

*Supplemental Appendix for:*  
Serving the Unemployed: Do more generous social insurance  
programs provide better quality service?

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Table 1: Alternative Generosity Measure: Reciprocity (Take-Up) Rates

	<i>All Agency Errors</i> (1)	<i>Overpayment Errors</i> (2)	<i>Underpayment Errors</i> (3)
Reciprocity Rate	-0.931*** [-1.09,-0.77]	0.267* [0.05,0.49]	-0.644*** [-0.95,-0.34]
Admin. Resources	-0.007 [-0.02,0.01]	-0.012 [-0.04,0.01]	0.001 [-0.03,0.03]
Leg. Professional	1.154*** [0.54,1.77]	1.346** [0.49,2.20]	-4.313*** [-5.56,-3.06]
Government Ideology	0.112*** [0.05,0.17]	0.120** [0.04,0.20]	-0.233*** [-0.34,-0.12]
GDP per capita, real	-0.004 [-0.01,0.00]	-0.011*** [-0.02,-0.01]	-0.019*** [-0.03,-0.01]
Work Load	0.262*** [0.21,0.31]	0.083* [0.01,0.15]	0.279*** [0.19,0.37]
Female claimants, rate	2.239*** [1.77,2.71]	1.917*** [1.25,2.58]	1.863*** [1.00,2.72]
Clientele Diversity	-0.322** [-0.53,-0.12]	-0.125 [-0.41,0.16]	0.152 [-0.24,0.54]
State Fixed-Effects	Yes	Yes	Yes
N	700	700	700
$\chi^2$	376.502	107.688	190.097

*Note:* Dependent variable is the count of detected *All Agency Responsible Errors*, *Agency Responsible Overpayment Errors*, or *Agency Responsible Underpayment Errors*, as indicated by column headings. Coefficients from Poisson regression, with an offset term included equal to the natural log of the BAM audit sample count for the period. 95% confidence intervals in brackets; \* < .05, \*\* < .01, and \*\*\* < .001, for a two tailed hypothesis test. Fixed-effects for each state are included, but not reported here. Sample includes each of the 50 U.S. states, observed annually, 2002-2015.

Because generosity of social insurance programs may be conceptualized as the “breadth” of coverage (how many unemployed are covered by a UI program), rather than the “depth” of coverage (how paid benefits compare to prior earnings). I therefore also examine the relationship between reciprocity rates, also referred to as *Take-Up Rates*, and bureaucratic performance (both in terms of accuracy and speed). Annual take-up rates are measured as the rate of all unemployed who claim and receive UI benefits. This variable has an in-sample range of .11 to .69, with a mean of .34. Put differently, on average, 34% of all unemployed workers receive UI benefits. Results from models with *Take-Up Rates* as the key independent variable are reported in Appendix Table 1 and Figure 1. These results reinforce the substantive findings in the main text.

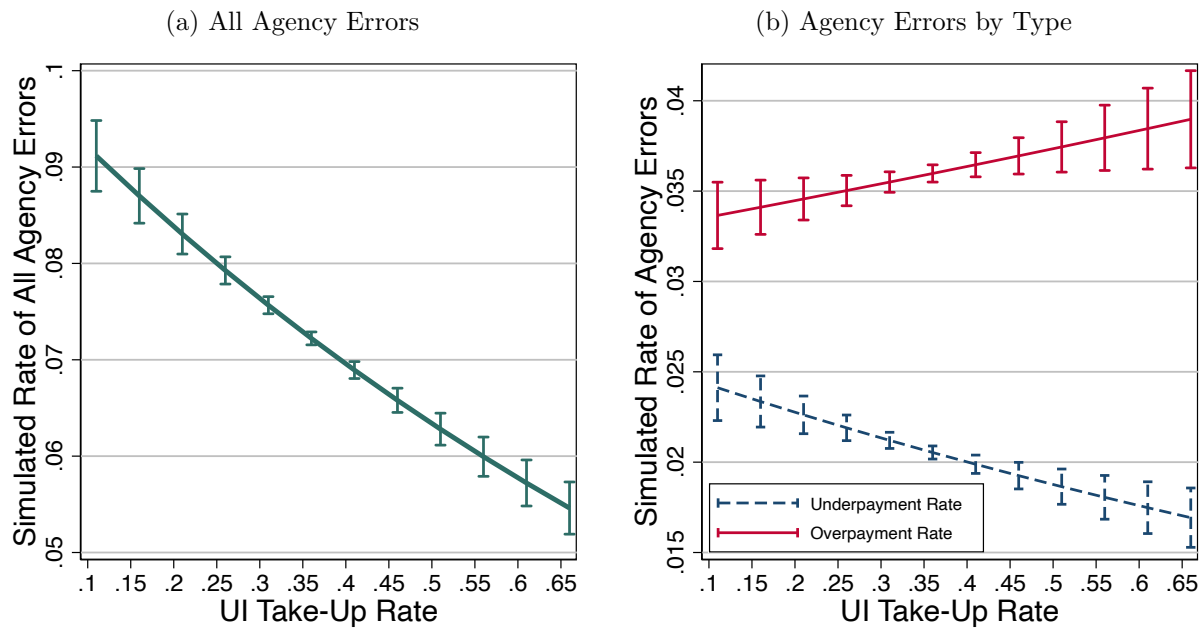


Figure 1: Alternative Generosity Measure: Take-Up Rates

*Note:* Each figure represents 95% confidence intervals for the estimated predicted rate of agency-responsible errors in a claims processing across the sample range of *Take-Up Rate*. Simulation to produce these predictions uses model results reported in Appendix Table 1. These predicted incidence rates are generated with the `margins` suite of commands in Stata 16. All other variables, including the offset term, are held constant at their sample means. Incidence rates are estimated based on the mean quarterly audit sample size, 224.

Table 2: Alternate Specification: Random Effects Models

	<i>All Agency Errors</i>		<i>Overpayment Errors</i>		<i>Underpayment Errors</i>	
	(1)	(2)	(3)	(4)	(5)	(6)
Replacement Rate	-2.852*** [-3.33,-2.38]	-0.895*** [-1.05,-0.74]	0.825* [0.17,1.48]	0.292** [0.08,0.51]	-2.214*** [-3.03,-1.40]	-0.558*** [-0.86,-0.26]
Reciprocity Rate		-0.011 [-0.03,0.01]	-0.016 [-0.04,0.01]	-0.015 [-0.04,0.01]	-0.000 [-0.03,0.03]	0.002 [-0.03,0.03]
Admin. Resources	-0.008 [-0.03,0.01]	0.623* [0.05,1.19]	0.707* [0.04,1.38]	0.739* [0.07,1.41]	-2.903*** [-3.86,-1.94]	-2.933*** [-3.90,-1.97]
Leg. Professionalism	0.846** [0.26,1.43]	0.121*** [0.06,0.18]	0.144*** [0.06,0.23]	0.132** [0.05,0.21]	-0.247*** [-0.35,-0.14]	-0.242*** [-0.35,-0.13]
Government Liberalism	0.086** [0.03,0.14]	-0.004* [-0.01,-0.00]	-0.008** [-0.01,-0.00]	-0.009*** [-0.01,-0.00]	-0.021*** [-0.03,-0.01]	-0.016*** [-0.02,-0.01]
GDP per capita, real	-0.009*** [-0.01,-0.00]	0.221*** [0.17,0.27]	0.065* [0.01,0.12]	0.053 [-0.01,0.11]	0.271*** [0.19,0.35]	0.290*** [0.21,0.37]
Work Load	0.192*** [0.15,0.24]	1.992*** [1.23,2.17]	1.748*** [1.11,2.39]	1.663*** [1.04,2.28]	1.670*** [0.84,2.50]	1.988*** [1.17,2.80]
Female claimants, rate	-0.426*** [-0.62,-0.23]	-0.374*** [-0.57,-0.17]	-0.150 [-0.42,0.12]	-0.167 [-0.44,0.10]	0.077 [-0.30,0.45]	0.159 [-0.21,0.53]
Clientele Diversity	-4.049*** [-4.83,-3.27]	-5.468*** [-6.21,-4.72]	-4.818*** [-5.78,-3.86]	-4.374*** [-5.28,-3.47]	-5.349*** [-6.67,-4.03]	-6.584*** [-7.84,-5.33]
Constant	-1.348*** [-1.76,-0.93]	-1.444*** [-1.86,-1.03]	-1.768*** [-2.17,-1.37]	-1.781*** [-2.18,-1.38]	-0.845*** [-1.23,-0.46]	-0.833*** [-1.23,-0.44]
$\ln(\alpha)$	No	No	No	No	No	No
State FE	Yes	Yes	Yes	Yes	Yes	Yes
State RE	700	700	700	700	700	700
N	344,598	332,612	95,870	97,128	181,099	166,834
$\chi^2$						

Note: Dependent variable is the count of detected *All Agency Responsible Errors*, *Agency Responsible Overpayment Errors*, or *Agency Responsible Underpayment Errors*, as indicated by column headings. Coefficients from Poisson regression, with an offset term included equal to the natural log of the BAM audit sample count for the period, and random intercepts. 95% confidence intervals in brackets; \* < .05, \*\* < .01, and \*\*\* < .001, for a two tailed hypothesis test. Sample includes each of the 50 U.S. states, observed annually, 2002-2015.

Table 3: Alternate Specification: Two-Way Fixed Effects Models

	<i>All Agency Errors</i>		<i>Overpayment Errors</i>		<i>Underpayment Errors</i>	
	(1)	(2)	(3)	(4)	(5)	(6)
Replacement Rate	-2.340*** [-2.97,-1.71]	-0.524*** [-0.80,-0.24]	-0.618 [-1.53,0.30]	-0.312 [-0.70,0.08]	-3.897*** [-5.03,-2.76]	-1.540*** [-2.09,-0.99]
Reciency Rate		0.021* [0.00,0.04]	0.020 [-0.00,0.04]	0.021 [-0.00,0.05]	-0.005 [-0.04,0.03]	0.002 [-0.03,0.04]
Admin. Resources	0.020* [0.00,0.04]	-0.202 [-0.87,0.47]	1.621** [0.59,2.65]	1.591** [0.56,2.62]	-4.822*** [-6.01,-3.63]	-5.085*** [-6.26,-3.91]
Leg. Professionalism	-0.036 [-0.71,0.64]	0.102*** [0.04,0.16]	0.074 [-0.01,0.16]	0.083 [-0.00,0.17]	-0.279*** [-0.39,-0.16]	-0.263*** [-0.38,-0.15]
Government Liberalism <sub>t-1</sub>	0.089** [0.03,0.15]	-0.012*** [-0.02,-0.01]	-0.008* [-0.01,-0.00]	-0.006 [-0.01,0.00]	-0.019*** [-0.03,-0.01]	-0.011* [-0.02,-0.00]
GDP per capita, real	-0.014*** [-0.02,-0.01]	0.453*** [0.36,0.54]	0.282*** [0.17,0.39]	0.318*** [0.19,0.44]	0.455*** [0.30,0.61]	0.603*** [0.42,0.79]
Work Load	0.427*** [0.35,0.51]	2.647*** [2.07,3.22]	1.408*** [0.57,2.25]	1.528*** [0.71,2.34]	1.352* [0.25,2.46]	2.232*** [1.13,3.33]
Female claimants, rate	2.117*** [1.52,2.71]	-0.271** [-0.48,-0.07]	-0.146 [-0.44,0.15]	-0.143 [-0.44,0.15]	-0.022 [-0.42,0.38]	0.132 [-0.27,0.53]
Clientele Diversity	-0.350*** [-0.56,-0.14]	Yes	Yes	Yes	Yes	Yes
State FE	Yes	Yes	Yes	Yes	Yes	Yes
Year FE	Yes	Yes	Yes	Yes	Yes	Yes
N	700	700	700	700	700	700
$\chi^2$	1466.472	1428.209	638.932	639.303	377.340	362.452

Note: Dependent variable is the count of detected *All Agency Responsible Errors*, *Agency Responsible Overpayment Errors*, or *Agency Responsible Underpayment Errors*, as indicated by column headings. Coefficients from Poisson regression, with an offset term included equal to the natural log of the BAM audit sample count for the period. Fixed effects for each year and state are included and not reported here. 95% confidence intervals in brackets; \* < .05, \*\* < .01, and \*\*\* < .001, for a two tailed hypothesis test. Sample includes each of the 50 U.S. states, observed annually, 2002-2015.