source: Estonian ivoter study 2019
The surprise

Expectation

Reality

Graph showing the relationship between reliance on trust and knowledge, with a line indicating a negative correlation. The graph on the right shows a line graph with computer literacy on the x-axis and trust voting (median) on the y-axis, indicating an increasing trend as computer literacy increases.
Usage of verification

What about technology that should reduce reliance on trust?
Usage of verification

Does not know about it

Knows, but has not used

Has used
Usage of verification

Comparatively larger share of ivotes:
- verified on first voting day;
- and/or late at night.

<table>
<thead>
<tr>
<th></th>
<th>ivoters</th>
<th>ivote verifiers (1 time)</th>
<th>ivote verifiers (≥2 times)</th>
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<tbody>
<tr>
<td>Age (mean)</td>
<td>45.5</td>
<td>40.3</td>
<td>39.3</td>
</tr>
<tr>
<td>Males (%)</td>
<td>45.77</td>
<td>61.1</td>
<td>65.5</td>
</tr>
<tr>
<td>OS: Windows</td>
<td>89.33</td>
<td>81.34</td>
<td>79.51</td>
</tr>
<tr>
<td>OS: Mac</td>
<td>9.89</td>
<td>15.8</td>
<td>16.17</td>
</tr>
<tr>
<td>OS: Linux</td>
<td>0.78</td>
<td>2.86</td>
<td>4.32</td>
</tr>
</tbody>
</table>
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....

![Diagram showing the relationship between reliance on trust and knowledge](image-url)
To conclude

or...

![Graph showing Trust volunteering (median) vs. Computer literacy](image1)

![Graph showing Reliance on Trust vs. Knowledge](image2)
Thank you!