

**TABLE 3.2****Turning Outcomes into Payoffs**

Outcome	Description	Citizen	Government
O1	The government keeps the benefit but loses the support of the citizen. The citizen opts for some substitute.	$E$	1
O2	The government keeps both the benefit and the support of the citizen. The citizen suffers her loss in silence.	0	$1 + L$
O3	The government returns the benefit to the citizen and keeps her support.	$1 - c$	$L$
O4	The government keeps the benefit but loses the support of the citizen. Having used her voice, the citizen opts for some substitute.	$E - c$	1
O5	The government keeps both the benefit and the support of the citizen. Having used her voice, the citizen suffers her loss.	$0 - c$	$1 + L$

*Note:*  $E$  = citizen's exit payoff; 1 = value of benefit taken from the citizen by the government;  $L$  = government's value from having a loyal citizen who does not exit;  $c$  = cost of using voice.