

Survey Nursing Homes with Voice Input experiment

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1. General considerations

- The questionnaire must be fully compatible with PCs, smartphones and tablets.
- Most popular web browsers and screen sizes must be supported.
- Questions must be displayed in a similar way across devices, browsers and different screen sizes. Any relevant difference in the format of a question among these options must be approved.
- An example data file must be delivered by the fieldwork company before starting the fieldwork, including metadata (see section 2), in order to ensure that the information is properly recorded and coded.
- For two experimental questions (names ending in **_EXP**), some respondents will be asked to answer by recording a voice file, or by dictating their answer. This will be done by using the **WebdataVoice** tool (<https://osf.io/b2wyz/>) that has been developed for this purpose. This tool has been used already in a test survey programmed by Netquest so this survey can be used as an example. **WebdataVoice** allows customising several features. The following options should be used:
 - o Methods for answering: depend on the experimental groups (see section 6)
 - o Size of files: no minimum, maximum = equivalent to a file of 5 min of speaking
 - o Number of files: no minimum, maximum = 10
 - o Deletion of files: allowed
- The voice answers should be transcribed in text by Netquest using the Google Cloud Speech API and what should be saved and shared with the research team is only the transcriptions, not the voice files themselves. Thus, in the dataset, this will be similar to sharing answers from a conventional open question. However, Netquest should keep the voice recordings until the research team has checked the dataset, in case problems with the transcriptions would be detected.
- The dataset should be shared with the project's Ethics Advisor first, who will check it and create a new respondent ID before sharing it with the research team. Thus, Netquest should directly contact the Ethics Advisor to share the data (using all safety measures) once ready.

2. Metadata

The following information must be collected and stored using the names of variables presented below (**NAMES**), and delivered together with the answers to the questionnaire.

2.1 About participation

- **NINVITED**: Number of panellists invited (to calculate response rates).
- For all the participants:
 - o **DINVIT**: Date/Time of invitation
 - o **DACCESS**: Date/Time of first access to the survey
 - o **DPART**: Date/Time of participation (finalization).
 - o **NINTERRUP**: Number of interruptions.
 - o Participation duration, calculated in two different ways.
 - Conventional method (**DURATION**): sum of the durations of each access to the survey (i.e., difference between the starting time and the ending time of each survey access).
 - Focus time (**FOCUS**): the previous method does not consider that some participants may access the survey but temporarily leave it on hold while browsing other websites. This behaviour inflates the real survey duration. In order to get a more accurate measure we need to insert a javascript on each single survey page that measures the actual time spent in the questionnaire, that is, the total time the survey has the browsing focus (i.e., active tab of the browser). This javascript has already been used for other projects.
 - o **FOCUS_[Expquestion]**: Focus time for each experimental question
 - o **TYPE**: Type of participation (complete, filter-out, quota-full).
 - o **NREMIND**: Number of reminders.
 - o **DEVICE**: Device used to participate (PC vs smartphone vs tablet).
 - o **OS**: Operating system of the device (Android, iOS...).
 - o **BROWSER**: Browser used to answer the survey.

2.2 About past experience as panellists

- o **REGIST**: Date of registration in the panel
- o **NINVITTOT / NINVIT3M**: Number of received invitations (total & last 3 months)
- o **NPARTICTOT / NPARTIC3M**: Number of participations (total & last 3 months)
- o **NCOMPLETETOT / NCOMPLETE3M**: Number of completes (total & last 3 months)
- o **NPOINTTOT / NPOINT3M**: Number of earned points (total & last 3 months)

2.3 Variables that are specific to the use of the voice or dictation button

All the variables generated by the **WebdataVoice** tool (see Table 1 below) should be saved and delivered together with the answers to the questionnaire.

Table 1: Variables generated and stored locally by WebdataVoice

Variables	Description	Method
[VAR_VOICE]_TEXT_FILE_NAME	Name of the file that is saved with the text captured with the dictation tool for the question named [VAR_VOICE]	Dictation
[VAR_VOICE]_ANSWER_[FILE]	Text captured with the dictation tool for the question [VAR_VOICE]. The [FILE] parameter represents which part of the text it is, as text are split when exceeding 1,000 characters	Dictation
[VAR_VOICE]_STOP	Number of times the stop button has been pressed	Both
[VAR_VOICE]_DELETE	Number of times the delete button has been pressed	Both
[VAR_VOICE]_RECORDED	Number of times the dictation or recording buttons have been pressed	Both
[VAR_VOICE]_AUDIO_FILE_NAME_[FILE]	Name of each of the recordings captured in question [VAR_VOICE]. The [FILE] parameter indicates the number of the recording, as it is possible to save more than one	Voice recording

3. Programming instruction

These are the general programming instructions. **Please, look at past projects** as most of these special requirements have been already developed and used.

1. Questions are **not mandatory** except filters/quota questions and some questions that condition many other questions. If someone tries to skip a mandatory question, the following message must be shown:

“We are sorry, but this question must be answered in order to continue.”

Save the number of times this message is shown in variable **SKIPMANDATORY**.

2. However, if the participant is going to skip his/her forth survey page (not necessarily in a row), a warning message must be shown as follows:

“We understand that you may not want to answer some of the questions that we are asking you. But we would encourage you to try and answer them, as your opinions will be of great help to us. We remind you that our goal is to calculate statistics based on the group of people participating in this research, and not to analyse individual participant responses.”

Note that if this happens for question **WHYTRANSP_EXP** / **WHYTRANSP_FOLLOW** or **WHYTRUSTNH_EXP** / **WHYTRUSTNH_FOLLOW**, then the message should not be shown on these questions, but only on the next question that the respondent tries to skip without answering.

If this message is shown once, it should not be shown again until the participant tries to skip 4 additional survey pages. Save the number of times this message is shown in variable **SKIP4WARNING**.¹

4. When several questions are shown in one page, if the respondent does not answer all the questions, the following message must be shown before allowing him/her to continue:

“You are leaving some questions unanswered on this page. If this was a mistake, please, revise your answers. Otherwise, you can continue the survey”.

If the participant goes on without completing all the questions, it counts as one survey page not completed for the above rule (i.e., 4 survey pages non completed = warning).

Save the number of times this message is shown in variable **GRIDWARNING**.

5. Interruptions are allowed (but must be counted and stored together with participant’s answers, see section 2).

6. One question per page, unless otherwise indicated.

7. The questionnaire should not include any “trap question” (aka “Instructional Manipulation Checks” or IMC) provided by Netquest.

8. The questionnaire must be personalised according to participant’s gender: for instance, “...incluyéndote a ti mismo” if gender=male, “...incluyéndote a ti misma” if gender=female.

9. Do not include a progress bar.

10. When numbers are provided in parenthesis, they should not be shown to respondents but only be used for coding the answers in the datasets. For instance, if we write:

- (1) Woman
- (2) Man

¹ A problem occurred with this variable, which was not accurately recorded. Consequently, it was not included in the final dataset.

The numbers 1 and 2 will not appear on the screen (simple radio button) but in the datasets “woman” will be coded 1 and “man” will be coded 2.

4. Sample size and quota setting

Data collection: Netquest panel for **Spain**.

Sample size to be achieved: N= **1,000 complete interviews**.

Representative quotas for the **Internet adult population** by:

- Gender x Age (3x2=6 groups): 1) 18 to 34 years old males; 2) 18 to 34 years old females; 3) 35 to 54 years old males; 4) 35 to 54 years old females; 5) 55 to 74 years old males; 6) 55 to 74 years old females

- Education (3 groups): 1) No studies / Primary school (usually until 12 y.o.) / First stage of secondary education (usually until 14 y.o.); 2) Secondary education – Stage 2 / Former Baccalaureate / Professional training Mid-grade / BUP / COU / ESO / Professional training – Higher grade / Baccalaureate; 3) Higher education / Undergraduate degree / Degree / Master / PhD.

- CCAA (17 groups²): Andalusia; Aragon; Asturias; Balearic Islands; Basque Country; Canary Islands; Cantabria; Castile-La Mancha; Castile and León; Catalonia; Community of Madrid; Extremadura; Galicia; La Rioja; Navarre; Region of Murcia; Valencian Community.

The information about the distributions for each quota variable should be based on the information provided by the INE:

https://www.ine.es/ss/Satellite?L=es_ES&c=INESeccion_C&cid=1259925528559&p=1254735110672&pagename=ProductosYServicios%2FPYSLayout

5. Fieldwork instructions

Redirected participants from other surveys cannot take part in this study, as we need to report response rates and have a strict control on who has been invited to participate.

Please, use two reminders before sending invitations to new participants. The larger the response rate, the better.

Expected fieldwork time: 8-12 days. The fieldwork must be completed **allowing participants at least 5 days to participate***, as it is important to get opinions not only from fast respondents.

** If some invitations must be sent by the end of the fieldwork to close quotas, it is allowed to give them less time, but such participants should not represent more than 5% of the total sample size.*

² Ceuta and Melilla are not considered in this study.

6. Experimental design

For the questions that are defined as experimental ([EXP](#) in the name), the respondents will be assigned randomly to four groups, as follows:

<i>Control</i>	<i>PushDictation*</i>	<i>PushRecording**</i>	<i>Choice</i>
Text answers	Propose dictation If they do not answer, propose additionally text	Propose voice recording If they do not answer, propose additionally text	Let them decide between: Dictation Voice recording Text
250	250	250	250

Dictation* (sometimes also called *Speech Recognition*): while the respondents speak, their voice is immediately transcribed into text, so they can see the text corresponding to what they said. Netquest should program the tool such that **first only the dictation button is visible, and once the respondents click this button, then, the textbox appears. What is finally stored is a text file similar to what is normally obtained with open-ended questions where respondents type their answers in a text-box.

***Voice recordings*: while the respondents speak, their voice is recorded. Several voice recordings can be done to answer the same question. The voice file(s) is (are) then exported. However, Netquest should not share these voice files with the researchers, they should first transcribe them into text files (see Section 1).

Both methods can be used in PCs, smartphones and tablets, as long as a microphone is available and the authorization to use it is provided. In both methods, the respondents have the possibility to check their answers before submitting them: for dictation, by reading the transcription; for voice recordings, by listening to the recordings. If they are not satisfied, for dictation, respondents can use the keyboard to modify or delete the transcription of the dictated text, partly or fully. They can also start another dictation. For voice recordings, they can delete one or more of the voice records and start recording one or more new ones.

The information about the group will be saved in a variable named [GRUPO](#), taking the values “Control”, “Choice”, “PushDictation” and “PushRecording”.

7. Questionnaire

Colour code:

- Programming instructions are shown in grey and within square brackets. [Instruction].
- Section titles do not have to be shown: green, italic and within brackets. *[Title]*
- Variable names: blue, capital letters and bold **VARIABLE**
- Filters and conditions (both for questions and alternatives within a question): red, capital letters and bold **IF VAR==1**

----- START OF SURVEY -----

INFORMATION

In the following, we provide you with information about the project in which you are invited to participate.

Name of the research: WEB DATA OPP

Principal Investigator: Melanie Revilla, IBEI, Edifici Mercè Rodoreda 24.406 | Ramón Trías Fargas, 25-27 | 08005 Barcelona. [Tel.] +34935421162. mrevilla@ibei.org

Funding: The project WEB DATA OPP has received funding from the European Research Council (ERC) under the European Union's Horizon 2020 research and innovation programme (grant agreement No. 849165).

Objective: The overall objective of this research project is to **improve the quality of the data collected in order to get more accurate results about the reality**, helping key actors take informed decisions based on valid and reliable information.

In this study, your participation will consist in **filling in an online survey** taking approximately **10 minutes**. This survey focuses on a topic of high social relevance: **the population perceptions about nursing homes in Spain**. The survey also includes some questions about your political opinions. We might ask you to answer two questions by recording your voice or by dictating. In such a case, please do not share voice recordings of other people besides yourself. For participating in this survey, you will **receive** as usual some **Korus** at the end of the survey.

In order to protect your privacy, Nicequest will share only pseudonymized datasets with the research team, i.e., datasets that do not contain any of your personal information (e.g., your name), but only a number that Nicequest could use to re-identify you in very exceptional occasions: for instance, in case you would decide to withdraw your answers or in case of legal obligations to disclose information. Moreover, the datasets will be first double-checked by the project Ethic Advisor before being sent to the research team. The research team will then fully anonymize the datasets before any further sharing with third parties (e.g., external collaborators of the project). In all these steps, your survey data will be saved digitally with safe access control mechanisms. After completion of this research project, the anonymous survey data will be stored in a data archive so that they can be used by other researchers as

well. In case of recording your voice, the recordings will be immediately transcribed into text by Nicequest using specialized APIs. The research team will receive only the text transcriptions, and always after making sure that they do not contain any personal information. The audio files will be deleted by Nicequest as soon as the transcriptions have been checked.

Your participation in this survey is **completely voluntary**. You can withdraw or opt-out of it at any time without needing to justify your decision. You have the right to omit answers to most questions.

Should you have any questions on the research project, you may contact Melanie Revilla at mrevilla@ibei.org

Finally, in accordance with the General Data Protection Regulation (GDPR) 2016/679 (EU) we provide the following information:

Data controller: Universitat Pompeu Fabra. Pl. de la Mercè, 12. 08002 Barcelona. Tel. (+34)935 422 000. You can contact UPF's Data Protection Officer by sending an email to dpd@upf.edu

Purposes of the processing: Carrying out the above mentioned research project. Personal data will be kept during the execution of the project and two more years after its finalisation for its scientific validation.

Legal basis: Data owner's consent. You can withdraw your consent at any time.

Recipients: Your personal data will be processed by Pompeu Fabra University. Your personal data may also be processed by subcontractors after the signature of a data processing agreement preserving your privacy and will not be transferred to third parties without your consent, except when otherwise provided for by law.

Rights: Access, rectification or erasure of your personal data, as well as data portability and the restriction or objection to the processing of your personal data. Rights may be exercised by contacting UPF's General Manager (gerencia@upf.edu). You have the right to lodge a complaint with the Catalan Data Protection Authority if you think we have not properly managed your rights.

[Next page]

INFORMED CONSENT

Name of the research: WEB DATA OPP

Principal Investigator: Melanie Revilla, IBEI, Edifici Mercè Rodoreda 24.406 | Ramón Trías Fargas, 25-27 | 08005 Barcelona. [Tel.] +34935421162. mrevilla@ibei.org

I HEREBY CONFIRM THAT:

1. I have read the information regarding the research project.
2. I have received enough information on the project.
3. I will not share information of third parties.
4. I accept to share information about my political opinions.

CONSENT. [Mandatory] I understand that my participation is **voluntary** and I can withdraw or opt-out of the survey at any time without any need to justify my decision.

- o Yes, I GIVE MY CONSENT to participate in this project.
- o No, I do not give my consent.

FILTER OUT: IF CONSENT= “No, I do not give my consent”

[Quotas]

[GENDER and AGE must be shown together in one page - use the usual Netquest layout]

GENDER. [Quota variable -> Mandatory] You are...

- (1) A man
- (2) A woman

AGE. [Quota variable -> Mandatory] How old are you?

___ [numerical value] years old

[Recode in 3 groups in a new variable **AGE_REC**, see Section 4]

FILTER OUT: IF AGE<18 OR AGE >74

EDUC. [Quota variable -> Mandatory] What is the highest level of education that you have completed?

- (1) No studies
- (2) Primary school (usually until 12 y.o.)
- (3) First stage of the secondary education (usually until 14 y.o.)
- (4) Second stage of Secondary education / Former Baccalaureate / Professional training Mid-grade / BUP / COU / ESO
- (5) Professional training – Higher grade / Baccalaureate
- (6) Higher education / Undergraduate degrees / Degrees / Masters / PhDs

[Categories must be joined in a hidden variable **EDUC_REC** to control quotas: 1-2-3 --> 1; 4-5 --> 2 ; 6 --> 3].

CCAA. [Quota variable -> Mandatory] In which autonomous community do you principally live?

- o Andalusia
- o Aragon
- o Asturias
- o Balearic Islands
- o Basque Country

- o Canary Islands
- o Cantabria
- o Castile-La Mancha
- o Castile and León
- o Catalonia
- o Community of Madrid
- o Extremadura
- o Galicia
- o La Rioja
- o Navarre
- o Region of Murcia
- o Valencian Community
- o None of these

FILTER OUT: IF CCAA = “None of these” [Note: Ceuta and Melilla are Filter out]

[Few more sociodemographics]

CITY. Which of the following phrases best describes where you live?

- (1) A big city
- (2) The outskirts of a big city
- (3) A small or medium size city
- (4) A town or a country house

LANGUAGE. Is Spanish your mother tongue?

- (1) Yes, the only one
- (2) Yes, one of them
- (3) No, it is not (one of) my mother tongue(s)

INCOME. What is the approximate total **net monthly income** in your **household**?

- (1) Less than €1,000
- (2) Between €1,001- €1,500
- (3) Between €1,501- €2,500
- (4) Between €2,501- €3,500
- (5) Between €3,501- €4,500
- (6) Between €4,501- €5,500
- (7) €5,501 or more
- (8) I do not know

[Main survey part]

In this survey, first we would like to gather your perceptions about nursing homes; please answer all questions thinking about nursing homes in Spain. Even if you are unsure about an answer, we are interested in your opinions. There are no right or wrong answers.

KNOW_FILTER. [Mandatory to answer] Do you have some knowledge about the functioning of nursing homes in Spain, either because you heard or read something about this, because you know someone who lives or was living there, or for any other reason?

- (0) No knowledge at all
- (1) Very little knowledge
- (2) Some knowledge
- (3) Substantial knowledge
- (4) Huge knowledge

FILTER OUT: IF FAMILIAR_FILTER= “Not knowledge at all”

QUALITY. [Mandatory to answer] Please, indicate whether you think that the **quality** of the services offered by nursing homes in Spain is...

- (0) Extremely bad
- (1) Bad
- (2) Neither bad nor good
- (3) Good
- (4) Extremely good

WHYQUALITY_OPEN. Explain why you think that the **quality** of the services offered by nursing homes is [insert answer **QUALITY** in bold]. In your answer, please mention what are the **reasons** that, in your opinion, influence the quality of the services offered by nursing homes.

[Large textbox for all respondents]

[Next two questions on same page]

PROF_PU. To what extent do you think that **public** nursing homes in Spain are **professional**?

- (0) Not at all
- (1) Very little
- (2) Somewhat
- (3) Very much
- (4) Completely

PROF_PR. And that **private** nursing homes are professional?

- (0) Not at all
- (1) Very little
- (2) Somewhat
- (3) Very much
- (4) Completely

[Next two questions on same page]

USERS_PU. To what extent do you think that **public** nursing homes in Spain **treat all their users the same?**

- (0) Not at all
- (1) Very little
- (2) Somewhat
- (3) Very much
- (4) Completely

USERS_PR. And that **private** nursing homes treat all their users the same?

- (0) Not at all
- (1) Very little
- (2) Somewhat
- (3) Very much
- (4) Completely

[Next two questions on same page]

WELLB_PU. To what extent do you think that **public** nursing homes in Spain care about the **well-being of their users?**

- (0) Not at all
- (1) Very little
- (2) Somewhat
- (3) Very much
- (4) Completely

WELLB_PR. And that **private** nursing homes care about the well-being of their users?

- (0) Not at all
- (1) Very little
- (2) Somewhat
- (3) Very much
- (4) Completely

TRANSPARENT. [Mandatory to answer] In your opinion, how much **information** about their services do nursing homes in Spain provide to the general public?

- (0) No information at all
- (1) Very little information
- (2) Some information
- (3) A lot of information
- (4) A huge amount of information

WHYTRANSP_EXP. Explain why you think that nursing homes provide [insert answer **TRANSPARENT** in bold] about their services. Please give as much detail as you can. In your answer, mention if you think there is a difference between **public** and **private** nursing homes.

[Control group: no additional instruction, just present them with a large text box]

[PushDictation, PushRecording and Choice groups: should use the tool WebdataVoice in these groups, with the following features:

- PushDictation: allowing dictation only; PushRecording: allowing recording only; Choice: allowing dictation and recording and text answers.
- Size of files: no minimum, maximum=equivalent to a file of 5 min of speaking
- Number of files: no minimum, maximum=10
- Deletion of files: allowed]

[PushDictation group] *To answer, please click on the button 'Dictate' and speak: your answer will be transcribed in a text that will appear on the screen when you stop speaking. You will probably see a message asking you to authorize the use of the microphone. It is necessary to accept for the dictation tool to work.*

When you are done, click 'Stop'. You can repeat the process as many times as you want. If your device does not have a microphone, continue to the next page.

[PushRecording group] *To answer, please click on the button 'Record' and speak: your answer will be recorded as an audio file. You will probably see a message asking you to authorize the use of the microphone. It is necessary to accept for the voice recording tool to work.*

When you are done, click 'Stop'. You can repeat the process as many times as you want. You can also delete an audio file and record another if you wish. If your device does not have a microphone, continue to the next page.

[Choice group] *To answer, you can choose between three options:*

- *click the button 'Record' and speak: your answer will be recorded as an audio file.*
- *click the button 'Dictate' and speak: your answer will be transcribed in a text that will appear on the screen when you stop speaking.*
- *write in the textbox below.*

For the first two options, you will probably see a message asking you to authorize the use of the microphone. It is necessary to accept for the voice recording or dictation tool to work.

When you are done, click 'Stop'. You can repeat the process as many times as you want. You can also delete an audio file and record another if you wish.

[PushDictation and PushRecording groups] [If they try to go to the next page without clicking on the dictation button or on the voice button, then we show them again the same page but this time, adding the text box, so they can type if they do not want to dictate/record their voice, and the instructions change as follows]

[PushDictation group] **WHYTRANSP_FOLLOW**. You have not provided any answer to our previous question. This is a key question for our research. **Please, consider again answering it. If you cannot or do not want to use the dictation function, you can type your answer in the textbox below.**

Explain why you think that nursing homes provide [insert answer **TRANSPARENT** in bold] information about their services. Please give as much detail as you can. In your answer, mention if you think there is a difference between **public** and **private** nursing homes.

[Large text box + dictation option]

[PushRecording group] **WHYTRANSP_FOLLOW**. You have not provided any answer to our previous question. This is a key question for our research. **Please, consider again answering it. If you cannot or do not want to use the voice recording function, you can type in your answer in the textbox below.**

Explain why you think that nursing homes provide [insert answer **TRANSPARENT** in bold] information about their services. Please give as much detail as you can. In your answer, mention if you think there is a difference between **public** and **private** nursing homes.

[Large text box + voice recording option]

TRUSTNH. [Mandatory to answer] How much do you personally **trust** nursing homes in Spain?

- (0) Not at all
- (1) Very little
- (2) Somewhat
- (3) Very much
- (4) Completely

WHYTRUSTNH_EXP. Explain why you personally [insert answer **TRUSTNH** in bold] **trust** nursing homes. Please give as much detail as you can. In your answer, mention if you think there is a difference between **public** and **private** nursing homes.

[Control group: no additional instruction, just present them with a **large** text box]

[PushDictation, PushRecording and Choice groups: should use the tool WebdataVoice in these groups, with the following features:

- PushDictation: allowing dictation only; PushRecording: allowing recording only; Choice: allowing dictation and recording and text answers.
- Size of files: no minimum, maximum=equivalent to a file of 5 min of speaking
- Number of files: no minimum, maximum=10

- Deletion of files: allowed]

[PushDictation group] *To answer, please click on the button 'Dictate' and speak: your answer will be transcribed in a text that will appear on the screen when you stop speaking. You will probably see a message asking you to authorize the use of the microphone. It is necessary to accept for the dictation tool to work.*

When you are done, click 'Stop'. You can repeat the process as many times as you want. If your device does not have a microphone, continue to the next page.

[PushRecording group] *To answer, please click on the button 'Record' and speak: your answer will be recorded as an audio file. You will probably see a message asking you to authorize the use of the microphone. It is necessary to accept for the voice recording tool to work.*

When you are done, click 'Stop'. You can repeat the process as many times as you want. You can also delete an audio file and record another one if you wish. If your device does not have a microphone, continue to the next page.

[Choice group] *To answer, you can choose between three options:*

- *click the button 'Record' and speak: your answer will be recorded as an audio file.*
- *click the button 'Dictate' and speak: your answer will be transcribed in a text that will appear on the screen when you stop speaking.*
- *write in the textbox below.*

For the first two options, you will probably see a message asking you to authorize the use of the microphone. It is necessary to accept for the voice recording or dictation tool to work.

When you are done, click 'Stop'. You can repeat the process as many times as you want. You can also delete an audio file and record another one if you wish.

[PushDictation and PushRecording groups] [If they try to go to the next page without clicking on the dictation button or on the voice button, then we show them again the same page but this time, adding the text box, so they can type if they do not want to dictate/record their voice, and the instructions change as follows]

[PushDictation group] **WHYTRUSTNH_FOLLOW.** You have not provided any answer to our previous question. This is a key question for our research. **Please, consider again answering it. If you cannot or do not want to use the dictation function, you can type your answer in the textbox below.**

Explain why you personally [insert answer **TRUSTNH** in bold] **trust** nursing homes. Please give us as much detail as you can. In your answer, mention if you think there is a difference between **public** and **private** nursing homes.

[Large text box + dictation option]

[PushRecording group] **WHYTRUSTNH_FOLLOW.** You have not provided any answer to our previous question. This is a key question for our research. **Please, consider again answering it. If you cannot or do not want to use the voice recording function, you can type your answer in the textbox below.**

Explain why you personally [insert answer **TRUSTNH** in bold] **trust** nursing homes. Please give us as much detail as you can. In your answer, mention if you think there is a difference between **public** and **private** nursing homes.

[Large text box + voice recording option]

[Other variables needed]

COVIDNH. How do you assess nursing homes' responses to the COVID-19 pandemic?

- (0) Extremely bad
- (1) Bad
- (2) Neither bad nor good
- (3) Good
- (4) Extremely good

Next, we will ask you a few questions about your opinions on some political issues including government performance.

SATISFGOV. Thinking about the Spanish government, how satisfied are you with the way it is carrying out its work in general terms?

- (0) Not at all
- (1) Very little
- (2) Somewhat
- (3) Very much
- (4) Completely

DIFFINCOME. To what extent do you consider that the Spanish government should take measures to reduce differences in income levels?

- (0) Not at all
- (1) Very little
- (2) Somewhat
- (3) Very much
- (4) Completely

COVIDGOV. How do you assess the Spanish government's response to the COVID-19 pandemic in nursing homes?

- (0) Extremely bad
- (1) Bad
- (2) Neither bad nor good
- (3) Good
- (4) Extremely good

COVIDREG. How do you assess the response of Spanish regional governments to the COVID-19 pandemic in nursing homes?

Please do not consider a particular region since we are interested in your general assessment.

- (0) Extremely bad
- (1) Bad
- (2) Neither bad nor good
- (3) Good
- (4) Extremely good

LEFTRIGHT. In politics, where would you place yourself on a scale where 0 means left and 10 means right?

[Horizontal scale from “0 Left” to “10 Right”]

SOCTRUST. Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?

- 0 You can't be too careful
- 1
- 2
- 3
- 4 Most people can be trusted

COMFORT. How comfortable do you feel about your ability to use new technologies?

- (0) Not at all comfortable
- (1) Little comfortable
- (2) Quite comfortable
- (3) Very comfortable
- (4) Completely comfortable

[Survey evaluation/context]

Finally, we will ask you questions about your experience answering this survey.

PLACE. Where are you answering this survey?

- (1) At home
- (2) In my workplace or in a study centre
- (3) In a bar or a restaurant
- (4) In the public transport
- (5) In another place, specify which one [small textbox; keep answer in **PLACEOTHER**]

PEOPLE. Were other people near you while you were answering the survey?

- (1) Yes
- (0) No

CONFIDENTIAL. To what extent do you trust that your answers will be treated **confidentially**?

- (1) Not at all
- (2) Little
- (3) Somehow
- (4) A lot
- (5) Completely

[Next two questions on same page]

FREQDICTATION. Most devices (smartphones, tablets, PCs) offer a **dictation function** that allows you to speak and that what you say is transcribed directly into text on the device screen. How often do you use this function?

- ☐ I did not know it existed
- ☐ Never
- ☐ Less than once a month
- ☐ Two or three times per month
- ☐ One to six times per week
- ☐ Daily

FREQVOICE. Most devices also offer a **voice recording function** that allows you to speak and record/send voice messages. How often do you use this function?

- ☐ I did not know it existed
- ☐ Never
- ☐ Less than once a month
- ☐ Two or three times per month
- ☐ One to six times per week
- ☐ Daily

[PushDictation + Choice groups] **USEDICTATION.** [Mandatory to answer] In previous questions, we have proposed you to answer using a **dictation tool**. Did you use this tool to answer when you had this option?

- (1) Yes, I used only the dictation tool whenever I had this option
- (2) Yes, I used the dictation tool, but also other options (e.g., the keyboard)
- (3) No, I never used the dictation tool

[PushDictation group; if “no” at **USEDICTATION**] **WHYNODICTION_PUSH.**

Why didn't you use the **dictation tool** when proposed?

[Check all that apply] [Random order of the items except the last one]

[Create one dummy for each item, with value 1 if the respondent selected it, and 0 otherwise]

- ☐ **WHYNODICTION_PUSH_1** The device I am using to answer the survey does not have a microphone
- ☐ **WHYNODICTION_PUSH_2** I tried, but I had technical problems
- ☐ **WHYNODICTION_PUSH_3** I tried, but I had problems understanding the function
- ☐ **WHYNODICTION_PUSH_4** I did not want to use it because of the context (e.g., I was around other people)
- ☐ **WHYNODICTION_PUSH_5** I did not want to use it because I found it difficult to express myself orally
- ☐ **WHYNODICTION_PUSH_6** Other, specify [small textbox; keep answer in **WHYNODICT_PUSH_6OTHER**]

[Choice group; if “no” at **USEDICTATION**] **WHYNODICTION_CHOICE.** Why didn't you use the **dictation tool** when proposed?

[Check all that apply] [Random order of the items except the last one]

[Create one dummy for each item, with value 1 if the respondent selected it, and 0 otherwise]

- ☐ **WHYNODICTION_CHOICE_0** I preferred another of the alternatives
- ☐ **WHYNODICTION_CHOICE_1** The device I am using to answer the survey does not have a microphone
- ☐ **WHYNODICTION_CHOICE_2** I tried, but I had technical problems
- ☐ **WHYNODICTION_CHOICE_3** I tried, but I had problems understanding the function
- ☐ **WHYNODICTION_CHOICE_4** I did not want to use it because of the context (e.g., I was around other people)
- ☐ **WHYNODICTION_CHOICE_5** I did not want to use it because I found it difficult to express myself orally
- ☐ **WHYNODICTION_CHOICE_6** Other, specify [small textbox; keep answer in **WHYNODICT_CHOICE_6OTHER**]

[If one of the “yes” answers at **USEDICTATION**] **DICTATIONPB.** Did you find yourself in one of the following situations while you were answering the questions through the **dictation tool**?

[Check all that apply] [Random order of the items except the last one]

[Create one dummy for each item, with value 1 if the respondent selected it, and 0 otherwise]

- ☐ **DICTATIONPB_1** Technical problems (e.g., microphone not working)
- ☐ **DICTATIONPB_2** Problems to understand the function
- ☐ **DICTATIONPB_3** I could not speak freely because of the context (e.g., I was around other people)
- ☐ **DICTATIONPB_4** I found it difficult to express my answers orally

- o **DICTATIONPB_5** None of these

[Next two questions on same page and only if one of the “yes” answers at **USEDICTATION**]

EASYDICTATION. Please, indicate how easy or difficult you found using the **dictation tool** in this survey.

- (5) Extremely easy
- (4) Quite easy
- (3) Neither easy nor difficult
- (2) Quite difficult
- (1) Extremely difficult

LIKEDICTATION. And to what extent did you like or dislike using the **dictation tool** to answer questions?

- (5) Very much liked
- (4) Somewhat liked
- (3) Neither liked nor disliked
- (2) Somewhat disliked
- (1) Very much disliked

[PushRecording + Choice groups except if they said that they used only the dictation tool in **USEDICTATION**] **USEDVOICE.** [Mandatory to answer] In previous questions, we have proposed you to answer using a **voice recording tool**. Did you use this tool to answer when you had this option?

- (1) Yes, I used only the voice recording tool whenever I had this option
- (2) Yes, I used the voice recording tool, but also other options (e.g., the keyboard)
- (3) No, I never used the voice recording tool

[PushDictation group; if “no” at **USEDVOICE**] **WHYNOVOICE_PUSH.** Why didn't you use the **voice recording tool** when proposed?

[Check all that apply] [Random order of the items except the last one]

[Create one dummy for each item, with value 1 if the respondent selected it, and 0 otherwise]

- ☐ **WHYNOVOICE_PUSH_1** The device I am using to answer the survey does not have a microphone
- ☐ **WHYNOVOICE_PUSH_2** I tried, but I had technical problems
- ☐ **WHYNOVOICE_PUSH_3** I tried, but I had problems understanding the function
- ☐ **WHYNOVOICE_PUSH_4** I did not want to use it because of the context (e.g., I was around other people)
- ☐ **WHYNOVOICE_PUSH_5** I did not want to use it because I found it difficult to express myself orally

- ☐ **WHYNOVOICE_PUSH_6** Other, specify [small textbox; keep answer in **WHYNOVOICE_PUSH_6OTHER**]

[Choice group; if “no” at **USEDVOICE**] **WHYNOVOICE_CHOICE**. Why didn't you use the **voice recording tool** when proposed?

[Check all that apply] [Random order of the items except the last one]

[Create one dummy for each item, with value 1 if the respondent selected it, and 0 otherwise]

- ☐ **WHYNOVOICE_CHOICE_0** I preferred another of the alternatives
- ☐ **WHYNOVOICE_CHOICE_1** The device I am using to answer the survey does not have a microphone
- ☐ **WHYNOVOICE_CHOICE_2** I tried, but I had technical problems
- ☐ **WHYNOVOICE_CHOICE_3** I tried, but I had problems understanding the function
- ☐ **WHYNOVOICE_CHOICE_4** I did not want to use it because of the context (e.g., I was around other people)
- ☐ **WHYNOVOICE_CHOICE_5** I did not want to use it because I found it difficult to express myself orally
- ☐ **WHYNOVOICE_CHOICE_6** Other, specify [small textbox; keep answer in **WHYNOVOICE_CHOICE_6OTHER**]

[If one of the “yes” answers at **USEDVOICE**] **VOICEPB**. Did you find yourself in one of the following situations while you were answering the questions through the **voice recording tool**?

[Check all that apply] [Random order of the items except the last one]

[Create one dummy for each item, with value 1 if the respondent selected it, and 0 otherwise]

- ☐ **VOICEPB_1** Technical problems (e.g., microphone not working)
- ☐ **VOICEPB_2** Problems to understand the function
- ☐ **VOICEPB_3** I could not speak freely because of the context (e.g., I was around other people)
- ☐ **VOICEPB_4** I found it difficult to express my answers orally
- ☐ **VOICEPB_5** None of these

[Next two questions on same page and only if one of the “yes” answers at **USEDVOICE**]

EASYVOICE. Please indicate how easy or difficult you found using the **voice recording tool** in this survey.

- (5) Extremely easy
- (4) Quite easy
- (3) Neither easy nor difficult
- (2) Quite difficult
- (1) Extremely difficult

LIKEVOICE. To what extent did you like or dislike using the **voice recording tool** to answer questions?

- (5) Very much liked
- (4) Somewhat liked
- (3) Neither liked nor disliked
- (2) Somewhat disliked
- (1) Very much disliked

[Next two questions on same page]

In previous questions, we have asked you to answer by **typing in a text box using your keyboard**.

EASYTEXT. Please indicate how easy or difficult you find it to answer in this way.

- (5) Extremely easy
- (4) Quite easy
- (3) Neither easy nor difficult
- (2) Quite difficult
- (1) Extremely difficult

LIKETEXT. And to what extent did you like or dislike answering in this way?

- (5) Very much liked
- (4) Somewhat liked
- (3) Neither liked nor disliked
- (2) Somewhat disliked
- (1) Very much disliked

Did you do any of the following activities while answering the survey?

TASK1- Listen to music or watch TV: (1) yes / (2) no

TASK2- Speak with other people: (1) yes / (2) no

TASK3- Consult emails, social media, chat with other persons or navigate the internet: (1) yes / (2) no

TASK4- Other activity: (1) yes, specify [small textbox; keep answer in **TASK4OTHER**] / (0) no

FINAL. Thank you so much for your participation. If you wish to comment on anything else regarding this survey, please use the textbox below.

[Medium size textbox]