Case Study: Digitalization of contact tracing, in Norway

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Case study

Is a detailed examination of one example, enabling the researcher to close in on an authentic situation and test different views in relation to phenomena as they evolve in practice (Flyvbjerg, 2006)
What is the problem?

- The empirical problem
  - Lack of digital tools
- The IS problem
  - Special sense of togetherness + loss of structure are key roles in the digitalization process
Slik svikter Norges overvåking av pandemien. Viktige data kommer ikke inn.

For tre av fire smittede i forrige uke aner ikke myndighetene i hvilket land de er smittet. Svake datasystemer svekker Norges innsats mot pandemien.
My epistemology

• Interpretive philosophical view of the world
  – Socially constructed
  – Inter-subjectively understood

• Hermeneutic approach
  – What actors said and how they interpreted what they said

• Processes and human behaviour related to the digitalization

• Thick Description
  – Why, What, How

(Walsham, 2006; Klein and Myers, 1999; Ritzer, 2000; Myers, 1997; Geertz and Darnton, 1973)
The contact tracing ecosystem
Methods – How and Why

• Interviews
  – Semi-structured – introductory question - themes
• Focus group interviews
  – Heterogeneous group
• Observations
  – One corona clinic
• Document studies

<table>
<thead>
<tr>
<th>Phases</th>
<th>Date</th>
<th>Type of data collection</th>
<th>Online / In person</th>
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<tbody>
<tr>
<td>1</td>
<td>Winter 2021 – Summer 2021</td>
<td>Interviews</td>
<td>Online</td>
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<td>Fall 2021 – Winter 2021</td>
<td>Observations, Interviews</td>
<td>In person</td>
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<tr>
<td>3</td>
<td>Winter 2021 – Spring 2022</td>
<td>Interviews, Focus group 1</td>
<td>Online</td>
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<td>4</td>
<td>Spring 2022 – Summer 2023</td>
<td>Interviews, Focus group 2</td>
<td>In person</td>
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Data What

- Interviews
- Observations
- Documents
  - Reports
  - Publicly available documents
  - From the interviewees
Choice of case - Why

• Convenience
• Snowballing
Triangulation of

- Methods
- Data
- Researchers
- Theory
Use of Theory

- Inductive: Codes and themes
- Deductive: Institutional theory
- Inductive: “What is this a case of?”
- Deductive: Liminality theory

(Burton-Jones et al., 2020; Gundersen et al., 2020; Mergel et al, 2019; van Gennep, 1909; Turner, 1969; )
Liminal innovation during a crisis

• Drawing on specific implications
• Contributions to deep insights

(Mertens, 2018; Orlikowski and Scott, 2021; Gundersen et al., 2022)
Styles of involvement and positionality

- Outside observer
- But:
  - Actors’ expectations:
    - Member of HISP Oslo
  - My own experiences in health care
References


• Kvernevik, Bendik Sem. “Integrating Contact Tracing into Norway’s Complex Health Information Ecosystem.” University of Oslo, 2021. duo.uio.no. https://www.duo.uio.no/bitstream/handle/10852/88549/Master_thesis_Bendik_Sem_Kvernevik_FINAL.pdf?sequence=1&isAllowed=yes.


Thank you 😊