**Table S2: Means and standard deviations perceived results**

(5-point Likert scale, 1=completely disagree, 5=completely agree)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Franchisor**  **(n = 40)** | | | **Unit actors**  **(n = 346)** | | |
| Mean | SD | Min-max | Mean | SD | Min-max |
| **Financial results good** | | 3.44 | 1.05 | 1-5 | 3.64 | 1.01 | 1-5 |
| **Efficiency of care and innovation** | | 4.24 | .58 | 3-5 | 4.05 | .69 | 2-5 |
| **Quality of care** | Good quality of care (scale) | 4.49\*\* | .42 | 4-5 | 4.25\*\* | .52 | 2-5 |
| Promote care (11-point scale) | 9.10\*\*\* | .80 | 7-10 | 8.16\*\*\* | 1.68 | 0-10 |
| **Competitive position** | | 4.21\*\* | .64 | 2-5 | 3.88\*\* | .81 | 1-5 |
| **Survival chance of participants** | | 4.36\*\* | .71 | 2-5 | 3.98\*\* | .86 | 1-5 |
| **Satisfaction** | Satisfied with work in the franchise (scale) | - | - | - | 3.79 | .77 | 1-5 |
| Promote work in franchise (11-point scale) | 8.29\*\*\* | 1.70 | 1-10 | 6.96\*\*\* | 2.04 | 0-10 |
| **Growth system** | | 4.36 | .74 | 3-5 | - | - | - |

Significant differences between groups: # P < .10; \* P <.05; \*\* P<.01; \*\*\* P=.000 (Mann Whitney-U tests)