

Health Workers' Behavior, Patient Reporting and Reputational Concerns: Lab-in-the-Field Experimental Evidence from Kenya

Online Appendix

Community Workshop

Experimental Instructions for Reporting Game

General instructions

Note: The text in *Italic* describes instructions to the enumerators. The normal text is what the enumerators will say to the experimental participants

AT REGISTRATION

[A total of 5 health professionals and 10 patients will participate in each experimental session. Three rooms will be used to conduct the session: room 1, room 2 and room 3.

There should be a registration desk. One of the rooms that will be used for the experiments can be used for registration purposes. As the participants arrive, greet them and ask them to form two queues, one for health professionals and one for patients. On the registration desk there should be a box with badges (or simply self-adhesive numbers) for the health professionals and a different box with badges for patients. Badges for health professionals and patients will be of different colors, i.e. GREEN and ORANGE respectively, and will be numbered (1 to 5 for the health professionals and 1 to 10 for the patients).

As each participant presents themselves, place a tick next to their name on the registration form, and ask them to pick a badge from the box corresponding to their status as health professional or patient. Say:]

We would be grateful if you would pick a badge from this box without looking.

[Then write the number on the badge they have picked next to their name on the registration form. Say...]

You will wear the badge during the workshop. The badge relates to the activities you will be involved in during the workshop. Note that your badge has a:

- *[for health workers]* GREEN figure on it. That is because you are a health professional.
- *[for patients]* ORANGE figure on it. That is because you or members of your household are patient in *[name of health facility where recruitment occurred]*.

TO ALL PARTICIPANTS BEFORE SENDING THEM TO DIFFERENT ROOMS

The badges you have been given has to do with the activities you will be involved in today. You will engage in three activities today; each activity will involve real money that we will provide. At the end of the session, after you complete all the activities, we will randomly select one of the activities, and you will be paid the money that you earned in that specific activity.

Now, before we start with the activities, I need to check a few things.

- Will all those with GREEN badges please raise your hands?

Am I right in thinking that you are all health professionals in one of the following health facilities? *[list the health facilities where recruitment of health workers and patients for this workshop took place]*. During the workshop we will refer to you as GREEN participants.

- Now, will all those with ORANGE badges please raise your hands? Am I right in thinking that you or members of your household are patient in one of the following health facilities? *[list the health facilities where recruitment of health workers and patients for this workshop took place]*. During the workshop I will refer to you as ORANGE participants.
- The GREEN participants will sit in ROOM 1, while the ORANGE participants will sit in ROOM 2.

[The supervisor and assistant in charge of room 1 will lead the health workers to room 1, while the supervisor and assistant in charge of room 2 will lead the patients to room 2. In each room, there will be separate desks, or chairs, where the enumerators will have previously attached numbers. Each participant will have to seat in the chair/desk corresponding to his/her participant number. See details in the “Manual” file].

ACTIVITY 3 – INSTRUCTIONS FOR ROOM 1 (GREEN PARTICIPANTS)

[NOTE: In each experimental session only one of the 4 possible treatments below will be run. Which treatment will be run in each location will have to be carefully designed in advance so that we will have at least 6 sessions for each treatment.]

Treatment 1: Complaints Box

We are now ready to begin the third activity. This activity is VERY SIMILAR to the activity you have just completed, EXCEPT that now you are going to be matched with a different ORANGE participant in the other room. Remember that, as before, nobody is ever going to know who is matched with whom.

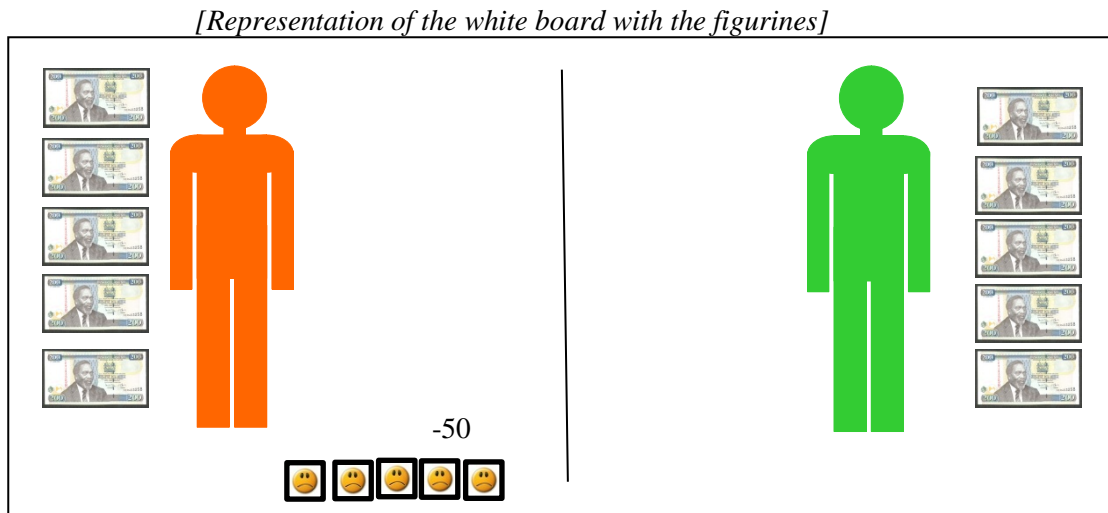
As in the previous activity, we are going to provide each ORANGE participant and each one of you, GREEN participants with 1000 KES in bills of 200KES. In other words, each of you and each ORANGE participant will receive five 200KES bills. *[The assistant places 5 figures reproducing 200 KES bills on the board next to a GREEN figurine and 5 figures reproducing 200 KES bills next to the ORANGE figurine]*. This activity will proceed exactly in the same manner as the previous activity. This means that each ORANGE participant will have to decide whether to send any of his or her allocated 1000 KES to his or her matched GREEN participant. As before, the ORANGE participant matched with you can send you 0 KES, 200 KES, 400 KES, 600 KES, or 800 KES. As before, the ORANGE participant cannot send you more than 800 KES. Whatever the ORANGE participant sends you is tripled by us before being passed on to YOU. Then, each of you, GREEN participants, will have to decide whether to send some part of the tripled amount that you have received, if any, back to the ORANGE participant who originally sent the money.

So far this activity is identical to the previous activity. Now, listen carefully GREEN participants, as I am about to explain how this activity differs from the previous one.

After you decide how much money to send back to your matched ORANGE participant (assuming that you have received some money from him or her), the ORANGE participant will have the chance to file a complaint against you. Filing a complaint will cost the ORANGE participant 50 KES. If your matched ORANGE participant decides to pay the 50 KES and go ahead with the complaint, he or she will be given the chance to send you a message in the form of one or more cards reproducing an unhappy face, like this one *[The assistant shows a card with the unhappy face to the group]*.



By paying the 50 KES, the ORANGE participant will have the chance to send you up to 5 cards showing an unhappy face. How many cards the ORANGE participant decides to send you is up to him or her. *[The assistant puts five figures representing unhappy face on the board, in the Orange participant's side, below the money and writes -50 just above them].*



After the Orange participant makes his or her decision, an assistant in the other room will put the cards the Orange participant matched with you decided to send you, if any, into **brown** envelopes with your numbers on it, and will deliver them to this room. We will then distribute the envelopes and you will have a chance to open your envelope *in private*. The envelope will contain a piece of paper stating the amount that your matched ORANGE participant actually sent you and the amount that, according to your form, you sent back. Moreover, the envelope will contain the cards sent to you by the ORANGE participant. If you open the envelope and find no cards, it will mean that the Orange participant matched with you decided not to file a complaint by paying 50 KES and therefore did not send you any card showing an unhappy face. If instead the Orange participant matched with you decided to file a complaint by paying 50 KES, you will find in the envelope the number of cards, up to five, showing unhappy faces that the Orange participant decided to send you. Nobody, besides you, will know if there are any cards in your envelope, and if so, how many.

So, to summarize, in this activity you will make the same decision as in the previous activity. You will receive a form like the previous one *[the assistant shows the form and starts handing out the forms]*. As before, there are 4 questions in the form. Question 1 asks what you would do if the ORANGE participant sends you 200 KES and therefore you receive 600 KES. Question 2 asks what you would do if the ORANGE participant sends you 400 KES and therefore you receive 1200 KES. Question 3 asks what you would do if the ORANGE participant sends you 600 KES and therefore you receive 1800 KES. Finally, Question 4 asks what you would do if the ORANGE participant sends you 800 KES and therefore you receive 2400 KES. The only difference from the previous activity is that after seeing how much money you sent back, the ORANGE participant matched with you will have the chance to pay 50 KES to file a complaint against you. Filing a complaint in this case means that the ORANGE participant will have the possibility to send you up to 5 cards portraying unhappy faces. The ORANGE participant can decide to send you no cards, in which case he or she won't have to pay 50 KES. Alternatively, he or she can pay the 50 KES and send you one, two, three, four or five cards *[assistant demonstrates the different cases on the board.]* You will see how many cards you have been sent, if any, in private. Note that receiving one or more card will not affect your earnings from this activity.

We will soon distribute white envelopes containing your decision form. Remember that, as before, you have to answer all the questions in the form. You can use the tables in the paper you have been given to help you make your decisions.

You must think hard about your answers to these questions, because it is these answers that will determine what happens in this activity and how much money you could take home. When you are finished answering the questions, we are going to gather up the forms. Later, I am going to randomly pick one of the envelopes from the other room and one of your forms; I am going to see how much the ORANGE participant in the other room sent in the envelope and then do exactly what you said you would do on your form if an ORANGE participant sent that amount. Then, the ORANGE participant matched with you will have to decide whether to file a complaint and how many cards to send you, if any, by answering questions on a form similar to the one you are going to be given in a minute. In their form, the ORANGE participants will have to decide whether they will want to file a complaint for any possible amount they could receive back from their matched GREEN participant. The decisions on the form will determine the number of cards that you will receive in your brown envelope.

So, is everyone clear? You need to answer the questions on the form knowing that in every case your answer could have a real impact on the amount of money you and others take home today. Remember that, just as before, there is no single correct way to make your decision and there are no winners or losers in this activity. Does anyone have any questions?

[Distribute the white envelopes with the decision forms. When everybody is done, collect the envelopes. The supervisor will bring the envelopes to the room for the private interviews. They will have to be opened and the decisions of the Green participants will have to be recorded on the SECOND PAGE of the Data Form. See instructions in the “manual” for the implementation of this treatment].

[Supervisor says]: I am now going to the other room. I will match your decisions in this activity with the decisions of the orange participant with whom you have been paired. I will then bring back the brown envelopes containing the cards showing unhappy faces that the orange participant decided to send.

[The supervisor takes the cardboard box containing the stapled envelopes from Activity 1, the envelopes containing the “GREEN Decision Forms – Activity 2”, the envelopes containing the “GREEN Decision Forms – Activity 3”, and the Data Form and goes to small room where private interviews are being conducted. If private interviews are still being conducted, the supervisor from room 1 can start registering decisions from Activity 1 and Activity 2 in the Data Form. In order to do this, he will need to obtain the “ORANGE Decision Form – Activity 2” from the supervisor in room 2.].

[While waiting for the brown envelopes, begin the surveys about the other Green participants and the health worker survey]

Our final activity today is a short questionnaire. We will give part of this questionnaire to you to complete on your own. If you have any questions, please ask us. We will also ask each of you to answer a few questions with us outside of the room. You are free to skip any questions or to stop the survey at any time. There is no threat to answering these questions and we will not share your answer with anyone outside of the study’s staff. *[If the supervisor is in the room, they should ask each participant to step out of the room one at a time to conduct the health worker survey. The assistant should stay in the room to distribute the network questionnaire and to answer any questions the health workers have. When all participants have finished the network questionnaire, the assistant should collect these forms and begin conducting the health worker questionnaire with participants one at a time outside of the room.]*

[After the supervisor fills in the Green Cards Form and the brown envelopes, he returns to room 1. When the supervisor is back, the Supervisor says]: We are now going to distribute the brown envelopes and you will have the chance to open your envelope in private.

[The assistant distributes the numbered brown envelopes and when everybody is done collects the envelopes, including the forms and the unhappy faces]

Closing Presentation to Room 1

We have now completed today's activities. We are now going to put 3 pieces of paper in this bag. The pieces of paper are numbered 1, 2 and 3. We will then extract one piece of paper from the bag without looking. If the number 1 is extracted, you will be paid according to your decisions in the first activity. If number 2 is extracted, you will be paid according to your decisions and the decisions of the orange participants in the second activity. If number 3 is extracted, you will be paid according to your decisions and the decisions of the orange participants in the third activity.

[Put pieces of paper in the bag and extract a piece of paper without looking. Then say]...

Number [1, 2 or 3] has been extracted. I am now going to a different room to calculate in private each of your earnings according to your decisions and the decisions of the orange participants in the first/second/third activity. Then I will call you one at a time in private, explain what happened in the activities and pay you. In the meantime, members of the team are going to ask each of you a few final questions. Finally, if any of you has any questions, they should feel free to ask anyone of us.

[The supervisor moves to the small room to fill in the receipts and then proceed with the individual payments]

ACTIVITY 3 – INSTRUCTIONS FOR ROOM 2 (ORANGE PARTICIPANTS)

[NOTE: In each experimental session only one of the 4 possible treatments below will be run. Which treatment will be run in each location will have to be carefully designed in advance so that we will have at least 6 sessions for each treatment.]

Treatment 1: Informal Punishment

We are now ready to begin the third activity. This activity is VERY SIMILAR to the activity you have just completed, EXCEPT that now you are going to be matched with a different GREEN participant in the other room. Remember that, as before, nobody is ever going to know who is matched with whom.

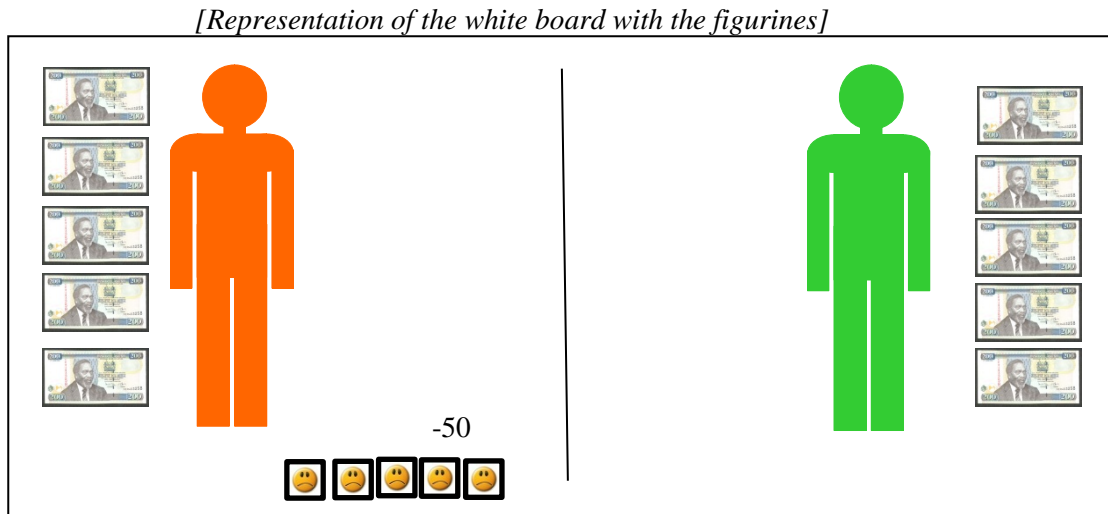
As in the previous activity, we are going to provide each one of you and each GREEN participant with 1000 KES in bills of 200KES. In other words, each of you and each GREEN participant will receive five 200KES bills. *[The assistant places 5 figures reproducing 200 KES bills on the board next to a GREEN figurine and 5 figures reproducing 200 KES bills next to the ORANGE figurine].* This activity will proceed exactly in the same manner as the previous activity. This means that each one of you will have to decide whether to send any of your allocated money, up to a maximum of 800 KES, to your matched GREEN participant. So, as before, you can send either 0 KES, 200 KES, 400 KES, 600 KES, or 800 KES to the GREEN participant with whom you are matched. As before, you cannot send more than 800 KES. Whatever you decide to send to the GREEN participant is tripled by us before being passed on to the GREEN participant. Then, the GREEN participant matched with you will have to decide whether to send some part of the tripled amount that he or she received, if any, back to you.

So far this activity is identical to the previous activity. Now, listen carefully ORANGE participants, as I am about to explain how this activity differs from the previous one.

After the GREEN participant decides how much money to send back to you (assuming that you have sent some money to him or her), you will have the chance to file a complaint against the GREEN participant. Filing a complaint will cost you 50 KES, out of your allocated money, which we will provide. If you decide to pay the 50 KES and go ahead with the complaint, you will be given the chance to send the GREEN participant a message in the form of one or more cards reproducing an unhappy face, like this one *[The assistant shows a card with the unhappy face to the group].*



By paying the 50 KES, you will be given the opportunity to send the GREEN participant up to 5 cards showing an unhappy face. How many cards you decide to send is up to you. If you pay the required 50 KES you could send 1 card, 2 cards, 3 cards, 4 cards or 5 cards to the GREEN participant with whom you are matched. *[The assistant puts five figures representing unhappy face on the board, in the Orange participant's side, below the money and writes -50 just above them].*



After you make your decision, we will put the cards that you decided to send to the GREEN participant, if any, into a **brown** envelope with the number of the GREEN participant matched with you and we will deliver the envelope to the other room. The assistants in the other room will then distribute the envelopes to the GREEN participants and they will have a chance to open their envelope *in private*. The brown envelope will contain a piece of paper stating the amount that you sent to the GREEN participant and the amount that he or she sent back to you. Moreover, if you decided to file a complaint against the GREEN participant by paying 50KES, the brown envelope will contain the cards representing an unhappy face that you decided to send to the GREEN participant. If you decide not to file a complaint against the GREEN participant, there will be no cards in the brown envelope that the GREEN participant matched with you will receive. Nobody, besides you and your matched GREEN participant, will know if you decided to complain against the GREEN participant and if you decided to send him or her cards showing unhappy faces.

So, to summarize, in this activity you will make the same decision as in the previous activity. You will have to decide how much money you want to send to the GREEN participant with whom you are matched. You will make your decision in private in the same room we used before.

The only difference from the previous activity is that after the GREEN participant makes his or her decision to send some of the received money back to you, you will have the chance to pay 50 KES to file a complaint against the GREEN participant. Filing a complaint in this case means that you will have the possibility to send the GREEN participant up to 5 cards portraying unhappy faces. You can decide to send the GREEN participant no cards, in which case you won't have to pay 50 KES. Alternatively, you can pay the 50 KES and send the GREEN participant one, two, three, four or five cards showing an unhappy face *[the assistant demonstrates the different cases on the board]* The GREEN participant will see how many cards you have sent, if any, in private. Note that receiving one or more card will not affect the earnings that the GREEN participant will receive from this activity.

We will now call each one of you one at a time to meet with one of us in private. We will explain the activity again and ask you to work through a couple of examples to be sure that you understand.

[Participants should be called in order, i.e., ORANGE number 1 should be called first, then ORANGE number 2 and so on. Use the list of examples to teach or as test questions as needed. We anticipate that you will run through up to 2 more examples and test their understanding with up to 2 questions. If that is not enough, use the examples given during the presentation to the group, starting with the first and working through them in order.]

PRIVATE INTERVIEWS WITH ORANGE PARTICIPANTS

As before, this activity involves two participants: an orange participant and a green participant. No one will ever know exactly who is matched with whom. We are providing **1000 KES** to each participant. The ORANGE participant must decide whether he or she wants to send some money to the GREEN participant. Then, the GREEN participant will receive 3 times the amount sent, if any, and will have to decide how much of the received money to send back to the ORANGE participant.

[Supervisor: *Use the visual aids - this will be a split plastic board, two small orange and green figures and 10 real 200 KES bank notes, each next to each figures, reproducing what was on the white board in Room 2. Then as you go through the example, move the appropriate number of notes to the 'orange figure' side to the 'green figure' side, making sure that all the notes remain visible]*

Starting with the 1000 KES you have been given, you can send the GREEN participant no money, in which case you will keep the full 1000 KES. Alternatively, you can send 200 KES, 400 KES, 600 KES or 800 KES.

Just to remind you about how the activity works, I am going to go through only a couple of examples.

1. Suppose that you decide to send the GREEN participant 400 KES. In this case we will triple that money and, therefore, the GREEN participant will receive 1200 KES *[move 400 KES away from the orange figure's side and add 800 KES to it before moving it to the green figure's side.]*. The GREEN participant, who is sitting in the other room, will have then to decide how much of the money received (i.e. 1200 kES) he or she wants to send back to you. The Green participant can send back nothing, 200 KES, 400 KES, 600 KES, 800, 1000 or 1200. If the green participant sends back nothing, you will earn 600 from this activity (i.e. 1000 – 400). If the green participant sends back 200, you will earn 800 from this activity. If the green participant sends back 400, you will earn 1000 KES from this activity.

How much would you earn if the green participant sends back 600 KES? [1200]

How much would you earn if the green participant sends back 800 KES? [1400]

How much would you earn if the green participant sends back 1200 KES? [1800]

2. Here is another example. Starting once again with the 1000 KES, imagine that you decide to send the GREEN participant 600 KES. We will triple that money and, therefore, the GREEN participant will receive 1800 KES *[move 600 KES away from the orange figure's side and add 1200 KES to it before moving it to the green figure's side.]*. The GREEN participant, who is sitting in the other room, will have then to decide how much of the money received (i.e. 1800 kES) he or she wants to send back to you. In this case, the Green participant can send back nothing, 200 KES, 400 KES, 600, 800, 1000, 1200, 1400, 1600 or 1800 KES. If the green participant sends back nothing, you would earn 400 from this activity (i.e. 1000 – 600). If the green participant sends back 200, you would earn 600 from this activity (i.e. 1000-600+200).

Now can you tell me how much would you earn if the green participant sends back 400? [800]

What if the green participant sends back 1000? [1400]

What if the green participant sends back 1200 [1600]

Soon, you will be given 1000 KES and will have to decide how much you want to send to the GREEN participant with whom you are matched. After you make your decision you will have the chance to file a complaint against the GREEN participant. I will explain how you can file a complaint after you make your decision about how much money to send to the GREEN participant.

Is everything clear? Do you have any questions? Do you want me to go through more examples?

[Take all the money on the board, except the 1000 KES allocated to the orange participant. Then say:]

These 1000 KES are your allocated money in this activity. While I am turned away, please divide this money into two piles. Place the amount that you wish to allocate to the GREEN participant here inside this envelope with the GREEN sticker *[place an empty envelope near the green figure on the board. The empty envelope should have a green sticker on it, or a green mark]*. Put the amount that you wish to keep for yourself here inside the envelope above the ORANGE figure *[place an empty envelope near the green figure on the board. This envelope should have an orange sticker, or an orange mark, in it]*. *[Turn away briefly. Then say...]*

Thank you.

I am now going to open the envelope for the GREEN participant so that I can explain to you how you can decide to file a complaint against the GREEN participant.

[Open the envelope with the green marker on it. See how much money there is inside and, if there is any money, say:]

[If he/she decided to send 0 KES:]

You have decided to send 0 KES to the GREEN participant so both you and the GREEN participant earned 1000 KES from this activity. Since you did not send any money to the GREEN participant, and the GREEN participant did not have the chance to send any money back to you, you don't have the chance to file a complaint against the GREEN participant.

[If he/she decided to send 200 KES:]

You have decided to send 200 KES to the GREEN participant. This means that we will soon give the GREEN participant 600 KES and he or she will then have to decide whether to send some money back to you. The GREEN participant can send back 0, 200, 400 or 600 KES. If you are unhappy with the money that the GREEN participant sends back, you can decide to file a complaint against the GREEN participant. In order to file a complaint you will have to pay 50 KES using the money that you have put on the envelope with your color on it. If you decide to pay the 50 KES and file a complaint, you will then have to decide how many cards displaying unhappy faces you want to send to the GREEN participant matched with you. You can send up to 5 cards. Here are the cards *[show the 5 cards]*. You can also decide not to file a complaint against the GREEN participant, in which case you will not have to pay 50KES out of the money in the orange envelope and will not have the chance to send the GREEN participant cards showing unhappy faces.

We will soon find out how much money the GREEN participant decided to send back to you. The GREEN participants are making their decisions right now. For each of the possible sums of money the GREEN participant could send back to you, I am now going to ask you whether you would:

- pay 50 KES of your remaining money to be able to send the GREEN participant up to 5 cards displaying an unhappy face?
- or pay nothing and send no cards to the GREEN participant?

These decisions will determine whether the GREEN participant will receive any cards from you once we see what the GREEN participant has decided to send back to you.

You decided to send 200 to the Green participant, meaning that he or she will receive 600 from us.

- a) Imagine that the GREEN participant sends nothing back to you, i.e. he or she keeps the entire 600KES in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3”, **CASE 2. IF the participant chooses to complain, ask:**]

Since you have decided to pay 50 KES to file a complaint, you now have the opportunity to send 1, 2, 3, 4 or 5 of these cards [show the cards] to the GREEN participant. How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- b) Now, imagine that the GREEN participant sends 200 KES back to you, and he or she keeps 400 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3”, **CASE 2. IF the participant chooses to complain, ask:**]

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3” **CASE 2.]**

- c) Now, imagine that the GREEN participant sends 400 KES back to you, and he or she keeps 200 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 2. IF the participant chooses to complain, ask:**]

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3” **CASE 2.]**

- d) Now, imagine that the GREEN participant sends 600 KES back to you, and he or she keeps 0 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 2. IF the participant chooses to complain, ask:**]

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3” **CASE 2.]**

[If he/she decided to send 400 KES:]

You have decided to send 400 KES to the GREEN participant. This means that we will soon give the GREEN participant 1200 KES and he or she will then have to decide whether to send some money back to you. The GREEN participant can send back 0, 200, 400, 600, 800, 1000 or 1200 KES. If you are unhappy with the money that the GREEN participant sends back, you can decide to file a complaint against the GREEN participant. In order to file a complaint you will have to pay 50 KES using the money that you have put on the envelope with your color on it. If you decide to pay the 50 KES and file a complaint, you will then have to decide how many cards displaying unhappy faces you want to send to the GREEN participant matched with you. You can send up to 5 cards. Here are the cards [show the 5 cards]. You can also decide not to file a complaint against the GREEN participant, in which case you will not have to pay 50KES out of the money in the orange envelope and will not have the chance to send the GREEN participant cards showing unhappy faces.

We will soon find out how much money the GREEN participant decided to send back to you. The GREEN participants are making their decisions right now. For each of the possible sums of money the GREEN participant could send back to you I am now going to ask you whether you would:

- pay 50 KES of your remaining money to be able to send the GREEN participant up to 5 cards displaying an unhappy face?
- or pay nothing and send no cards to the GREEN participant?

These decisions will determine whether the GREEN participant will receive any cards from you once we see what the GREEN participant has decided to send back to you.

You decided to send 400 to the Green participant, meaning that he or she will receive 1200 from us.

- a) Imagine that the GREEN participant sends nothing back to you, i.e. he or she keeps the entire 1200KES in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 3. IF the participant chooses to complain, ask:]*

Since you have decided to pay 50 KES to file a complaint, you now have the opportunity to send 1, 2, 3, 4 or 5 of these cards [show the cards] to the GREEN participant. How many cards would you like to send to the GREEN participant in this case? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

- b) Now, imagine that the GREEN participant sends 200 KES back to you, and he or she keeps 1000 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 3. IF the participant chooses to complain, ask:]*
How many cards would you like to send to the GREEN participant in this case? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

- c) Now, imagine that the GREEN participant sends 400 KES back to you, and he or she keeps 800 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 3. IF the participant chooses to complain, ask:]*

How many cards would you like to send to the GREEN participant? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

- d) Now, imagine that the GREEN participant sends 600 KES back to you, and he or she keeps 600 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 3. IF the participant chooses to complain, ask:]*

How many cards would you like to send to the GREEN participant in this case? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

- e) Now, imagine that the GREEN participant sends 800 KES back to you, and he or she keeps 400 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 3. IF the participant chooses to complain, ask:]*

How many cards would you like to send to the GREEN participant in this case? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

- f) Now, imagine that the GREEN participant sends 1000 KES back to you, and he or she keeps 200 KES of the

money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 3. IF the participant chooses to complain, ask:]**

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- g) Finally, imagine that the GREEN participant sends 1200 KES back to you, and he or she keeps 0 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 3. IF the participant chooses to complain, ask:]**

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

[If he/she decided to send 600 KES:]

You have decided to send 600 KES to the GREEN participant. This means that we will soon give the GREEN participant 1800 KES and he or she will then have to decide whether to send some money back to you. The GREEN participant can send back 0, 200, 400, 600, 800, 1000, 1200, 1400, 1600 or 1800 KES. If you are unhappy with the money that the GREEN participant sends back, you can decide to file a complaint against the GREEN participant. In order to file a complaint you will have to pay 50 KES using the money that you have put on the envelope with your color on it. If you decide to pay the 50 KES and file a complaint, you will then have to decide how many cards displaying unhappy faces you want to send to the GREEN participant matched with you. You can send up to 5 cards. Here are the cards [show the 5 cards]. You can also decide not to file a complaint against the GREEN participant, in which case you will not have to pay 50KES out of the money in the orange envelope and will not have the chance to send the GREEN participant cards showing unhappy faces.

We will soon find out how much money the GREEN participant decided to send back to you. The GREEN participants are making their decisions right now. For each of the possible sums of money the GREEN participant could send back to you I am now going to ask you whether you would:

- pay 50 KES of your remaining money to be able to send the GREEN participant up to 5 cards displaying an unhappy face?
- or pay nothing and send no cards to the GREEN participant?

These decisions will determine whether the GREEN participant will receive any cards from you once we see what the GREEN participant has decided to send back to you.

You decided to send 600 to the Green participant, meaning that he or she will receive 1800 from us.

- a) Imagine that the GREEN participant sends nothing back to you, i.e. he or she keeps the entire 1800KES in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 4. IF the participant chooses to complain, ask:]**

Since you have decided to pay 50 KES to file a complaint, you now have the opportunity to send 1, 2, 3, 4 or 5 of these cards [show the cards] to the GREEN participant. How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- b) Now, imagine that the GREEN participant sends 200 KES back to you, and he or she keeps 1600 KES of the

money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the "ORANGE Decision form – Activity 3" **CASE 4. IF the participant chooses to complain, ask:**]

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the "ORANGE Decision form – Activity 3".]

- c) Now, imagine that the GREEN participant sends 400 KES back to you, and he or she keeps 1400 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the "ORANGE Decision form – Activity 3" **CASE 4. IF the participant chooses to complain, ask:**]

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the "ORANGE Decision form – Activity 3".]

- d) Now, imagine that the GREEN participant sends 600 KES back to you, and he or she keeps 1200 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the "ORANGE Decision form – Activity 3" **CASE 4. IF the participant chooses to complain, ask:**]

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the "ORANGE Decision form – Activity 3".]

- e) Now, imagine that the GREEN participant sends 800 KES back to you, and he or she keeps 1000 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the "ORANGE Decision form – Activity 3" **CASE 4. IF the participant chooses to complain, ask:**]

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the "ORANGE Decision form – Activity 3".]

- f) Now, imagine that the GREEN participant sends 1000 KES back to you, and he or she keeps 800 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the "ORANGE Decision form – Activity 3" **CASE 4. IF the participant chooses to complain, ask:**]

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the "ORANGE Decision form – Activity 3".]

- g) Now, imagine that the GREEN participant sends 1200 KES back to you, and he or she keeps 600 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the "ORANGE Decision form – Activity 3" **CASE 4. IF the participant chooses to complain, ask:**]

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the "ORANGE Decision form – Activity 3".]

- h) Now, imagine that the GREEN participant sends 1400 KES back to you, and he or she keeps 400 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the "ORANGE Decision form – Activity 3" **CASE 4. IF the participant chooses to complain, ask:**]

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- i) Now, imagine that the GREEN participant sends 1600 KES back to you, and he or she keeps 200 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 4. IF the participant chooses to complain, ask:]**

. How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- j) Finally, imagine that the GREEN participant sends 1800 KES back to you, and he or she keeps 0 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 4. IF the participant chooses to complain, ask:]**

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

[If he/she decided to send 800 KES:]

You have decided to send 800 KES to the GREEN participant. This means that we will soon give the GREEN participant 2400 KES and he or she will then have to decide whether to send some money back to you. The GREEN participant can send back 0, 200, 400, 600, 800, 1000, 1200, 1400, 1600, 1800, 2000, 2200 or 2400 KES. If you are unhappy with the money that the GREEN participant sends back, you can decide to file a complaint against the GREEN participant. In order to file a complaint you will have to pay 50 KES using the money that you have put on the envelope with your color on it. If you decide to pay the 50 KES and file a complaint, you will then have to decide how many cards displaying unhappy faces you want to send to the GREEN participant matched with you. You can send up to 5 cards. Here are the cards [show the 5 cards]. You can also decide not to file a complaint against the GREEN participant, in which case you will not have to pay 50KES out of the money in the orange envelope and will not have the chance to send the GREEN participant cards showing unhappy faces.

We will soon find out how much money the GREEN participant decided to send back to you. The GREEN participants are making their decisions right now. For each of the possible sums of money the GREEN participant could send back to you I am now going to ask you whether you would:

- pay 50 KES of your remaining money to be able to send the GREEN participant up to 5 cards displaying an unhappy face?
- or pay nothing and send no cards to the GREEN participant?

These decisions will determine whether the GREEN participant will receive any cards from you once we see what the GREEN participant has decided to send back to you.

You decided to send 800 to the Green participant, meaning that he or she will receive 2400 from us.

- a) Imagine that the GREEN participant sends nothing back to you, i.e. he or she keeps the entire 2400KES in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 5. IF the participant chooses to complain, ask:]**

Since you have decided to pay 50 KES to file a complaint, you now have the opportunity to send 1, 2, 3, 4 or 5 of

these cards [show the cards] to the GREEN participant. How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- b) Now, imagine that the GREEN participant sends 200 KES back to you, and he or she keeps 2200 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 5. IF the participant chooses to complain, ask:]**

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- c) Now, imagine that the GREEN participant sends 400 KES back to you, and he or she keeps 2000 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 5. IF the participant chooses to complain, ask:]**

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- d) Now, imagine that the GREEN participant sends 600 KES back to you, and he or she keeps 1800 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 5. IF the participant chooses to complain, ask:]**

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- e) Now, imagine that the GREEN participant sends 800 KES back to you, and he or she keeps 1600 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 5. IF the participant chooses to complain, ask:]**

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- f) Now, imagine that the GREEN participant sends 1000 KES back to you, and he or she keeps 1400 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 5. IF the participant chooses to complain, ask:]**

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- g) Now, imagine that the GREEN participant sends 1200 KES back to you, and he or she keeps 1200 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? [Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” **CASE 5. IF the participant chooses to complain, ask:]**

How many cards would you like to send to the GREEN participant in this case? [Register the number of cards on the “ORANGE Decision form – Activity 3”.]

- h) Now, imagine that the GREEN participant sends 1400 KES back to you, and he or she keeps 1000 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 5. IF the participant chooses to complain, ask:]*

How many cards would you like to send to the GREEN participant in this case? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

- i) Now, imagine that the GREEN participant sends 1600 KES back to you, and he or she keeps 800 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 5. IF the participant chooses to complain, ask:]*

How many cards would you like to send to the GREEN participant in this case? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

- j) Finally, imagine that the GREEN participant sends 1800 KES back to you, and he or she keeps 600 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 5. IF the participant chooses to complain, ask:]*

How many cards would you like to send to the GREEN participant in this case? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

- k) Now, imagine that the GREEN participant sends 2000 KES back to you, and he or she keeps 400 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 5. IF the participant chooses to complain, ask:]*

How many cards would you like to send to the GREEN participant in this case? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

- l) Now, imagine that the GREEN participant sends 2200 KES back to you, and he or she keeps 200 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 5. IF the participant chooses to complain, ask:]*

How many cards would you like to send to the GREEN participant in this case? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

- m) Finally, imagine that the GREEN participant sends 2400 KES back to you, and he or she keeps 0 KES of the money he or she received in addition to the original 1000 KES. What would you do in this case? Would you pay 50 KES to be able to send one or more card displaying an unhappy face to the GREEN participant? Or would you not pay 50 KES and not send any cards to the GREEN participant? *[Register the decision to complaint or not complaint in the “ORANGE Decision form – Activity 3” CASE 5. IF the participant chooses to complain, ask:]*

How many cards would you like to send to the GREEN participant in this case? *[Register the number of cards on the “ORANGE Decision form – Activity 3”.]*

To all orange participants after the private interviews:

Thank you very much for participating in today's activities.

[Ask the participant to go back to the other room, close the door and while waiting for the next orange participant, record the decision made on the 'ORANGE Decision form'. Take all the money from the envelopes and put it on the visual aid, as before. Do not allow the next participant to enter the room until you are done recording the decision made. Make sure that the next participants do not see the "ORANGE decision form – Activity 3". Repeat the process until all Orange participants have been interviewed and the ORANGE Decision Form is complete. Then, go back to Room 2 and put the ORANGE Decision Form in the White Envelope marked "Experimental Workshop - Room 2".]

Closing Presentation to Room 2

We have now completed today's activities. We are now going to put 3 pieces of paper in this bag. The pieces of paper are numbered 1, 2 and 3. We will then extract one piece of paper from the bag without looking. If the number 1 is extracted, you will be paid according to the decisions of the Green participants in the first activity. If number 2 is extracted, you will be paid according to your decisions and the decisions of the green participants in the second activity. If number 3 is extracted, you will be paid according to your decisions and the decisions of the green participants in the third activity.

[Put pieces of paper in the bag and extract a piece of paper without looking. Then say]...

Number [1, 2 or 3] has been extracted. I am now going to a different room to calculate in private each of your earnings according to your decisions and the decisions of the green participants in the first/second/third activity. Then I will call you one at a time in private, explain what happened in the activities and pay you. In the meantime, members of the team are going to ask each of you a few final questions. Finally, if any of you has any questions, they should feel free to ask anyone of us.