Annexes: Interventions to Reduce Bureaucratic Discrimination: a Review of Behavioural Research

A) PRISMA procedure

Identification

SEARCH CRITERIA

The search used these key words in Boolean form:

Discriminat* OR Discretion* OR Bias* OR Implicit bias OR Unequal treatment OR Stereotyp* OR Exclusion OR Refusal OR Access OR Clientel* OR Respons* OR Deserv*
AND
Street-level bureaucrats OR Frontline workers OR Bureaucrat* OR Public employee OR Public service OR Case workers OR Public sector
AND
Rac* OR Ethni* OR Origin OR Immigra* OR Migra* OR Gender OR Sexis* OR Disab* OR Nationa* OR Invali* OR poverty OR Poor

CATEGORIES EXCLUDED FROM THE WEB OF SCIENCE SEARCH:

(separated by the sign -)

Medicine Research Experimental - Infectious Diseases - Transportation Science Technology - Psychiatry - Engineering Civil - Obstetrics Gynecology - Oncology - Planning Development - Hospitality Leisure Sport Tourism - Engineering Industrial - Medicine General Internal - Geriatrics Gerontology - Ergonomics - Food Science Technology - Genetics Heredity - Dentistry -Al Surgery Medicine - Information Science Library Science - Nutrition Dietetics - Parasitology - Industrial Relations Labor - Meteorology Atmospheric Sciences - Computer Science Information Systems - Clinical Neurology - Neurosciences - Medical Informatics - Emergency Medicine - Business Finance - Engineering Environmental - Immunology - Green Sustainable Science Technology - Tropical Medicine - Surgery - Respiratory System - Telecommunications - Pediatrics - Energy Fuels - Business - Gerontology - Computer Science Interdisciplinary Applications - Psychology Clinical - Toxicology - Peripheral Vascular Disease - Rheumatology - Agronomy - Biology - Film Radio Television - Mathematics Interdisciplinary Applications - Urology Nephrology - Construction Building Technology - Geosciences Multidisciplinary - Psychology Developmental - Endocrinology Metabolism - Plant Sciences - Agriculture Dairy Animal Science - Engineering Multidisciplinary - Gastroenterology Hepatology - Limnology - Oceanography - Ophthalmology - Radiology Nuclear Medicine Medical Imaging - Biodiversity Conservation - Remote Sensing - Veterinary Sciences - Zoology - Anesthesiology - Orthopedics - Biochemistry Molecular Biology - Audiology Speech Language Pathology - Cell Biology - Cardiac Cardiovascular Systems - Computer Science Artificial Intelligence - Dermatology - Integrative Complementary Medicine - Engineering Electrical Electronic - Microbiology - Pathology - Biotechnology Applied

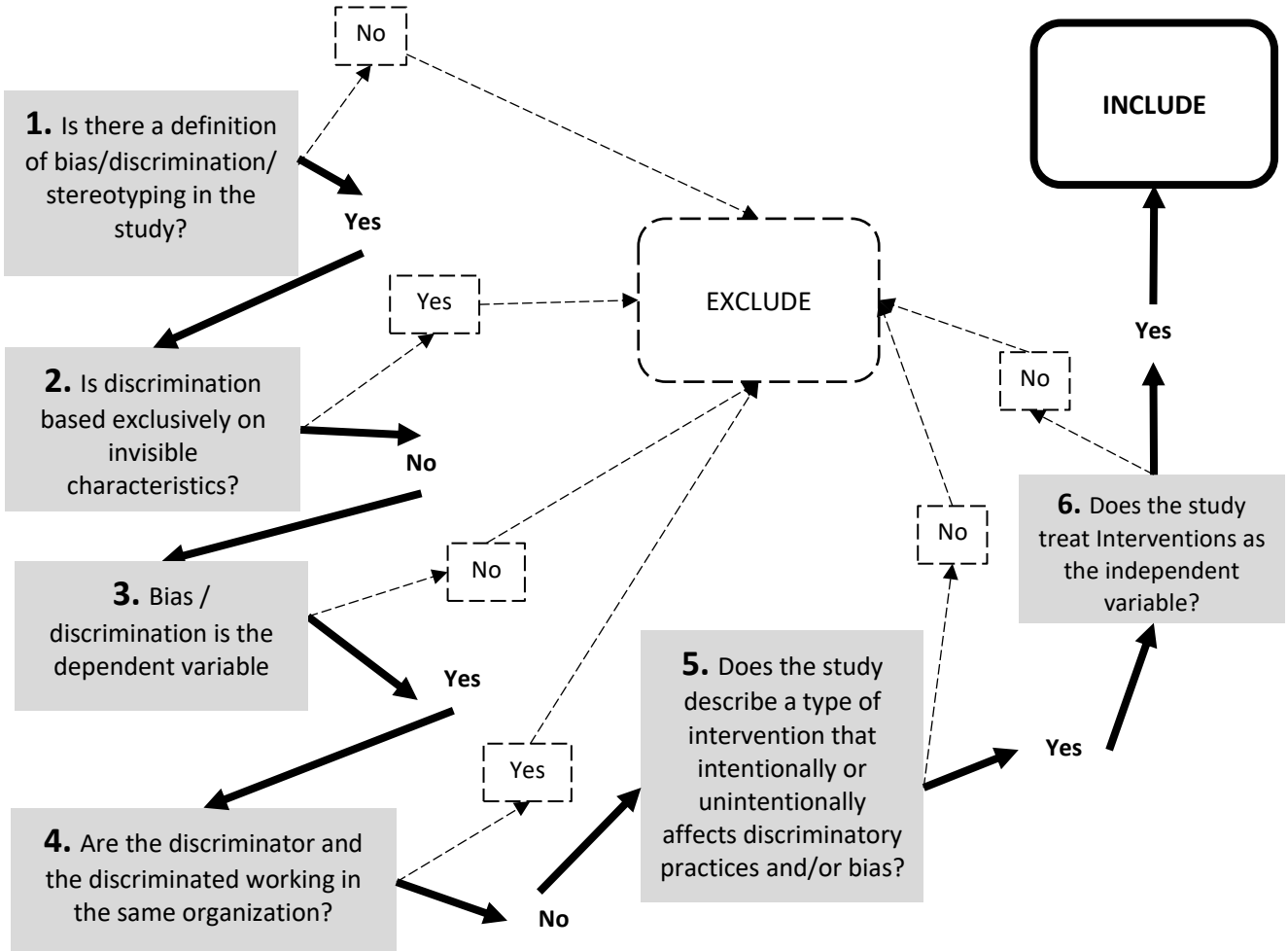
Microbiology - Cell Tissue Engineering - Chemistry Multidisciplinary - Computer Science Cybernetics - Critical Care Medicine - Engineering Biomedical - Engineering Chemical - Engineering Manufacturing - Evolutionary Biology - Fisheries - Horticulture - Marine Freshwater Biology - Materials Science Paper Wood - Geography Physical - Medical Laboratory Technology - Physiology - Theater - Virology - Pharmacology Pharmacy

DOCUMENT TYPES EXCLUDED TO AVOID DUPLICATES OR DUE TO IRRELEVANCE

REPRINT, CORRECTION and BOOK REVIEW, MEETING ABSTRACT, LETTER and NEWS ITEM

Eligibility

Figure A1: decision tree for eligibility



Included studies

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B) Coding scheme

Table B1: Coding scheme, set 1 (continued)

Category	*Variable*	*Description*	*Codes*
Study characteristics	Date	Date	Text
	Author	Author	Text
	Title	Title - Followed #n when requires multiple lines of code	Text
	RQ	Research question of study	text
Research design	review	Review/meta review? The material being analyzed empirically (the data used) is based on other studies rather than own empirical data or secondary data	Yes = 1 No = 0 Unclear = 2 n/a
	experiment	Experimental / non-experimental (observational). Method as declared by authors.	Experimental = 1 Non experimental (observational) = 2 Unclear = 0 n/a
	experimenttype	Type of experiment	Field = 1 Survey = 2 Laboratory = 3 Unclear = 0 n/a
	randomtreatment	Is the experimental treatment randomly allocated to participants? As declared in paper	Yes = 1 No = 0 Unclear = 2 n/a
	observationalmethod	Method used in observational studies	Mixed methods = 2 Qualitative = 1 Quantitative = 0 n/a
	samplesize	Number of cases included in empirical analysis as stated by authors	*n*
	population	Sample from what population	Text n/a
	caseregion	Region of the case under scrutiny	Europe=1 North America=2 Africa=3 Asia=4 South America=5 Oceania=6 Other=7

Category	*Variable*	*Description*	*Codes*
	analyticlevel	Analytic level of the cases compared/ units treated	Individual = 1 Organizational = 2 Local = 3 Regional = 4 National = 5 Other=6 Unclear = 0 n/a
Intervention(s)	intervention	Experimental intervention (what did the experiment manipulate)	Text n/a
	independentvar	Independent variable that constitute interventions in observational studies	Text n/a
	interventiontype	Type of intervention	Lowering caseloads = 1 Passive representation = 2 Active representation = 3 Training on bias = 4 Accountability (including sanctions) = 5 Leadership renewal = 6 Outreach/engagement with clients = 7 Implementation of inclusive policies and practices = 8 Other = 9 Unclear = 0 n/a
	othertype	Other intervention (if "other" for "Type of intervention"	Text n/a
	interventionlevel	Level at which the intervention is implemented/ implementable? Take lowest possible level.	Individual = 1 Organizational = 2 Local = 3 Regional = 4 National = 5 Other=6 Unclear = 0 n/a
Bias/ discrimination	depvardefinition	Definition of dependent variable (bias / behaviour / discrimination)	Text n/a
	characteristic	Characteristic subject to bias (gender, race, age, ethnicity, nationality)?	Gender = 1 Race/ethnicity = 2 Nationality = 3 Age = 4 Social status = 5 Other = 6 Unclear = 0 n/a
	interaction	Discrimination occurs during direct interactions between the discriminator and the discriminated	Yes = 1 No = 0 Other = 2 n/a
	access	Dependent variable (outcome variable in an experiment): Discrimination observed in terms of **access**	Yes = 1 No = 0 Unclear = n/a
	accessmeasure	Specific measure for dependent variable (outcome variable) e.g. for access it would be …	Text n/a
	process	Dependent variable (outcome	Yes = 1

Category	*Variable*	*Description*	*Codes*
		variable in an experiment): Discrimination observed during **process**	No = 0 Unclear = n/a
	processmeasure	Specific measure for dependent variable (outcome variable) e.g. for a process of welfare, would be percentage of clients that get to see a welfare advisor, or time the processing takes	Text n/a
	output	Dependent variable (outcome variable in an experiment): Discrimination observed at **output** level	Yes = 1 No = 0 Unclear = n/a
	outputmeasure	Specific measure for dependent variable (outcome variable) e.g. for an output it would be the percentage of clients that get a welfare check	Text n/a
	outcome	Dependent variable (outcome variable in an experiment): Discrimination observed at **outcome** level	Yes = 1 No = 0 Unclear = n/a
	outcomemeasure	Specific measure for dependent variable (outcome variable) e.g. for an outcome would be percentage of clients that get a job from a discriminated community	Text n/a
	atttitude	Dependent variable (outcome variable in an experiment): Bias observed in street-level bureaucrats' attitudes	Yes = 1 No = 0 Unclear = n/a
	attitude measure	Specific measure for dependent variable (outcome variable) e.g. it would be the attitudes of street-level bureaucrats towards a minority or towards inclusive practices	Text n/a
Reported effects of intervention(s)	effect	Reported effect on dependent variable	Text n/a
	effectsize	Is effect size reported?	Yes = 1 No = 0 Unclear = n/a
	effectdirection	Direction and significance of effect of intervention	Negative = 1 No effect = 0 Unclear = n/a Small or inconsistent = 2 Other = 3 Positive=4
	unintended	Does the study uncover unintended effects on bias or discrimination?	Text n/a
	implicationsorganization	Implications of findings for design of organizations (text)	Text n/a
	implicationsinterventions	Implications for the design of interventions	Text n/a
	policychange	Does the study explicitly and specifically attempt to inform	Yes = 1 No = 0

Category	*Variable*	*Description*	*Codes*
		policy change regarding bias? E.g. geographically specific or specifying type of organizations	n/a
	Limitations	Research limitation acknowledged in the study	Text n/a