**Appendix – Exemplary Vignettes EU-improvement and national-no improvement**

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| **EU, improvement**  |
| The agency for energy regulation at the European Union level has the important function of ensuring sufficient energy supply and fair prices for citizens. Its main task is to foster a fully integrated and well-functioning energy market inside the European Union. This includes the supervision of the energy market and solving conflicts among national energy regulators. Following a number of complaints by companies in the energy sector, the agency was evaluated by an independent expert committee two years ago. The evaluation exposed several problems: the agency had difficulties with recruiting highly qualified staff; it failed to comply with important rules for procurement; and it was criticized for an overly strict application of rules that didn't take into account different companies' characteristics. At the time, the agency leadership acknowledged these problems and promised to tackle them within two years. Recently, a follow-up evaluation showed that the problems inside the agency had been successfully addressed. This was also confirmed in a survey conducted among key stakeholders of the agency. The evaluation showed that the agency had successfully implemented a major reform. |

**Appendix – Control variables**

We run ordinal logistic regressions in a hierarchical manner to estimate the effects of our control variables. As the table below indicates, the inclusion of the two controls in the model (ii) does not substantively change the effects of our treatment variables on the post-test trust question.

|  |  |  |
| --- | --- | --- |
|  | (i) | (ii) |
|  | Exp(B) | Exp(B) |
| Reg\_Level (reference EU) | 1.135 | 1.106 |
| Performance (reference low) | 3.163 \*\*\* | 3.593\*\*\* |
| Home\_Trust (reference low) |  | 1.569\* |
| Electricity\_Imp\_Exp: |  | 1.797\*\*\* |
| N= 752Dependent Variable: Post-test trust levels (1-10)Significance level: \*\*\* 1%, \*\* 5%, \* 10% |