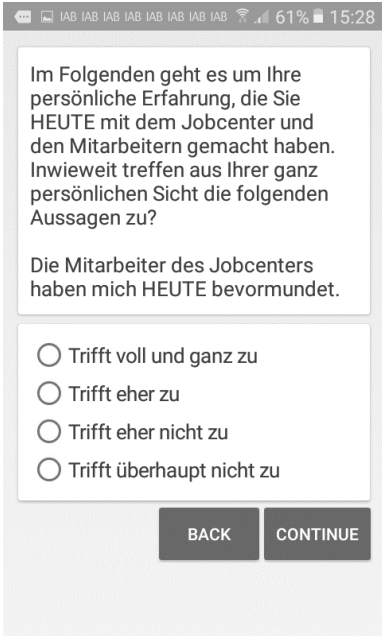
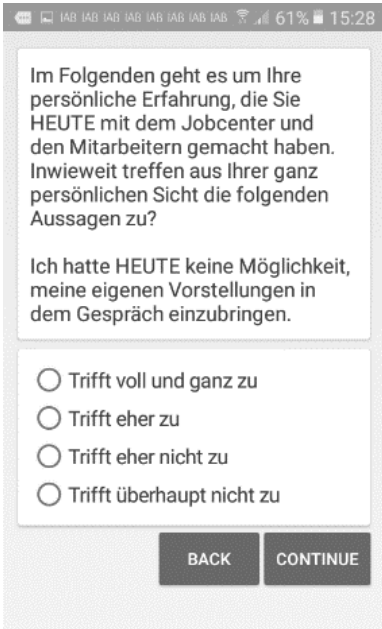


Appendix

Figure A1: Screenshots and English translation of the geofence survey for IAB-SMART participants that received the survey invitation and answered the first question with “Yes”.

Question Number	Screenshot	English Translation
2		<p>The following is about your personal experience with the job center and its employees that you have made TODAY.</p> <p>To what extent do the following statements apply from your very personal point of view?</p> <p>The employees of the job center patronized me TODAY.</p> <ul style="list-style-type: none"><input type="radio"/> Strongly agree<input type="radio"/> Slightly agree<input type="radio"/> Slightly disagree<input type="radio"/> Strongly disagree
3		<p>The following is about your personal experience with the job center and its employees that you have made TODAY.</p> <p>To what extent do the following statements apply from your very personal point of view?</p> <p>TODAY I had no opportunity to bring my own ideas into the conversation.</p> <ul style="list-style-type: none"><input type="radio"/> Strongly agree<input type="radio"/> Slightly agree<input type="radio"/> Slightly disagree<input type="radio"/> Strongly disagree

4

Im Folgenden geht es um Ihre persönliche Erfahrung, die Sie HEUTE mit dem Jobcenter und den Mitarbeitern gemacht haben. Inwieweit treffen aus Ihrer ganz persönlichen Sicht die folgenden Aussagen zu?

Die Mitarbeiter des Jobcenters haben mit mir HEUTE ausführlich besprochen, wie ich meine Chancen auf dem Arbeitsmarkt verbessern kann.

Trifft voll und ganz zu
 Trifft eher zu
 Trifft eher nicht zu
 Trifft überhaupt nicht zu

BACK CONTINUE

The following is about your personal experience with the job center and its employees that you have made TODAY.

To what extent do the following statements apply from your very personal point of view?

The employees of the job center have discussed with me TODAY in detail how I can improve my chances on the job market.

- Strongly agree
- Slightly agree
- Slightly disagree
- Strongly disagree

5

Im Folgenden geht es um Ihre persönliche Erfahrung, die Sie HEUTE mit dem Jobcenter und den Mitarbeitern gemacht haben. Inwieweit treffen aus Ihrer ganz persönlichen Sicht die folgenden Aussagen zu?

Ich hatte HEUTE das Gefühl, dass ich den Mitarbeitern vertrauen kann.

Trifft voll und ganz zu
 Trifft eher zu
 Trifft eher nicht zu
 Trifft überhaupt nicht zu

BACK CONTINUE

The following is about your personal experience with the job center and its employees that you have made TODAY.

To what extent do the following statements apply from your very personal point of view?

TODAY I had the feeling that I can trust the employees.

- Strongly agree
- Slightly agree
- Slightly disagree
- Strongly disagree

6

Im Folgenden geht es um Ihre persönliche Erfahrung, die Sie HEUTE mit dem Jobcenter und den Mitarbeitern gemacht haben. Inwieweit treffen aus Ihrer ganz persönlichen Sicht die folgenden Aussagen zu?

Es wurden HEUTE nur Forderungen gestellt, statt mir wirklich zu helfen.

Trifft voll und ganz zu
 Trifft eher zu
 Trifft eher nicht zu
 Trifft überhaupt nicht zu

BACK CONTINUE

The following is about your personal experience with the job center and its employees that you have made TODAY.

To what extent do the following statements apply from your very personal point of view?

There were only demands made TODAY instead of really helping me.

- Strongly agree
- Slightly agree
- Slightly disagree
- Strongly disagree

7

Im Folgenden geht es um Ihre persönliche Erfahrung, die Sie HEUTE mit dem Jobcenter und den Mitarbeitern gemacht haben. Inwieweit treffen aus Ihrer ganz persönlichen Sicht die folgenden Aussagen zu?

Die Mitarbeiter des Jobcenters haben mir HEUTE geholfen, eine neue Perspektive zu entwickeln.

Trifft voll und ganz zu
 Trifft eher zu
 Trifft eher nicht zu
 Trifft überhaupt nicht zu

BACK CONTINUE

The following is about your personal experience with the job center and its employees that you have made TODAY.

To what extent do the following statements apply from your very personal point of view?

TODAY the employees of the Job Center helped me to develop a new perspective.

- Strongly agree
- Slightly agree
- Slightly disagree
- Strongly disagree

8

Wie zufrieden sind Sie alles in allem mit Ihrem HEUTIGEN Besuch im Jobcenter

Voll und ganz zufrieden
 Eher zufrieden
 Eher unzufrieden
 Voll und ganz unzufrieden

BACK CONTINUE

Detailed description: This is a screenshot of a mobile application interface. At the top, there is a status bar with icons for signal, Wi-Fi, and battery (61%), and the time 15:29. Below the status bar is a white box containing the question 'Wie zufrieden sind Sie alles in allem mit Ihrem HEUTIGEN Besuch im Jobcenter'. Underneath the question is a list of four radio button options: 'Voll und ganz zufrieden', 'Eher zufrieden', 'Eher unzufrieden', and 'Voll und ganz unzufrieden'. At the bottom of the screen are two dark grey buttons labeled 'BACK' and 'CONTINUE'.

How satisfied are you all and everything with your TODAY visit to the job center

- Fully satisfied
- Slightly satisfied
- Slightly dissatisfied
- Fully dissatisfied

9

Wie fühlen Sie sich gerade?

Müde Wach

1 2 3 4 5 6 7 8 9 10

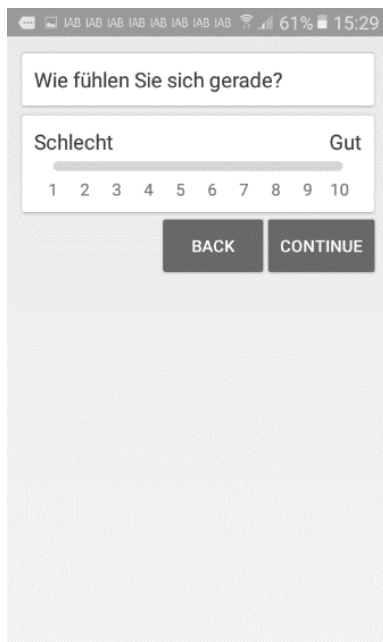
BACK CONTINUE

Detailed description: This is a screenshot of a mobile application interface. At the top, there is a status bar with icons for signal, Wi-Fi, and battery (61%), and the time 15:29. Below the status bar is a white box containing the question 'Wie fühlen Sie sich gerade?'. Underneath the question is a horizontal slider scale. The left end of the scale is labeled 'Müde' and the right end is labeled 'Wach'. Below the scale are ten numbered markers from 1 to 10. At the bottom of the screen are two dark grey buttons labeled 'BACK' and 'CONTINUE'.

How are you feeling right now?

Tired – Awake

10



Wie fühlen Sie sich gerade?

Schlecht Gut

1 2 3 4 5 6 7 8 9 10

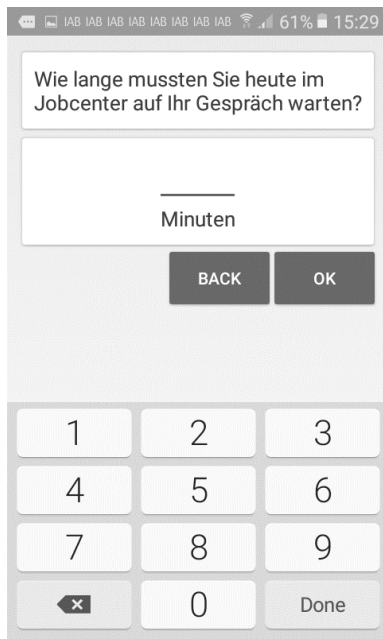
BACK CONTINUE

A mobile app screenshot showing a survey question. The question is "Wie fühlen Sie sich gerade?" (How do you feel right now?). Below the question is a horizontal slider with "Schlecht" (Bad) on the left and "Gut" (Good) on the right. The slider has 10 numbered positions from 1 to 10. Below the slider are two buttons: "BACK" and "CONTINUE". The status bar at the top shows the time as 15:29 and battery at 61%.

How are you feeling right now?

Bad – Good

11



Wie lange mussten Sie heute im Jobcenter auf Ihr Gespräch warten?

Minuten

BACK OK

1 2 3

4 5 6

7 8 9

⌫ 0 Done

A mobile app screenshot showing a survey question. The question is "Wie lange mussten Sie heute im Jobcenter auf Ihr Gespräch warten?" (How long did you have to wait for your interview at the job center today?). Below the question is a text input field with a horizontal line and the label "Minuten" (Minutes). Below the input field are two buttons: "BACK" and "OK". At the bottom of the screen is a numeric keypad with buttons for digits 1-9, 0, a backspace key (⌫), and a "Done" button. The status bar at the top shows the time as 15:29 and battery at 61%.

How long did you have to wait for your interview at the job center today?

Minutes