

An Experiment on Completing Tasks in the Future*

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Abstract

This pre-analysis plan describes the design and analysis of a study which tests whether and to what extent individuals follow through on a request to contact a specific phone number at a specified future date. The study varies the delay between the request and the date when contact has to be made, and the payoff participants earn if they perform the task correctly. To measure the influence of reminders, participants are either encouraged or discouraged from setting a reminder for themselves. Finally, the study uses experimental methods to bound experimenter demand effects.

JEL Codes: C91, D11, D15, D91

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1. Summary

Individuals often have to follow through on future transactions; for example, they may have to pay a bill at some specified future date. Sometimes, they may fail to follow through, and incur a cost as a result. This study asks how such failures to follow through depend on the delay of the task, and the magnitude of the (forgone) payoff. The participants are members of the subject pool of the Busara Center for Behavioral Economics in Nairobi, Kenya.

In the core task of the study, participants are called on the phone and instructed to contact a specified phone number by text message or phone call at a specified point in the future. For example, a participant might be told to contact the phone number exactly 3 weeks in the future. If they contact the phone number at the correct time, they receive a payoff. There are eight possible future timepoints at which contact has to be made: “now” (within 10 minutes after the end of the phone call in which the instruction is given); “later today” (between 12–5pm on the of the phone call in which the instruction is given); “tomorrow”; “1 week from now”; or 2, 3, 4, or 5 weeks from now (between 12–5pm on all days). We measure whether participants make contact at the correct time, and how this varies by whether they used vs. did not use a reminder.

To induce experimental variation in reminder use, in the “encouragement” treatment, participants are encouraged to set a reminder (e.g. on their phone) to help them complete the task. In the “discouragement” treatment, they are discouraged from setting a reminder.

We measure whether participants used a reminder through a survey question in a follow-up call. Because self-reports of reminder usage are potentially subject to experimenter demand effects, we use two additional treatments to bound such effects, based on de Quidt, Haushofer, and Roth (2018) and Dhar, Jain, and Jayachandran (2022).

2. Design

One-thousand two-hundred members of the subject pool of the Busara Center for Behavioral Economics in Nairobi, Kenya will participate in three consecutive phone calls.

The first call (“recruitment call”) determines eligibility; participants must live in Nairobi county and must not have participated in a similar study previously. If a participant is eligible, the first call also elicits information about demographics, income, and asset holdings.

Following recruitment, participants are randomly allocated to treatment conditions, and then receive a second call (“main call”) in which they are presented with the main task. These calls are made between 7am–12pm on weekdays. The treatment conditions are as follows: There are 8 “delay” conditions: “now”; “later today”; “tomorrow”; “one week from now”; and so on for 2, 3, 4, and 5 weeks from now. There are three “amount” conditions: participants can earn either KES 500, KES 1,000, or KES 1,500 if they make contact on the correct day and at the correct time (either 10 minutes after the initial call in the “now” condition, or between 12–5pm in the other conditions). The payoffs are sent 5 weeks after the call. There are 2 “encouragement” conditions: half of participants are encouraged to set themselves a reminder to help them remember the task, while the other half are discouraged from doing so. Finally, there are 2 “demand” conditions, which will be explained below. All conditions are fully cross-randomized with each other.

Participants can contact Busara either by sending a text message to a specific number; by calling that number (including a missed call); or by sending a “Call Me” request, which signals to the specified number that the participant wants to be contacted. If the participants makes contact on the correct day and at the right time, they receive the payoff 5 weeks after the initial call.

The third call (“follow-up call”) takes place within one week of the assigned date on which participants were to make contact. Participants are asked whether they used a reminder to help them remember the task. Half of the participants also receive a “demand” treatment: half of those in the “encouragement” condition are told that we expected them to not use a reminder (despite instructions); and half of those in the “discouragement” condition are told that we expected them to use a reminder (again despite instructions).

3. Analysis

3.1 Rate of remembering with and without encouragement to use reminders

The main outcome of interest is whether participants contact Busara on the correct date at the correct time. One analysis will simply ask what the average success rates of completing the task correctly (*Remember*) are when participants are vs. are not encouraged to use reminders (*Encouragement*):

$$Remember_{ic} = \beta_0 + \beta_1 Encouragement_{ic} + \varepsilon_{ic} \quad (1)$$

Here, i indexes individuals and c indexes specific combinations of amount and delay. We will run this analysis separately for each amount/delay combination, and averaging across amounts and/or delays. We will also run a version of this analysis, and all subsequent ones, where we add a vector of demographic control variables and enumerator fixed effects.

3.2 “Natural” rate of remembering

Our main interest is in the “natural” rate of remembering, i.e. what happens when no reminders are used. To this end, we run an instrumental variables regression where the first stage regresses self-reported reminder use on the encouragement to use reminders:

$$ReminderUse_{ic} = \gamma_0 + \gamma_1 Encouragement_{ic} + \varepsilon_{ic} \quad (2)$$

The second stage is a regression of performing the task correctly (dummy variable) on having used a reminder, instrumented by encouragement to use reminders:

$$Remember_{ic} = \beta_{0IV} + \beta_{1IV} \widehat{ReminderUse}_{ic} + \varepsilon_{ic} \quad (3)$$

We are interested in the constant term, β_{0IV} , because it measures the “natural” rate of remembering when no reminders are used. We will run this analysis separately for each

amount/delay combination, and averaging across amounts and/or delays.

To obtain parametric estimates of the “natural” rate of remembering, we will use non-linear least squares to estimate exponential and quasi-hyperbolic “forgetting functions”. Other models from the literature may be considered. The goodness of fit of the different models will be compared using the Bayesian Information Criterion or a similar measure.

We will also conduct exploratory analysis to understand how the rate of remembering varies with demographics, by including covariates in the analyses described above. Missing values will be handled by replacing them with zero and introducing a separate indicator variable for missingness. Monetary variables will be winsorized and transformed (inverse hyperbolic sine transform).

3.3 Demand effects

To determine whether self-reported reminder use might be affected by experimenter demand effects, we regress *ReminderUse* on individual scores on the social desirability scale used in Dhar, Jain, and Jayachandran (2022); the encouragement treatment; and their interaction:

$$\begin{aligned} ReminderUse_{ic} = & \beta_0 + \beta_1 Encouragement_{ic} + \beta_2 SocialDesirability_{ic} \\ & + \beta_3 Encouragement_{ic} \times SocialDesirability_{ic} + \varepsilon_{ic} \end{aligned}$$

In addition, we test whether self-reported reminder use changes in the presence of the “demand” treatment described above:

$$\begin{aligned} ReminderUse_{ic} = & \beta_0 + \beta_1 Encouragement_{ic} + \beta_2 DemandTreatment_{ic} \\ & + \beta_3 Encouragement_{ic} \times DemandTreatment_{ic} + \varepsilon_{ic} \end{aligned}$$

Again these analyses are run separately for each amount/delay combination, and averaging across amounts and/or delays.

References

- [de Quidt, Haushofer, and Roth (2018] de Quidt, Jonathan, Johannes Haushofer, and Christopher Roth. 2018. “Measuring and bounding experimenter demand.” *American Economic Review* 108 (11): 3266–3302.
- [Dhar, Jain, and Jayachandran (2022] Dhar, Diva, Tarun Jain, and Seema Jayachandran. 2022. “Reshaping adolescents’ gender attitudes: Evidence from a school-based experiment in India.” *American economic review* 112 (3): 899–927.

A. Survey Instruments

A.1 Recruitment call

A.1.1 Introduction and Participation Consent

Script	Choices
Hello! My name is (FO name). I work for the Busara Center for Behavioral Economics. We are an independent research organization and we do not work for the government. Busara recruited you sometime back and we would like to ask you some few questions. If you are eligible, we will call you back very soon to take part in the phone call study. Are you willing to participate in this short recruitment survey to see if you are eligible?	1) Yes 2) No
[if the respondent doesn't want to participate, read this aloud and stop here] No problem at all. Thank you very much for your time. But before we finish, could you please share with us the reason for not willing to participate?	Free response
[if the respondent wants to participate] Thank you. We will now begin with the questions.	

A.1.2 Previous Participation

Script	Choices
<p>Which county do you reside in at the moment?</p>	<ol style="list-style-type: none"> 1) Mombasa 2) Kwale 3) Kilifi 4) Tana River 5) Lamu 6) Taita/Taveta 7) Garissa 8) Wajir 9) Mandera 10) Marsabit 11) Isiolo 12) Meru 13) Tharaka-Nithi 14) Embu 15) Kitui 16) Machakos 17) Makueni 18) Nyandarua 19) Nyeri 20) Kirinyaga 21) Murang'a 22) Kiambu 23) Turkana 24) West Pokot 25) Samburu 26) Trans Nzoia 27) Uasin Gishu 28) Elgeyo/Marakwet 29) Nandi 30) Baringo 31) Laikipia 32) Nakuru 33) Narok 34) Kajiado 35) Kericho 36) Bomet 37) Kakamega 38) Vihiga 39) Bungoma 40) Busia 41) Siaya 42) Kisumu 43) Homa Bay 44) Migori 45) Kisii 46) Nyamira 47) Nairobi City

[If they live in Nairobi City] Which particular area?	1) Westlands 2) Dagoretti North 3) Dagoretti South 4) Langata 5) Kibra 6) Roysambu 7) Kasarani 8) Ruaraka 9) Embakasi South 10) Embakasi North 11) Embakasi Central 12) Embakasi East 13) Embakasi West 14) Makadara 15) Kamukunji 16) Starehe 17) Mathare
[If they live in Nairobi City] Roughly how many projects have you done which were run by Busara?	Integer value
[If they participated in at least one project] When was the last time you participated in a project?	Date
[If they participated in at least one project] Have you ever done a lab study run by Busara?	1) Yes 2) No
[If they ever done a lab study] Have you participated in a lab study where you were asked to contact us at a future time to receive some money?	1) Yes 2) No
[If they either did a similar study before or do not live in Nairobi City or they were not recruited by Busara] Thank you so much for your time. However you are not eligible to participate in this study. We hope to engage with you in any future studies that may come up.	

A.1.3 Demographics (if deemed eligible for the study)

Script	Choices
What is your gender?	1) Male 2) Female 3) Other (specify)
What year were you born in?	Integer value from 1900 to 2022; -98 for refuse to answer/-99 for don't know

<p>What is your mother tongue?</p>	<ol style="list-style-type: none"> 1) Kamba 2) Kisii 3) Luhya 4) Luo 5) Kikuyu 6) Nubian 7) Samburu 8) Ngiriana 9) Taveta 10) Rendille 11) Mijikenda 12) Boran 13) Pokomo 14) Kalenjin 15) Maasai 16) Turkana 17) Mbeere 18) Taita 19) Embu 20) Meru
<p>What is your marital status?</p>	<ol style="list-style-type: none"> 1) Single 2) Married/Cohabiting 3) Divorced/Separated 4) Widowed 5) Refuse to answer 6) Don't know
<p>[If respondent indicated they are married or cohabiting] Do you live with your husband/wife/partner?</p>	<ol style="list-style-type: none"> 1) Yes 2) No 3) Refuse to answer 4) Don't know
<p>How many children do you have?</p>	<p>Integer value greater than or equal to 0; enter -98 for refuse to answer and -99 for don't know</p>
<p>In total, how many people live in your house including you?</p>	<p>Integer value greater than or equal to 1; enter -98 for refuse to answer and -99 for don't know</p>

<p>What is your highest level of completed education?</p>	<ol style="list-style-type: none"> 1) None 2) Nursery 3) Std 1 4) Std 2 5) Std 3 6) Std 4 7) Std 5 8) Std 6 9) Std 7 10) Std 8 11) Form 1 12) Form 2 13) Form 3 14) Form 4 15) Form 5 16) Form 6 17) College Year 1 18) College Year 2 19) College Year 3 20) College Year 4 21) University Year 1 22) University Year 2 23) University Year 3 24) University Year 4 25) Polytechnic 26) Postgraduate 27) Refuse to answer 28) Don't know
<p>What was the total amount of money (in KES) you received in the last MONTH which was NOT FROM WORK (e.g. an allowance from a parent or spouse, gifts from friends, government grants, NGO money)?</p>	<p>Integer value greater than or equal to 0; enter -98 for refuse to answer and -99 for don't know</p>

What is your main occupation?

- 1) Metalworker
- 2) Shopkeeper
- 3) Industrial worker
- 4) Carpenter/Mason
- 5) Clerk
- 6) Conductor
- 7) Cleaner/Househelp
- 8) Waiter/Cook
- 9) Driver
- 10) Public servant
- 11) Electrician
- 12) Mechanic
- 13) Manager
- 14) Watchman
- 15) Policeman
- 16) Secretary
- 17) Tailor
- 18) Teacher
- 19) Bank teller
- 20) Engineer
- 21) Housewife
- 22) Plumber
- 23) Farm worker
- 24) Cattle owner
- 25) Salesperson
- 26) Student
- 27) Unemployed and not searching for work
- 28) Unemployed and searching for work
- 29) Physically unable to work
- 30) Other (specify)
- 31) Refuse to answer
- 32) Don't know

<p>[If the respondent does not say they are unemployed/are a student/are physically unable to work] What are the terms of this employment?</p>	<ol style="list-style-type: none"> 1) Permanent Employment 2) Temporary Employment 3) Contract (Freelance) Work 4) Casual Worker 5) Self Employed, with employees 6) Self Employed, without employees 7) Paid work for the family 8) Apprentice 9) Member of cooperative 10) Other (specify) 11) Refuse to answer 12) Don't know
<p>[If the respondent does not say they are unemployed/are a student/are physically unable to work] What was the total amount of money you received in the last MONTH which was FROM WORK (for ALL jobs)?</p>	<p>Integer value greater than or equal to 0; enter -98 for refuse to answer and -99 for don't know</p>
<p>[If the respondent indicated they are unemployed] What were you doing before you became unemployed?</p>	<ol style="list-style-type: none"> 1) In education/school/training 2) Permanent wage job 3) Temporary/contract wage job 4) Trying to start own business 5) Self-employed work 6) Working at home 7) Other (specify) 8) Refuse to answer 9) Don't know
<p>[If the respondent indicated they are unemployed/are physically unable to work] How many months have you been without any kind of work?</p>	<p>Integer value greater than or equal to 1; enter -98 for refuse to answer and -99 for don't know; round UP to the nearest integer</p>
<p>How much money (in KES) do you normally spend in total per week?</p>	<p>Integer value greater than or equal to 0; enter -98 for refuse to answer and -99 for don't know</p>
<p>Which among these is your MPesa number?</p>	<ol style="list-style-type: none"> 1) (primary phone number) 2) (secondary phone number) 3) Another number (specify)
<p>What name does the Mpesa number display when someone sends you money?</p>	<p>Free response</p>
<p>Thank you so much for your time. As you are eligible to participate in this study, we will contact you very soon to participate in a phone interview. Which day(s) of the week between Monday to Friday would you prefer for a call that would last about 45 minutes?</p>	<ol style="list-style-type: none"> 1) Monday 2) Tuesday 3) Wednesday 4) Thursday 5) Friday 6) None of the above

What time(s) would you prefer us to call you in the morning?	<ul style="list-style-type: none"> 1) 7am to 8am 2) 8am to 9am 3) 9am to 10am 4) 10am to 11am 5) 11am to 12pm
What time(s) would you prefer us to call you in the morning?	<ul style="list-style-type: none"> 1) 1pm to 2pm 2) 2pm to 3pm 3) 3pm to 4pm
Thank you for your answers.	<ul style="list-style-type: none"> 1) Agree 2) Disagree

A.2 Main call

A.2.1 Introduction, Participation Consent and Hypothetical Choices/Demographic Questions

Script	Choices
Hello! This is (FO name) calling from the Busara Center for Behavioral Economics. I would like to know whether you would like to participate in a short phone study which will take about 30 minutes today. The purpose of the research is to study economic games. You may be asked to answer simple economic questions and basic demographic questions. Participation is OPTIONAL and you can stop at any time. If you participate you will receive KES 200 and you have the possibility to earn additional money through the tasks in the survey. Your participation in the study will remain confidential. Participation poses minimal risk to you and provides no benefits other than the compensation described. Would you like to participate?	<ul style="list-style-type: none"> 1) Yes 2) No
[if the respondent doesn't want to participate, read this aloud and stop here] No problem at all. Thank you very much for your time. We will contact you again if we have a study that we believe you may be interested in participating in. But before we finish, could you please share with us the reason for not willing to participate?	Free response
[if the respondent wants to participate, continue reading through the script] Thank you for agreeing to participate. Before I explain the details of the study I would like to ask you a few questions.	
Now I want you to think about today. Today, do you think that you will have about as much money/cash as it is typical for you, less money/cash than it is typical for you or more money/cash than it is typical for you?	<ul style="list-style-type: none"> 1) Less money than usual 2) About as much money as usual 3) More money than usual
Now I want you to think about 5 weeks from now. Five weeks from now, do you think that you will have about as much money/cash as it is typical for you, less money/cash than it is typical for you or more money/cash than it is typical for you?	<ul style="list-style-type: none"> 1) Less money than usual 2) About as much money as usual 3) More money than usual
Are you currently engaged in any formal education or vocational training (e.g. a short course, night school, with a certificate)?	<ul style="list-style-type: none"> 1) Yes 2) No 3) Refuse to answer 4) Don't know

Are you currently engaged in any type of informal training (like an apprenticeship/on the job training)?	<ol style="list-style-type: none"> 1) Yes 2) No 3) Refuse to answer 4) Don't know
[If the respondent does not say they are unemployed/are a student/are physically unable to work] During the last 7 days were you engaged in any kind of job or work for payment (including self-employment and family work for pay)?	<ol style="list-style-type: none"> 1) Yes 2) No 3) Refuse to answer 4) Don't know
[If the respondent indicated engagement in work for payment in last 7 days] How many hours have you worked in total at all jobs in the last 7 days?	Decimal value greater than 0; enter -98 for refuse to answer and -99 for don't know
[If the respondent indicated engagement in work for payment in last 7 days] How many different jobs (different employers if wage employed or different activities if self-employed) have you worked at in the last 7 days?	Integer value greater than or equal to 1; enter -98 for refuse to answer and -99 for don't know
[If the respondent indicated engagement in work for payment in last 7 days] How is your wage specified in your main job in the last 7 days?	<ol style="list-style-type: none"> 1) Per hour 2) Per day 3) Per week 4) Per 2 weeks 5) Per month 6) Piece rate 7) No wage/family job/self-employed 8) Other (specify) 9) Refuse to answer 10) Don't know
[If the respondent indicated engagement in work for payment in last 7 days] What was the total amount of money you received in the last 7 days from ALL your jobs?	Integer value; enter -98 for refuse to answer and -99 for don't know; round UP to the nearest integer
Do you have a bank account?	<ol style="list-style-type: none"> 1) Yes 2) No 3) Refuse to answer 4) Don't know
[If the respondent indicated they have a bank account] How much money do you currently have in your bank account?	Integer value; enter -98 for refuse to answer and -99 for don't know
Do you have an M-Pesa account?	<ol style="list-style-type: none"> 1) Yes 2) No 3) Refuse to answer 4) Don't know
[If the respondent indicated they have an M-Pesa account] How much is currently in your M-Pesa account?	Integer value; enter -98 for refuse to answer and -99 for don't know
[If day of the call is not Monday] How much money (in KES) did you spend on the Monday of this week?	Integer value greater than or equal to 0; enter -98 for refuse to answer and -99 for don't know

[If day of the call is a Monday] How much money (in KES) did you spend on the Monday of last week?	Integer value greater than or equal to 0; enter -98 for refuse to answer and -99 for don't know
Please tell me if you agree or disagree with each of the following statements about yourself.	
It is sometimes hard for me to go on with my work if I am not encouraged.	1) Agree 2) Disagree
I sometimes feel resentful when I don't get my way.	1) Agree 2) Disagree
On a few occasions, I have given up doing something because I thought too little of my ability.	1) Agree 2) Disagree
There have been times when I felt like rebelling against people in authority even though I knew they were right.	1) Agree 2) Disagree
No matter who I'm talking to, I'm always a good listener.	1) Agree 2) Disagree
There have been occasions when I took advantage of someone.	1) Agree 2) Disagree
I'm always willing to admit it when I make a mistake.	1) Agree 2) Disagree
I sometimes try to get even rather than forgive and forget.	1) Agree 2) Disagree
I am always courteous, even to people who are disagreeable.	1) Agree 2) Disagree
I have never been irked when people expressed ideas very different from my own.	1) Agree 2) Disagree
There have been times when I was quite jealous of the good fortune of others.	1) Agree 2) Disagree
I am sometimes irritated by people who ask favours of me.	1) Agree 2) Disagree
I have deliberately said something that hurt someone's feelings.	1) Agree 2) Disagree

A.2.2 Receipt of initial compensation to respondents

Script	Choices
Thank you. We will begin by sending you KES 200 by Mpesa now. This money is yours and you can do with it what you wish. We will also send you a text message with a word in it. This should only take at most a minute. I will ask you to tell me what the word in the message is. It is important that you remain on the line because after you confirm the word in the message, we will proceed with the main part of the study, where you can earn much more money.	
Do you understand that you have to remain on the line to receive the KES 200?	1) Yes
[If the respondent doesn't understand, repeat the instructions until they do and record the number of times you had to repeat the instructions.]	

[As soon as the respondent answers that they understand, raise the request on the M-Pesa payment system. Check that the Mpesa name and number are correct BEFORE sending the money. If not, go back to the beginning of the survey to correct the details. Fill in the “MPesa sent?” column on the “Surveys” sheet once the payment request has been uploaded.]	
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A.2.3 Confirmation of receipt of initial compensation to respondents

Script	Choices
[Once it shows on the system that the money has been sent] Hello! Thank you for holding the line. I would now like to continue the study with you. I would like to check two things. First did you receive the KES 200 we just sent you?	1) Yes 2) No
[If the respondent hasn't received the money] Ok, let me confirm with our team that the money was actually sent. Please remain on the line while I do so.	
[If the respondent has received the money] Second did you receive a text message regarding the Mpesa payment?	1) Yes 2) No
[If the respondent has received the text] Please tell me what the 3-letter word in capital letters was in the sender's name in the message?	1) B2C 2) Other word 3) Don't know
[If the word is incorrect or the respondent did not receive the money] Ok, let me confirm that the message was actually sent. Please remain on the line while I do so.	
[If the word is correct and the respondent received the money, immediately click NEXT and mark “Yes” in column “KES 200 MPESA confirmation” in the Google “Surveys” sheet and continue with the SurveyCTO script.]	

A.2.4 Choice of keeping track

Script	Choices
<p>Ok great. We will now continue with the main part of the study, where you can earn much more money. You now have a choice between two options.</p> <p>The first option is that you contact us by phone exactly once {NOW (WITHIN 10 MINUTES), ON A SPECIFIC DAY SOMETIME BETWEEN TODAY AND 5 WEEKS FROM NOW BETWEEN 12 AND 5PM}. You can send us a text, flash us, reverse call or send us a "please call me" request, which is free, so you don't need to spend money on contacting us. If you contact us at the right time and on the right day, we will send you some money to your Mpesa account 5 weeks from today. We will tell you later which amount we will send you. You can keep this money and do with it what you wish.</p> <p>The second option is that you DO NOT contact us by phone {NOW (WITHIN 10 MINUTES), ON THAT SPECIFIC DAY}. If you choose not to contact us, we will NOT send you a payment to your Mpesa account 5 weeks from today.</p> <p>So you can choose between contacting us {NOW (WITHIN 10 MINUTES), ON A SPECIFIC DAY} and receiving payment to your Mpesa account 5 weeks from today and not contacting us and not receiving a payment to your Mpesa account 5 weeks from today. Which option do you prefer?</p>	<p>1) Will contact Busara by SMS, flashback or Please call me to receive KES 500/1000/1500</p> <p>2) Will NOT contact Busara by SMS, flashback or Please call me and DO NOT WISH to receive KES 500/1000/1500</p>
<p>[If prefer not to contact and not to receive a payment]: Thank you for your answer. Because you chose not to contact us and not to receive a payment, we will only be asking you some questions regarding your background. But first, I'd like to ask you why you chose not to contact us and not to receive a payment to your Mpesa account?</p> <p>[If they choose not to respond or once they have given the reason]</p> <p>In future, we may contact you again using a different number than the one we are currently using to call you. [End the study here]</p>	<p>Free response</p>
<p>[If the respondent prefers to contact us, continue with the SurveyCTO script] Ok great. Your specific task is to contact us by phone {NOW, LATER TODAY, TOMORROW, IN 1-5 WEEKS BETWEEN 12 and 5pm}. {(If "NOW":) That is WITHIN 10 MINUTES after the end of this call. (If "LATER TODAY":) That is TODAY BETWEEN 12 and 5pm after the end of this call. (If "TOMORROW":) That is TOMORROW between 12 and 5 pm. (If another timepoint:) That is on {month} {day} {year} between 12 and 5pm}.</p> <p>If you contact us at that time, you will receive KES {500, 1000, 1500} 5 weeks from today. Let me explain to you how you can contact us.</p>	

<p>You need to contact Busara at 0768205237 at the time that I told you–</p> <p>{WITHIN 10 MINUTES, AFTER THE END OF THIS CALL; TODAY BETWEEN 12 and 5pm after the end of this call; TOMORROW BETWEEN 12 AND 5PM; ON {month} {day} {year} between 12 and 5pm}. Remember, this is a different number than what I am using to call you on. You need to contact us via phone, and you can do it in one of 4 ways.</p> <p>The first way is to send an SMS to us. It doesn't matter what you write in the SMS.</p> <p>The second way is to flash us. This means it will be a missed call, so we won't pick up the phone but it will be recorded as you having contacted us.</p> <p>The third way is to send us a "Please call me (Flashback)" request. This way is completely free to use and can be sent from your phone menu. To send a "Please call me" request all you need to do is dial "*130*768205237# and SEND". Note that if you call us we won't pick up the phone.</p> <p>The fourth way is to use reverse call. This can be done by dialing #0768205237. This will again be a missed call, so we won't pick up the phone but it will be recorded as you having contacted us.</p> <p>You do not need to use all 4 methods to contact us and only need to contact us ONCE at the correct date and time. You can simply select one of the 4 methods. Please avoid spamming us with calls or callback requests. You should automatically receive an acknowledgement SMS text message after you have contacted us.</p> <p>How will we know that it is you that has contacted us? We will check to see if the SMS or call came from the telephone number that you are currently using now (primary phone number), your secondary number (secondary phone number) or Mpesa number (Mpesa phone number). If you contact us correctly, you will receive a confirmation message from us. If you want to contact us from a different number from any of the phone numbers I just read out, please also send an SMS and include your full name as we have on our records (full name) in it.</p> <p>To make sure you don't forget when and on which number you have to contact us, we will later send you a text message with that date and number, so don't worry about writing it down or memorizing it now.</p>	
<p>Do you understand how to contact us?</p>	<p>Yes</p>
<p>[If the respondent doesn't understand the instructions for contacting Busara, repeat the above contact instructions and again check for understanding. Record the number of times you had to repeat the explanation to the respondent before they understood. Once the respondent has understood, proceed with the SurveyCTO script]</p>	
<p>Do you have any questions about the process? [Record the question and respond accordingly if any.]</p>	<p>Free response</p>

<p>Now that you know how to contact us, let me tell you WHEN to contact us. You should contact us {(If “NOW”:) WITHIN 10 MINUTES after the end of this call. (If “LATER TODAY”:) TODAY BETWEEN 12 and 5pm after the end of this call. (If “TOMORROW”:) TOMORROW between 12 and 5 pm. (If another timepoint:) on {month} {day} {year} between 12 and 5pm, which is X weeks from now }.</p> <p>Remember this time and date because it is important. If you contact us at the correct time and date, you will receive KES {500, 1000, 1500} 5 weeks from today. If you contact us before the date and time, you will not earn any money, and if you contact us after the date and time then you also will not earn any money.</p> <p>If you don’t contact us at all, you will not earn any money. To help you remember when to contact us, we will later send you a text message with the date and time, so don’t worry about writing it down or memorizing it now.</p>	
Do you understand when to contact us?	1) Yes
[If the respondent doesn’t understand the instructions for contacting Busara, repeat the above contact instructions and again check for understanding. Record the number of times you had to repeat the explanation to the respondent before they understood. Once the respondent has understood, proceed with the SurveyCTO script]	
Do you have any questions about the process? [Record the question and respond accordingly if any.]	Free response
How important is it to you that you complete the task we have just described, on a scale of 1 to 5, where 1 means it is not important at all to you that you complete the task, and 5 means it is very important that you complete the task?	1) Not important at all 2) Not very important 3) Neither important nor not important 4) Somewhat important 5) Very important
How important to you is the KES {500, 1000, 1500} that you can earn if you contact us on the correct date and at the correct time, where 1 means the KES {500, 1000,1500} that you can earn by contacting us at the correct date and at the correct time is not important to you at all, and 5 means it is very important to you?	1) Not important at all 2) Not very important 3) Neither important nor not important 4) Somewhat important 5) Very important
<p>To recap, you have the opportunity to earn KES {500, 1000, 1500} via M-Pesa. All you need to do is to contact us (SMS, “please call me”, flash, reverse call) at 0768205237 {(If “NOW”:) WITHIN 10 MINUTES after the end of this call. (If “LATER TODAY”:) TODAY BETWEEN 12 and 5pm after the end of this call. (If “TOMORROW”:) TOMORROW between 12 and 5 pm. (If another timepoint:) on {month} {day} {year} between 12 and 5pm}. Now that you understand how this works, please tell me if you are planning on contacting us?</p>	1) Yes 2) No
[If respondent plans to contact us] Do you trust that your study earnings will be paid to you on the chosen date?	1) Yes 2) No
<p>[If the respondent does not plan to contact us] Thank you for your answer. Because you chose not to contact us and not to receive KES {500, 1000, 1500}, we will only be asking you some questions regarding your background. But first, I’d like to ask you why you chose not to contact us and not to receive KES {500, 1000, 1500}?</p> <p>[If they choose not to respond or once they have given the reason]</p>	

In future, we may contact you again using a different number than the one we are currently using to call you. [End the study here]	Free response
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A.2.5 Reminder Discouragement and Encouragement Treatments

Script	Choices
<p>[If the respondent belongs to the “DISCOURAGE REMINDER– POSITIVE DEMAND” or “DISCOURAGE REMINDER– NO DEMAND” conditions]</p> <p>Now we come to an important topic: Should you use a reminder that alerts you at the time when you have to contact us?</p> <p>We ASK THAT YOU DO NOT USE such a reminder. Later in this call, you will receive a text that contains the number on which you have to contact us, and the date and time when you have to contact us. That way you don’t have to remember the number or the date and time by heart; you can refer to them anytime.</p> <p>But please do not use a reminder that alerts you at the time that you have to contact us, such as an alarm or an event in your electronic calendar. Please also do not use any other tool other than remembering off the top of your head and the text message we send you to remember when to contact us, such as writing the date down on a piece of paper.</p> <p>Are you willing to not use a reminder or any tools to remember when to contact us other than remembering off the top of your head and the text message we will send you that contains the date and number where you have to contact us?</p>	<p>1) Yes 2) No</p>
<p>[If the respondent belongs to the “ENCOURAGE REMINDER– NEGATIVE DEMAND” or “ENCOURAGE REMINDER– NO DEMAND” conditions]</p> <p>Now we come to an important topic: Should you use a reminder that alerts you at the time when you have to contact us?</p> <p>We ENCOURAGE YOU to use such a reminder. Later in this call, you will receive a text that contains the number on which you have to contact us, and the date and time when you have to contact us. That way you don’t have to remember the number or the date and time by heart; you can refer to them anytime.</p> <p>In addition, you can also set yourself a reminder for WHEN to contact us. For example, you can set an alarm, or an event in your electronic calendar. You can also use other tools in addition to remembering off the top of your head or the text message we send you to remember when to contact us, such as writing the date down on a piece of paper.</p> <p>Are you going to use a reminder or any tools to remember when to contact us other than your head remembering off the top of your head and the text message we will send you that contains the date and number where you have to contact us?</p>	<p>1) Yes 2) No</p>

<p>What methods will you use to remember this task, INCLUDING remembering off the top of your head and the text message we will send you which contains the date and number where you have to contact us? (multiple choices allowed)</p>	<ol style="list-style-type: none"> 1) Remembering from my head 2) Text message that Busara will send you which contains the date and number where you have to contact us 3) Asking a friend or family member to remind me 4) Writing it down physically on paper or in a notebook 5) Writing it down on a physical to-do list 6) Writing it down on a physical calendar/diary 7) Other non-electronic reminder tool (please specify) 8) Writing it down on an electronic notepad on my phone or other electronic device 9) Writing it down on a to-do list on my phone or other electronic device 10) Writing it down on a calendar/diary on my phone or other electronic device 11) Other electronic reminder tool (please specify)
<p>[If respondent said they wouldn't use tool initially, yet later chose any of the tools other than remembering from head and text message] When we asked you initially, you said that you will not use tools other than your head and the text message to remember this task, yet now you're saying that you will use some tools other than your head and text message to remember this task. To clarify, when we first asked you if you will use any tools to remember the task, such tools EXCLUDE remembering off the top of your head and the text message Busara sent you that contained the date and number where you had to contact us. So let me ask the same questions again. [Repeat the two questions above. If the answers are still inconsistent, repeat these instructions and the questions again until the answers are consistent.]</p>	
<p>[If respondent said they would use tool initially, yet later chose remembering from head and/or text message ONLY WITHOUT SELECTING OTHER TOOLS] When we asked you initially, you said that you will use tools other than your head and the text message to remember this task, yet now you're saying that you will not use any tools other than your head and the text message to remember this task. To clarify, when we first asked you if you will use any tools to remember the task, such tools EXCLUDE remembering off the top of your head and the text message Busara sent you that contained the date and number where you had to contact us. So let me ask the same questions again. [Repeat the two questions above. If the answers are still inconsistent, repeat these instructions and the questions again until the answers are consistent.]</p>	
<p>[For each electronic reminder tool that the respondent selected] Will that (tool) set off an alarm to alert you on the right day and at the right time, even if you are thinking about something else at that moment?</p>	<ol style="list-style-type: none"> 1) Yes 2) No

A.2.6 Text message with contact time and date

Script	Choices
<p>Now I will send you the text message that contains the number, date, and time when you have to contact us. Please tell me if you received it (Y/N; if no, make sure it is sent, and try until it is received.)</p> <p>SMS Text: [DISCOURAGEMENT TREATMENT] To receive KES {500, 1000, 1500}, please contact Busara (SMS, "please call me", flash, reverse call) at 0768205237 (If "NOW":) WITHIN 10 MINUTES after the end of this call. (If "LATER TODAY":) TODAY BETWEEN 12 and 5pm. (If "TOMORROW":) TOMORROW between 12 and 5 pm. (If another timepoint:) on {month} {day} {year} between 12 and 5pm.</p> <p>We ask that YOU DO NOT USE any other reminders or alarms to help you remember the date and time.</p> <p>[After sending the text, fill in the column "Text with details sent" in the "Surveys" sheet.]</p>	
<p>[ENCOURAGEMENT TREATMENT] To receive KES {500, 1000, 1500}, please contact Busara (SMS, "please call me", flash, reverse call) at 0768205237 (If "NOW":) WITHIN 10 MINUTES after the end of this call. (If "LATER TODAY":) TODAY BETWEEN 12 and 5pm. (If "TOMORROW":) TOMORROW between 12 and 5 pm. (If another timepoint:) on {month} {day} {year} between 12 and 5pm.</p> <p>WE ENCOURAGE YOU to use other reminders or alarms to help you remember the date and time.</p> <p>[After sending the text, fill in the column "Text with details sent" in the "Surveys" sheet.]</p>	<p>1) Yes 2) No</p>

A.2.7 Comprehension Questions (only if planned to contact us in A.2.4)

Script	Choices
<p>Now I would like to ask some questions to make sure you understand how and when to contact us. First, can you tell me again ON WHICH DAY AND AT WHAT TIME you need to contact us?</p>	<ol style="list-style-type: none"> 1) WITHIN 10 MINUTES after the end of this call 2) TODAY BETWEEN 12 and 5pm 3) TOMORROW BETWEEN 12 and 5pm 4) ON (date) BETWEEN 12 and 5pm 5) Other date and time 6) Don't know
<p>[If the respondent gives the correct date for contacting us] Yes that's correct. You need to contact us {(If "NOW":) TODAY, WITHIN 10 MINUTES after the end of this call. (If "LATER TODAY":) TODAY BETWEEN 12 and 5pm after the end of this call. (If "TOMORROW":) TOMORROW between 12 and 5 pm. (If another timepoint:): on {month} {day} {year} between 12 and 5pm}.</p>	
<p>[If the respondent doesn't give the correct date for contacting us] No, that's wrong. You need to contact us {(If "NOW":) WITHIN 10 MINUTES after the end of this call. (If "LATER TODAY":) TODAY BETWEEN 12 and 5pm after the end of this call. (If "TOMORROW":) TOMORROW between 12 and 5 pm. (If another timepoint:): on {month} {day} {year} between 12 and 5pm}.</p>	
<p>Now, let me ask HOW you can contact us. On WHAT NUMBER can you contact us?</p>	<ol style="list-style-type: none"> 1) 0768305237 2) Other number 3) Don't know
<p>[If the respondent gives the correct number for contacting us] Yes, that's correct. You need to contact us at 0768205237.</p>	
<p>[If the respondent doesn't give the correct number for contacting us] No, that's wrong. You need to contact us at 0768205237.</p>	
<p>There are several options for how you can contact us. Can you name them?</p>	<ol style="list-style-type: none"> 1) Flash, sending a text, reverse call or sending a "please call me" request 2) Other method 3) Did not describe all methods (Flash, sending a text, reverse call or sending a "please call me") 4) Don't know
<p>[If the respondent gives the correct options] Yes, that's correct. You can contact us by flash, reverse call, sending a text, or sending a "please call me" request.</p>	
<p>[If the respondent doesn't give the correct options] No, that's wrong. You can contact us by flash, reverse call, sending a text, or sending a "please call me" request.</p>	
<p>What do you stand to gain if you contact us on the correct day?</p>	<ol style="list-style-type: none"> 1) Receive KES {500, 1000, 1500} by MPesa 2) Other response 3) Don't know
<p>[If the respondent gives the correct amount and mode of payment] Yes, that's correct. You will receive KES {500, 1000, 1500} by M-Pesa.</p>	

[If the respondent doesn't give the correct amount or mode of payment] No, that's wrong. You will receive KES {500, 1000, 1500} by M-Pesa.	
When will you receive this money – 5 weeks from today, or at another time?	1) 5 weeks from today 2) Other time 3) Don't know
[If the respondent gives the correct date] Yes, that's correct. You will receive KES {500, 1000, 1500} 5 weeks from today.	
[If the respondent doesn't give the correct date] No, that's wrong. You will receive KES {500, 1000, 1500} 5 weeks from today.	
What happens if you do NOT contact us on the correct day and time - can you still receive the KES {500, 1000, 1500}?	1) Yes 2) No 3) Don't know
[If the respondent says they CAN'T receive the money] Yes, that's correct. You will NOT receive KES {500, 1000, 1500}.	
[If the respondent says they CAN receive the money] No, that's wrong. You will NOT receive KES {500, 1000, 1500}.	
Can you contact us from a different number than the one we are calling you on now, your secondary number (secondary phone number) or Mpesa number (Mpesa phone number)?	1) Yes 2) No 3) Don't know
[If the respondent says they can contact us using a different number] Yes, that's correct but you have to make sure to send us an SMS with your full name as we have on our records, which is (full name).	
[If the respondent says they can't contact us using a different number] No, that's wrong. You can contact us from a different number than the one we are calling you on now but ensure you send us an SMS with your full name as we have on our records, which is (full name).	
To recap, you have the opportunity to earn KES {500, 1000, 1500} via M-Pesa. All you need to do is to contact us (SMS, "please call me", flash) at 0768205237 {(If "NOW":) WITHIN 10 MINUTES after the end of this call. (If "LATER TODAY":) TODAY BETWEEN 12 and 5pm. (If "TOMORROW":) TOMORROW between 12 and 5 pm. (If another timepoint:) on {month} {day} {year} between 12 and 5pm}. Now that you understand how this works, please tell me if you are planning on contacting us?	1) Yes 2) No 3) Refuse to answer 4) Don't know
[If the respondent does not plan to contact us] I'd like to ask you why you chose not to contact us and not to receive KES {500, 1000, 1500}?	
[If they choose not to respond or once they have given the reason] In future, we may contact you again using a different number than the one we are currently using to call you.	Free response

A.2.8 End of Survey

Script	Choices
Thank you for your answers. We have now finished the study. In future, we may contact you again using a different number than the one we are currently using to call you.	

[As soon as the call is finished please fill in the "Survey Completed" column in the Google sheet "Surveys".]	
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A.3 Follow-up call

A.3.1 Introduction and Participation Consent

Script	Choices
Hello! This is (FO name) calling from the Busara Center for Behavioral Economics. We called you a few weeks ago and asked you if you would prefer to contact us on (date) and receive KES {500, 1000, 1500} 5 weeks from the time that the initial call ended, or not contact us on (date) and not receive KES {500,1000,1500} 5 weeks from the time that the initial call ended. You had chosen to contact us on (date). We would now like to ask you some simple follow-up questions, and the survey will be much shorter than the previous one. Participation is OPTIONAL and you can stop at any time. If you participate you will receive KES 300. Your participation in the study will remain confidential. Participation poses minimal risk to you and provides no benefits other than the compensation described. Would you like to participate?	1) Yes 2) No
[if the respondent doesn't want to participate, read this aloud and stop here] No problem at all. Thank you very much for your time. But before we finish, could you please share with us the reason for not willing to participate?	Free response
[if the respondent wants to participate] Thank you. We will now begin with the questions. At the end of the survey, we will send you KES 300 by MPesa.	

A.3.2 Experimenter Demand Treatment

Script	Choices
[If the respondent belongs to the "DISCOURAGE REMINDER conditions]: When we gave you the instructions for the task to contact as at a specific time, we had asked you NOT to use a reminder that alerts you at the time when you have to contact us, or any other tools to help you remember, OTHER THAN remembering off the top of your head and the text message we sent you that contained the date and number where you had to contact us. Do you remember this?	1) Yes 2) No
[If the respondent belongs to the "ENCOURAGE REMINDER conditions]: When we gave you the instructions for the task to contact as at a specific time, we had ENCOURAGED you to use a reminder that alerts you at the time when you have to contact us, or any other tools to help you remember, IN ADDITION TO remembering off the top of your head and the text message we sent you that contained the date and number where you had to contact us. Do you remember this?	

<p>[If the respondent belongs to the “DISCOURAGE REMINDER– NO DEMAND” or “ENCOURAGE REMINDER– NO DEMAND” conditions]</p> <p>We would like to find out if you used any such tools to remember the task of contacting us on (date), OTHER THAN remembering off the top of your head and the text message we sent you that contained the date and number where you had to contact us.</p> <p>For example, you may have used a reminder that alerted you at the time that you had to contact us, such an alarm or an event in your electronic calendar. Or you may have used other tools than remembering off the top of your head and the text message we send you to remember when to contact us, such as writing the date down on a piece of paper.</p>	
<p>[If the respondent belongs to the “DISCOURAGE REMINDER– POSITIVE DEMAND condition]</p> <p>We would like to find out if you used any such tools to remember the task of contacting us on (date), OTHER THAN remembering off the top of your head and the text message we sent you that contained the date and number where you had to contact us.</p> <p>For example, you may have used a reminder that alerted you at the time that you had to contact us, such an alarm or an event in your electronic calendar. Or you may have used other tools than remembering off the top of your head and the text message we send you to remember when to contact us, such as writing the date down on a piece of paper.</p> <p>We expect that people who participated in the study and received the same instructions you did are MORE likely to have used such tools than others.</p>	
<p>[If the respondent belongs to the “ENCOURAGE REMINDER– NEGATIVE DEMAND condition]</p> <p>We would like to find out if you used any tools to complete the task of contacting us on (date) other than remembering off the top of your head and the text message we sent you that contained the date and number where you had to contact us.</p> <p>For example, you may have used a reminder that alerted you at the time that you had to contact us, such an alarm or an event in your electronic calendar. Or you may have used other tools than remembering off the top of your head and the text message we send you to remember when to contact us, such as writing the date down on a piece of paper.</p> <p>We expect that people who participated in the study and received the same instructions you did are LESS likely to have used such tools than others.</p>	
<p>Did you use any tools to remember this task, other than remembering off the top of your head and the text message Busara sent you which contained the date and number where you had to contact us?</p>	<p>1) Yes 2) No</p>

<p>What methods did you use to remember this task, INCLUDING remembering off the top of your head and the text message that Busara sent which contained the date and number where you had to contact us? (multiple choices allowed)</p>	<ol style="list-style-type: none"> 1) Remembering from my head 2) Text message that Busara sent which contained the date and number where you had to contact us 3) Asking a friend or family member to remind me 4) Writing it down physically on paper or in a notebook 5) Writing it down on a physical to-do list 6) Writing it down on a physical calendar/diary 7) Other non-electronic reminder tool (please specify) 8) Writing it down on an electronic notepad on my phone or other electronic device 9) Writing it down on a to-do list on my phone or other electronic device 10) Writing it down on a calendar/diary on my phone or other electronic device 11) Other electronic reminder tool (please specify)
<p>[If respondent said didn't use tool initially, yet later chose any of the tools other than remembering from head and text message] When we asked you initially, you said that you didn't use tools other than your head and the text message to remember this task, yet now you're saying that you used some tools other than your head and text message to remember this task. To clarify, when we first asked you if you used any tools to remember the task, such tools EXCLUDE remembering off the top of your head and the text message Busara sent you that contained the date and number where you had to contact us. So let me ask the same questions again. [Repeat the two questions above. If the answers are still inconsistent, repeat these instructions and the questions again until the answers are consistent.]</p>	
<p>[If respondent said used tool initially, yet later chose remembering from head and/or text message ONLY WITHOUT SELECTING OTHER TOOLS] When we asked you initially, you said that you used tools other than your head and the text message to remember this task, yet now you're saying that you did not use any tools other than your head and the text message to remember this task. To clarify, when we first asked you if you used any tools to remember the task, such tools EXCLUDE remembering off the top of your head and the text message Busara sent you that contained the date and number where you had to contact us. So let me ask the same questions again. [Repeat the two questions above. If the answers are still inconsistent, repeat these instructions and the questions again until the answers are consistent.]</p>	
<p>[For each tool where the respondent says Yes] When you decided to use this tool, how much did you plan to rely on this tool to help you remember, on a scale from 1-10, where 1 means that you didn't plan to rely on it very much, and 10 means that you planned to rely on it very much?</p>	<p>Scale from 1 (didn't plan to</p>

	rely on it very much) to 10 (planned to rely on it very much)
[For each tool where the respondent says Yes and is not remembering from the head or text message] Did you set up this tool on the day of the original call where you participated in the first survey or on another day?	1) On the day of the original call 2) Not on the day of the original call
[If the tool was set up on another day] When did you set up this tool?	Date ranging from date of main survey to contact date
[For each tool where the respondent says Yes and is not remembering from the head or text message] Was this tool intended to alert you on exactly the correct date and time that you had to contact us (e.g. an alarm in your phone), or was it a more general tool that reminded you occasionally and not necessarily on exactly the correct date and time (e.g. a piece of paper)?	1) Alert you on exactly the correct date and time that you had to contact us (e.g. an alarm in your phone) 2) General tool that reminded you occasionally and not necessarily on exactly the correct date and time (e.g. a piece of paper)
[For each tool where the respondent says Yes and if the tool was intended to remind on exactly the correct date and time] Did the tool work as intended, e.g. the alarm rang at exactly the correct date and time?	Yes No
[For each tool where the respondent says Yes and if the tool was intended to remind on exactly the correct date and time] Did you hear it ring/buzz/do whatever it was supposed to do?	Yes No
[For each tool where the respondent says Yes] How helpful was this tool in actually helping you remember, on a scale from 0 to 10, where 1 means “not at all helpful” and 10 means “very helpful”?	Scale from 1 (not at all helpful) to 10 (very helpful)

A.3.3 Compensation to Respondents

Script	Choices
Thank you for your answers. We will send you KES 300 by Mpesa now. This money is yours and you can do with it what you wish. We will also send you a text message with a word in it. This should only take at most a minute. I will ask you to tell me what the word in the message is. It is important that you remain on the line so that you can receive the money.	
Do you understand that you have to remain on the line to receive the KES 300?	1) Yes
[If the respondent doesn't understand, repeat the instructions until they do and record the number of times you had to repeat the instructions.]	
[As soon as the respondent answers that they understand, raise the request on the M-Pesa payment system. Check that the Mpesa name and number are correct BEFORE sending the money. If not, go back to the beginning of the survey to correct the details. Fill in the “MPesa sent?” column on the “Surveys” sheet once the payment request has been uploaded. Click NEXT as soon as this is done.]	

<p>[Once it shows on the system that the money has been sent] Hello! Thank you for holding the line. I would now like to continue the study with you. I would like to check if you receive the KES 300 we just sent you?</p>	<p>1) Yes 2) No</p>
<p>[If the respondent hasn't received the money] Ok, let me confirm with our team that the money was actually sent. Please remain on the line while I do so.</p>	
<p>[If the respondent received the money, mark "Yes" in column "KES 300 MPESA confirmation" in the Google "Surveys" sheet and continue with the SurveyCTO script.]</p>	
<p>Thank you. We have now finished the study.</p>	
<p>[As soon as the call is finished please enter "Yes" in the "Survey Completed" columns in the Google sheet "Surveys".]</p>	<p>Scale from 1 (didn't plan to rely on it very much) to 10 (planned to rely on it very much)</p>