

# *Appendix*

Do people willfully ignore decision support? Evidence from an  
online experiment

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## A Experimental Instructions

Figures A1–A6 show the experimental instructions for each treatment. The original experiment is in German; here we provide English translations.

### Instructions

**General:**  
In this experiment, you have to accept customer orders that will be produced by a machine.

**Customer orders:**  
There are 10 customer orders. Each order has a number (A1 to A10), a quantity, a revenue, and rejection costs.

**Machine:**  
The machine has a capacity of 100 units.

**Production list:**  
You decide which customer orders you want the machine to produce. The chosen orders will be placed on the production list.

**Production:**  
Customer orders on the production list will be produced in the displayed order, with only those orders produced for which there is enough machine capacity left. If orders on the production list exceed the capacity (marked with exclamation marks), they will be rejected sequentially, i.e. customer orders with the highest number will be rejected first. Customer orders that are not placed on the production list do not require capacity and will be automatically rejected.

The composition of the production list affects your score.


**Score:**  
You will receive revenue from each customer order that is produced. Customer orders that are rejected generate rejection costs. Your score is calculated as the sum of revenue minus rejection costs:

**Your score = sum of revenue - rejection costs**

**Payout:**  
For your payout the score will be converted at a rate of 2.5:1 to EUR. Please note that the final earnings from the experiment cannot be less than 0.

**Decision aid**  
You have one free computer-generated decision aid available.

This decision aid aims for a high score for you. The decision aid is hidden, but can be revealed by clicking on the symbol.

Symbol of the decision aid: 

A corresponding symbol on the customer orders indicates that the decision aid recommends placing this order on the production list. In addition, the decision aid shows the points that you will achieve if you select exactly the recommended customer orders.

You can follow the decision aid or select orders independently of the decision aid.

**Example:**  
The following pages will provide an example in which all components will be described in more detail again. As soon as the actual decision relevant for the payout begins, you will be informed about it in a pop-up window.

Figure A1: Instructions  $DS_{1\&2}$ .

## Additional Information

Your decision will be shown to you again on the next screen.

You can revise your decision with or without the decision aid, or continue with your original decision by clicking the "Continue" button on the next screen.

Figure A2: Additional Information  $DS_{1\&2}$  (after first decision).

## Instructions

### General:

In this experiment, you have to accept customer orders that will be produced by a machine.

### Customer orders:

There are 10 customer orders. Each order has a number (A1 to A10), a quantity, a revenue, and rejection costs.

### Machine:

The machine has a capacity of 100 units.

### Production list:

You decide which customer orders you want the machine to produce. The chosen orders will be placed on the production list.

### Production:

Customer orders on the production list will be produced in the displayed order, with only those orders produced for which there is enough machine capacity left. If orders on the production list exceed the capacity (marked with exclamation marks), they will be rejected sequentially, i.e. customer orders with the highest number will be rejected first. Customer orders that are not placed on the production list do not require capacity and will be automatically rejected.

The composition of the production list affects your score.

### Score:

You will receive revenue from each customer order that is produced. Customer orders that are rejected generate rejection costs. Your score is calculated as the sum of revenue minus rejection costs:

**Your score = sum of revenue - rejection costs**

### Payout:

For your payout the score will be converted at a rate of 2.5:1 to EUR. Please note that the final earnings from the experiment cannot be less than 0.

### Example:

The following pages will provide an example in which all components will be described in more detail again. As soon as the actual decision relevant for the payout begins, you will be informed about it in a pop-up window.


Figure A3: Instructions  $DS_2$ .

## Additional Information

Your decision will be shown to you again on the next screen. Now you also have a free computer-generated decision aid available.

You can revise your decision with or without the decision aid, or continue with your original decision by clicking the "Continue" button on the next screen.

This decision aid aims for a high score for you. The decision aid is still hidden, but can be revealed by clicking on the symbol.

Symbol of the decision aid: 

A corresponding symbol on the customer orders indicates that the decision aid recommends placing this order on the production list. In addition, the decision aid shows the points you earn when you select exactly the recommended customer orders.

You can follow the decision aid or select orders independently of the decision aid.

The next page shows the example again, describing the new components in more detail. Once the actual decision relevant for the payout begins, you will be informed about it again via a pop-up window.

Figure A4: Additional Information  $DS_2$  (after first decision).

## Instructions

**General:**  
In this experiment, you have to accept customer orders that will be produced by a machine.

**Customer orders:**  
There are 10 customer orders. Each order has a number (A1 to A10), a quantity, a revenue, and rejection costs.

**Machine:**  
The machine has a capacity of 100 units.

**Production list:**  
You decide which customer orders you want the machine to produce. The chosen orders will be placed on the production list.

**Production:**  
Customer orders on the production list will be produced in the displayed order, with only those orders produced for which there is enough machine capacity left. If orders on the production list exceed the capacity (marked with exclamation marks), they will be rejected sequentially, i.e. customer orders with the highest number will be rejected first. Customer orders that are not placed on the production list do not require capacity and will be automatically rejected.

The composition of the production list affects your score (Score A) and the score of a second person (Participant B) in this experiment (Score B).

**Score A (your score):**  
You will receive revenue from each customer order that is produced. Customer orders that are rejected generate rejection costs. Your score is calculated as the sum of revenue minus rejection costs:

**Your score = sum of revenue - rejection costs**


**Score B (score of Participant B):**  
Participant B receives an initial endowment of 8. Any deviation in the quantity of all customer orders on the production list from the capacity of the machine (100 units) costs Participant B one point:


**Score of Participant B = 8 - difference between 100 and the total quantity on the production list**

**Payout:**  
For Payout A and Payout B the score will be converted at a rate of 2.5:1 to EUR. Please note that the final earnings from the experiment cannot be less than 0.

**Decision aids**  
You have two free computer-generated decision aids available.

One of these decision aids aims for a high score for you (Points A), while the other decision aid aims for a high score for the other participant (Points B). Both decision aids will be displayed directly to you.

Symbol of the decision aid for Points A: 

Symbol of the decision aid for Points B: 

A corresponding symbol on the customer orders indicates that the decision aid recommends placing this order on the production list. In addition, the decision aids show the points (A and B) that you will achieve if you select exactly the recommended customer orders.

You can follow the decision aid of your choice or select orders independently of the decision aids.

**Example:**  
The following pages will provide an example in which all components will be described in more detail again. As soon as the actual decision relevant for the payout begins, you will be informed about it in a pop-up window.

Figure A5: Instructions *FullInfo*.

## Instructions

**General:**  
In this experiment, you have to accept customer orders that will be produced by a machine.

**Customer orders:**  
There are 10 customer orders. Each order has a number (A1 to A10), a quantity, a revenue, and rejection costs.

**Machine:**  
The machine has a capacity of 100 units.

**Production list:**  
You decide which customer orders you want the machine to produce. The chosen orders will be placed on the production list.

**Production:**  
Customer orders on the production list will be produced in the displayed order, with only those orders produced for which there is enough machine capacity left. If orders on the production list exceed the capacity (marked with exclamation marks), they will be rejected sequentially, i.e. customer orders with the highest number will be rejected first. Customer orders that are not placed on the production list do not require capacity and will be automatically rejected.

The composition of the production list affects your score (Score A) and the score of a second person (Participant B) in this experiment (Score B).

**Score A (your score):**  
You will receive revenue from each customer order that is produced. Customer orders that are rejected generate rejection costs. Your score is calculated as the sum of revenue minus rejection costs:

**Your score = sum of revenue - rejection costs**


**Score B (score of Participant B):**  
Participant B receives an initial endowment of 8. Any deviation in the quantity of all customer orders on the production list from the capacity of the machine (100 units) costs Participant B one point:


**Score of Participant B = 8 - difference between 100 and the total quantity on the production list**

**Payout:**  
For Payout A and Payout B the score will be converted at a rate of 2.5:1 to EUR. Please note that the final earnings from the experiment cannot be less than 0.

**Decision aids**  
You have two free computer-generated decision aids available.

One of these decision aids aims for a high score for you (Points A), while the other decision aid aims for a high score for the other participant (Points B). One of these decision aids is already revealed. The other one is still hidden, but can also be revealed by clicking on the symbol.

Symbol of the decision aid for Points A: 

Symbol of the decision aid for Points B: 

A corresponding symbol on the customer orders indicates that the decision aid recommends placing this order on the production list. In addition, the decision aids show the points (A and B) that you will achieve if you select exactly the recommended customer orders.

You can follow the decision aid of your choice or select orders independently of the decision aids.

**Example:**  
The following pages will provide an example in which all components will be described in more detail again. As soon as the actual decision relevant for the payout begins, you will be informed about it in a pop-up window.

Figure A6: Instructions *SocialHidden* and *EgoHidden*.

## B Decision environment

Figures B1–B8 show the experimental decision environment for each treatment, as well as examples of order selections. The set of customer orders portrayed in the screenshots is identical to the set participants face. The original experiment is in German; here we provide English translations.

### B.1 Experiment I

Figures B1 and B2 show the decision environment in Experiment I. Figure B3 depicts an example of order selection where the decision support is revealed.

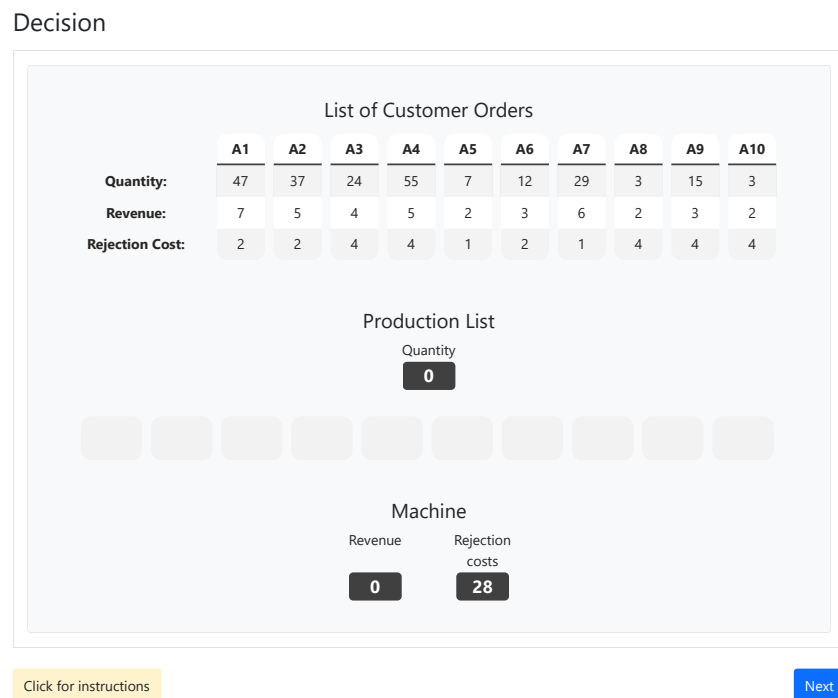


Figure B1: Decision environment in treatment  $DS_2$  (first decision).

Decision

List of Customer Orders

	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10
Quantity:	47	37	24	55	7	12	29	3	15	3
Revenue:	7	5	4	5	2	3	6	2	3	2
Rejection Cost:	2	2	4	4	1	2	1	4	4	4
Support:										

Production List

Quantity

0

Machine

Revenue      Rejection costs

0              28

Decision Aid

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Figure B2: Decision environment in treatments  $DS_{1\&2}$  (first decision) or  $DS_2$  (second decision).

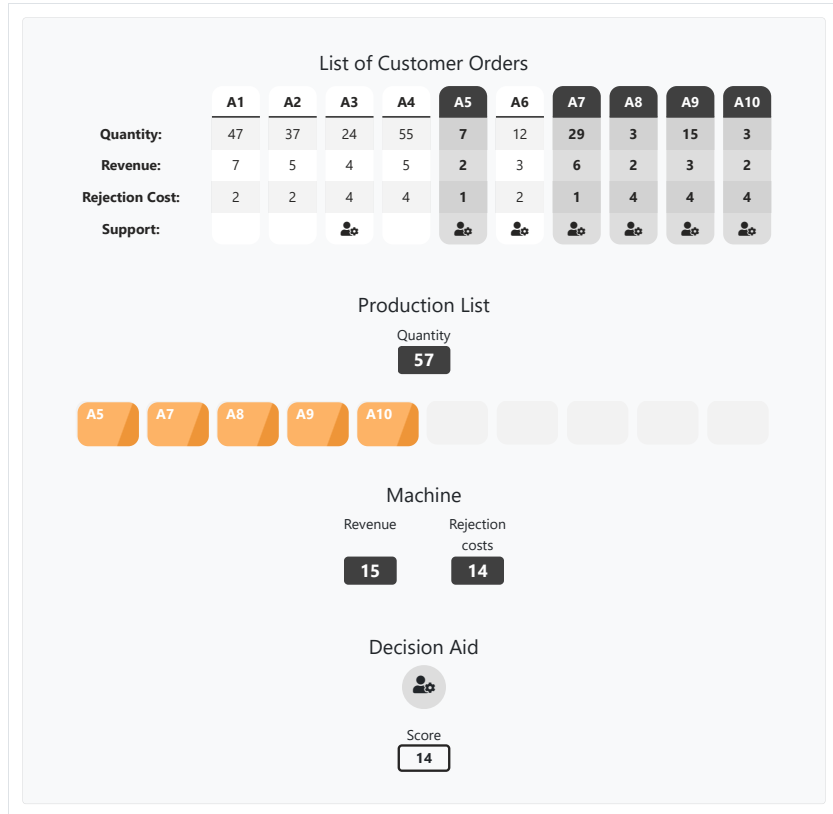


Figure B3: Order selection in treatments  $DS_{1\&2}$  (first decision) or  $DS_2$  (second decision) with revealed decision support.

## B.2 Experiment II

Figures B4–B6 show the decision environment in Experiment II. Figures B7 and B8 show the decision environment exemplarily for treatment *FullInfo* with customer orders selected such that the quantity of items on the production list is below and above the machine capacity of 100.

Decision

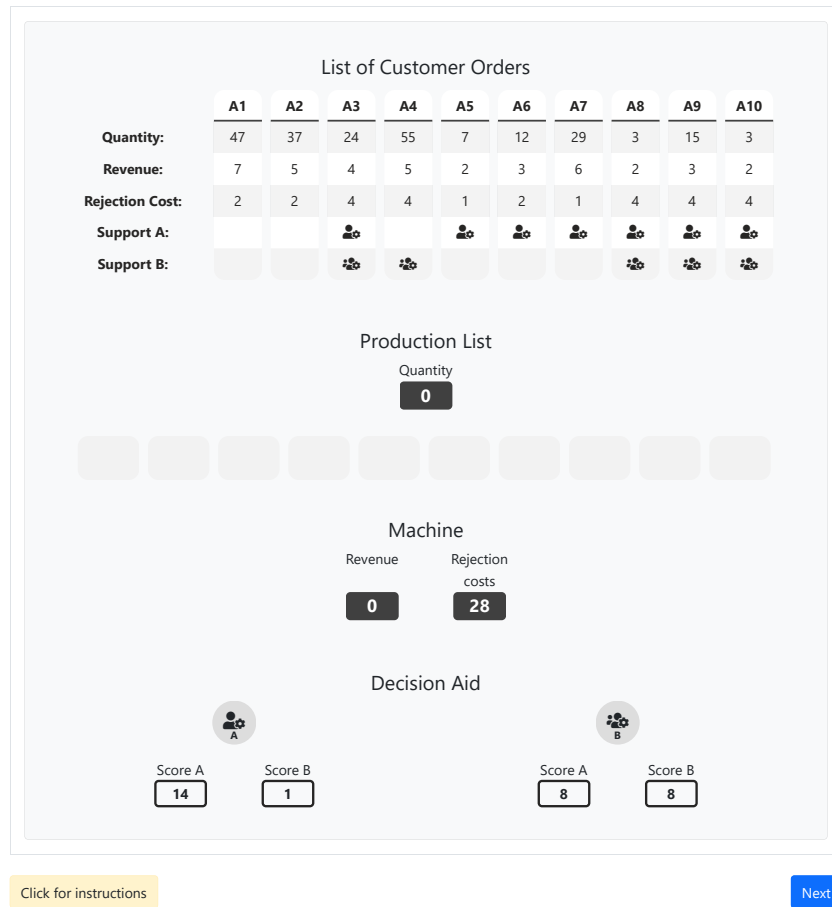
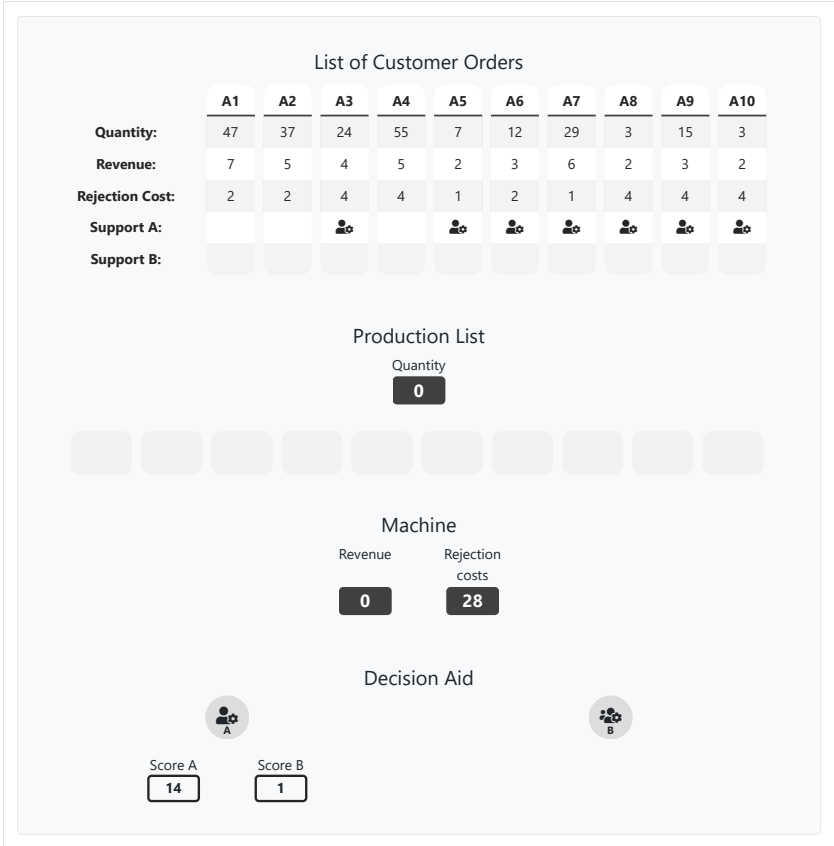


Figure B4: Decision environment in treatment *FullInfo*.

Decision



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Figure B5: Decision environment in treatment *SocialHidden*.

Decision

List of Customer Orders

	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10
Quantity:	47	37	24	55	7	12	29	3	15	3
Revenue:	7	5	4	5	2	3	6	2	3	2
Rejection Cost:	2	2	4	4	1	2	1	4	4	4
Support A:										
Support B:			👤	👤				👤	👤	👤

Production List

Quantity

0

Machine

Revenue	Rejection costs
0	28

Decision Aid

A

B

Score A

8

Score B

8

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Figure B6: Decision environment in treatment *EgoHidden*.

Decision

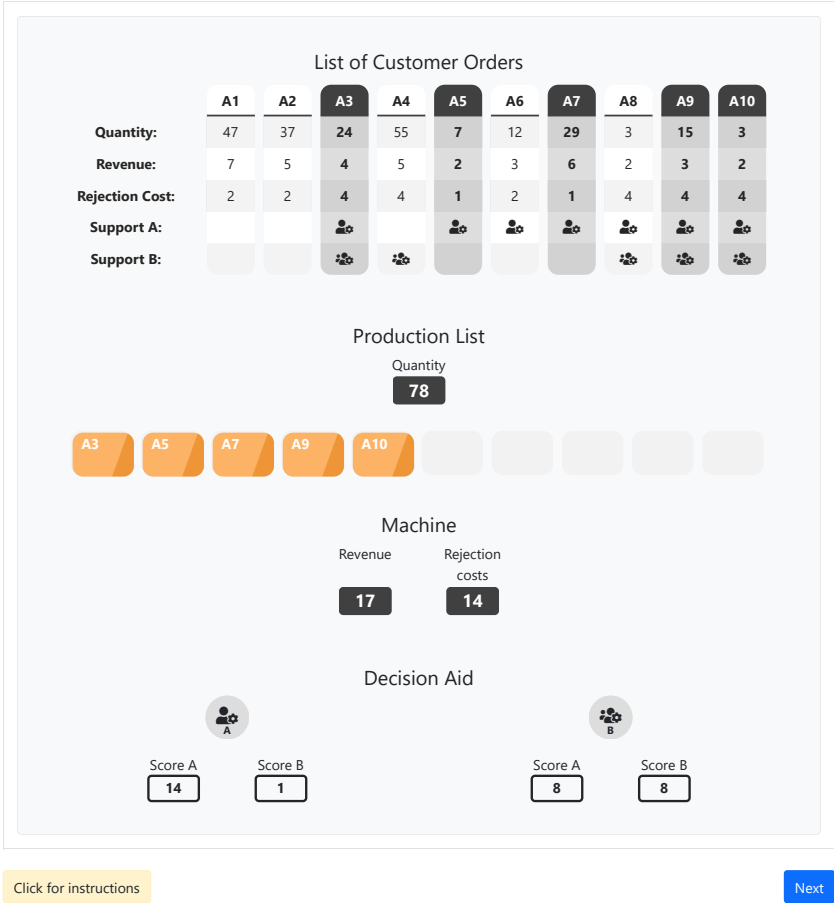
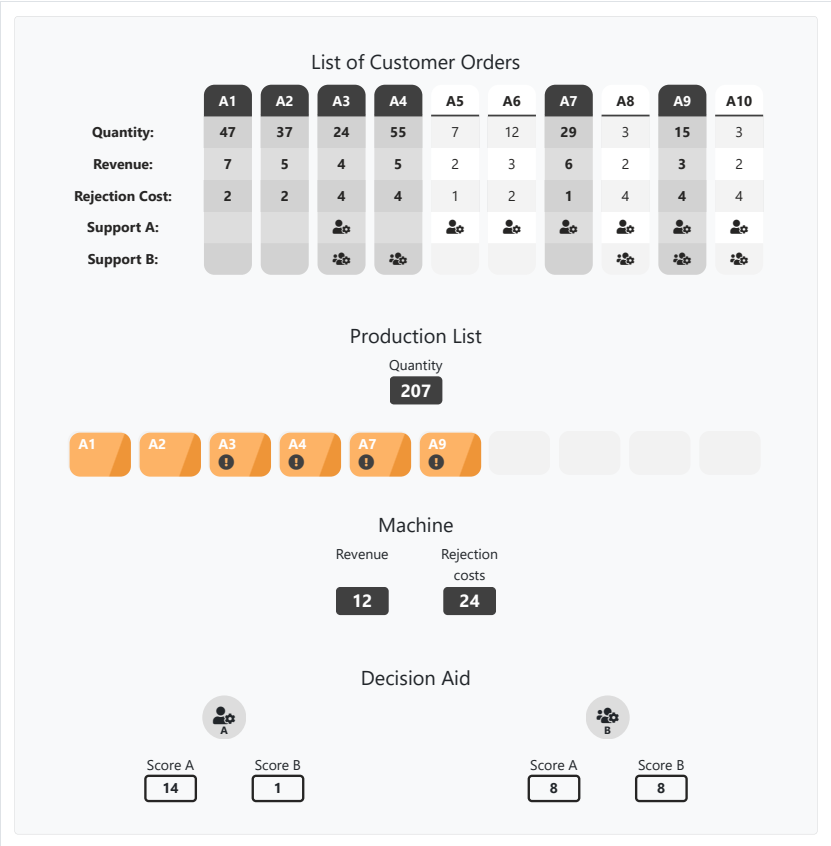


Figure B7: Order selection in *FullInfo* treatment, where selected quantity is below machine capacity.

Decision



Click for instructions

Next

Figure B8: Order selection in *FullInfo* treatment, where selected quantity is above machine capacity.

## C Control Questions

After reading the instructions, participants have to answer four control questions depicted in Figure C1. They are only allowed to proceed once all control questions have been answered correctly. Incorrect answers are highlighted in red.

Control Questions

Please answer the following questions:

**The capacity of the machine is 100 items.**

No

Yes

**What happens with customer orders on the production list, for which there is no capacity left?**

The machine explodes and no customer orders are produced.

The machine capacity is increased and all customer orders are produced.

They are rejected in decreasing order according to their numbering.

**Your Points are calculated as follows:**

Revenues of produced orders minus rejection costs of orders that are not produced.

Revenues of produced orders.

Number of produced orders minus rejection costs of orders that are not produced.

100 minus number of items of produced orders plus revenues of produced orders.

**How do negative points affect your payout:**

Your payout is 0.

Your payout is also negative and you incur a loss you need to pay.

You are facing a prison sentence.

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Figure C1: Control Questions.

## D Differences in Terminology between Paper and Pre-Registration

Table D1 compares the terminology used in the paper and in the pre-registration.

Table D1: Differences in terminology between paper and pre-registration.

	<i>Paper</i>	<i>Pre-registration</i>
Experiment on self-image	Experiment I	Experiment B
Treatments	<i>DS<sub>1&amp;2</sub></i> <i>DS<sub>2</sub></i>	<i>ExAnte</i> <i>ExPost</i>
Experiment on social preferences	Experiment II	Experiment A
Treatments	<i>FullInfo</i> <i>EgoHidden</i> <i>SocialHidden</i>	<i>FullInfo</i> <i>EgoHidden</i> <i>AltruHidden</i>
Decision supports	<i>Ego</i> <i>Social</i>	<i>Ego</i> <i>Altru</i>

## E Supplementary Figures and Tables

Table E1: Feasible customer order combinations which maximize total, the agent's, or the principal's payout. Bullet points (•) indicate the combination suggested by the respective decision support.

<i>Customer Order Combinations</i>	<i>Payout agent</i>	<i>Payout principal</i>	<i>Ego</i>	<i>Social</i>
<i>Max. total payout</i>				
A1, A3, A5, A8, A9, A10	4.4	2.8		
<i>Max. agent's payout</i>				
A3, A5, A6, A7, A8, A9, A10	5.6	0.4	•	
<i>Max. principal's payout</i>				
A1, A3, A7	0.0	3.2		
A2, A5, A6, A7, A9	0.4	3.2		
A2, A3, A5, A7, A8	1.2	3.2		
A2, A3, A5, A7, A10	1.2	3.2		
A3, A4, A8, A9, A10	3.2	3.2		•

Table E2: Descriptive statistics of demographic characteristics: *Age* in years and *Gender*, *Education*, and *Occupation* in percent for each treatment.

	<i>FullInfo</i>	<i>EgoHidden</i>	<i>SocialHidden</i>	<i>DS<sub>1&amp;2</sub></i>	<i>DS<sub>2</sub></i>
<i>Age</i>	23.72	23.10	22.82	23.25	23.47
<i>Gender</i>					
<i>Male</i>	0.26	0.38	0.41	0.36	0.35
<i>Female</i>	0.74	0.61	0.58	0.62	0.65
<i>Non-binary</i>	0.00	0.01	0.00	0.01	0.00
<i>Other</i>	0.00	0.00	0.00	0.00	0.00
<i>N/A</i>	0.00	0.00	0.01	0.01	0.00
<i>Education</i>					
<i>None</i>	0.00	0.00	0.00	0.00	0.00
<i>Elementary</i>	0.00	0.00	0.00	0.00	0.00
<i>School</i>					
<i>Middle School</i>	0.00	0.01	0.00	0.00	0.00
<i>High School</i>	0.62	0.60	0.62	0.57	0.60
<i>Bachelor's</i>	0.29	0.33	0.31	0.36	0.31
<i>Master's</i>	0.07	0.06	0.07	0.06	0.07
<i>Doctorate</i>	0.02	0.01	0.00	0.01	0.01
<i>Occupation</i>					
<i>Employed</i>	0.09	0.05	0.04	0.08	0.11
<i>Self-Employed</i>	0.01	0.00	0.02	0.00	0.00
<i>Unemployed</i>	0.01	0.01	0.01	0.00	0.01
<i>Retired</i>	0.01	0.01	0.00	0.00	0.00
<i>Student</i>	0.88	0.93	0.92	0.91	0.88
<i>Other</i>	0.01	0.00	0.01	0.01	0.00

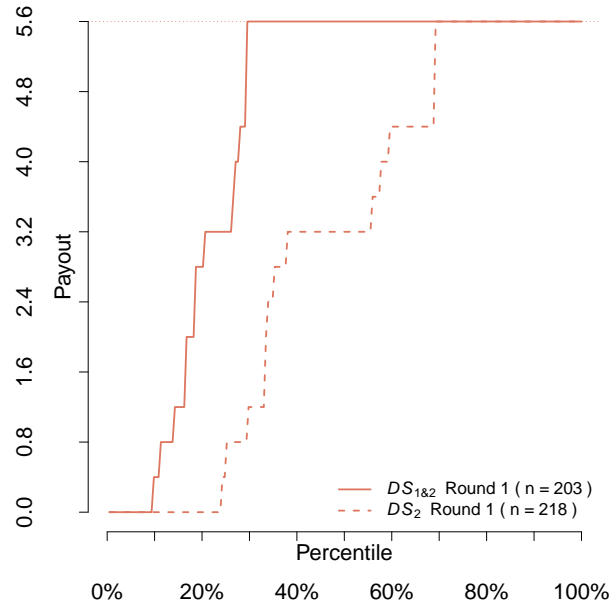


Figure E1: Percentile plot of payouts in *Experiment I* in round 1 for treatments  $DS_{1\&2}$  and  $DS_2$ . The dotted line indicates the maximum payout.

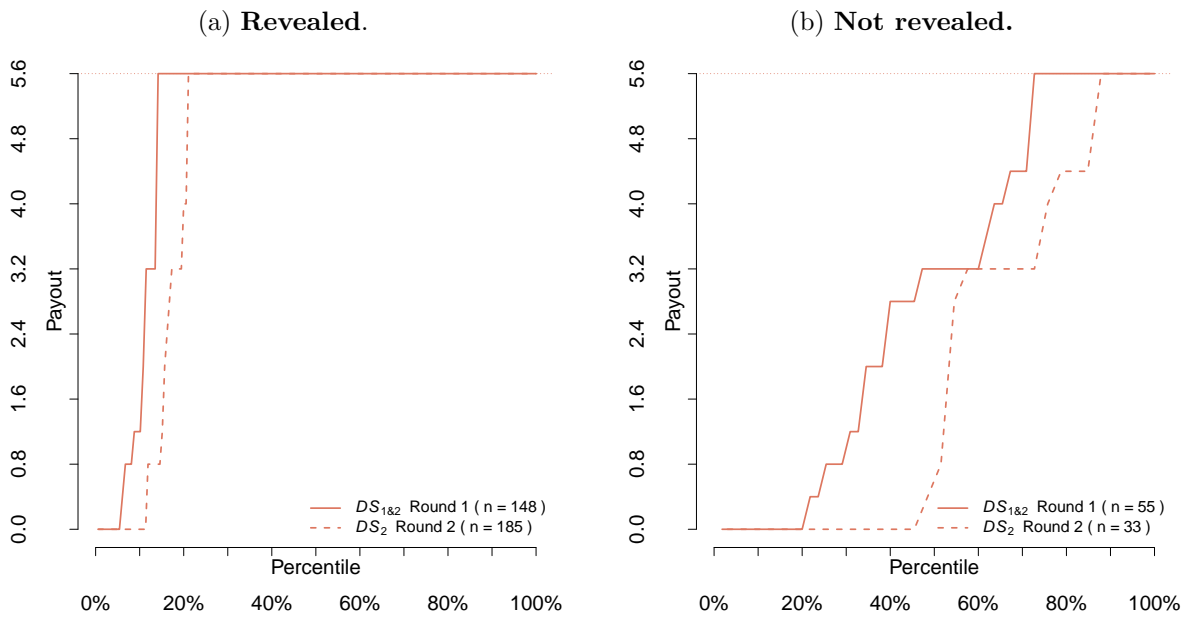


Figure E2: Percentile plots of payouts in *Experiment I* in round 1 for treatment  $DS_{1\&2}$  and round 2 for treatment  $DS_2$ , separated by those who reveal (Panel (a)) and those who do not reveal (Panel (b)). The dotted line indicates the maximum payout.

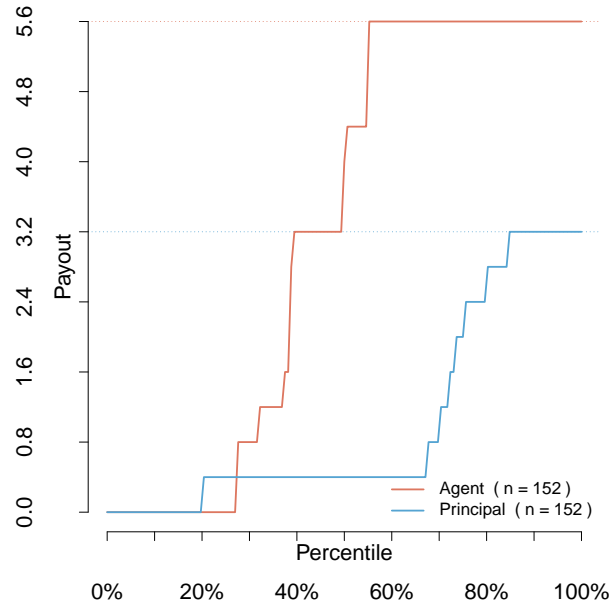


Figure E3: Percentile plot of agents' and principals' payouts in treatment *FullInfo*. The dotted lines indicate the maximum payout for the agent (red) and principal (blue).

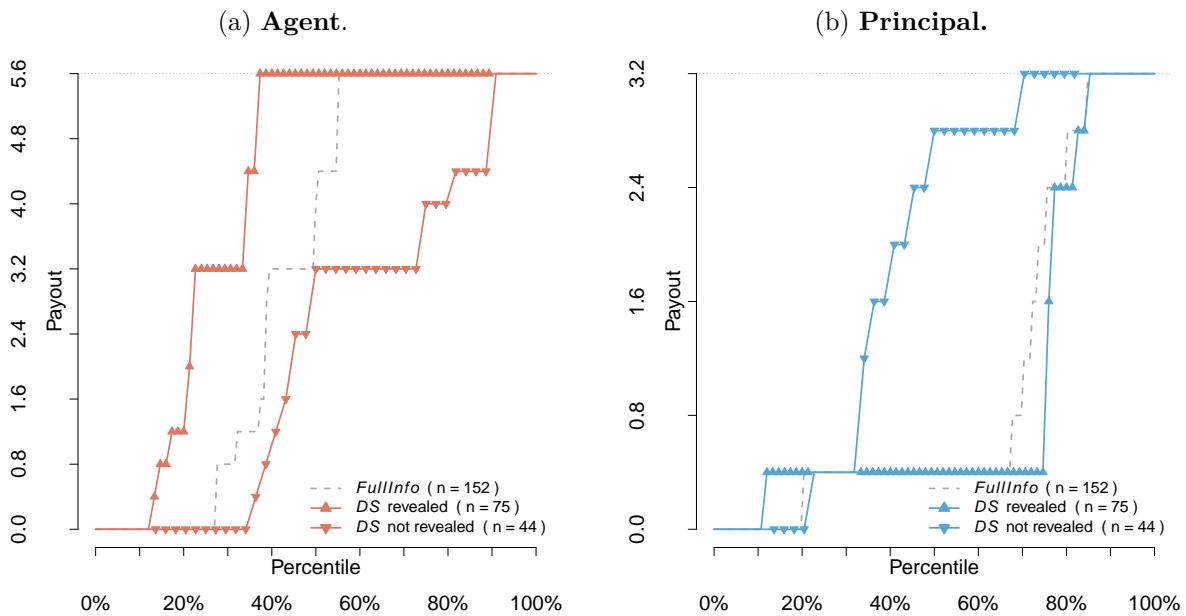


Figure E4: Percentile plots of payouts in treatment *EgoHidden* separated for those who reveal and those who do not. Panel (a) depicts agents' payouts and Panel (b) principals'. The dashed line represents the payouts in treatment *FullInfo*.

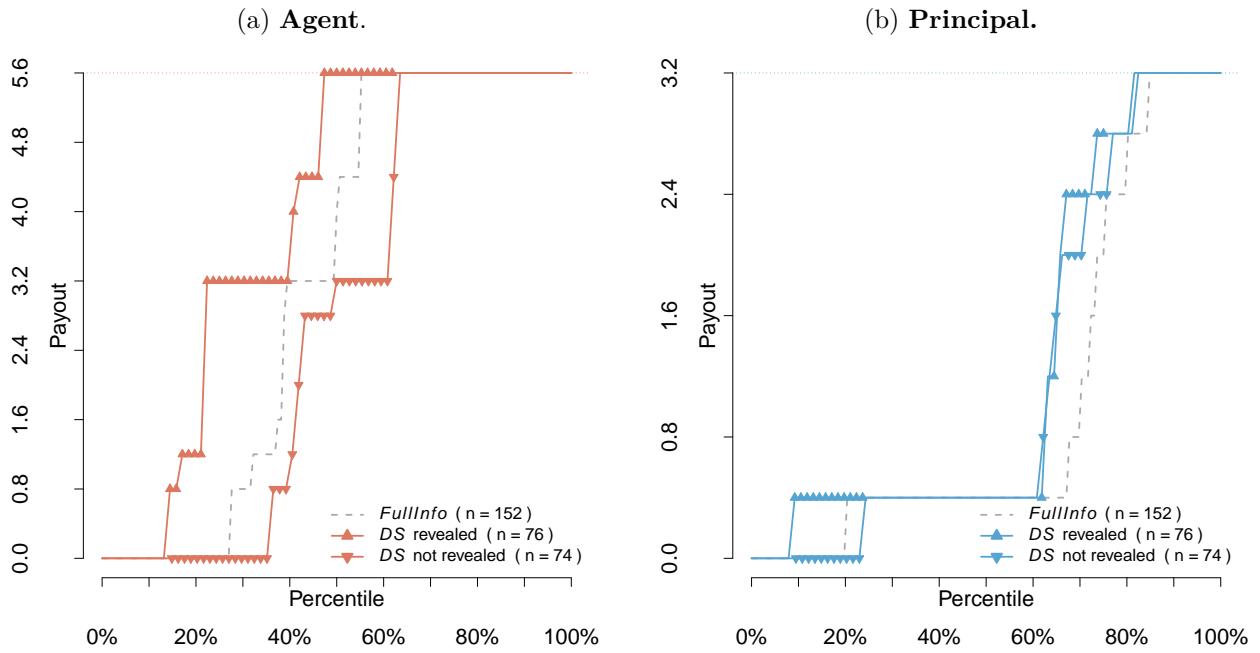


Figure E5: Percentile plots of payouts in treatment *SocialHidden* separated for those who reveal and those who do not. Panel (a) depicts agents' payouts and Panel (b) principals'. The dotted line indicates the maximum payout. The dashed line the payouts in treatment *FullInfo*.

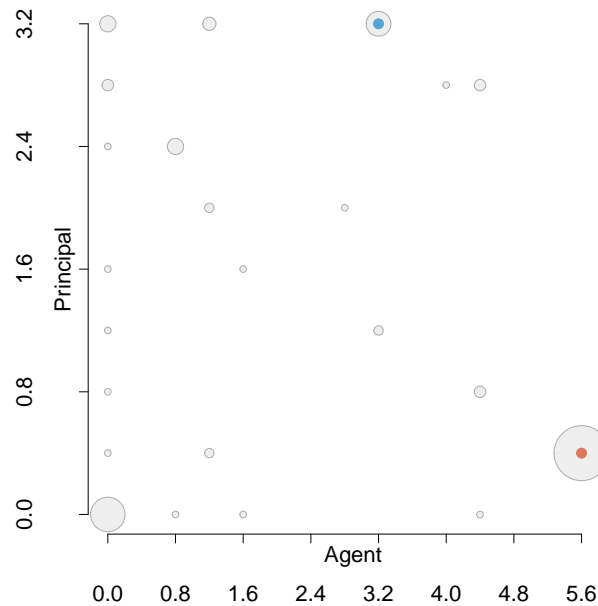


Figure E6: Realized payouts for agents (horizontal axis) and principals (vertical axis) in treatment *FullInfo*. Marker size reflects the number of observations. The blue marker (3.2, 3.2) and the red marker (5.6, 0.4) indicate the recommendations by the *Ego* and *Social* decision support, respectively.

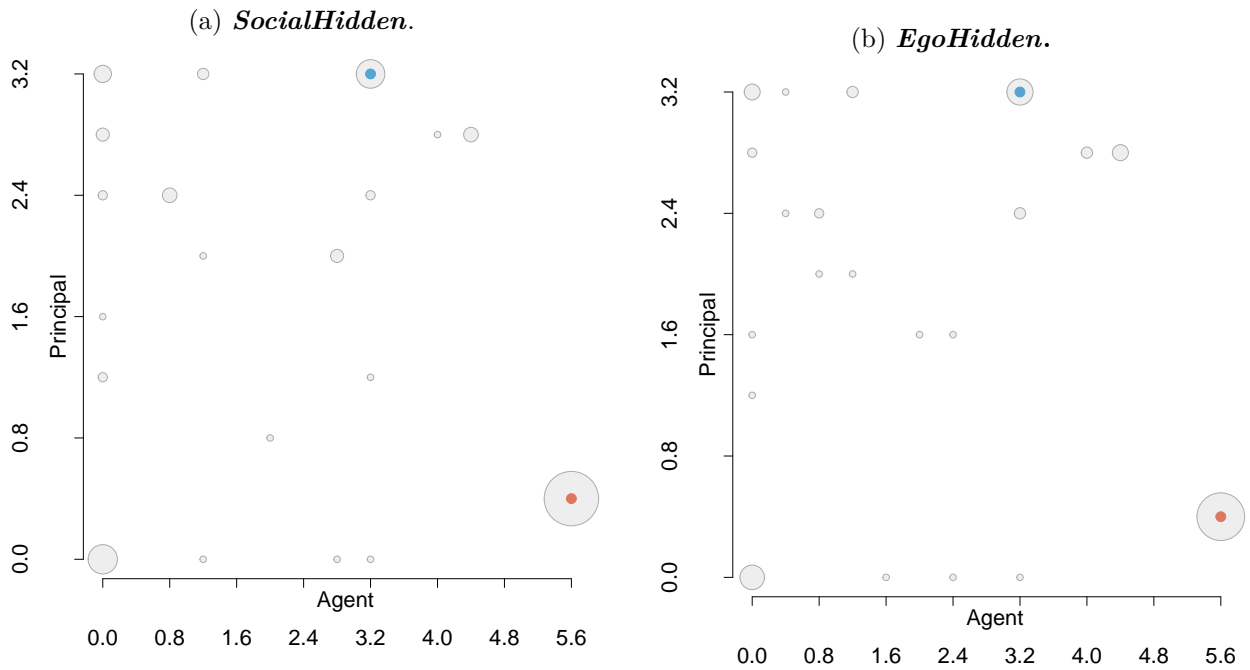


Figure E7: Realized payouts for agents (horizontal axis) and principals (vertical axis) in treatment *SocialHidden* (Panel (a)) and *EgoHidden* (Panel (b)). Marker size reflects the number of observations. The blue marker (3.2, 3.2) and the red marker (5.6, 0.4) indicate the recommendations by the *Ego* and *Social* decision support, respectively.

Table E3: Mean payouts in Euro across treatments conditional on the decision support (not) being revealed.

Treatment	Not Revealed		Revealed	
	<i>Agent</i>	<i>Principal</i>	<i>Agent</i>	<i>Principal</i>
<i>DS<sub>1&amp;2</sub></i>				
First decision	2.96		4.99	
Second decision	2.93		5.05	
<i>DS<sub>2</sub></i>				
First decision	3.09			
Second decision	2.07		4.65	
<i>FullInfo</i>			3.25	1.04
<i>SocialHidden</i>	2.83	1.19	3.98	1.28
<i>EgoHidden</i>	2.31	1.94	4.19	0.99

Table E4: Pairwise comparisons of differences in demographics across treatments. *Age* is compared using unpaired two-sided t-tests. All other demographics are compared using Mann-Whitney U tests. \*  $p < 0.05$ .

	<i>FullInfo</i>	<i>SocialHidden</i>	<i>EgoHidden</i>	$DS_{1\&2}$	$DS_2$
<i>Age</i>		0.550	0.490	0.470	0.540
<i>Gender</i>		0.040*	0.010*	0.080	0.050*
<i>Education</i>		0.930	0.930	0.360	0.800
<i>Occupation</i>		0.250	0.200	0.300	0.670
<i>Age</i>	0.550		0.860	0.780	0.990
<i>Gender</i>	0.040*		0.570	0.650	0.720
<i>Education</i>	0.930		0.870	0.410	0.870
<i>Occupation</i>	0.250		0.810	0.890	0.090
<i>Age</i>	0.490	0.860		0.900	0.860
<i>Gender</i>	0.010*	0.570		0.310	0.340
<i>Education</i>	0.930	0.870		0.340	0.740
<i>Occupation</i>	0.200	0.810		0.710	0.080
<i>Age</i>	0.470	0.780	0.900		0.780
<i>Gender</i>	0.080	0.650	0.310		0.890
<i>Education</i>	0.360	0.410	0.340		0.480
<i>Occupation</i>	0.300	0.890	0.710		0.110
<i>Age</i>	0.540	0.990	0.860	0.780	
<i>Gender</i>	0.050*	0.720	0.340	0.890	
<i>Education</i>	0.800	0.870	0.740	0.480	
<i>Occupation</i>	0.670	0.090	0.080	0.110	

## F Robustness Checks

As can be seen in Figure E4 in Appendix E, treatments are not well balanced in the distribution of participants' gender. Since the literature notes gender differences in social preferences (see, e.g., Croson and Gneezy, 2009), we provide additional robustness checks of our hypotheses tests. These additional robustness checks are not pre-registered. In particular, we run regression analyses testing *Hypotheses IA*, *IIA* and *IIB* with gender controls (only including responses for “Male” and “Female”; see Table E2 in Appendix E.). Details of the respective regression model specifications are provided in the table captions. All reported results in the paper remain robust to the alternative specifications.

Table F1: Test of *Hypothesis IA*: Multivariate logistic regression of revealing the *Ego* decision support on treatment indicator for  $DS_2$  and indicator for response “Female” in *Experiment I*. In *Model 1*, for both treatments choices to reveal in the first decision when possible (i.e. first decision for treatment  $DS_2$  and second decision for treatment  $DS_{1\&2}$ ) are compared. In *Model 2*, for both treatments choices to reveal in the second decision are compared. The dependent variable is a  $z$ -standardized score. Standard errors are provided in parentheses. \*  $p < 0.05$ .

	Reveal Proportion	
	<i>Model 1</i>	<i>Model 2</i>
<i>Treatment</i>		
$DS_2$	0.109 (0.268)	0.761* (0.247)
<i>Gender</i>		
Female	-0.060 (0.281)	0.011 (0.253)
<i>Constant</i>	1.654* (0.263)	0.956* (0.225)
Observations	417	417

Table F2: Test of *Hypothesis IIA*: Multivariate ordinary least squares regression of agent payouts on treatment indicator for *SocialHidden* and indicator for response “Female” in *Experiment II*. The dependent variable is a  $z$ -standardized score. Standard errors are provided in parentheses. \*  $p < 0.05$ .

	Payout Agent
<i>Treatment</i>	
<i>SocialHidden</i>	0.045 (0.116)
<i>Gender</i>	
Female	-0.242 (0.125)
<i>Constant</i>	0.142 (0.123)
Observations	300

Table F3: Test of *Hypothesis IIB*: Multivariate ordinary least squares regression of principal payouts on treatment indicator for *EgoHidden* and indicator for response “Female” in *Experiment II*. The dependent variable is a  $z$ -standardized score. Standard errors are provided in parentheses. \*  $p < 0.05$ .

	Payout Principal
<i>Treatment</i>	
<i>EgoHidden</i>	0.246* (0.124)
<i>Gender</i>	
Female	-0.019 (0.131)
<i>Constant</i>	-0.095 (0.127)
Observations	270