FIGURE 3.1 ■ The Game Tree for the EVL Theory

O1: Government keeps benefit; citizen opts for some substitute

Exit **Citizen** *Loyalty*

O2: Government keeps benefit; citizen suffers loss

Voice

Government

Respond   *Ignore*

O3: Government returns benefit to citizen

Citizen

Exit   *Loyalty*

O4: Government keeps benefit; citizen opts for some substitute

O5: Government keeps benefit; citizen suffers loss