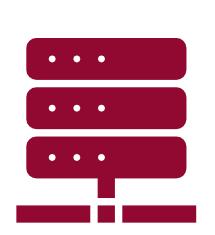


DESIGN PRINCIPLES FOR EU CROSS-BORDER SERVICES

SOPHIE MAIERHOFER & SIMON SCHIMPE

Factors Impacting the Success of Cross-border Services [1]

Technological factors



- Interoperability
- Data management and data quality
- Security and trust

Organizational factors



- Financial costsOrganizational structure

Institutional factors



- Legal constraints [1]
 Political decisions [1]

Actors



- Politicians & government officials [3]
- Public demand [2]

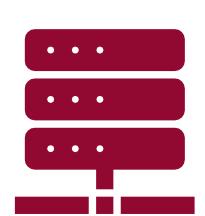
Other factors



- Adoption of technology [3]
 Expected outcomes [3]

Current Challenges with Cross-border Services in the German-Dutch Border Region





- Record and identity matching
- Differences in levels of technological progress
- Data sharing regulations



- Financial costs
- Rising user expectations
- Cross-border recruitment is perceived as a barrier



- Varying national requirements
- Administrative and legal barriers
- Deficiency in recognition of qualifications



- Online questionnaires meet only national needs
- No clear point of contact



- Personal consultations requiredLanguage as important factor

Design principles for crossborder services

- 1. Top-Down approach
- 2. Standardization
- 3. Adaptability
- 4. Accessibility
- 5. Communication

^{[1]:} Bekkers, V., Tummers, L., Voorberg, W.: From public innovation to social innno-cation in the public sector: A literature review of relevant drivers and barriers. Rotterdam: Erasmus University Rotterdam (2013)

^{[2]:} Kuklinski, J.H., Quirk, P.J., Jerit, J., Rich, R.F.: The political environment and citizen competence. American Journal of Political Science pp. 410-424 (2001)

^{[3]:} Leosk, N., Poder, I., Schmidt, C., Kalvet, T., Krimmer, R.: Drivers for and barriers to the cross-border implementation of the once-only principle. In: The Once-Only Principle, pp. 38-60. Springer, Cham (2021)