

Survey Nursing Homes with Voice Input Experiment

Guidelines to code the open-ended questions

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1. General considerations

Two coders will code the same questions such that we can compute and report the Inter Coder Reliability. It is very important to have independent coding, so the coders should not speak with each other.

Before starting working with the data, the coders have to sign a non-disclosure form. Data protection is crucial, so the project team needs to be very careful in acting in a way that does not put at risk the data shared by participants in any way. If any ethical issues are detected, the coders should immediately inform the PI.

The coders will not know the group to which a respondent belonged while coding the questions. The coding will be done in an Excel file that will be provided to the coders.

2. Questions to be coded

- **WHYQUALITY_OPEN.** Explain why you think that the **quality** of the services offered by nursing homes is [extremely bad/bad/neither bad nor good/good/extremely good]. In your answer, please mention what are the **reasons** that, in your opinion, influence the quality of the services offered by nursing homes.
- **WHYTRANSPARENT_EXP/ WHYTRANSP_FOLLOW.** Explain why you think that nursing homes provide [no information at all/very little information/some information/a lot of information/a huge amount of information] about the implementation of their services. Please give as much detail as you can. In your answer, mention if you think there is a difference among **public** and **private** nursing homes.
- **WHYTRUSTNH_EXP/WHYTRUSTNH_FOLLOW** Explain why you personally [not at all/very little/somewhat/very much/completely] **trust** nursing homes. Please give as much detail as you can. In your answer, mention if you think there is a difference among **public** and **private** nursing homes.

3. Aspects to be coded on these questions

Table 1: Aspects to be coded

Aspect to be coded	Codes to be used	Variables in which codes are saved
Answer provided: Here, any kind of answer will be considered, even if it is nonsense (see below)	0) No answer provided (note that only one dot is not an answer, this is how missing values are coded) → coding stops 1) Answer provided (of any kind)	ANSWER_QUALITY, ANSWER TRANSP, ANSWER_TRUST
Valid answers: Answers that make sense + are in line with the question. We will code the answers like “don’t know” separately since these might be “valid” but are little informative.	1) Nonsense (e.g., “jjahng”) → coding stops 2) Not in line: make sense but did not answer the question (e.g., answering “very good” when asked “why”) → coding stops 3) DK: answers that only include “don’t know” or “I prefer not to answer” or alike → coding stops 4) Valid (not in the other categories) 5) [For the WHYTRUST question only] Refer to previous responses: answers simply referring back to what they said in the previous question (e.g., “because of what I said before”) → coding stops 9) Unclear (coders not able to decide) → another person will look at these cases and help the coder decide 10) Depends: answers indicating that we cannot really say for instance how good or bad the quality is in general because it is really depending on other factors → coding stops	VALID_QUALITY, VALID TRANSP, VALID_TRUST

Aspect to be coded	Codes to be used	Variables in which codes are saved
Aspects answered: The questions WHYTRANSP and WHYTRUST have 2 parts. First, they ask why something was answered, and then they ask for differences between public and private. For these two questions, we will code the number of aspects answered.	For valid answers only 1) Only answered to the “why” part of the question 2) Only answered the second part of the question (difference public/private) 3) Answered both parts 9) Unclear (coders not able to decide, we will revise these cases with another person and decide)	ASPECTS_TRANSP, ASPECTS_TRUST
No. themes: Respondents in their answers can mention more or less themes. We want to identify how many different themes are present.	For valid answers only Number of themes mentioned. We will automatically count the number of themes after having coded all the themes. To code the different themes, detailed guidelines are provided below for each open question.	NTHEMES_QUALITY, NTHEMES_TRANSP, NTHEMES_TRUST
Abbreviations/emoticons/emojis: If answers present some abbreviations (pk, q, tqm) or emoticons (:), ;) or emojis it should be reported. We do not consider “etc” in the abbreviations since this one is used even in formal writing.	For valid answers only 0) No abbreviations nor emoticons/emojis in the answer 1) One or more abbreviations in the answer. 2) One or more emoticons or emojis in the answer	ABBR_QUALITY, ABBR_TRANSP, ABBR_TRUST

Aspect to be coded	Codes to be used	Variables in which codes are saved
Problems: Due to technical problems, some sentences might be partially incomplete, or parts of the answers might be repeated twice.	For valid answers only 0) No problem detected 1) Incomplete sentence(s) 2) Part of the answer repeated (e.g., “las residencias son malas las residencias son malas”) 3) Other problem: specify (e.g., “indistinguishable” or “poorly transcribed words”)	PB_QUALITY, PB_TRANSP, PB_TRUST

For the first question (WHYQUALITY), the coders have coded everything, and then revisions were made. However, we detected too many differences in the code for VALID, which was problematic because it also affected which other aspects should be coded, making comparisons across coders complicated. Thus, we decided that a third coder would look at the codes of VALID when they were different between the first two coders and would decide on a final value for VALID. Then, the two initial coders were asked to code again the cases that were considered as valid by Coder 3 but were not coded before.

We adapted the process for the following two questions: first, the two main coders only coded the ANSWER and VALID variables. Then, Coder 3 looked at the cases where the codes differed for VALID and decided on a final code for this aspect. Once the final code was decided for VALID, Coders 1 and 2 coded all the other variables according to this code.

4. Guidelines to code the themes

4.1 Themes for the WHYQUALITY question

The WHYQUALITY question addresses different themes related to the quality of the services. Coders should include them in the **order of their appearance**. For each theme, they should indicate whether the comment is **positive** or **negative**. If the direction is unclear, it will be coded as a **general mention** (e.g., staff_mention). Table 2 provides an overview of all the codes for the WHYQUALITY variable. More details on the meaning of each code, as well as examples¹, are provided after the table.

¹ When quotation marks are used, it means that the examples come from the participants' answers. Otherwise, it means the examples have been invented for the purpose of illustration.

Table 2: Summary of the codes for WHYQUALITY

THEME	Code for a positive mention	Code for a negative mention	Code if mentioned but no direction
STAFF	staff_positive	staff_negative	staff_mention
TREATMENT	treatment_positive	treatment_negative	treatment_mention
PRIVACY	privacy_positive	privacy_negative	privacy_mention
MEDICAL CARE	care_positive	care_negative	care_mention
STRUCTURES	struct_positive	struct_negative	struct_mention
SEATS	seat_positive	seat_negative	seat_mention
CLEANING	clean_positive	clean_negative	clean_mention
RESOURCES	resour_positive	resour_negative	resour_mention
ACTIVITIES	activi_positive	activi_negative	activi_mention
MEALS	meal_positive	meal_negative	meal_mention
PRIVATE	priv_positive	priv_negative	priv_mention
PUBLIC	pub_positive	pub_negative	pub_mention
GOVERNMENT	gov_positive	gov_negative	gov_mention
CONTROL	control_positive	control_negative	control_mention
PRICE	price_positive	price_negative	price_mention
COVID	covid_positive	covid_negative	covid_mention
MEDIA	media_positive	media_negative	media_mention
WORD-OF-MOUTH	wom_positive	wom_negative	wom_mention
PERSONAL EXPERIENCE	personal_positive	personal_negative	personal_mention
TRANSPARENCY	trans_positive	trans_negative	trans_mention
GENERAL	general_positive	general_negative	general_mention
OTHER	other_positive	other_negative	other_mention

THEMES

1) STAFF: This refers to the staff employed/working in nursing homes, such as their ratios, level of professionalization, and/or working conditions.

Example of **staff_positive**: *La especialización del personal es muy positiva.*

Example of **staff_negative**: *“El ratio de personal es muy baja.”*

2) TREATMENT: This refers to how good or bad the treatment towards older people is, related to moral (non-medical) aspects, such as how to treat them with respect.

Example of **treatment_positive**: *Ofrecen un trato amable a los residentes.*

Example of **treatment_negative**: *“Es un trato bastante frío hacia los residentes.”*

3) PRIVACY: This refers to privacy issues/rights of the residents.

Example of **privacy_mention**: *Es importante que estos lugares respeten la intimidad de los residentes.*

We could also find **privacy_positive** or **privacy_negative**.

4) MEDICAL CARE: This refers to activities related to healthcare services for the residents.

Example of **care_positive**: *“Para cuidar a personas mayores con necesidades de cuidados médicos crónicos en las residencias disponen de ese tipo de servicios las 24 horas”*

Example of **care_negative**: *“Es insuficiente la estimulación tanto física como cognitiva que se realiza en las residencias.”*

5) STRUCTURES: This refers to the physical conditions of the facilities/structures in which services are provided, such as physical distribution and maintenance of the rooms and common areas.

Example of **struct_positive**: *“Las instalaciones suelen ser buenas.”*

Example of **struct_negative**: *“Malas instalaciones.”*

6) SEATS: This pertains to the availability of places/beds in care homes.

Example of **seat_positive**: *“Porque hay mucha oferta.”*

Example of **seat_negative**: *“Porque no es universal, las listas de espera son enormes.”*

7) CLEANING: This identifies whether the topic is related to the cleanliness of the facilities/structures and/or to hygiene practices in caring for the residents.

Example of **clean_positive**: *Cuidados de limpieza las 24 horas.*

Example of **clean_negative**: *“Falta de limpieza.”*

8) RESOURCES: This refers to general mentions on the resources.

Example of **resour_mention**: *Las residencias deben contar con los recursos necesarios para ofrecer los servicios.*

We could also find **resour_positive** or **resour_negative**.

9) ACTIVITIES: This identifies whether there is any mention of the activities organized by the nursing homes.

Example of **activi_positive**: *“Con muchas actividades para mantener la actividad de los residentes.”*

Example of **activi_negative**: *“Las actividades que realizan son infantiles.”*

10) MEALS: This refers to the quality of meals provided to residents in the nursing homes.

Example of **meal_positive**: *“Comida de calidad.”*

Example of **meal_negative**: *“Mala comida.”*

11) PRIVATE: This refers to the performance of private nursing homes.

Example of **priv_positive**: *“En mi opinión, los centros privados ofrecen unos servicios de mucha más calidad que los públicos.”*

Example of **priv_negative**: *“Ciertas residencias, en manos de Fondos de Inversión, o grandes empresas, sólo priman el coste frente al servicio, mientras que existen otro tipo de centros más pequeños, o de gestión pública, que cuidan más a los usuarios.”*

12) PUBLIC: This refers to the performance of public nursing homes.

Example of **pub_positive**: *“Las públicas suelen ser buenas.”*

Example of **pub_negative**: *“Las públicas son un desastre.”*

13) GOVERNMENT: This identifies whether the role of governments is mentioned, particularly in terms of how their management and intervention can impact the quality of services offered. Although comments may specifically refer to the central government or specific regional governments in Spain (autonomous communities), coders will include this topic if any level of government is mentioned.

Example of **gov_mention**: *“Porque la calidad depende en gran medida de los políticos que gobiernen cada comunidad.”*

We could also find **gov_positive** or **gov_negative**.

14) CONTROL: This refers to aspects related to the control, supervision, or inspections in nursing homes services.

Example of **control_positive**: *Las residencias están muy bien supervisadas.*

Example of **control_negative**: *“Falta de supervisión.”*

15) PRICE: This pertains to the price of services and how it may impact the quality of the services received.

Example of **price_positive**: *“Cuanto más pagas, mejor es, pero no todo el mundo puede permitírselo.”*

This example also has a (negative) normative implication related to social inequality. But coders should focus here on the extent to which a higher price is related to higher quality of the services.

We might also find examples of **price_negative**.

16) COVID: This variable identifies whether there is any mention to the COVID-19 pandemic, and its impact on elderly care homes.

Example of **covid_positive**: *Las residencias respondieron bien a la gestión de la pandemia.*

Example of **covid_negative**: *“Muertes en la pandemia.”*

17) MEDIA: Coders will identify whether the perception/opinion is based on media news.

Example of **media_mention**: *“Porque lo he escuchado en las noticias”*

We could also find **media_positive** or **media_negative**.

18) WORD-OF-MOUTH: Coders will identify whether the perception/opinion is based on the word of mouth (WOM).

Example of **wom_mention**: *He oído muchos comentarios al respecto de las residencias.*

We could also find **wom_positive** or **wom_negative**.

19) PERSONAL EXPERIENCE: Coders will identify if the opinion is derived from a personal experience, either because they have/had a relative/friend living in a nursing home, because they have professional experience working in a nursing home, or because they know someone who has worked there or who has a relative/friend living in a nursing home.

Example of **personal_mention**: *Mi madre vive en una residencia.*

We could also find **personal_positive** or **personal_negative**.

20) TRANSPARENCY: This refers to the provision of information.

Example of **trans_mention**: *Las residencias tienen que dar información a los familiares sobre los servicios que ofrecen.*

We could also find **trans_positive** or **trans_negative**

21) GENERAL: This pertains to comments presented in a very general manner. However, these comments refer to the services in either a positive or negative manner.

Example of **general_mention**: *“Por la calidad de los servicios.”*

We could also find **general_po** or **general_ne**.

22) OTHER: Other aspects such as those referring to the management of the services (“la gestión de los servicios”) should be coded as “other”.

4.2 Themes for the WHYTRANSP question

In this question, coders will not directly code a list of themes as in the WHYQUALITY one. Instead, they will code different variables related to the themes mentioned. Since the question includes two parts, different aspects must be coded for the first and the second part of the question.

Regarding the first part of the question, three variables should be considered:

- REASONS, which refers to the reasons for considering a specific level of transparency.
- ATTRI, which refers to the attributes or characteristics of the information. That is, whether participants consider the information provided substantive and/or biased.
- SOURCE, which refers to the means through which participants have received information on this subject.

For REASONS and SOURCE, the mentions could be neutral, positive, or negative, while for ATTRI they can be only positive or negative. It is important to note that when coding these three variables, coders should **not** include any mention on the nature of the nursing home (public or private).

Additionally, if applicable, they will codify the variables referring to the second part of the question, discussing the differences between **public and private nursing homes**. An additional category for cases in which the respondents mention **hybrid arrangements** in the provision of services (i.e., “residencias concertadas”) will also be included.

4.2.1 Coding of first part of the WHYTRANSP question

First, Table 3 provides a summary of the codes for the first part of the question. Then, more detailed information and examples are presented. In the Excel, coders will see several columns for each variable (e.g., three columns for REASONS, named REASONS1_TRANSP, REASONS2_TRANSP and REASONS3_TRANSP): when a respondent specifies several aspects for the same variable, coders should include them in these different columns, in order of apparition. If respondents do not mention anything about one of the three variables, the code “none” will be used in the first column for the corresponding variable.

Table 3: Summary of the codes for the first part of the WHYTRANSP question

VARIABLE	Possible themes	Code for a positive mention	Code for a negative mention	Code if no direction
REASONS_TRANSP	BUDGET	bud_po	bud_ne	budget
	CONTROL	con_po	con_ne	con
	STRUCTURES	struct_po	struct_ne	struct
	PERSONNEL	staff_po	staff_ne	staff
	INTEREST	inter_po	inter_ne	inter
	If none of those: “none”			
ATTRI_TRANSP	(UN)BIASED INFO	bias_po	bias_ne	
	SUBSTANTIVE INFO	sub_po	sub_ne	
	If none of those: “none”			
SOURCE_TRANSP	MEDIA	media_po	media_ne	media
	PRINTED INFO	amount_po	amount_ne	amount
	DIGITAL TOOLS	digi_po	digi_ne	digi
	WORD-OF-MOUTH	wom_positive	wom_negative	wom_mention
	PERSONAL SOURCE	personal_positive	personal_negative	personal_mention
	If none of those: “none”			

REASONS TRANSP

If no reason is mentioned, the code “none” should be used. The other expected reasons that should be coded are the following:

- 1) **BUDGET:** These codes refer to aspects related to the budget as a core factor that influences the perceived transparency of the services. We could have neutral/general, positive or negative mentions: **budget**, **bud_po** or **bud_ne**

Example of **bud_ne**: *Las residencias necesitan mayor inversión de las instituciones.*

- 2) **CONTROL:** This refers to the control, audit, assessment, and/or evaluation of the services as a core factor that influences the perceived transparency of the services. We could have neutral/general, positive or negative mentions: **control**, **con_po** or **con_ne**

Example of **con_po**: *“Les conviene informar verazmente por los controles y regulaciones establecidos por la ley.”*

- 3) **STRUCTURES:** This refers to the structures of the services as a core factor that influences the perceived transparency of the services. We could have neutral/general, positive or negative mentions: **struct**, **struct_po** or **struct_ne**

Example of **struct_po**: *Para garantizar la transparencia se requiere estructuras adecuadas.*

- 4) **PERSONNEL:** This refers to the issues related to the personnel of care as a core factor that influences the perceived transparency of the services. We could have neutral/general, positive or negative mentions: **staff**, **staff_po** or **staff_ne**

Example of **staff_ne**: *“Creo que hay poca gente que de verdad le guste trabajar en ello y se preocupan poco de los ancianos.”*

- 5) **INTEREST:** This refers to aspects related to the interest that nursing homes might have in providing and publicly disclosing information about their performance. We could have neutral/general, positive or negative mentions: **inter**, **inter_po** or **inter_ne**

Example of **inter_ne**: *Porque no interesa que se conozca el funcionamiento interno.*

ATTRI TRANSP

As mentioned above, this variable refers to whether participants consider the information provided to be substantive or if it has biases. If the responses do not mention anything on this topic, coders should code “none”. Conversely, if the response mentions something in this regard, that should be coded as follows:

- 1) **(UN)BIASED INFO:** This refers to the perception of receiving (un)biased or incomplete information regarding the performance of the services. Coders will codify positive or negative mentions: **bias_po** or **bias_ne**.

Example of **bias_ne**: *“Por comentarios recibidos de amigos y familiares, algunas promocionan servicios que luego no se corresponden con la realidad.”*

2) SUBSTANTIVE INFO: This refers to the perception of receiving specific/detailed amount of information of core aspects of the services. Coders will codify positive or negative mentions: **sub_po** or **sub_ne**.

Example of **sub_ne**: *“Las residencias no son transparentes, no informan detalladamente a los familiares.”*

SOURCE TRANSP

If no source is mentioned, the code “none” should be used. The other expected sources that should be coded are the following:

1) MEDIA: This refers to information provided through media channels as a crucial aspect that influences citizen's perception. We could have neutral/general, positive or negative mentions: **media**, **media_po** or **media_ne**.

Example of **media_ne**: *“Solo se escucha en los telediaros lo mal que están en algunas residencias.”*

2) PRINTED INFO: This refers to the perception of receiving specific amount of information through bulletins and/or brochures. We could have neutral/general, positive or negative mentions: **amount**, **amount_po** or **amount_ne**.

Example of **amount_ne**: *“Sólo dan folletos... no se molestan en dar mucha información a los familiares de los futuros pacientes.”*

3) DIGITAL TOOLS: This refers to aspects related to the provision of information through digital tools such as websites and the internet. We will codify neutral/general, positive or negative mentions: **digi**, **digi_po** or **digi_ne**

Example of **digi_ne**: *“Lo que informan en su web no suele coincidir con la realidad y menos después del COVID.”*

4) WORD OF MOUTH: This refers to information derived from word-of-mouth, and not from the media or from personal sources. We could have neutral/general, positive or negative mentions: **wom_mention**, **wom_positive**, **wom_negative**

Example of **wom_negative**: *“No se habla mucho de ello. Las privadas tienen mejores infraestructuras, pero el personal no está tan implicado.”*

5) PERSONAL SOURCE: Coders will identify if the source of information is derived from personal experience, either through receiving information from a nursing home, having had a relative or friend living in a nursing home, possessing professional experience working in a nursing home, or knowing someone who has worked there or has a relative or friend living in a nursing home. The information received derived from the facility of someone that is part of the care sector. We could have neutral/general, positive or negative mentions: **personal**, **personal_positive** or **personal_negative**

Example of **personal_negative**: “*Porque tuve la experiencia y nunca estaban claras los temas planteados*”

4.2.2 Coding of second part of the WHYTRANSP question (DIFF)

If respondents refer to the second part of the question, coders should identify whether respondents consider that there are differences between public and private or not, and in the case of differences, in which direction there are, and on which aspects. In the Excel, coders will find several columns (named DIFF_1, and DIFF_2). They should code first DIFF_1 and if they need to include a second aspect, use DIFF_2.

To code the potential differences, the following codes will be used:

1) nodiff: if respondents mention that there are no differences between sectors

Example of **nodiff**: “*Todas las residencias son iguales.*”

2) difference: if respondents mention that there is a difference between private and public nursing homes without specifying any direction (positive or negative):

Example of **difference**: “*Hay diferencia.*”

3) public_po and **private_po**: If the respondent mentions a difference that is favorable to the public and private nursing homes, respectively.

4) public_ne and **private_ne**: If the respondent mentions a difference that is not favorable to the public and private nursing homes, respectively.

5) hybri_po and **hybri_ne**: The survey asked about differences between public vs private nursing homes. However, some responses highlight differences in hybrid forms of service provision. In such cases, coders should use **hybri_po** or **hybri_ne**.

In the cases 3), 4) and 5), coders should also identify the specific aspects that respondents mention to articulate their perceptions regarding different types of nursing homes. To do this, coders should use some² of the codes already included for coding WHYQUALITY (see Table 2). These include aspects such as the staff of the services, the treatment, privacy aspects, and others (see full list in Table 4). For the conceptualization of these aspects, please refer to the instructions provided in Section 4.1.

Example of **public_po_control**: “*Creo que son mejores las públicas que las privadas y que están mucho más controladas.*”

Example of **private_po_control**: “*Las privadas están mejor gestionadas ya que se realizan más controles y se exigen resultados en su gestión como ocurre en cualquier empresa.*”

² We do not use all the codes because our focus for WHYTRANSP is on the provision of information, its characteristics, and the means through which individuals are informed. Thus, a smaller number of topics are considered in this section.

Example of **private_po_treatment**: “Creo que las residencias privadas tratan mejor a las personas mayores o, por lo menos, deberían hacerlo ya que son esas personas las que abonan íntegramente el pago por ese servicio.”

Example of answer with two aspects mentioned: “Lo sé por mi experiencia directa y la de otras personas muy preocupadas por el maltrato generalizado de las personas mayores en las residencias, sobre todo en las privadas, donde prevalece el negocio antes que las personas. Por supuesto que hay diferencia entre públicas y privadas, el bienestar de las personas no debe ser nunca un negocio, y las residencias privadas lo son, un negocio muy lucrativo.” In this case, DIFF1_TRANSP should be coded as **private_ne_treatment** and DIFF2_TRANSP as **private_ne_benefit**.

Furthermore, a new code (not included in the topic on quality) has been included: **benefit**. This code refers to potential criticism made by participants regarding the predominance of economic benefit interests in the provision of these services.

Example of **private_ne_benefit**: “Las privadas conciben este servicio esencial como un puro negocio donde sacar el mayor rendimiento posible incluso por encima de sus usuarios.”

Table 4: Summary of the codes for the second part of the WHYTRANSP question

General codes for DIFF	Issues to be included
nodiff	None
difference	
public_po	_staff _treatment _privacy _care _seat _clean _resour _control _struct _price _benefits* _other
public_ne	
private_po	
private_ne	
hybrid_po	
hybrid_ne	

* New issue, not included in WHYQUALITY

4.3 Themes for the WHYTRUST question

For the WHYTRUST question, the coding will also consider that there are two parts to the question.

Regarding the first part of the question, coders will codify the variable THEMES concerning the themes used to justify stating a given level of trust in nursing homes. The mentions could be neutral, positive or negative.

Example of an answer addressing the first part of the question, coded for THEMES (**staff**): *“Depende de los profesionales que tenga cada residencia.”*

Next, if applicable, coders will codify the variable DIFF referring to the second part of the response, discussing the differences between **public and private nursing homes**. An additional category for cases in which the respondents mention **hybrid arrangements** in the provision of services will also be included.

In addition, the conceptualization of trust (Grimmelikhuijsen et al 2021; Grimmelikhuijsen & Knies, 2017) suggests that trust is as a multidimensional concept composed of the several dimensions:

- **Competence**, which refers to the way in which an organization is capable, skillful and professional;
- **Benevolence**, which refers to an organization that cares about the welfare and the interest of the residents;
- **Integrity**, which refers to an organization's commitment to truthfulness and adherence to ethical principles that are widely regarded as morally sound and acceptable.

Thus, coders will codify the variable DIMEN when any of the trust dimensions is mentioned. This variable will be codified *regardless* of whether relevant information pertains to the first or second part of the question.

Example of an answer addressing the second part of the question, coded for DIMEN (**integr_po**): *“Prefiero las publicas por el trato humano que hay.”*

Finally, coders will also codify the variable THEMEtot, which includes all the themes mentioned *regardless* of whether relevant information pertains to the first part or second part of the question. When counting the number of themes, the THEMEtot variables are not included since this normally repeats aspects coded in the other variables.

4.3.1 Coding of THEMES for the WHYTRUST question

Table 5 provides a summary of the codes for the variable THEMES. If an answer does not refer to any theme in the first part of the question, please include the code **“none”**. In the Excel, four columns (THEME1_TRUST to THEME4_TRUST) were created to allow coding when several themes were mentioned. Coders should then code them in the different columns, in order of apparition.

Table 5: Summary of the codes for THEMES for the WHYTRUST question

THEME	Code for a positive mention	Code for a negative mention	Code if mentioned but no direction
STAFF	staff_po	staff_ne	staff
TREATMENT	treatment_positive	treatment_negative	treatment_mention
STRUCTURES	struct_positive	struct_negative	struct
SEATS	seat_positive	seat_negative	seat_mention
CLEANING	clean_positive	clean_negative	clean_mention
RESOURCES	resour_positive	resour_negative	resour_mention
ACTIVITIES	activi_positive	activi_negative	activi_mention
MEALS	meal_positive	meal_negative	meal_mention
CONTROL	con_po	con_ne	con
PRICE	price_positive	price_negative	price_mention
COVID	covid_positive	covid_negative	covid_mention
MEDIA	media_po	media_ne	media
WORD-OF-MOUTH	wom_positive	wom_negative	wom_mention
PERSONAL EXPERIENCE	personal_po	personal_ne	personal
TRANSPARENCY	trans_po	trans_ne	trans
BUDGET*	bud_po	bud_ne	budget
INTEREST*	inter_po	inter_ne	inter
NEED**	need_po	need_ne	need

Note: The themes are a subset of those used in WHYQUALITY, except for the last three:
 * these themes have been introduced in the coding of REASONS_TRANSP; ** this theme is new and refers to the need of the service (e.g., “Que otra opción te queda si lo necesitas...”).

4.3.2 Coding of second part of the WHYTRUST question (DIFF)

The coding for the second part of the question is similar to the coding for the second part of the question WHYTRANSP. The only difference is that two new issues have been included: transparency (_trans) and personal experience (pers_exp), which were not needed when coding WHYTRANSP. Table 6 presents a summary of the codes used in this case.

Table 6: Summary of the codes for the second part of the WHYTRUST question

General codes for DIFF	Issues to be included
nodiff	None
difference	
public_po	_staff _treatment _privacy _care _seat _clean _resour _control _struct _price _benefit _trans* _pers_exp* _other
public_ne	
private_po	
private_ne	
hybrid_po	
hybrid_ne	

* New issues (not in WHYTRANSP) referring to transparency and 'personal experience'.

4.3.3 Coding of the dimensions of trust (DIMEN)

Coders will codify whether the answers make reference to the following dimensions of trust: competence, benevolence and integrity. In this case, they should **identify and codify whether the perception corresponds to any specific dimension of trust, regardless of whether it pertains to the first part of the question or the second**. These mentions could be neutral, positive, or negative. It is important to note that this section does not include any mention on the nature of the nursing home (public or private).

Table 7 summarizes the codes for the dimensions. If the answers did not refer to any dimension of trust, the code "none" was used. More details and examples are provided after the table. In the Excel, Coders will see DIMEN1_TRUST, DIMEN2_TRUST,

DIMEN3_TRUST: if they specify several dimensions, they should code them in the different columns, in order of apparition.

Table 7: Summary of the codes to be used for the variable DIMEN_TRUST

DIMENSION	Code for a positive mention	Code for a negative mention	Code if mentioned but no direction
COMPETENCE	compe_po	compe_ne	compe
BENEVOLENCE	bene_po	bene_ne	bene
INTEGRITY	integr_po	integr_ne	integr

For the coding of DIMEN_TRUST, the following dimensions are considered:

1) COMPETENCE: This variable should be coded if the respondent makes a comment related to the *capacity* or *ability* of service providers to perform their task in a competent or efficient manner or the lack thereof.

Example of **compe**: *Es importante que estén bien capacitados.*

Example of **compe_po**: *“Por que los enfermeros/as son buenos profesionales.”*

Example of **compe_ne**: *No confío demasiado porque no hay buenos profesionales.*

2) BENEVOLENCE: Coders should code this variable if the respondent makes a comment related to what extent service providers' interests are aligned with the welfare of the residents.

Example of **bene**: *Es importante que se preocupen por el bienestar de los residentes.*

Example of **bene_po**: *Se preocupan por la salud de los residentes.*

Example of **bene_ne**: *“Porque no se preocupan por los mayores. Se preocupan por cuánto pueden ganar.”*

3) INTEGRITY: This variable should be coded if the respondent makes a comment related to the extent to which they perceive nursing homes treat all users equally and adhere to ethical principles.

Example of **integr**: *Es importante que traten a todos los residentes por igual.*

Example of **integr_po**: *“Confío en la buena voluntad de algunas de las personas que trabajan allí.”*

Example of **integr_ne**: *“Cada vez hay más casos de maltrato en residencias.”*

4.3.4 Coding of THEMES_{tot} for the WHYTRUST question

Finally, coders will also code the variables THEME1_{tot}_TRUST to THEME4_{tot}_TRUST: these variables are similar to THEME1_TRUST to THEME4_TRUST (see section 4.3.1, especially Table 5 for a summary of codes) but in this case, the themes are coded *regardless* of whether relevant information pertains to the first part or second part of the question.

References

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