

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.