Pre-analysis Plan:
Complexity and the Effectiveness of Public Policy

Steffen Altmann   Sofie Cairo
Robert Mahlstedt   Alexander Sebald

University of Copenhagen[*]

This draft: March 2, 2018

1   Introduction

Unemployment insurance (UI) systems in modern labor markets are riddled with a multitude of rules and regulations governing job seekers' economic situation and their incentives to search for employment. These include, for instance, detailed regulations specifying individuals' benefit level and potential benefit duration, job search requirements, conditions for avoiding benefit sanctions, possibilities for earning extra income or additional benefit entitlements by working in part-time or short-term jobs, etc. The complexity of UI systems makes it challenging for job seekers to understand the prevailing rules, their build-in incentives, and the resulting consequences for their personal economic situation. This is potentially problematic, as a lack of understanding may distort individuals' job search incentives and employment prospects.

We conduct a randomized controlled trial among Danish job seekers to study how reducing complexity affects individuals' understanding of UI benefit rules, their job search behavior, and labor market outcomes. Our intervention rests on an online information tool that provides continuously updated, personalized information on individuals' remaining

[*]Corresponding address: University of Copenhagen, Department of Economics, Øster Farimagsgade 5, 1353 København K, Denmark, E-mail: robert.mahlstedt@econ.ku.dk, Tel: +45 35 33 79 22

UI benefit period, their accumulated working time that can be used to prolong the potential benefit duration (PBD), as well as information on essential rules regarding job seekers' benefit duration and benefit sanctions. Earlier evidence has shown that job seekers in Denmark find these aspects of the UI system difficult to understand and that they exhibit limited knowledge of the underlying UI benefit rules.

Participants in our experiment are randomly assigned to three equally sized groups: individuals in the treatment group (T) receive messages that direct their attention to the online information tool; (ii) individuals in the placebo group (P) receive generic messages that are unrelated to the information tool; individuals in the control group (C) receive no messages.

We evaluate the causal effects of our intervention using administrative data on individuals' labor market outcomes and an online survey that is administered to a subset of participants.

2 Study Design

Our study rests on three pillars: i) a randomized controlled trial, ii) an online survey, and iii) administrative data containing comprehensive information on individuals' socio-demographic characteristics, labor market history, as well as post-treatment employment status and earnings.

2.1 Randomized Controlled Trial

The randomized controlled trial focuses on a complexity-reducing intervention among unemployed job seekers in the Danish labor market. The intervention aims at enhancing the understanding of complex labor market rules among treated individuals, by fostering the usage of an online information tool in the treatment group.

We focus on rules governing job seekers' PBD and benefit sanctions related to not making use of short-term work opportunities during the benefit period. In the Danish UI system, job seekers can influence their PBD by working in "non-regular" jobs during the benefit period, e.g., on a temporary or part-time basis. Specifically, job seekers have the possibility to extend the regular PBD from two years up to maximally three years.

At the same time, benefit recipients face potential benefit sanctions if they do not work (enough) while receiving UI benefits (specifically, UI benefits will lapse for one day every four months if the benefit recipient has not worked for at least one week per month on average in this period). In a prior survey that we conducted in May 2017, we identified strong knowledge gaps with respect to the rules governing non-regular work during the benefit period and the corresponding possibilities of extending the PBD.

The online information tool on which our intervention is based aims at addressing these knowledge gaps. Specifically, the tool provides benefit recipients with information about their personal benefit situation, a simple visual presentation, and an interactive calculator. The provided information includes individuals' remaining unemployment benefit entitlements, their accumulated working time that can be used to extend the PBD, as well as information on essential rules regarding job seekers' benefit duration and benefit sanctions. The information provided in the online tool is personalized to the individual job seeker's specific situation and continuously updated. The tool is accessible through jobnet.dk, the online portal of the Danish Agency for Labor Market and Recruitment (STAR).

Notably, while the tool is publicly accessible for all UI benefit recipients, our intervention aims at fostering the usage among treated individuals by drawing their attention to the tool. Specifically, we randomly divide the stock of UI benefit recipients at the beginning of the intervention into three groups. Individuals in the treatment group (T) receive messages (a somewhat longer initial message and up to three monthly reminders) that inform them about the tool and provide a direct link to access the tool. Individuals in the placebo group (P) receive generic messages at the same points in time, which are unrelated to the online information tool and the corresponding rules. Individuals in the control group (C) receive no messages. Messages will be sent out through the jobnet.dk portal, which all UI recipients in Denmark are required to visit at least once a week. The exact content of the messages can be found in Appendix A.1.

We evaluate the causal effects of the intervention with respect to individuals' understanding of the prevailing rules, their job search behavior, and labor market outcomes, by linking information on treatment status with administrative data on individuals' labor

market outcomes and an online survey that is administered to a subset of participants (see Section 2.2 and Section 3).

2.2 Survey

Besides measuring treatment effects on labor market outcomes in administrative data, we gather additional data through an online survey. The survey serves three purposes. First, we measure job seekers' understanding of the prevailing rules (i.e., we test whether the complexity-reducing intervention has the desired effect of enhancing individuals' knowledge). Second, to shed further light on the underlying effect mechanisms, we examine whether the intervention has additional effects on (i) individuals' overall motivation and (ii) the subjectively perceived monitoring intensity / pressure by the labor market authorities. Third, we elicit additional information on job search behavior and the perceived attractiveness of "non-regular" jobs, to complement the administrative data on realized labor market outcomes. A detailed list of survey questions can be found in Appendix A.2.

2.3 Time Schedule and Sampling

The timing of our study is depicted in Table 1. Sampling and treatment assignment takes place one week before the beginning of the intervention ($t = -1$ in Table 1). Our study population consists of the full stock of UI benefit recipients in Denmark at this point in time (roughly 90,000-100,000 individuals).
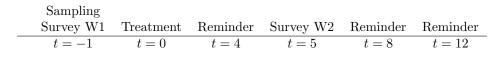
Sampling Survey W1	Treatment	Reminder	Survey W2	Reminder	Reminder
$t = -1$	$t = 0$	$t = 4$	$t = 5$	$t = 8$	$t = 12$

Table 1: *Time line of the RCT (in weeks).*

Individuals are randomly assigned to the three equally sized treatment cells T, P, and C. At the beginning of week $t = 0$ (March 05, 2018), the corresponding messages discussed in Section 2.1 are sent to the treatment and placebo group, respectively. Subsequently, individuals in groups T and P receive up to three reminder messages (in weeks $t = 4, 8$, and

12). Reminders are sent only to individuals who still have been registered as unemployed within the 4 weeks prior to the sending date.

In addition to the RCT, a subsample of the overall study population will be invited to participate in the online survey (see Section 2.2). The survey is conducted in two waves (denoted as W1 and W2 in Table 1). The first wave is administered in week $t = -1$, i.e., in the week before the beginning of the intervention. This allows us to measure the baseline (pre-treatment) levels of the survey outcomes discussed in the previous section. The second, main survey wave is administered in $t = 5$. The purpose of this wave is to test for treatment differences in survey outcomes.

A 30% subsample of the study population will be invited to the survey: 7.5% for the first survey wave in $t = -1$ (2.5% each from treatment cells T, P, and C); 22.5% for the second survey wave (7.5% each from treatment cells T, P, and C). Potential participants are invited via email and have 7 days to complete the survey. Individuals will not be invited to more than one survey wave.

3   Outcomes

We are interested in four types of outcome variables. Ultimately, the rules of the UI benefit system that are targeted by our intervention aim at encouraging individuals to take up non-regular jobs and increasing their overall reemployment prospects. Therefore, the first set of outcome variables concern individuals' realized labor market outcomes. Complementing the analysis of realized labor market outcomes, we additionally study treatment effects with respect to the job search behavior. Third, as our main treatment targets individuals' understanding of the prevailing rules, we test whether the intervention increases knowledge in the treatment group. Finally, we test whether the intervention has additional effects on individuals' overall motivation and individuals' perception of monitoring intensity and pressure by the labor market authorities.

3.1   Labor Market Outcomes

Labor market outcomes can be obtained for the full study population from existing Danish registry data.

Main outcome variables:

– Employment: to measure employment effects, we will consider the cumulated number of days that an individual has been employed since the beginning of the intervention. We will test for treatment differences in (cumulated) employment 3, 6, and 12 months after the beginning of the intervention. As the targeted UI benefit rules provide particular incentives to work in non-regular jobs, we will further differentiate between different types of employment (e.g. temporary/permanent, full-time/part-time, above/below different income thresholds).

– Earnings: to measure treatment effects on labor earnings, we will consider individuals' cumulated labor income within 3, 6, and 12 months after the beginning of the intervention.

– Avoidance of benefit sanctions (so-called *karensdage* or *qualifying days*): As the online tool used in our intervention informs about the rules and individuals' personal situation related to potential benefit sanctions (see Section 2.1), we will test for differences in the overall number of realized benefit sanctions across treatments. To further differentiate individuals targeting the avoidance of benefit sanctions from overall employment effects, we will consider additional outcomes related to qualifying days (e.g., treatment differences in the extent of "bunching" at the work-time threshold needed to avoid the sanction).

Secondary outcome variables: To further illustrate the dynamic patterns of employment and earnings across treatments, we will consider additional monthly measures of cumulated employment and earnings. To examine longer-run effects of the intervention, we will provide additional tests on differences in earnings and employment, measured over a period of 24 months after the beginning of the intervention.

3.2   Job Search Behavior

Information with respect to job search behavior will be obtained from two sources.

(i). All UI benefit recipients in Denmark are required to register their search activities in *Joblog*, a common online database.

(ii). Several questions in our survey elicit additional measures of job search behavior (see Q01-Q14, Q29 in Appendix A.2). This information complements the Joblog data (e.g., job seekers are not required to register all their applications in Joblog, and the logs do not differentiate between applications for temporary and permanent jobs).

Main outcome variables:

– Number of applications (Joblog; survey Q4, Q6, Q13, Q14).

– Type of job application (temporary/permanent and full-time/part-time; survey Q5A and Q5B).

– Targeted type of employment (temporary/permanent and full-time/part-time; survey Q03).

– Attractiveness of working one week during UI benefit period (survey Q29).

Secondary outcome variables:

– Potential commuting distance to applied vacancies (Joblog).

– Time devoted to job search activities during the last week (survey Q7).

– Number of interviews in last month (survey Q8-Q9).

Remark: The outcomes from Joblog can be obtained for the full study population; the measures obtained through the survey are only available for a subsample (respondents to second survey wave).

3.3 Knowledge

Our intervention aims to enhance individuals' knowledge of their personal UI benefit situation and the prevailing rules related to the benefit duration and benefit sanctions (qualifying days). To directly test for treatment effects in individuals' understanding, we use the second part of our survey.

Main outcome variables:

– In order to measure individuals' knowledge of the prevailing rules and their personal benefit situation, we will use the answers to survey questions Q17-Q21, Q24-Q25 (personal benefit situation), Q26-Q28, Q31-Q32 (non-regular jobs and extension of PBD) and Q30 (avoidance of benefit sanctions).

– Besides separately analyzing knowledge differences for the different question categories, we will also construct a "knowledge index" that measures individuals' understanding based on the frequency of correct answers.

Secondary outcome variables:

– We also examine treatment differences in how well individuals feel informed (survey Q33-Q35) and their strategies to find information about their UI benefit situation and the UI benefit rules (Q38-Q39).

– We will further test for knowledge differences regarding a subset of rules in the UI system that are not targeted by the intervention (Q15-Q16).

Remark: Outcomes on knowledge are available for a subset of the overall study population (survey respondents).

3.4   Additional Outcomes

As our intervention involves communication with treated individuals (treatment messages) and the provision of personalized information, it may not only have an impact on individuals' knowledge, but could also influence individuals' overall motivation and trigger possible monitoring / pressure effects. We test for such effects, using our survey and treatment design. We also elicit additional measures of treatment uptake.

Motivation: Our intervention may affect individuals' general motivation either directly (e.g., through the messages or the information provided in the online information tool) or indirectly (e.g., through treatment differences in sucessful/failed job search efforts). To

test for motivational differences across treatments, our survey includes the *Positive and Negative Affect Schedule* (*PANAS*; Watson et al., 1988). This scale consists of a number of words that describe different feelings and emotions. It consists of two 10-item scales to measure both positive and negative affect. Each item is rated on a 5-point Likert scale (see Q40).

Perceived Monitoring/Pressure: We test for possible monitoring / pressure effects in survey questions asking for the perceived monitoring intensity with respect to job search activities (Q11) and the subjectively perceived external pressure to search for (Q36) or accept (Q37) available job offers. Furthermore, we will test for "Hawthorne-style" observer effects that may result from the messages and reminders sent to individuals in T and P by comparing job search behavior and labor market outcomes between the placebo and control group.

Treatment Uptake To examine treatment uptake in T, we analyze individual-level data on the usage (clicks) of the hyperlink provided in the messages for the treatment group.

4 Empirical Analysis

Our empirical analysis be based on the following model that we estimate for the different outcome variables discussed in in Section 3:

$$Y_i = \beta_0 + \beta_1 Z_i + \beta_2 X_i + \varepsilon_i, \tag{1}$$

where Y_i is an outcome variable specified in a given model specification, D_i indicates the individual treatment status (treatment, placebo or control) and X_i is a vector of control variables, e.g., age, gender, education, labor market histories etc.

For all models, we will report estimation results from specifications with and without demographic controls (X_i). Whenever possible, we will also report additional estimation results that control for the average value of the outcome variable in the baseline period ($t = 0$).

Remark: We expect the placebo message to have no systematic impact on the main outcome variables of interest, relative to the control group. This will be tested in separate regressions (see Section 3). If this is the case, we will pool the placebo and control group, and Z_i in our main specifications will be an indicator variable referring to the treatment group T. Otherwise, we will estimate separate models to compare outcomes across all three treatment arms.

Effect Heterogeneity: We plan to examine heterogeneous treatment effects with respect to variables that (i) can be expected to be associated with pre-existing knowledge gaps and / or (ii) affect job seekers' incentives to gather information related to extending the PBD. Specifically, the following individual-level characteristics will be considered for the analysis of heterogenous treatment effects.

(i) realized unemployment duration at the beginning of the intervention.

(ii) long expected future unemployment duration at $t = 0$, predicted based on pre-determined individual characteristics (Altmann et al., 2015), as a measure for the initial risk of experiencing a benefit expiration. In order to address the issue of potentially biased estimates due to endogenous stratification, we explore the robustness of our results using repeated split-sample estimators as suggested by Abadie et al. (2013).

(iii) to identify subgroups with particularly pronounced knowledge gaps, we will use data from survey wave W1. Specifically, we will analyze correlations between measures of the knowledge index in survey W1 and individual sociodemographic characteristics (e.g., education, citizenship/migration background) to determine which subgroups of the study population can be expected to have stronger knowledge gaps.

(iv) Finally, we will use administrative data to determine occupations with high shares of non-regular employment, in order to identify individuals with a high baseline probability of working in non-regular jobs, based on their labor market history.

5   Power Analysis

Based on the number of UI benefit recipients on December 20, 2017 (94,146 individuals), we perform an illustrative power analysis for two of the main outcome variables: 1) the days in employment within one year (an outcome that will be measured for the full sample) and 2) the knowledge index (an outcome that will only be obtained for the subsample of survey respondents).

Days in employment within one year: Given the experimental design described in Section 2.1, each treatment arm (T, P and C) would comprise 31,382 (= 94,146 / 3) individuals. Given this sample size, we will be able to detect a significant effect at the 5%-level between two treatment arms of 0.016 standard deviations with a probability of 80%. This translates into a treatment effect of 2.9 days, taking the standard deviation of the corresponding outcome retrieved from Danish registry data for the period October 2016 to September 2017. Assuming that we can pool the placebo and the control group the minimum detectable effect is reduced to 2.5 days.

Knowledge Index: As discussed in Section 2.1, about 22.5% of the total study population are invited to the main survey wave W2 ($n \approx 21{,}183$, divided equally across the three treatment arms). Assuming a response rate of 12%[1], we expect about 850 individuals in each treatment arm to answer the survey. Given this sample size, we will be able to detect a significant effect at the 5%-level between two treatment arms of 0.136 standard deviations with a probability of 80%. Applying the data from the pilot survey (that featured a knowledge index based on a somewhat smaller set of knowledge questions), this translates into a minimum detectable effect of 4.3 percentage points on the knowledge index. Assuming that we can combine the placebo and control group, we could detect an effect of 3.7 percentage points with a probability of 80%.

---

[1]The response rate in our pilot survey in 2017 was 15%. We expect a somewhat lower response rate for our main survey, taking into account that a fraction of the population will already have left unemployment before survey wave W2 and assuming that employed individuals will have a lower propensity to respond.

Remark: Note that a subset of our main specifications will include additional control variables, which will increase the precision of our estimates and therefore also increase the effective power.

References

ABADIE, A., M. CHINGOS, AND M. WEST (2013): "Endogenous stratification in randomized experiments," NBER Working Paper No. 19742.

ALTMANN, S., A. FALK, S. JAEGER, AND F. ZIMMERMANN (2015): "Learning about Job Search: A Field Experiment with Job Seekers in Germany," IZA Discussion Paper No. 9040.

WATSON, D., L. CLARK, AND A. TELLEGEN (1988): "Development and validation of brief measures of positive and negative affect: the PANAS scales." *Journal of Personality and Social Psychology*, 54, 1063–1070.

A Appendix

A.1 Text of Messages

Main message to treatment group:

Dear X,

Your unemployment benefits will expire at some point, but did you know that you can influence the duration of your unemployment benefit period yourself? Every hour you work translates into up to two extra hours of unemployment benefits, which you can use to extend your unemployment benefit period. At the same time, every hour you work helps you avoid a qualification day, at which you receive no unemployment benefits.

A new tool on *jobnet.dk* makes it easy for you to keep an eye on your accumulated working hours and get an overview of the most relevant benefit rules. The dynamic and personalized tool is called "Dagpengetæller" ["benefit meter"]. It is continuously updated with your unemployment benefit hours and your working hours; and you can calculate how extra working hours will affect your unemployment benefit period.

Your benefit meter gives you an overview of:

1. The hours you have worked

2. Your consumption of unemployment benefits and your remaining benefit hours

3. Rules that are important for you. Check the information boxes by clicking on the "i"-button

Learn more about your unemployment benefits now. [LINK]

Use your benefit meter regularly to know your possibilities and make the most out of them. You may, for instance, check your benefit meter when you log on to jobnet.dk to check your suggested job ads or register your job applications.

Did you know that there are about 20,000 vacancies available at jobnet.dk right now? There are more possibilities than you may think.

Good luck with your job search.

Reminder message to treatment group:

Dear X,

Your unemployment benefits will expire at some point in time, but did you know that you can influence the duration of your unemployment benefit period yourself?

A new tool on *jobnet.dk* makes it easy for you to keep an eye on your accumulated working hours and get an overview of the most relevant benefit rules.

Learn more about your unemployment benefits now. [LINK]

Use your benefit meter regularly to know your possibilities and make the most out of them.

Did you know that there are about 20,000 vacancies available at jobnet.dk right now? There are more possibilities than you may think.

Good luck with your job search.

Message to placebo group:

Dear X,

Use *jobnet.dk* regularly to know your possibilities and make the most out of them.

Did you know that there are about 20,000 vacancies available at jobnet.dk right now? There are more possibilities than you may think.

Good luck with your job search.

A.2 List of Survey Questions

(Q01) When did you register as unemployed either at jobnet.dk or at your unemployment fund?

- Day
- Month
- Year

(Q02) What type of job are you looking for? *You may mark multiple answers.*

- Full-time (37 or more working hours per week)
- Part-time (less than 37 working hours per week)

(Q03) What type of job are you looking for? *You may mark multiple answers.*

- Permanent job
- Temporary job

(Q04) How many jobs did you apply for during the last month? *Please state the exact total number of jobs.*

(Q05A) How many of your applications were for full-time and part-time jobs? *Please state the exact number of full-time and part-time jobs.*

- Full-time (37 or more working hours per week)
- Part-time (less than 37 working hours per week)

(Q05B) How many of your applications were for permanent and temporary jobs? *Please state the exact number of permanent and temporary jobs.*

- Permanent jobs
- Temporary jobs

(Q06) How often did you apply for jobs using the online platform jobnet.dk during the last month?

(Q07) How many hours did you spend on job search activities during the last week?

(Q08) Did you receive any invitations to job interviews during the last month?

- Yes
- No

(Q09) If yes: How many invitations to job interviews did you receive during the last month?

(Q10) When do you expect to deregister as unemployed at jobnet.dk or your unemployment fund? *Please indicate the point in time in which you expect to deregister.*

- Within 1 month
- Within 2 months
- Within 3 months
- Within 4 months
- Within 5 months

- Within 6 months
- Within 7 months
- Within 8 months
- Within 9 months
- Within 10 months
- Within 12 months
- Within 13 months
- Within 15 months
- Within 16 months
- Within 18 months
- Within 22 months
- Within 24 months
- In more than 24 months

(Q10) How sure are you about your answer above? *Please enter your assessment on a scale from 1 to 10, where 1="Not sure at all" and 10= "Completely sure".*

(Q11) Do you agree with the following statement? My job search activities are regularly monitored by the authorities. *Please enter your assessment on a scale from 1 to 10, where 1="Do not agree at all" and 10="Completely agree".*

(Q12) Overall, how easy/difficult is it for you to find a new job? *Please enter your answer on a scale from 1 to 10, where 1="Very easy" and 10="Very difficult".*

(Q13) Which of the following statements describes your usage of joblog best?

- I register a sufficient number of jobs to comply with the search requirements, but I have often searched for additional jobs that I do not register.
- I register a sufficient number of jobs to comply with the search requirements and I have rarely searched for further jobs.
- I always register all jobs I apply for regardless of the search requirements.
- Usually, I do not register my search activities in joblog.

(Q14) How many jobs did you apply for in the last month without registering them in joblog? *Please state the number of jobs.*

(Q15) How often should you check your suggested job ads on jobnet.dk?

- Every day
- Every week
- Every month
- Every second month

(Q16) Suppose you have forgotten to check your suggested job ads on time. What would be the consequence?

- You will receive a reminder
- You will be unsubscribed and no longer receive unemployment benefits

– Nothing

(Q17) What was your income in your last job? *Please indicate your monthly salary before tax.*

(Q18) What was your level of unemployment benefits (paid by your unemployment fund) in the last month? *Please indicate your monthly benefits before tax.*

(Q19) Did you work during the last month?

– Yes

– No

(Q20) How many hours did you work during the last month? *Please indicate the number of hours.*

(Q21) How much did you earn for these working hours? *Please indicate the total amount before tax.*

(Q22) Are you in job training or do you work in a subsidized job?

– Yes

– No

(Q23) Do you receive supplementary unemployment benefits?

– Yes

– No

(Q24) When will your unemployment benefits expire? Enter the date your unemployment benefit period ends if you include current extensions. Assume that you do not take any further work.

– Day

– Month

– Year

(Q25) How sure are you about your answer in the previous question? *Please enter your assessment on a scale from 1 to 10, where 1="Not sure at all" and 10="Completely sure".*

(Q26) Suppose you will work for two full weeks while being on unemployment benefits. How will this affect your situation at the end of the two-year unemployment benefit period? Can you use the two weeks to extend your benefit period?

– Yes

– No

(Q27) For how long can you extend your unemployment benefit period if you have been working for two weeks? Please indicate the number of weeks.

(Q28) Suppose that you have an offer of working for one week (equivalent to 37 hours). The salary before tax is 5.500 kr and you receive unemployment benefits for the rest of the month. How will it affect your total monthly income (working salary and unemployment benefits) in comparison to a month where you receive unemployment benefits only, if you accept the job?

- My income decreases
- My income is the same
- My income increases

(Q29) How attractive is such a job to you? *Please enter your assessment on a scale from 1 to 10, where 1="Not attractive at all" and 10="Very attractive".*

(Q30) Suppose you have received unemployment benefits for a period of 4 months and you are not working during the period, how will it affect your unemployment benefit in the fourth month compared to the first 3 months of the period? My benefits in the 4th month are:

- Lower
- Unchanged
- Higher

How large do you expect that the benefit reduction in the fourth month will be? *Give it your best shot.*

- Amount before tax:

(Q31) The unemployment benefit period is two years with the possibility of an extension. How many hours do you have to work to extend the benefit period by 12 weeks? *(This could be by working in a small job during the benefit period.)*

- 111 hours (3 weeks)
- 222 hours (6 weeks)
- 444 hours (12 weeks)
- 666 hours (18 weeks)
- 888 hours (24 weeks)

(Q32) In general, by how much can the two-year unemployment benefit period be extended by working while you receive unemployment benefits?

- 481 hours (3 months)
- 962 hours (6 months)
- 1443 hours (9 months)
- 1924 hours (12 months)
- 2405 hours (15 months)
- 2886 hours (18 months)

With the following questions, we are interested in your perception of the job search process. You will be confronted with several statements. Please indicate on a scale from 1 to 10 whether your agree with the statement, where 1="completely disagree" and 10="completely agree".

(Q33) I generally feel well informed about the rules, rights, and regulations that are relevant for me.

(Q34) It is easy for me to find the information that I need.

(Q35) The rules are hard to understand.

(Q36) I constantly feel pressured to search for a job.

(Q37) I constantly feel pressured to accept job offers.

(Q38) Where do you find information regarding your own unemployment benefit situation? *Check the most important answer.*

- Job center or unemployment fund
- Jobnet.dk
- Other online sources, incl. social media
- Newspaper or TV
- Family and friends

(Q39) Where do you find information about the rules regarding the job search process? *Check the most important answer.*

- Job center or unemployment fund
- Jobnet.dk
- Other online sources, incl. social media
- Newspaper or TV
- Family and friends

(Q40) The following question is about your feelings in the last four weeks. Below you can see a list of words describing different emotions and conditions:

1. Attentive	6. Upset	11. Excited	16. Scared
2. Strong	7. Irritable	12. Hostile	17. Enthusiastic
3. Inspired	8. Active	13. Proud	18. Distressed
4. Afraid	9. Guilty	14. Unhappy	19. Determined
5. Alert	10. Nervous	15. Ashamed	20. Interested

Please mark the answer that describes in the best way your feelings in the last four weeks. *Mark one answer for each feeling.*

- Not at all
- Slightly
- Somewhat
- Pretty much
- To a great extent