

Research Framework Coding Example

Scheme	Description/Coding example
Source	Lee, H. J., Lee, M., Lee, H., & Cruz, R. A. (2021). Mining service quality feedback from social media: A computational analytics method. Government Information Quarterly, 38(2)
Study objective	Propose the method of tracking social perception of service quality that provides decision-makers with a better understanding of the implications of policies; allows real-time monitoring of citizens' satisfaction with healthcare services
TA techniques	TA4. Topic modeling (LDA); TA2. Machine learning (clustering); TA3. Sentiment analysis
Data source	DS2. Social media (Twitter)
Public service	PS1.Health
TA functionalities	F1. Automatic content analysis and extraction (reliable topics and sentiment extraction); F2. Patterns identification (topics clustering and grouping to SERVQUAL dimensions)
Co-creation phase / Co-creation mechanism	P3.Co-evaluation phase / P3_1.Citizen reporting mechanism: TA techniques enable the collection and analysis of citizens' opinions and experiences reported on social media and allow the government to draw actionable insights from this feedback providing rigorous evidence for policy development and monitoring
High-level public value	CV. Citizen value; SV. Societal value
Public value	CV3. Better services due to quality standards; CV6. Personalized service delivery; SV1. Satisfied public service user