

ONLINE APPENDIX

Table A1: Country statistic

	Sample size	Mode	Experienced Interviewer	Non-Exp. Interviewer	Employment status	Payment	Bonus	Respondent Incentives	Checked interviews	Confirmed Interviews	Response rate
Belgium	1,704	CAPI	117	16	Free-lance	Interview	yes	yes	314	314	53.4
Bulgaria	2,434	PAPI	197	42	Free-lance	Interview	no	no	252	213	81.4
Switzerland	1,506	CAPI	51	24	Both	Both	yes	yes	417	413	53.3
Cyprus	1,083	PAPI	25	22	Free-lance	Interview	no	no	350	350	69.7
Czech Republic*	2,387	PAPI	394	0	Free-lance	Interview	no	no	228	228	70.2
Germany	3,031	CAPI	205	0	Free-lance	Interview	yes	yes	3,105	3,031	30.5
Denmark	1,578	CAPI	88	4	Free-lance	Interview	no	no	99	96	55.4
Estonia	1,793	CAPI	43	42	Free-lance	Interview	no	yes	180	171	56.2
Spain	1,885	CAPI	67	0	Both	Hour	yes	yes	629	629	68.5
Finland	1,878	CAPI	128	0	Institute	Hour	no	yes	181	175	59.5
France	1,728	CAPI	152	0	Both	Interview	yes	yes	292	292	47.1
United Kingdom	2,422	CAPI	172	0	Free-lance	Interview	no	yes	237	237	56.3
Greece	2,715	PAPI	126	13	Free-lance	Interview	no	no	132	124	65.6
Croatia	1,649	PAPI	75	4	Free-lance	Interview	no	no	131	131	54.5
Hungary	1,561	PAPI	184	0	Free-lance	Interview	no	no	350	337	49.2
Ireland	2,576	CAPI	113	8	Institute	Interview	no	yes	437	437	65.2
Israel	2,294	PAPI	57	37	Institute	Interview	yes	no	672	672	72.9
Lithuania	1,677	PAPI	90	29	Institute	Interview	no	yes	350	350	39.4
Netherlands	1,829	CAPI	160	2	Free-lance	Both	yes	yes	902	893	60.0
Norway	1,548	CAPI	110	0	Institute	Hour	no	yes	67	67	58.0
Poland	1,751	PAPI	131	47	Free-lance	Interview	yes	yes	205	205	70.3
Portugal	2,150	CAPI	53	23	Free-lance	Interview	no	yes	1,025	944	67.1
Russia	2,595	PAPI	334	22	Free-lance	Interview	yes	yes	1,115	1,115	66.6
Sweden	1,500	CAPI	123	0	Institute	Fixed salary	no	yes	145	145	51.0
Slovenia	1,403	PAPI	47	15	Free-lance	Interview	yes	no	925	925	64.5
Slovakia	1,856	PAPI	106	0	Free-lance	Interview	yes	yes	111	111	74.7
Ukraine	1,931	PAPI	209	0	Free-lance	Interview	no	no	304	302	64.4

*Excluded from further analyses since no interviewer exceeds 15 or more interviews

Table A2: CatPCA solutions for three scales, data set is reduced to interviewers conducting at least 15 interviews

	Interv. >15	Trust in institutions				Satisfaction				General Trust			
		Min.	Max.	Mean	Std.	Min.	Max.	Mean	Std.	Min.	Max.	Mean	Std.
Belgium	46	-0.32	0.78	0.30	0.25	0.16	0.91	0.54	0.18	-0.42	0.66	0.15	0.23
Bulgaria	47	-2.27	0.91	-0.45	0.66	-2.42	1.18	-0.75	0.65	-2.06	0.61	-0.52	0.62
Switzerland	37	0.22	0.94	0.61	0.19	0.46	1.22	0.96	0.15	-0.27	0.68	0.40	0.20
Cyprus	34	-0.37	0.73	0.19	0.32	-0.86	0.94	0.29	0.41	-1.67	0.49	-0.50	0.50
Germany	92	-0.71	0.71	0.14	0.30	-0.85	0.70	0.10	0.32	-0.73	0.63	0.10	0.26
Denmark	59	0.37	1.10	0.81	0.18	0.39	1.03	0.78	0.16	0.37	1.07	0.77	0.16
Estonia	51	-0.66	0.89	0.31	0.30	-0.52	0.74	0.28	0.28	-0.17	1.07	0.31	0.23
Spain	58	-0.81	0.61	0.02	0.28	-0.58	0.54	-0.01	0.24	-0.78	0.65	0.11	0.26
Finland	60	0.28	1.05	0.71	0.17	0.59	1.20	0.93	0.14	0.11	0.99	0.65	0.18
France	40	-0.30	0.68	0.04	0.21	-0.90	0.52	-0.16	0.27	-0.54	0.55	-0.05	0.21
United Kingdom	68	-0.71	0.83	0.06	0.32	-0.37	0.84	0.18	0.26	-0.40	0.86	0.29	0.26
Greece	94	-2.42	0.61	-0.86	0.55	-2.36	0.54	-1.13	0.57	-1.93	0.94	-0.61	0.61
Croatia	53	-1.52	0.25	-0.69	0.42	-1.19	0.32	-0.40	0.39	-1.77	1.02	-0.35	0.61
Hungary	26	-0.90	0.84	0.04	0.37	-0.75	0.66	-0.18	0.34	-0.91	0.94	-0.14	0.47
Ireland	89	-0.90	0.89	0.09	0.34	-1.51	0.66	-0.20	0.35	-0.55	0.95	0.24	0.37
Israel	68	-1.53	0.33	-0.28	0.38	-0.50	0.72	0.16	0.28	-1.15	0.75	0.04	0.35
Lithuania	51	-1.71	0.52	-0.49	0.51	-2.11	0.92	-0.60	0.52	-1.46	1.11	-0.09	0.52
Netherlands	47	0.24	0.96	0.67	0.17	0.31	1.03	0.74	0.15	0.02	0.82	0.52	0.18
Norway	43	0.44	1.07	0.80	0.15	0.54	1.17	0.91	0.15	0.48	0.96	0.74	0.13
Poland	44	-1.04	0.92	-0.04	0.31	-0.74	1.14	0.10	0.35	-0.80	0.31	-0.22	0.28
Portugal	57	-1.71	0.58	-0.40	0.47	-1.43	0.26	-0.52	0.41	-1.70	0.88	-0.35	0.43
Russia	28	-1.97	1.58	-0.07	0.83	-0.98	1.37	-0.08	0.62	-2.04	1.06	-0.30	0.78
Sweden	37	0.38	1.10	0.77	0.18	0.56	1.03	0.83	0.15	0.13	0.87	0.62	0.16
Slovenia	41	-1.14	0.36	-0.40	0.33	-0.77	0.31	-0.26	0.27	-1.33	0.59	-0.38	0.48
Slovakia	47	-1.12	1.12	-0.17	0.44	-1.29	0.62	-0.24	0.39	-1.90	0.63	-0.42	0.55
Ukraine	35	-2.31	0.24	-0.79	0.61	-2.44	0.26	-1.00	0.57	-2.10	0.75	-0.50	0.68
All countries	1,352	-2.42	1.58	0.01	0.62	-2.44	1.37	0.01	0.69	-2.10	1.11	0.03	0.58

Table A3: CatPCA-Solutions for selected countries, percent explained variance first dimension and percent Missing Values

Country	Trust in institutions			Satisfaction		General trust	
	Eigenvalue	Variance exp.	Missing	Variance exp.	Missing	Variance exp.	Missing
Denmark	4.103	58.6	12.5	44.3	6.0	65.0	0.6
Switzerland	4.067	58.1	17.6	43.1	9.7	66.5	0.4
United Kingdom	4.608	65.8	22.7	47.6	16.0	64.6	1.6
Germany	4.415	63.1	13.1	48.8	8.4	62.2	0.6
Greece	4.333	61.9	7.5	54.9	5.7	76.6	0.5
Russia	5.271	75.3	34.6	62.7	17.3	68.6	4.3
All countries	4.694	67.1	18.3	55.8	11.4	71.2	1.6

Table A4: ANOVA, CatPCA scores by interviewers, sample area (area ge 15 interviews) and other variables within selected countries

Country	Trust in institutions			Satisfaction			General trust		
	N	Mean	StDev	N	Mean	StDev	N	Mean	StDev
Denmark									
Interviewer-ID									
12433	39	-0.03	1.04	43	0.13	0.91	45	-0.12	0.79
15503	14	-0.59	1.09	18	-0.64	1.58	18	0.19	1.03
16954	14	0.36	0.94	14	-0.57	0.65	17	0.81	1.30
24444	18	0.42	0.56	20	0.29	0.70	20	0.19	1.05
24541	15	-0.44	0.75	16	-0.42	0.74	16	-0.61	0.53
36228	48	0.28	0.71	50	0.28	0.79	52	-0.33	0.71
All interviewers	1,099	-0.00	1.01	1,184	0.01	1.01	1246	0.01	1.00
Interviewer	F=1.6, p<.01, η^2 =.08			F=1.2, n.s.			F=2.0, p<.001, η^2 =.09		
Education	F=3.9, p<.001, η^2 =.03			F=1.1, n.s.			F=5.6, p<.001, η^2 =.04		
Gender	F=0.1, n.s.			F=11.5, p<.001, η^2 =.01			F=12.1, p<.001, η^2 =.01		
Age group-Interviewer	F=1.1, n.s.			F=0.7, n.s.			F=1.1, n.s.		
Gender-Interviewer	F=1.9, n.s.			F=3.0, n.s.			F=0.0, n.s.		
Sample area (22)	F=1.7, p<.05, η^2 =.03			F=2.0, p<.01, η^2 =.03			F=1.3, n.s.		
Switzerland									
Interviewer-ID									
4226	31	0.00	1.15	32	0.04	0.98	32	-0.07	1.09
1056	18	-0.50	1.14	18	-0.26	1.12	18	-0.16	0.79
3059	21	-0.41	1.16	21	-0.47	1.46	22	-0.00	0.48
4204	20	0.50	1.08	22	0.38	0.39	21	0.18	0.35
4209	37	-0.53	1.36	39	-0.11	1.01	43	-0.48	1.71
4227	21	-0.57	1.26	22	-1.18	2.67	26	-1.46	2.83
All interviewers	1,087	-0.00	1.00	1,193	0.01	0.95	1,317	0.01	0.95
Interviewer	F=1.8, p<.01, η^2 =.06			F=2.2, p<.001, η^2 =.06			F=3.2, p<.001, η^2 =.08		
Education	F=1.1, n.s.			F=1.2, n.s.			F=1.6, n.s.		
Gender	F=6.0, p<.05, η^2 =.01			F=8.5, p<.01, η^2 =.01			F=0.0, n.s.		
Age group-Interviewer	F=1.4, n.s.			F=1.5, n.s.			F=1.2, n.s.		
Gender-Interviewer	F=3.1, n.s.			F=5.4, p<.05, η^2 =.004			F=0.2, n.s.		
Sample area (24)	F=1.8, p<.01, η^2 =.04			F=2.1, p<.01, η^2 =.04			F=2.3, p<.01, η^2 =.04		

Country	Trust in institutions			Satisfaction			General trust		
	N	Mean	StDev	N	Mean	StDev	N	Mean	StDev
United Kingdom									
Interviewer-ID									
1037	17	0.03	0.95	15	-0.10	0.86	21	-0.04	0.91
2645	16	-0.47	1.08	18	-0.67	1.29	19	-0.48	1.46
7861	20	-0.60	1.26	19	-0.56	1.47	21	0.14	0.92
11453	15	0.82	0.45	15	0.53	0.59	16	0.72	0.57
14977	11	-0.74	0.98	14	-0.73	1.63	17	-0.56	1.30
16606	29	0.82	0.73	30	0.71	0.51	34	0.72	0.46
All interviewers	1,144	-0.04	1.02	1,215	-0.03	1.03	1,432	-0.04	1.02
Interviewer	F=2.1, p<.001, η^2 =.12			F=2.1, p<.001, η^2 =.11			F=2.7, p<.001, η^2 =.12		
Education	F=7.5, p<.001, η^2 =.06			F=3.0, p<.01, η^2 =.02			F=9.1, p<.001, η^2 =.06		
Gender	F=1.0, n.s.			F=0.0, n.s.			F=1.2, n.s.		
Age group-Interviewer	F=2.0, n.s.			F=2.6, p<.05, η^2 =.01			F=4.4, p<.001, η^2 =.02		
Gender-Interviewer	F=2.7, n.s.			F=0.6, n.s.			F=0.1, n.s.		
Sample Area (38)	F=2.1, p<.001, η^2 =.04			F=1.5, p<.05, η^2 =.03			F=2.1, p<.001, η^2 =.03		
Germany									
Interviewer-ID									
1124	31	-0.07	1.09	33	0.01	0.96	34	0.07	1.03
1001	14	-0.75	1.13	14	-0.29	1.06	20	-0.30	0.20
1023	19	0.52	0.75	22	0.64	0.66	23	0.58	1.10
1032	38	-0.65	0.82	38	-1.01	0.96	38	-0.60	0.64
1063	54	0.64	1.81	54	0.79	1.42	65	1.45	2.70
1089	13	0.63	0.59	17	0.54	0.79	18	-0.24	0.48
All interviewers	2,021	-0.01	1.01	2,116	-0.00	1.01	2,306	0.00	1.03
Interviewer	F=2.9, p<.001, η^2 =.12			F=4.0, p<.001, η^2 =.15			F=3.2, p<.001, η^2 =.12		
Education	F=16.4, p<.001, η^2 =.04			F=10.1, p<.001, η^2 =.02			F=3.4, p<.01, η^2 =.01		
Gender	F=0.6, n.s.			F=12.7, p<.001, η^2 =.01			F=0.7, n.s.		
Age group-Interviewer	F=1.1, n.s.			F=3.1, p<.01, η^2 =.01			F=2.8, p<.05, η^2 =.01		
Gender-Interviewer	F=2.0, n.s.			F=0.1, n.s.			F=2.1, p<.05, η^2 =.02		
Sample Area (42)	F=3.9, p<.001, η^2 =.06			F=5.7, p<.001, η^2 =.08			F=2.2, p<.001, η^2 =.03		

Country	Trust in institutions			Satisfaction			General trust		
	N	Mean	StDev	N	Mean	StDev	N	Mean	StDev
Greece									
Interviewer-ID									
5	26	0.10	0.87	27	-0.02	1.11	28	-0.10	0.95
11	19	1.28	0.36	17	0.80	0.35	22	0.54	0.38
54	24	1.35	0.32	23	1.05	0.48	24	0.51	0.49
128	27	1.34	0.78	23	1.37	0.64	30	1.23	0.48
139	15	-1.43	0.27	15	-1.46	0.40	15	0.24	0.71
175	15	-1.62	0.18	15	-1.18	0.75	15	-0.34	0.91
All interviewers	2,063	0.00	1.01	2,108	0.01	1.01	2,222	-0.02	1.03
Interviewer	F=9.1, p<.001, η^2 =.30			F=9.9, p<.001, η^2 =.32			F=9.6, p<.001, η^2 =.30		
Education	F=1.1, n.s.			F=2.6, p<.001, η^2 =.02			F=3.9, p<.001, η^2 =.02		
Gender	F=0.0, n.s.			F=0.0, n.s.			F=2.7, n.s.		
Age group-Interviewer	F=8.2, p<.001, η^2 =.01			F=3.7, p<.01, η^2 =.01			F=8.1, p<.001, η^2 =.01		
Gender-Interviewer	F=0.7, n.s.			F=0.1, n.s.			F=0.4, n.s.		
Sample Area (39)	F=7.2, p<.001, η^2 =.10			F=5.4, p<.001, η^2 =.08			F=7.8, p<.001, η^2 =.10		
Russia									
Interviewer-ID									
51101	33	-0.30	0.78	42	-0.01	0.81	43	0.03	0.83
11005	54	-0.57	0.71	56	0.26	0.80	55	-1.69	1.49
17175	14	0.55	0.34	22	1.17	0.29	23	0.70	0.05
26017	23	1.76	1.04	25	1.05	0.62	26	0.34	0.35
28010	38	0.15	0.46	40	1.05	0.48	48	0.64	0.18
52009	16	2.33	0.52	16	1.69	0.19	13	0.72	0.04
All interviewers	427	0.26	1.11	534	0.37	0.94	627	-0.12	1.17
Interviewer <15	1,269	-0.09	0.95	1,611	-0.12	0.99	1,857	0.04	0.93
Interviewer	F=17.7, p<.001, η^2 =.55			F=9.3, p<.001, η^2 =.33			F=9.3, p<.001, η^2 =.46		
Interviewer, groups	F=39.0, p<.001, η^2 =.02			F=101.7, p<.001, η^2 =.05			F=11.7, p<.01, η^2 =.01		
Education	F=4.5, p<.001, η^2 =.06			F=3.5, p<.01, η^2 =.04			F=1.4, n.s.		
Gender	F=3.8, n.s.			F=1.9, n.s.			F=0.1, n.s.		
Age group-Interviewer	F=38.0, p<.001, η^2 =.26			F=11.3, p<.001, η^2 =.08			F=24.9, p<.001, η^2 =.14		
Gender-Interviewer				All female					
Sample Area (34)	F=5.0, p<.001, η^2 =.09			F=4.4, p<.001, η^2 =.07			F=5.9, p<.001, η^2 =.07		

Table A5: Correlations between CPI, Response Rate, and Interviewer Indicators (average values across countries), N=26

		CatPCA						No Differentiation		
		CPI	Trust_mean	Trust_SD	Satis_mean	Satis_SD	GT_mean	GT_SD	Trust	Satisfaction
CatPCA	Trust_mean	.84								
	Trust_SD	-.90	-.75							
	Satis_mean	.82	.95	-.77						
	Satis_SD	-.89	-.80	.94	-.86					
	GT_mean	.87	.88	-.75	.85	-.83				
	GT_SD	-.91	-.81	.92	-.80	.91	-.86			
No Diff.	Trust	-.88	-.75	.87	-.74	.86	-.74	.90		
	Satisfaction	-.61	-.62	.72	-.66	.77	-.50	.66	.73	
	Response rate	-.38	-.28	.37	-.24	.32	-.40	.37	.37	.05

CPI, all correlations are significant on 0.1% level, except with response rate (not significant)

All correlations between the quality indicators are significant on the 0.1%-level, except between “No Diff.” and “GT_mean” which is significant on the 1%-level

Response rate, all correlations are non-significant, except with “GT_mean” which is significant on the 5%-level

FigA1: Switzerland, selected interviewer

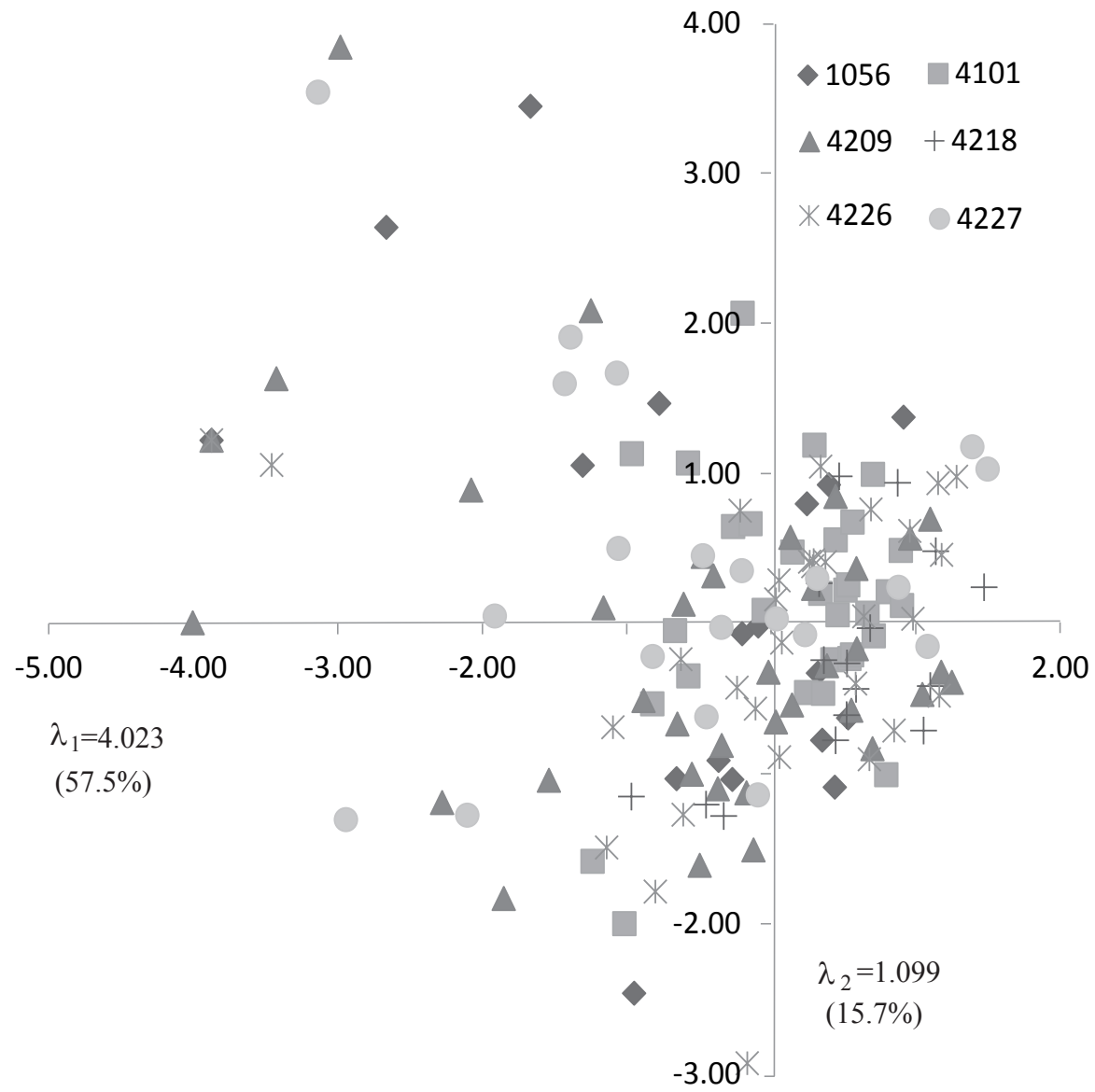


Figure A2: UK, selected interviewer

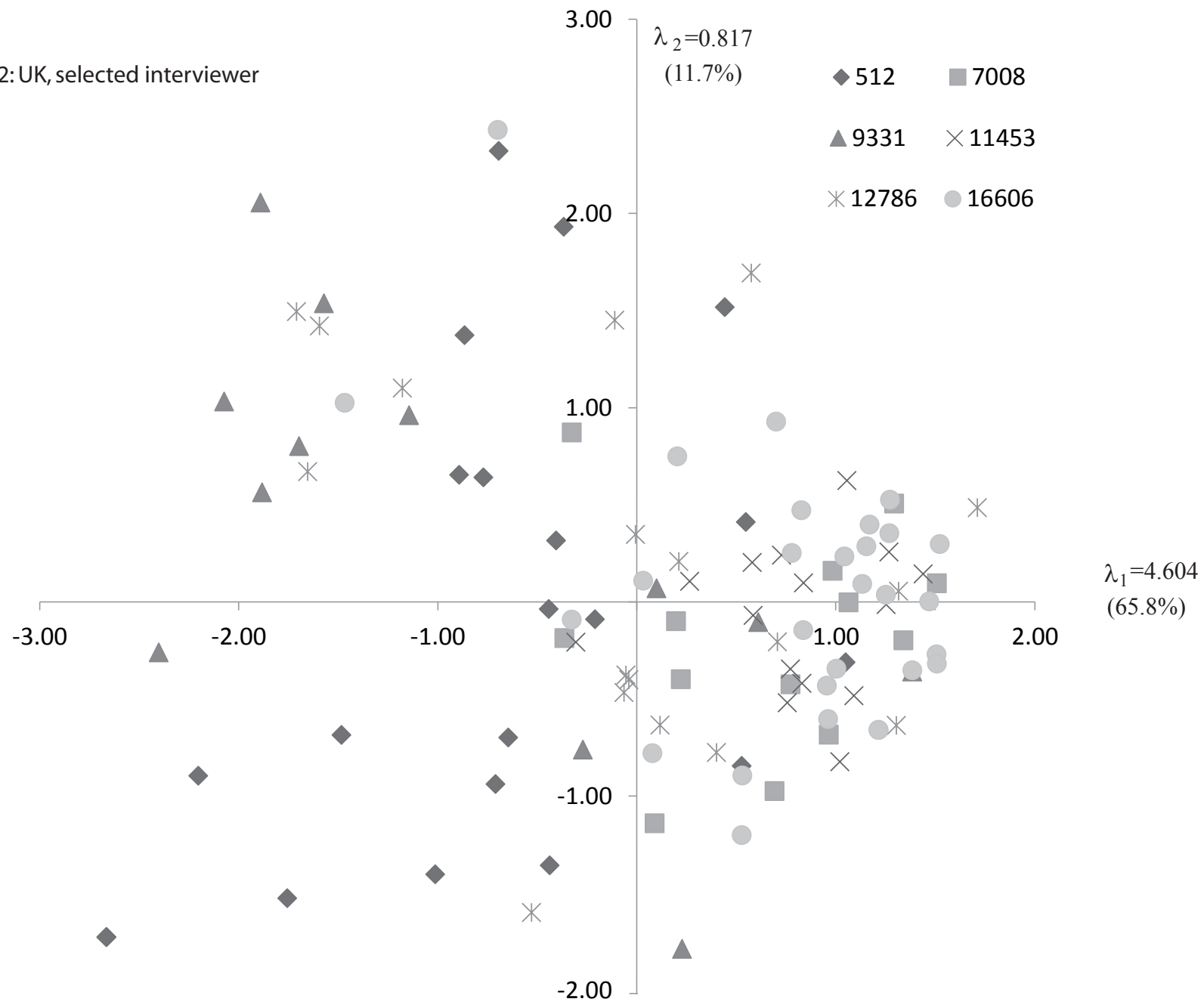


Fig. A3: Germany, selected interviewer

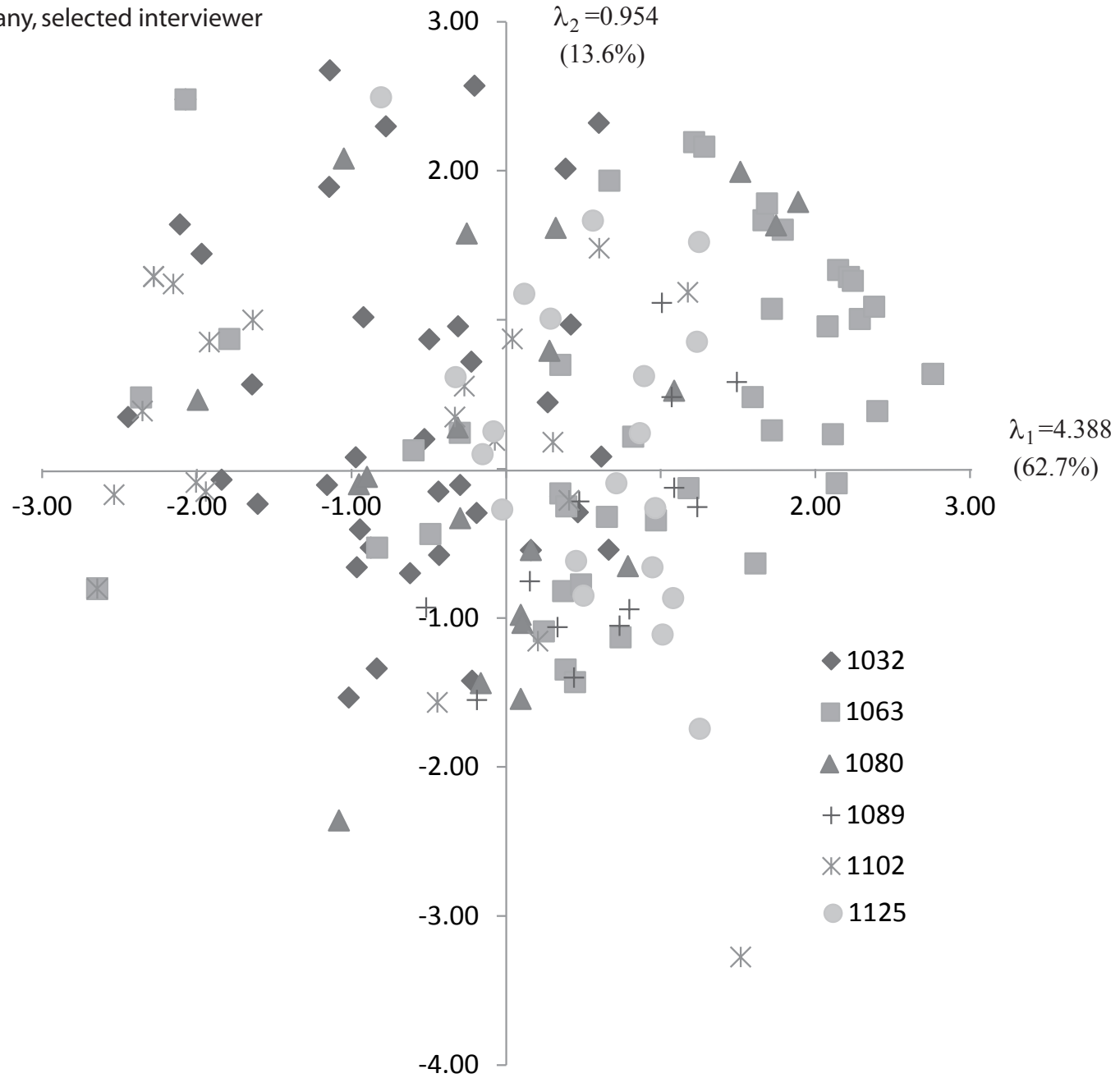


Fig. A4: Russia, selected interviewer

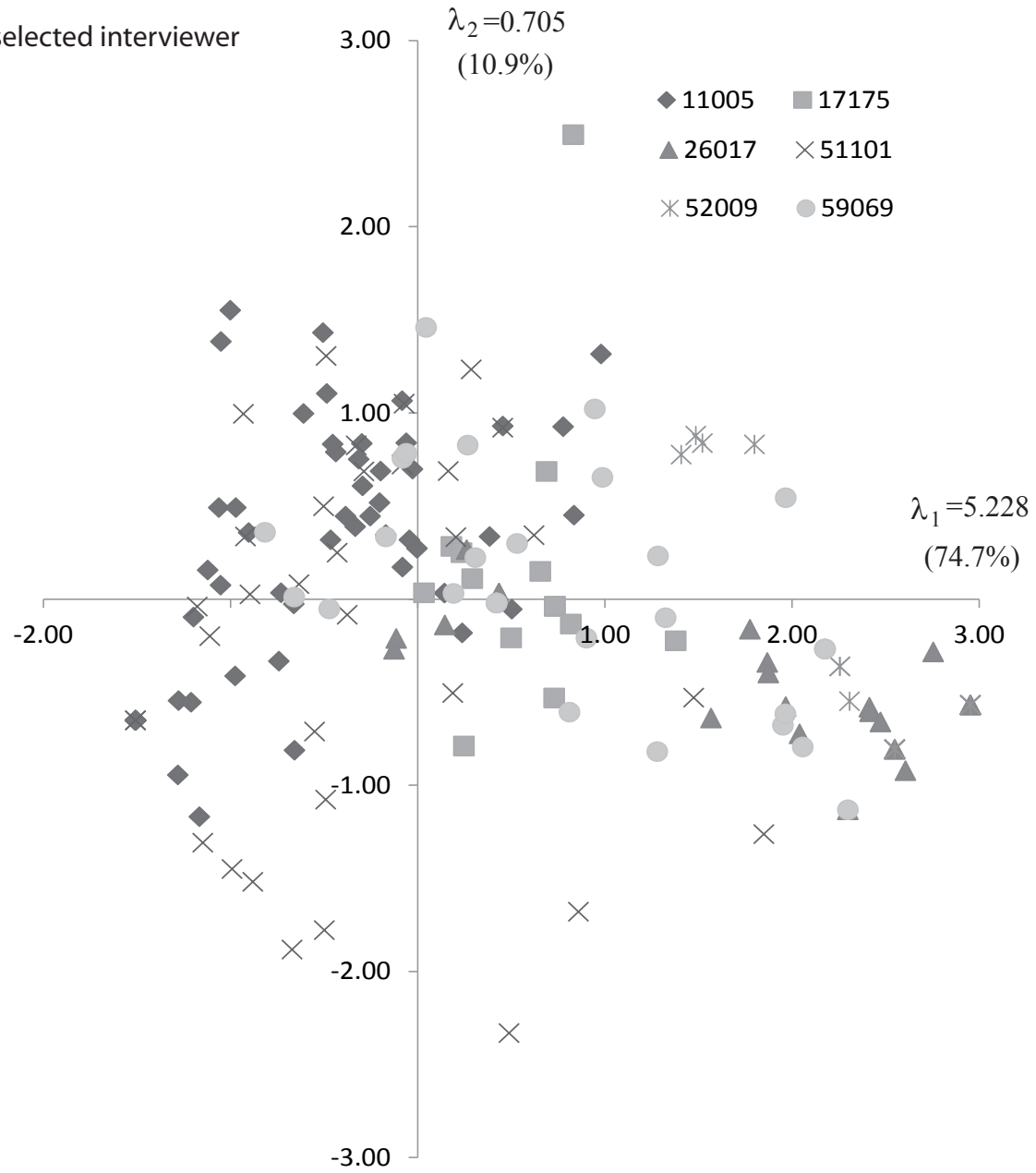


Fig A5: Denmark, selected interviewer, reduced version

