Codebook for the data set 'A factorial survey for assessing the effects of verbal administrative language on citizen perceptions' (2022)

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Information on the data collection process, the sample and the experimental design can be found in the related journal publication.

If not indicated otherwise, the codes 0 and -77 denote missing values.

Socio-structural features

Gender (‚What is your gender?') – **v_1**

- Female (1)
- Male (2)
- Other (3)

Age (‚How old are you'?) – **v_125**

- Between 18 and 29 years (1)
- Between 30 and 39 years (2)
- Between 40 and 49 years (3)
- Between 50 and 59 years (4)
- Between 60 and 80 years (5)

Education ('What professional degree do you have?') – **v_99**

- I am currently completing my education (study, school, vocational training) (1)
- Completed vocational training or apprenticeship (2)
- University or college degree (3)
- None beyond school (4)
- Other (5)

Employment ('Which form of employment applies to you?') – **v_101**

- Education (study, school, vocational training) (1)
- Employee in the private sector (2)
- Civil servant or employee in the public sector (3)
- Self-employed or freelancer (4)
- Currently unemployed (5)
- Other (6)

Political party affiliation ('If there were a federal election next Sunday, which party would you vote for?') – **v_100**

- CDU (Christian democratic party) (1)
- SPD (Social democratic party) (2)
- AfD (Right-wing populism) (3)
- FDP (Right-wing liberal) (4)
- Die Linke (Left-wing) (5)
- Die Grünen (Green party) (6)
- Other (7)

Experimental treatment conditions (Verbal administrative language used in the audio recording of the fictional public service encounter) and evaluation measures (dependent variable and manipulation check)

Coding of the vignettes: 1 = presented and listened completely; 0 = presented, not listened completely; -77 = not presented (text presented along with each audio recording: 'Please do not click *Continue* until you have listened to the complete recording. If you did not understand a part of it or if you find yourself being inattentive for a short moment, you can use the audio player to listen to a given passage again.')

Citizen satisfaction with the public service encounter – 'All in all, how satisfied are you with the bureaucratic encounter?' - Scale of ten, 1 = not satisfied at all, 5 = partly satisfied, 10 = very satisfied

Perceived comprehensibility – 'How well were you able to follow the public employee's utterances?' - Scale of ten, 1 = not good at all, 5 = partly, 10 = Very good

Perceived reification – 'How much understanding do you have of how the public employee behaved and the decisions she made?' - Scale of ten, 1 = no understanding at all, 5 = partly, 10 = Full understanding

Perceived emotionality – 'How important do you think your personal concerns and problems were to the public employee?' - Scale of ten, 1 = not important at all, 5 = partly, 10 = Very important

Perceived complaisance – 'How committed was the public employee to your case? - Scale of ten, 1 = not at all, 5 = partly, 10 = Very much

Factor levels in the following order:

- *Emotionality – casualness*
- *Comprehensibility*
- *Emotionality – empathy*
- *Reification – executive function*
- *Reification – motivation and intention of practices*
- *Complaisance – availability*
- *Complaisance – support*
- *Service decision – negative/ positive (control)*

0 0 0 0 0 0 0 0 (Control group, negative service decision) – **v_106**

Citizen satisfaction with the public service encounter – **v_13**

Perceived comprehensibility – **v_14**

Perceived reification – **v_16**

Perceived emotionality – **v_15**

Perceived complaisance – **v_17**

0 0 0 0 0 0 0 1 (Control group, positive service decision) – **v_105**

Citizen satisfaction with the public service encounter – **v_3**

Perceived comprehensibility – **v_4**

Perceived reification – **v_6**

Perceived emotionality – **v_5**

Perceived complaisance – **v_7**

0 1 0 1 1 0 0 0 (Highly informational administrative language, negative service decision) – **v_118**

Citizen satisfaction with the public service encounter – **v_18**

Perceived comprehensibility – **v_19**

Perceived reification – **v_21**

Perceived emotionality – **v_20**

Perceived complaisance – **v_22**

0 1 0 1 1 0 0 1 (Highly informational administrative language, positive service decision) – **v_107**

Citizen satisfaction with the public service encounter – **v_8**

Perceived comprehensibility – **v_9**

Perceived reification – **v_11**

Perceived emotionality – **v_10**

Perceived complaisance – **v_12**

1 0 1 0 0 1 1 0 (Highly relational administrative language, negative service decision) – **v_120**

Citizen satisfaction with the public service encounter – **v_38**

Perceived comprehensibility – **v_39**

Perceived reification – **v_41**

Perceived emotionality – **v_40**

Perceived complaisance – **v_42**

1 0 1 0 0 1 1 0 (Highly relational administrative language, positive service decision) – **v_119**

Citizen satisfaction with the public service encounter – **v_33**

Perceived comprehensibility – **v_34**

Perceived reification – **v_36**

Perceived emotionality – **v_35**

Perceived complaisance – **v_37**

1 1 1 1 1 1 1 0 (Highly informational and relational administrative language, negative service decision) – **v_122**

Citizen satisfaction with the public service encounter – **v_48**

Perceived comprehensibility – **v_49**

Perceived reification – **v_51**

Perceived emotionality – **v_50**

Perceived complaisance – **v_52**

1 1 1 1 1 1 1 1 (Highly informational and relational administrative language, positive service decision) – **v_121**

Citizen satisfaction with the public service encounter – **v_43**

Perceived comprehensibility – **v_44**

Perceived reification – **v_46**

Perceived emotionality – **v_45**

Perceived complaisance – **v_47**

Instructional manipulation checks (IMC)

1st IMC ('Before moving on to the next page, we would now like you to demonstrate that you have read the questions and instructions in this survey carefully. To do so, please check only the box for attention check passed below and none of the other answers.')

- Police – **v_78** (0/1)
- Fire brigade – **v_79** (0/1)
- Jobcenter – **v_80** (0/1)
- Immigration authority **– v_81** (0/1)
- Citizen office **– v_82** (0/1)
- with no authority at all **– v_83** (0/1)
- with a different authority **– v_135** (0/1)
- attention check passed **– v_136** (0/1)

2nd IMC ('Which of the following authorities are mentioned in the audio file?') – **v_126; v_127; v_129; v_130; v_131; v_132; v_133; v_134** (each attached to one of the vignettes)

- Fire brigade and police (1)
- School and university (2)
- Social office and jobcentre (3)
- Federal Ministry for Economic Affairs and Energy and Federal Office of Administration (4**)**

Attitudes and public service experiences

Social benefit receipt ('Do you currently receive regular financial state benefits (other than child support and salaries from an occupation in the public sector)?') **– v_102**

- No **(1)**
- Yes **(2)**, namely _____ **- v_103**

Administrative agency of recent public service encounter ('With which administrative agency/ agencies were you in direct contact in the course of the past year? – If there was no direct contact with an agency within the past year please indicate this in the field as well.') – **v_137** (open-ended)

Date of previous recent public service encounter ('How long has it been since you had direct contact with an administrative agency? – Please indicate your answer in months. In case you do not remember the exact time, please try to provide a guess.') – **v_86** (open-ended)

Recent public service encounter evaluation ('When you think back to your last bureaucratic encounter, how satisfied were you with it all in all?') **– v_87**

- Scale of ten, 1 = not satisfied at all, 5 = partly satisfied, 10 = very satisfied

Institutional trust ('A number of public institutions are listed below. For each, please indicate the level of trust you place in it.')

- Bundestag (federal parliament) – **v_88**
- Bundesverfassungsgericht (supreme court) – **v_89**
- Justice – **v_90**
- Federal government – **v_91**
- State government – **v_92**
- Bundeswehr (armed forces) – **v_93**
- Political parties – **v_94**
- Local public administration – **v_95**
- Police – **v_96**
- Public administration at the state level – **v_97**
- Public administration at the federal level – **v_98**

- Scale of ten, 1 = no trust at all, 10 = very high trust