

# Online appendix to

## “Worker reciprocity and the returns to training: evidence from a field experiment”

Jan Sauermann (October 4, 2016)

Table A.1: Descriptive statistics of agents in field experiment

	(1)	(2)	(3)
Sample	All agents	With survey information	Diff (1)–(2)
Gender (1=male)	0.3243 (0.4713)	0.3016 (0.4626)	0.1074 (0.9761)
Age	35.1918 (10.9330)	36.3504 (11.2356)	-2.0761 (-0.8122)
Performance	0.3588 (0.0837)	0.3629 (0.0837)	0.0013 (0.0664)
Number of calls	194.0541 (111.9994)	196.4127 (115.7966)	-23.6059 (-0.9024)
Tenure (in years)	3.9101 (3.8813)	4.1990 (3.9701)	0.2982 (0.3273)
Working hours	16.5946 (8.1508)	16.6508 (8.4799)	-1.6441 (-0.8632)
Share peak-hours	0.5409 (0.1941)	0.5328 (0.1935)	0.0266 (0.5853)
Absenteeism	0.1216 (0.3291)	0.1111 (0.3168)	-0.0074 (-0.0951)
Training incidence	0.1892 (0.3943)	0.1905 (0.3958)	-0.1324 (-1.4497)
Leaver	0.5946 (0.4943)	0.5556 (0.5009)	0.0426 (0.3677)
Observations	74	63	74

*Note:* Column (1) contains all agents who participated in the field experiment. Column (2) contains all agents who participated in the field experiment and who participated in the survey. Column (3) shows the difference between agents with survey participation and those without. Parentheses in Columns (1) and (2) contain standard deviations; parentheses in Column (3) contain *t*-statistics.

Table A.2: The returns to training and sample definition

Sample	(1) Field experiment	(2) Field experiment	(3) Surveyed agents	(4) Surveyed agents
Treatment dummy	0.0835** (0.0391)	0.0882*** (0.0206)	0.0871** (0.0408)	0.0860*** (0.0209)
Working hours	0.0016 (0.0018)	-0.0015 (0.0010)	0.0018 (0.0020)	-0.0017 (0.0011)
Share peak-hours	-0.2432** (0.0946)	-0.3416*** (0.0749)	-0.2683** (0.1025)	-0.3517*** (0.0794)
Calls per FTE	0.0001 (0.0001)	0.0001 (0.0001)	0.0001 (0.0001)	0.0001 (0.0001)
Time trend	0.0024** (0.0012)	0.0023** (0.0009)	0.0020* (0.0012)	0.0024*** (0.0009)
Constant	-1.1329*** (0.1036)	-1.0000*** (0.0888)	-1.0889*** (0.1073)	-0.9827*** (0.0931)
Observations	1,859	1,859	1,673	1,673
Number of agents	74	74	63	63
R-squared	0.0755	0.6165	0.0757	0.6274
Individual FE	No	Yes	No	Yes

*Note:* \*  $p < 0.10$ , \*\*  $p < 0.05$ , \*\*\*  $p < 0.01$ . This table shows ordinary least squares regressions of the dependent variable  $\log(y_{it})$  on a treatment dummy and further controls. The sample in Columns (1) and (2) includes all agents who participated in the field experiment ( $N = 74$ ). The sample in Columns (3) and (4) includes the agents from the field experiment who also participated in the survey ( $N = 63$ ). Standard errors are clustered at the agent level. All regressions also include fixed effects for the week in which agents participated in the survey.

Table A.3: Interaction effects of personality, ability, and negative reciprocity

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Treatment dummy	0.1016*** (0.0338)	0.0818** (0.0353)	0.1054*** (0.0321)	0.1072*** (0.0333)	0.1047*** (0.0318)	0.1003*** (0.0336)	0.1072*** (0.0356)	-0.0043 (0.0529)	0.1105*** (0.0333)
Conscientiousness	-0.0017 (0.0274)					0.0007 (0.0319)			
Treatment $\times$ Conscientiousness	0.0428 (0.0311)					0.0150 (0.0285)			
Extraversion		-0.0023 (0.0182)				-0.0199 (0.0185)			
Treatment $\times$ Extraversion		0.0535* (0.0294)				0.0263 (0.0285)			
Agreeableness			0.0067 (0.0209)			0.0021 (0.0254)			
Treatment $\times$ Agreeableness			0.0269 (0.0184)			0.0147 (0.0199)			
Openness to experience				-0.0401 (0.0249)		-0.0357 (0.0229)			
Treatment $\times$ Openness				-0.0077 (0.0281)		-0.0019 (0.0265)			
Neuroticism					-0.0245 (0.0194)	-0.0314 (0.0216)			
Treatment $\times$ Neuroticism					-0.0360 (0.0303)	-0.0175 (0.0292)			
Locus of control							0.0059 (0.0214)		
Treatment $\times$ Locus of Control							-0.0080 (0.0220)		
Cognitive test score								-0.0948 (0.0999)	
Treatment $\times$ cognitive test								0.2488** (0.1095)	
Negative reciprocity									-0.0143 (0.0219)
Treatment $\times$ neg. reciprocity									-0.0180 (0.0276)
Constant	-1.0027*** (0.1176)	-0.9919*** (0.1102)	-0.9879*** (0.1147)	-1.0031*** (0.1221)	-1.0045*** (0.1097)	-0.9836*** (0.1146)	-0.9925*** (0.1200)	-0.9322*** (0.1319)	-0.9859*** (0.1160)
Observations	1,673	1,673	1,673	1,673	1,673	1,673	1,673	1,532	1,673
Number of agents	63	63	63	63	63	63	63	57	63
R-squared	0.2800	0.2822	0.2807	0.2945	0.2985	0.3190	0.2769	0.2273	0.2803

Note: \*  $p < 0.10$ , \*\*  $p < 0.05$ , \*\*\*  $p < 0.01$ . Dependent variable:  $\log(y_{it})$ . This table shows ordinary least squares regressions of the dependent variable  $\log(y_{it})$  on a treatment dummy, reciprocity, an interaction of reciprocity and the treatment, and further controls and their interactions with the treatment dummy. Further control variables include working hours, share in peak hours, calls per full-time equivalents (FTE), and a linear time trend. Standard errors are clustered at the agent level. All regressions also include fixed effects for the week in which agents participated in the survey. Due to partial non-response, the sample used in Column (8) is based on 57 agents instead of 63 agents.