

# Analyzing Phenomena as a Possibility to Break off the Limits of Measurement

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**Abstract:** The aim of this paper is to analyze the limits of measurement methods and the opportunities to capture phenomena that lead to important scientific knowledge. That is why we will present some short examples of such research from the past that still have big influence in science and the author's own current research.

**Keywords:** Phenomena. Limits of measurement. Qualitative research.

## 1 Introduction

Thanks to quantitative methods, a lot of scientific findings were elaborated, so that most research designs are based on these established methods. Important conditions for these methods are situations that fulfill three aspects: objectivity, reliability and validity.

The problem is that such settings have artificial characteristics like in laboratories. For that reason, a lot of daily situations aren't taken into account by quantitative methods. In the last forty years, qualitative methods were developed, so that this problem has been solved. That means that situations like phenomena could be analyzed in a scientific way.

Because of the contrary logic of these two approaches (quantitative methods are mathematically testable - more objective, repeatable, the research groups are big and they have a long scientific tradition while qualitative methods are not mathematically testable - more subjective, not repeatable, research groups are small and these methods are new), most researchers are focused either on quantitative or qualitative methods. Therefore, there are barely researchers with much experience in both methods.

Based on these facts, we can assume that there are much more quantitative researchers than qualitative ones. Thus, this text represents a contribution to change so that more researchers can discover the interesting possibilities of qualitative methods and their high meaning for scientific discoveries.

## 2 Narrative interviews - an established method among qualitative researchers

A book by Sabina Misošch is an interesting source of information about qualitative interviews, especially narrative interviews. At the beginning of the book, she explains that she represents methods that produce verbal data. That means processes that obtain narration, or in which guides are used, or in which information is received through group work. According to Misošch, qualitative interviews are a central method in empirical social research. She points out that detailed information about individuals can be identified. Because of the strong similarity with everyday situations, this method is often underestimated in terms of its

requirements during the implementation. For this, her book clarifies the necessary competences and preparation of an interviewer for the appropriate interview execution. After a detailed presentation and discussion of the different methods, she gives the reader recommendations on the respective research objective [11]. In our discussion, we are concentrating on the chapter three of the book, dealing with narrative interviews. In addition to demonstrating her general presentation of this method, we use primary sources for further explanation. More important for our presentation is her opinion on the use of this method.

Under a narrative Misoš understands "the oral or written representation of a happening from the perspective of a subject." According to her, narrative interviews, which relate to the verbalization of experiences during an interview, are the most established method in biographical research, but they are also used as a "narrative method" renamed in action and organizational research [11]. Misoš represents the original context of this method.

The emergence of narrative interviews began with a project of Fritz Schütze, who analysed the interaction between doings of an individual (the micro level) and consequences for the society (the macro level) at the verbal level to determine crucial processes by means of interviews of local politicians during merging of several municipalities [12]. In her book, Küsters also provides a good overview of narrative interviews as a specific qualitative research method. Based on Küsters, the further development of the methodology of biographical research by Schütze led to an increasing meaning of biographical-narrative interviews in qualitative research [14]. Furthermore, Lamnek, as an experienced scientist in qualitative research methods, points out that qualitative procedures have a particular advantage in minority research against quantitative approaches. The advantages would lie in their openness and flexibility, so that a special approach to the specifics of the examined environment would be permitted. It would be about cultures that were explored a little bit and subjects exposed to rapid change. For this reason, an exploratory approach should be suggested. In the collection of research-relevant data, Lamnek points out the dominance of forms of qualitative interviews in the research of minorities [9]. A sociology professor Thomas Brüsemeister from the Justus-Liebig university in Gießen agrees with that [9]. According to the Institute for Media and Educational Research at the University of Augsburg, narrative interviews allow typological formation in the biography and life research.

## 2.1 Steps of narrative interviews

The narrative is the focus of a narrative interview. It's a special form of narrative that is called "Stegreiferzählungen" (spontaneous interviews) [11]. So, Misoš points out that there is no preparation by the interviewee, and retrospective stories are presented in a face-to-face situation. Two elements are central: the narrator must be able to depict experiences that are temporarily comprehensible and to present his subjective feelings [11]. Consequently, a crucial challenge is to formulate a narrative impulse by an open question in relation to the life story so that a narrative is produced. By means of non-verbal or short approvals during the narrative, the narrative flow is to be maintained. After the narrator has formulated the end of his story, the possibility exists for the interviewer to ask questions [6,13]. According to Schütze, Misoš represents the different constraints that a narrator is exposed to by telling his story. Misoš refers to Schütze and speaks about "Zugzwänge des Erzählens" (constraints by telling a story) [9]. These constraints are:

- Shaping constraints: Important elements give us central aspects for the sake of traceability.

- Condensation constraints: The narrator wants the listener to follow the historical order of the events.
- Detail constraints: Important event points (causal, motivational) need to be detailed [1,13].

Apart from the questioning part, the researcher plays a passive role during most of the interview, immediately after setting the "narrative impulse". In this way, the interviewer has enough room to let his tales run free [1,8].

Then, according to Schütze, Misosch presents the decisive analysis steps of this interview method [1,13]:

- Analysis of the narrative segments (the researcher focuses only on the narrative parts of the interview. He ignores comments, explanation, ...), then the overall narrative form under systematic inclusion of the research question.
- Pragmatic refraction of the theory. Knowledge of the narrator in the context of spreading of the theory. Activities and their functions (here comments and explanation of the narrator are analysed).
- Empirical context of the course of action. What self - theory, world theory and foreign theories can be identified by the narrator?
- Differentiation and consolidation of provisional categories and derivation of further cognitive questions.
- The contrasting comparison: First minimal comparison because of the search for similarities between the interviews, then maximum comparison as a result of the search for the biggest differences between the interviews-> then construction of a theoretical model through systematic classification of the categories among each other.

The theoretical model leads to a process model of specific types of lifeprocesses, their phases, conditions and problem areas if special people groups are investigated as for their life-historical opportunities and conditions.

## 2.2 Discussion of narrative methods

In the following points as critical aspects of narrative interviews, Misosch discusses:

- Life is not like a story. The latter distorts the event sequences for comprehensibility. Furthermore, the visibility of the other players is being blown out. To this point, Misosch points out that this circumstance is achieved by clean implementation of the method, which takes these aspects, inter alia, into account by considering the different narrative constraints [11].

- The personality of the interviewed person has a decisive effect on the quality of the interview about the information content. Here, Misosch argues that narrative interviews do not place such an expectation in the individual but leave it to his own narrative [11]. It is, therefore, up to the researcher whether he is using an interview or not. It would be quite conceivable that a research interest is related to the analysis of timid persons. In such a context, very elaborate interviews would be counterproductive because the target group would be missing.

- Due to the time difference, the current attitude of the interviewee might have changed. Based on Misošch, a researcher could react to this problem by using the narrative method by Rosenthal [11].

- Misošch criticizes that the interviewee could deliberately distort the information due to self-protection or other interests. It was not proven that other interview methods were less favourable regarding openness. It would depend not only on the survey method but also on the sensitivity to the information. The competencies of the researcher play a central role. Misošch emphasizes that this objection is applicable, except for the verifiability of historical events [11].

- The tension of the narrative would not always lead to the continuation of the narrative but to its completion. Reactivation of the narrative would be equivalent to a break in methods [11].

- Furthermore, Misošch notes that narrative interviews could lead to a high psychological strain on the narrator and corresponding emotional crises.

- A good interviewee could, nevertheless, succeed in generating the inner processing of life events by an individual person through narrative interviews. This is a great advantage for Misošch, as the inner world of experience of a person can be worked up with this method in a very detailed way. Consequently, connections of an individual's life to society processes could be developed through such a research method.

Irrespective of this, Prof. Detka points out that an individual approach and a not too rigid procedure with qualitative data should be respected [5].

In summary, Misošch has made a good presentation of the narrative interview method. The criticisms of this method in literature have also been well illustrated and commented on, and she has added her own critique points. In the end, however, she gave this method high appreciation regarding its important position within qualitative research. Misošch points out to the importance of the abilities, the preparation and the experience of the researcher regarding the level of discovery. Independently, narrative interviews are not suitable for every research question. The focus is on the analysis of phenomena, which are interpreted by individuals, with the focus on these corresponding interpretations in the analysis procedure. It is ideal if a research question with a similar topic was previously dealt with by quantitative methods and open questions, which cannot be answered quantitatively, remain. Thus, not every target group of research can participate in standardized procedures. Think of people with disabilities in the cognitive range or with further deficits, which complicate detailed and knowledge-generating communication. Frequently, as in the case of the detection of internal processes in persons with disabilities, minorities are involved. For such a target group with the systematic elaboration of the subjective experience, the narrative interview research is predestined.

### **2.3 Narrative interviews in international business and management**

The presentation of narrative interviews shows that this method is suitable for researching a qualitatively neglected topic on the foundation of people with disabilities. Finally, research of this issue led to the conclusion that people with disabilities are more often founders of a livelihood than people without disabilities (see Pagán, 2009, for Europe; Jones, 2011, for the UK). It is astonishing that one can distinguish between the types of disabilities, and people with stronger deficits tend to be more likely to be founders than people with fewer deficits (see Boylan and Burchardt, 2002). The fact is that the educational level is also lower than in the rest of the society [10]. The question is whether the development of such assertiveness has been a secondary effect due to its handicap or whether other mechanisms (for example, support from

relatives, special legal regulations, etc.) have triggered such an effect. The analysis of the subjective world of experience is indispensable for the determination of these processes. Qualitative exploration of this minority is certainly open to decisive individual and social phenomena, which are important for other entrepreneurs, and thus can contribute to optimization of the promotion of business start-ups.

### **3 Qualitative research of a personal budget - an example**

People with disabilities, especially those with a mental disability, have difficulties to determine their own life and to live satisfactorily because of their impairment. The provision of support by appropriate specialists and legal guardians as representatives of interests seems to be inadequate. The introduction of the Personal Budget could be interpreted as an indication of this. The UN Convention on Disability also points out that the implementation of the wishes of people with disabilities is problematic. In the first place, not all wishes of this group of people can be realized (for example, due to self- or foreign risk); secondly, there are professional duties which do not allow clients to fulfill their wishes (e.g. because of the risk of self-endangerment); as well as the institutions' own interests (capacity utilization, cost control, ...). There are other reasons that people with disabilities feel constrained by society. The Personal Budget is intended to provide a remedy.

The Personal Budget was introduced with the Ninth Book of the Social Code (SGB IX) as of 1 July, 2001. As a result, beneficiaries or recipients of benefits can choose a budget from the rehabilitation institutions instead of services or benefits for participation. This is how they pay the expenses required to meet their personal needs. This means that handicapped people can be self-employed and self-determined budget-takers, who are responsible for the "purchasing" of the services themselves; they become buyers, customers or employers. As experts in their own cases, they decide themselves which aid or service is best for them and which person should provide it at the time they want. This freedom of choice encourages the self-determination of disabled people. The Personal Budget resolves the previous triangle between the administration, the recipient of the service and the service provider [14].

The Federal Ministry of Labor and Social Affairs (BMAS) introduced a program for structural reinforcement and spreading of the Personal Budget for the years 2008-2010. In 30 different model projects, the aim is to research and publish how the new instrument can help improve the quality of lives of people with disabilities. According to the rehabilitation fund, a total of 6000 Personal Budgets was provided by June 2008. Due to incomplete feedback, the BMAS estimated the 10,000 Personal Budgets in the year 2008 [12].

As with any new instrument, the introduction of the Personal Budget presents many problems. These can be characterized into three main categories:

- The resource problem, in particular of financial nature: the government's motive to save money in the long term and the problematic handling of the Personal Budget by authorities due to scarce financial and human resources. As a result, the application of the Personal Budget for public institutions does not run smoothly and poses considerable difficulties for potential budget-takers.

- The problem of a missing provider market and corresponding comparability of service providers.

– Legal problems with the application of the Personal Budget by the legal guardian and the simultaneous assistance of the implementation of the measures by the latter. Also, the legal guardian can become a main decision taker of the Personal Budget at any time. However, this is at the expense of the autonomy of people with disabilities. At the same time, the question arises as for consultation and support of an application for the Personal Budget. Finally, there is no legal claim on qualified budget assistants, who could take over these functions for the budget taker.

For these reasons, as well as due to the novelty of the Personal Budget, precise consideration of the decision-making process for or against the application for a Personal Budget from the perspective of people with disabilities as addressees and their legal guardians is appropriate. It should be assumed that this is a dynamic process. It may be that a potential budgetary applicant with an elevated level of motivation asks for a Personal Budget and wishes to withdraw his application due to the difficulties that arise. It is also conceivable that, prior to the withdrawal of the application, he is motivated by his legal guardian to maintain the application procedure. Third parties (such as potential service providers, relatives, friends, etc.) could also play a decisive role in the decision-making process regarding the application.

### **3.1 Research design**

60% of the budget takers are under legal guardianship [10]. By examining personal budget takers that receive a lot of support by legal guardians, we can find out which elements of support are conducive to independence of people with disabilities and which elements are counterproductive. These results can be used to examine the entrepreneurship of disadvantaged people, and advice can be given. Some of the most important elements of interaction are the administrative ones.

That's why after presenting the methodology of the exploration, we will focus on the results of the administrative interactions. Thus, the operational question of the research design is: How is the decision-making process for or against applying for a personal budget considering the background of the individual life story? The answer to this question should be dealt with by using qualitative research methods because of the lack of information about people with disabilities in applying processes. It is important to stay open-minded while collecting the maximum of information that can be analyzed in the next step.

### **Overview of the Research Design**

Design:

The design of the exploration contains 7 autobiographical-narrative, 7 case-historical-narrative as well as 3 professional biographical-narrative interviews with 4 different phases (decision-making process, decision, application, decision of the payee).

Survey:

- Autobiographical narrative interviews with 7 potential budget takers
- Case-historian-narrative interviews with adult guardians
- Professional biographical-narrative interviews

The audio data are transformed in a written form (Transcription)

The evaluation contains 4 steps:

Step 1: sequence analysis

Step 2: contrastive comparison

Step 3: theoretical sampling

Step 4: performing steps 1 and 2 until theoretical saturation by using interviews.

Results of the interview analysis:

Administrative deficits have important influence on the received service. In cases where institutions have deficits in administrative processes, a lot of unprofessional interactions happen (see the interactions listed in the table in the appendix). Problems in administrative processes are not only based on deficits but also have a political background and can be seen as barriers (look at the table “Results of the exploration” in the appendix, at the case ma4, position of the legal guardian, branch “grade of satisfaction”). However, complex administrative processes can be used by an established service provider to create dependencies of clients to control the market (see the remarks on the service provider in the case kp or A10).

Nevertheless, there are also positive examples, where administration runs without problems like in case R9. So, technological development is not interesting if established administrative procedures don't run in an efficient way. This is important for cross-border mergers, for enterprises wanting to establish innovative products, for firms trying to reach a new market with already established competitors or wanting to invest in countries with strict political regulations protecting their own national companies, like Russia, and the tendencies that are happening in the USA.

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Appendix

**Results of the Exploration**

<b>Interviewee</b>	<b>Case</b>	<b>Course of application</b>	<b>Interactions/reactions</b>	<b>Type of intervention</b>	<b>Important elements for the application</b>	<b>Course of offered service</b>	<b>Grade of satisfaction</b>
Applicant	Kp	X	Help adoption (active application supporting interaction (I1)), retreat (deficit-oriented interaction (I2)), persistence (help complicating interaction (I3)), lying (I3), bad communication (I3), working with information asymmetries (I3), Satisfaction (R1)	I1, I2, I3, R1	X	X	Expectations not realized (dissatisfaction with help, Z1)
Legal Guardian	Kp	No Problems (A0)	Adding further help (actions to improve situation after a rejection of a personal budget, S1), Change of application form from personal budget to classic service (L1), detailed analysis (S1)	S1, L1	Poor control of the service provider by adult guardian (control deficits, F0), - many involved specialists in the PB (complexity difficulty, F1), -	Change of provider when switching to classic service (H1), Change to inpatient service (change of measure, H2), adult advisor	Expectations not realized, no dissatisfaction but distancing, - distrust and recommendation to do so to colleagues dealing with PB, desire for external

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					feeling of adult guardian to be obliged to bring evidence to clerks (danger of being exploited, F2), too little control (F0)	feels in distress (inconvenience adult guardian, H3), adult guardian as control supporter of administration (H3)	control, possibilities of performance fraud by service providers, desire: specified clerk, signaling the willingness to cooperate (dissatisfaction with help and application, Z2)
Provider	Kp	X	Working with dependencies (I3), working with information asymmetries (I3), cheating (I3), bad service quality (I3)	I3	X	X	X
Applicant	GR	Rejection wish for inpatient help (A2)	Conscious decision for livelihood (I1), observing application (I1), lying (I3), rejection of help as danger for livelihood	I1, I3	Change of personnel (F1), communication problems (F1), - Several applications (F1),	More communication, less alcohol consumption (outside PB) (Positive prior	Breaking of the PB coupled with competence problems in administration

<b>Interviewee</b>	<b>Case</b>	<b>Course of application</b>	<b>Interactions/reactions</b>	<b>Type of intervention</b>	<b>Important elements for the application</b>	<b>Course of offered service</b>	<b>Grade of satisfaction</b>
			(I3), retreat (I3), mistrust (I3)		information misunderstanding in application (F1), mistrust caused by long processing times (Faulty application processing, F4), - Antipathies and feeling of neglect (not in PB) (negative prior experience F5)	experience outside PB, H4)	(dissatisfaction with the application, Z3)
Legal Guardian	GR	Application for inpatient help (A1), + switch of application in outpatient help, failure of application of personal budget (A4) and exchange to another administration	Use of psychological knowledge (I1), application of further assistance (I4), application to two authorities (I3), written communication with client (I1), fax sending (I1), reflection on work efficiency (I1), reduced frequency of	I1, I4, I3,	Assumption that legal advisors shy away from complicating and protracted application and approval (F1), low guardianship fee (F2),	X	Desire for clear responsibilities in application process, proposal application then application examination then clerk determination, positive experience with services from PB (dissatisfaction application,

Interviewee	Case	Course of application	Interactions/reactions	Type of intervention	Important elements for the application	Course of offered service	Grade of satisfaction
		(A4.1), reminder on application because of health worsening (A5), exchange with clerk on phone (A6), application on further help services (A7), information asymmetries between legal guardian and clerk (A8), No definitive responsible clerk and disappearing of the application (A9)	visits (I1) - lack of cooperation on processing by clerk (I3), - no consideration of the specifics of client (I3), - time-delayed and inadequate processing of applications (I3), - fear of suicide attempts (I3), - complicated and difficult application (I3), - Ambivalent relationship with client (because of personal budget application coupled with mental illness) (I3), - Border crossing in the application process (I3), + good relationship between adult guardian and his client (I1), + personal information from adult				satisfaction service provision, Z4)

Interviewee	Case	Course of application	Interactions/reactions	Type of intervention	Important elements for the application	Course of offered service	Grade of satisfaction
			guardian to his client (I1), + Transparency in the application procedure in favor of relationship adult guardian and his client (I1)				
Provider	GR	X	- too little empathy (not in the personal budget PB) (I3), - service provider has made application by himself (I5) in another case	I3, I5	X	X	X
Applicant	ka	Worsening position of clerk because of complaint by teamleader (A10), Rejection application personal budget (A4), Rejection	Adding further help (I1), persistence (I1), exhaustion of all offers (I1), ignored letters (I3), perform therapies (I1), doing application (PB application) (I1), rejection by administration (I3), unauthorized assignments	I1, I2, I3, R1	Long assessments (F4), no consideration of the specifics of the applicant (F4), - No local assessments (F4), no professional assistance with application (F1)	X	Z3

Interviewee	Case	Course of application	Interactions/reactions	Type of intervention	Important elements for the application	Course of offered service	Grade of satisfaction
		opposition (A4.2), Legal action (A4.3)	(administration on Probation Authority) (I3), Conflicts between specialists (I3), Non-Reliable Unreliability (I2), client sees adult guardian as support (R1)				
Legal Guardian	Ka	Temporary delay in treatment of application without consequences for the relation betw. legal guardian and applicant (A11)	Risk of loss of life partner due to technical intervention (I3), assumption of duties by legal guardian beyond competences (I1), sympathy (I1)	I1, I3	X	X	Desire for clear responsibilities in application procedure, proposal application acceptance then application examination then case officer definition, bad experience with the application procedure for PB, item experience with service provision (Z4)

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Applicant	P16	x	Admission of help (I1)	I1	X	X	X
Legal Guardian	P16	Application three months before (A12), extension of the admission (2,5 years) (A13), Growing of complexity in application (A14)	assumption of unpleasant tasks in help setting (I1), a lot of time and room for emotions (situation improvement with PB, S2), better understanding of role of big service provider compared to freelancers (I1)	I1, S2	rejection of PBs by adult guardian for reasons of remuneration and expenses (F1), previous knowledge in PB as opposed to colleagues (application-promoting factors legal guardian, F3), Empathic Social Welfare Office (other application-promoting factors, F6)	X	Refusal of PB by clients due to institutionalization, initially little evidence of quality, prevention of inpatient housing via PB, mentally disabled people as the only target group in PB, exclusion of difficult clients where professional help fails, and emotional access would be appropriate in case of danger creation of dependencies (Z3)
Applicant	A15	X	X	X	X	X	X

<b>Interviewee</b>	<b>Case</b>	<b>Course of application</b>	<b>Interactions/reactions</b>	<b>Type of intervention</b>	<b>Important elements for the application</b>	<b>Course of offered service</b>	<b>Grade of satisfaction</b>
Legal Guardian	A15	X	Initiation of legal action (I1), empathy (I1), decision transfer (I1), pressure on administration for further payment (I1), support of the assistant with regard to recognition as a specialist (I1), no consideration of the peculiarities of the person being cared for (I3), official Interventions do not work (I3), rejection of responsibilities on the part of the authorities (I3), relocation to adult guardian (I3), conflict of interest in the suggestion for help setting (I3), - Excessive expectations from the administration (I3), +	I1, I3, S2	X	X	Wish of improvement (Z4)



<b>Interviewee</b>	<b>Case</b>	<b>Course of application</b>	<b>Interactions/reactions</b>	<b>Type of intervention</b>	<b>Important elements for the application</b>	<b>Course of offered service</b>	<b>Grade of satisfaction</b>
			activation of the client (S2), pleasant living environment (I1)				
Applicant	BR	X	Conscious decision to secure a livelihood (I1), exclusion (I3), Exploitation of specialist (I3), sympathy (I1), unreliability due to lack of reflection (I3), Inability to absorb the consequences of manipulation (I3)	I1, I3	X	X	X
Legal Guardian	BR	Legal guardian has planned the helping aims by himself (A15), Growing of complexity of application (A14)	Involvement of a nursing service at its own expense (non-specialist personal interactions to improve the situation, I6), use of its own outpatient service (I6), provide clothing and food (I6), De-escalating	I6, I1, I3,	Expectation of target achievement as a prerequisite for PB grant (F2), - Exclusion of difficult clients from the service providers (F4), - Reduction of the	X	X

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			measures (I1), inpatient accommodation (I1), Threat of abandonment (I1), PB as a way to find suitable service providers (I1), lack of cooperation in processing (I3), review of the adult guardian by consultation of the client (I3), - demarcation problems of the environment (I3), - unfavorable regional environment due to the lack of specialists and poor public transport (I3),		PB on payment of monthly cards, gym studio contributions and small extra supplementary service (F4)		
Applicant	R9	No problems (A0)	Conscious decision to make a livelihood (I1), cold withdrawal (I3), use of inpatient care (I1), share experience in lectures (S2),	I1, I3, S2,	No consciousness of the client about his position as client in PB (F1)	X	Situation deterioration without help (satisfaction with service provision, Z0)

<b>Interviewee</b>	<b>Case</b>	<b>Course of application</b>	<b>Interactions/reactions</b>	<b>Type of intervention</b>	<b>Important elements for the application</b>	<b>Course of offered service</b>	<b>Grade of satisfaction</b>
			exaggerated expectations of administration (not in PB) (I3), improvement of situation with help of service (S2), low-level conversations (S2), professional interventions (S2), consent to the PB (I1) picked up application form of the legal guardian by the client (I1), outside activities (S2), no need to go to mailbox because of support by adult guardian (I1)				
Legal Guardian	R9	X	Initiate legal action (I1), transparency (I1), sympathy (I1, S2)	I1, S2	Successful opposition to sanctions of recruitment agency (F3)	X	Good experience with the services (Z4)

<b>Interviewee</b>	<b>Case</b>	<b>Course of application</b>	<b>Interactions/reactions</b>	<b>Type of intervention</b>	<b>Important elements for the application</b>	<b>Course of offered service</b>	<b>Grade of satisfaction</b>
Applicant	ma4	X	Pressure on adult guardian (I3)	I3	X	X	X
Legal Guardian	ma4	Notification only on service provider (A8), No information about admitted time period for help (A9), exclusion of legal guardian (A9)	Transparency (I1), claim for perfectionism for liability reasons (I3), sympathy (I1)	I1, I3	Long processing times for further approval, which leads to the cessation of assistance (F4), mistrust development by long processing times (F1), refusal PB by caregivers for reasons of remuneration (F2), duration between application and approval usually leads to the maturity of the assistance and consequently inpatient accommodation (F4)	X	Cheating of large institutions in the application process, easier handling, politically desired displacement of small service provider to the detriment of the freedom of choice of budget taker, lack of competition between established providers, Detection, less psychiatric accommodation, desire for external control, recommendation, good experience with the service provider (Z4)

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Applicant	AB	X	demarcation (I3), mistrust (I3), public interest in the budget recipient (I3), assistance from integration assistants (I1), due to the absence of adult guardian support of the client in administrative procedures (I1), due to conflicts in contact with administrative staff, handling of applications for processing (I1), Attorney for the purpose of promoting co-operation in application process (I1)	I1, I3	No adult guardian (F1)	X	Rejecting behaviour because of complicated personality (Z0)
Legal Guardian	A10	X	Talking about problems with client (I1), lies (I3), Lack of	I1, I3, S3	Professional interactions (F6)	Termination of the measure by the legal	Rejection PB due to quality defects,

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			cooperation from clerk (I3), Conflicts between professionals (I3), mistrust (I3), Institutions and environment exert pressure on adult guardian (I3) involvement of an attorney in the application of an adult guardian (aggravating factors in the implementation in PB, S3), signaling of cooperation (I1)			guardian (termination of service by legal guardianship, H5), House ban for adult guardian by the client (H3), cessation of adult guardianship (H3)	desire for external control (Z1)
Provider	A10	X	Misuse of dependency relationships (I3), poor communication (I3), poor qualitative service (I3)	I3	X	Influencing of the budget taker against the adult guardian (H3)	X
Legal Guardian	PZ14	No notification about rejection (A17),	Time-delayed processing of applications (I3),	I1, I3	Addiction of the budget taker (F2), PB as a financial	The adult guardian as supporter of	Rejection of the PB by clients due to institutionalization,

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		Rejection of medical documents (A18), Legal guardian has planned the helping aims by himself (A15)	notification of rejection (I3), disagreement with the opinion of the expert (I1)		benefit to the federal state, adult guardians are encouraged to apply PBs (F7), Rejection of assignment statements (F1), - Lack of experience in PB as possible reason for refusal of adult guardians (F1), - Criticism of pure medical assessment (F4), need for closer examination of the suitability of possible budget takers (F4), Exclusion of addicts (F2)	control in the PB (H3)	adult guardians avoid PB, withdrawal of the PB application by adult guardians, PB as another form of billing modality with the same incumbent service providers, caring assistance as insignificant additional expenses, exclusion of certain persons (without guardianship and inability to manage own finances) (Z4)
Provider	PZ14	X	Bad service quality (S3)	S3	X	X	X

Notes:

X means no information

The abbreviations of the cases are used to distinguish each case (see under the branch „case“ of the table)

There are different items summarized under one main category. So, the items are listed and linked to the specific category as shown in the branch (interactions/reactions)

Under the category A9 (Poor treatment of application), more items are summarized because of their similarity. These are:

- no information about admitted time period
- exclusion of legal guardian