

Table S1. Organisation characteristics (previously published [34])

Characteristic	Small business	Charity	Local authority	Large corporation
Total number of employees	8	488	4,146	119,300*
Sector	Private	Voluntary	Public	Private
Description of organisation	Provides information technology support to a range of other businesses and comprised one Managing Director, two managers and five employees.	Manages homes, and provides care and support to vulnerable people. Departments include: Directors, Computer Services, Finance, Customer Services, Human Resources, Performance and Central Services, New Business, Housing Services, and Property Services.	Set in a Metropolitan Borough. Work covers four Directorates: Adults, Health and Wellbeing; Corporate Resources; Learning and Opportunities; and Regeneration and Environment.	Banking business. Only one branch participated. This branch had both business and corporate teams and comprised 25 staff and two team leaders.