

Measures of Socio-Emotional Skills

Situational Judgement Test

Developed by the Africa
Gender Innovation Lab,
World Bank & Innovations
for Poverty Action



Instructions I

1. **Read every story as if reading a story out loud to a child.** Read one sentence, pause briefly and make eye contact to check for understanding, and then continue to the next sentence.
2. **Withhold judgement!** You may be tempted to judge their responses “good”, “really?” Please refrain from this! Just say “ok, next” or something neutral.
3. **Encourage them to relax**, it is not an assessment of their intelligence- we just want to know how they will react in a regular day. There is no right or wrong answer.
4. **What if they don't understand the story or don't remember it:** please feel free to remind them, reread the question, or answer their questions.
 - a. **Exception:** For listening questions, please do not reread, as we are testing listening comprehension.
5. **Remember, one response does not depend on another** – if one person answers a inconsistently with c, don't worry about it – just continue.
6. **These questions can be very tiring** – it will be important to give respondents a “break” after every ~5 questions: this can be by asking questions in other modules, by talking about their day, or letting them sit for a couple minutes before resuming.

Instructions II

1. Questions that require special training/practice:

a. **Coding responses:** Enumerators will need to know these response options well, as they will need to code on the spot! And this isn't easy but it is very important! The questions are coded below as SJTnumber_questionnumber.

i. **Solutions to problems:** sjt_psd2_1, sjt_psd4_1

ii. **How long an emotion stays with you:** sjt_er1_7, sjt_er2_7

iii. **Methods of persuasion:** sjt_ii1_5, sjt_ii1_6, sjt_ii2_6

iv. **Self awareness questions:** 1sjt_sa1_2, sjt_sa1_4, sjt_sa2_7, sjt_sa2_9, sjt_sa3_2, sjt_sa3_4

1. For all of these, they follow the same pattern

2. Please carefully read through these. For all of them, Option 3 refers to responses that are not personal or not relevant (e.g. they are about the community or about others, rather than being FOCUSED on their PERSONAL strengths, weaknesses, goals, etc)

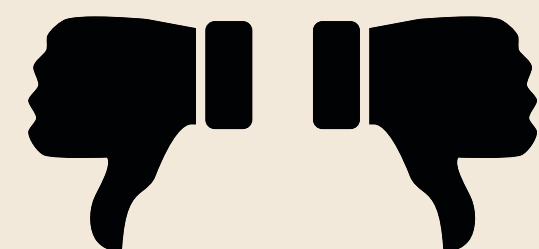
b. "Other" questions (e.g. sjt_psd2_2): Individual may have multiple "other" responses- especially to lists of ideas, possible solutions, etc. Please separate each idea with ***

c. Relatedness questions (#sjt_relm1-sjt_relm4_7): Slider A and B are the same as that used for the Empathy Task- please practice these questions.

d. Active Listening Questions (#sjt_ls1-sjt_ls3_11): Each listening question starts with questions for YOU that you shouldn't read out loud- these are questions gauging the active listening skills of the respondent as you read the story

Note: Alternative listening questions may be used during follow-up if you are concerned the individual will remember the stories from last time

Response Scale



**Strongly
Disagree**

1



Disagree

2



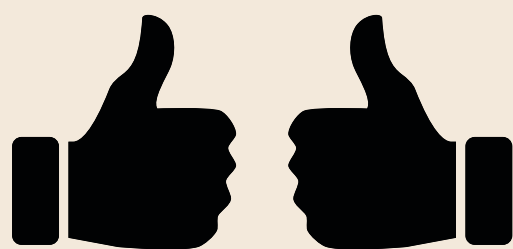
**Neither
Agree
nor
Disagree**

3



Agree

4



**Strongly
Agree**

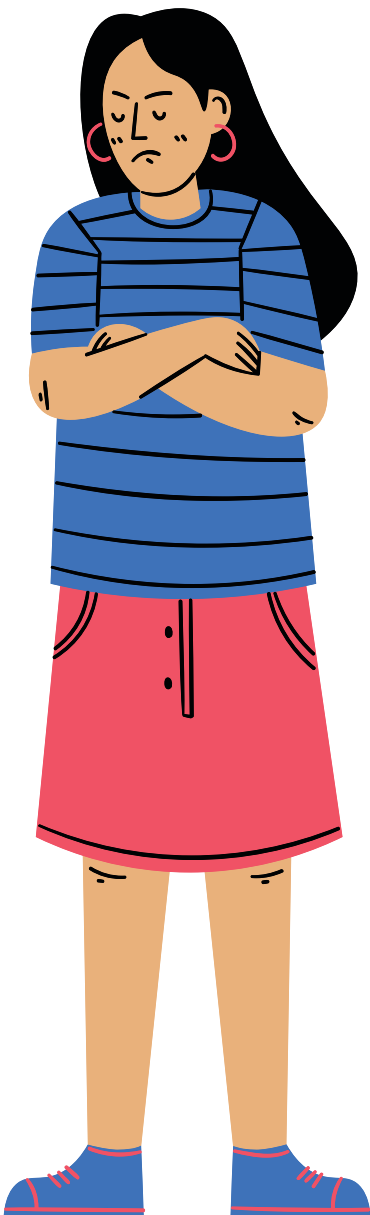
5

sjt_ea1. Emotional Awareness

Situation: You needed to complete a task for your boss, [name], but you were late! Your boss gets angry and says "how can you be so irresponsible and stupid"?

How likely are you to...

- sjt_ea1_1. Notice how your boss's words made you feel.
- sjt_ea1_2. Notice whether your feelings have caused any physical sensation in your body.
- sjt_ea1_3. Identify that you are feeling shame.
- sjt_ea1_4. Reflect on other times that people's words made you feel this way.



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

sjt_ea2. Emotional Awareness

One of your customers has not paid you back for one month, but you see \${name2} purchase jewelry at another shop for his \${gender1} friend

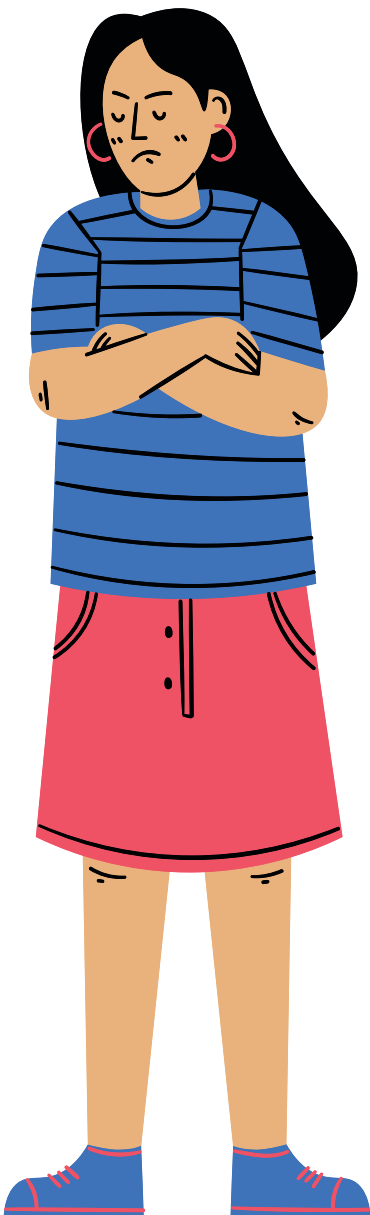
How likely are you to...

sjt_ea2_1. Realize you are mad.

sjt_ea2_2. Notice whether your feelings have caused any physical feeling in your body

sjt_ea2_3. Imagine that you were in a bad mood all day. How likely is it that you will:

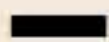
Think deeply about why you feel upset



Very Unlikely



Unlikely



Neither Likely nor
Unlikely



Likely



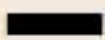
Very Likely

sjt_sa1. Self Awareness

Situation: You have just been selected as a local leader!

- sjt_sa1_1. What personal strengths do you have that will make you good at performing your duties as a leader?
- a. Please list all of them. If you cannot think of a list of strengths, you can say "I don't know" or "I have no personal strengths".
 - b. I will repeat the question now: What personal attributes will mean you are better-suited than your neighbours at managing the affairs of your community?
- sjt_sa1_3. What personal weaknesses do you have that may keep you from performing your duties as a leader? Please list all of them. If you prefer, you can say "I don't know" or "I have no weaknesses".
- How likely is it that you will...
- sjt_sa1_5. Have a good idea of what you need help with.
- sjt_sa1_6. Question or critique your own abilities.
- sjt_sa1_7. Actively seek feedback from your community on how to improve your performance.
- sjt_sa1_8. Spend time considering what type of leader you would like to be.
- sjt_sa1_9. Think deeply about how your performance could be improved.



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_sa2. Self Awareness

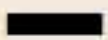
You like your job, and customers seem to love you. But your boss, \${name4}. has criticized your performance at work. \${name4} only gave you 2 out of 5 stars on your performance review.

How likely is it that you will...

- sjt_sa2_1. Take time to think about how you can improve
- sjt_sa2_2. Sit down and talk to \${name4} about why you received poor marks

- sjt_sa2_3. What skills and strengths do you have that will make you a good candidate for a new job in retail? Please list all of your SKILLS AND STRENGTHS. If you prefer, you can say "Don't know" or "None".
- sjt_sa2_4. Enumerator please code this written response:
- sjt_sa2_5. What weaknesses would make you a poor candidate for a new job in retail?
- sjt_sa2_5. Please list all of your WEAKNESSES. If you prefer, you can say "Don't know" or "None".
- sjt_sa2_6. Enumerator please code this written response:



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_sa3. Self Awareness

Your business failed last month, and now you need to figure out what you want for your next job!

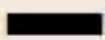
- sjt_sa3_1. What do you want out of your next job? Please list all of your GOALS for your next job. If you prefer, you can say "Don't know" or "None".
- sjt_sa3_2. Enumerator please code this written response:
- sjt_sa3_3. In what kind of work do you have interest or passion? Please list all of your INTEREST AND PASSIONS. If you prefer, you can say "Don't know" or "None".
- sjt_sa3_4. Enumerator please code this written response:



Very Unlikely



Unlikely



Neither Likely nor
Unlikely



Likely



Very Likely

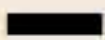
sjt_er1. Emotional Regulation

Situation: You are in charge of the decorations for an annual meeting. Your employee, [name], was supposed to bring the flowers and they didn't reach on time for the meeting. The customer is angry at you and threatening to not work with you next year. You feel ashamed that you failed the customer.



How likely are you to...

- sjt_er1_1. Yell at your employee, [name].
- sjt_er1_2. Talk to your employee immediately so they know how angry you are.
- sjt_er1_3. Become so stressed that you get upset at others.
- sjt_er1_4. Take time to relax and calm down before you talk to your employee.
- sjt_er1_5. Discuss your stress with someone you trust
- sjt_er1_6. Change how you think about the situation so you're less angry.
- sjt_er1_7. How long are you likely to feel stressed or upset: Less than an hour, a few hours, the whole day, a few days, or longer.

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_er2. Emotional Regulation

You farm fish at home and sell them, with your $\text{\$}\{relationb\}$'s help. Your $\text{\$}\{relationb\}$ accidentally fed the fish some old food, so half of your fish died. You are very upset.



How likely are you to...

sjt_er2_1.Yell at your $\text{\$}\{relationb\}$

sjt_er2_2. Talk to your $\text{\$}\{relationb\}$ immediately so they know how angry you are.

sjt_er2_3. Become so stressed that you get upset at others.

sjt_er2_4. Take time to relax and calm down before you talk to your $\text{\$}\{relationb\}$

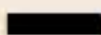
sjt_er2_5. Discuss your stress with someone you trust

sjt_er2_6. Change how you think about the situation so you're less angry.

sjt_er2_7. How long are you likely to feel stressed or upset: Less than an hour, a few hours, the whole day, a few days, or longer.

 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

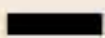
sjt_sc1. Self Control

Situation: Your employer is always giving you last minute requests. It is 5pm and you have a task that is due at 8am. You expect that the task will take 4 hours and it is very boring.



How likely is it that you will...

- sjt_sc1_1. Get distracted so that you take more than 4 hours to complete the task.
- sjt_sc1_2. Get bored with the task and look at your phone or talk to friends frequently.
- sjt_sc1_3. While you are working, your close friend has called you. You haven't spoken to them in many months, how likely is it that you will: take time to catch up with them.
- sjt_sc1_4. Sleep fewer hours than normal so that you can complete your task.
- sjt_sc1_5. Tell your boss that you were unable to complete the tasks as there was not enough time.
- sjt_sc1_6. Schedule to work on the task from 8pm to 12am so that you have time to also do your other responsibilities at home.
- sjt_sc1_7. Stay focused on the task until it is complete.

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_sc2. Self Control

Your friend is having a party. You have a lot of work and don't have much time for a party. But all of your friends are going.



How likely is it that you will...

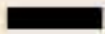
sjt_sc2_1. Attend the party and get behind on your work

sjt_sc2_2. Tell your friend you have a lot of work and cannot attend the party

sjt_sc2_3. Do as much work as you can before the party and attend the party

sjt_sc2_4. You have decided to attend the party but your budget is tight. Everyone else is dressing up. How likely is it that you will: Buy a new outfit

sjt_sc2_5. Everyone else is bringing a fancy gift for your friend. How likely is it that you will: Bring your friend a fancy gift

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_pi1. Personal Initiative

Situation: Imagine you want to open a clothing shop and you have some savings. Unfortunately, you know very little about the clothing business. You ask your friends or family, and they also do not know about the business. You do not know any clothing shop owners.

How likely is it that you will...

sjt_pi1_1. Pursue different work, since you do not have experience with the clothing business.

sjt_pi1_2. Look for a training.

sjt_pi1_3. Find some clothing shop owners to ask for advice.

sjt_pi1_4. Open the shop and learn the business as you go.



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

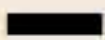
sjt_pi2. Personal Initiative

At your new job selling clothing, you have received many complaints from customers that the quality of the stitching is poor on the arms. The shop is owned by \${name3}. The tailor, \${name4}, who made the clothes has a shop nearby, but you do not know them personally.

How likely is it that you will...

- sjt_pi2_1. Ignore the complaints as it does not affect your salary
- sjt_pi2_2. Inform your boss, \${name3}, immediately so they can decide what to do next
- sjt_pi2_3. Tell your boss an idea for solving the problem
- sjt_pi2_4. Check the other items in the store to see if the problem is widespread
- sjt_pi2_5. Look for someone who can fix the stitching
- sjt_pi2_6. Talk to various tailors to find out the cost of fixing the problem, so you can notify your boss.



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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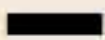
sjt_pi3. Personal Initiative

You are now working as an employee in \${name2}'s shop. You have realized that many of your co-workers know how to use a complicated new phone app to get more customers in the shop. Knowing how to use this app will not directly increase your income.

How likely is it that you will...

- sjt_pi3_1. Avoid using the app unless it is required by your boss, \${name2}
- sjt_pi3_2. Try to learn these skills on your own
- sjt_pi3_3. Look for someone to teach you to use the app
- sjt_pi3_4. Download the app immediately and start learning to use it
- sjt_pi3_5. Decide to set a goal that you will use the app to get more customers by the end of the month.



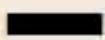
 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_per1. Perseverance

Situation: You really want to start your own business making banana chips. You heard about a new method with high profits, but you need {round(3*monthly income)} Shillings to buy the equipment. You must decide what to do because you do not have any savings.



- How likely is it that you will...
- sjt_per1_1. Let go of this business
 - sjt_per1_2. Seek out a loan from a bank or family or friends, even if it is difficult to ask.
 - sjt_per1_3. Keep trying to save, so that you can start the business in the future.
 - sjt_per1_4. If you try these actions and they didn't work, how likely is it that you will: let go of the business.
- sjt_per1_5. Your business making banana chips has started! And it is becoming successful, but someone with more money has started a bigger business across the street, and they are selling the chips at a lower cost. You cannot afford to sell at that price. How likely is it that you will...
- sjt_per1_6. Let go of the business.
 - sjt_per1_7. Work extra each day in order to reduce your prices.
 - sjt_per1_8. Move your business to a new location even though it will take a lot of work,
 - sjt_per1_9. If you try these actions and they didn't work, how likely is it that you will: let go of the business.

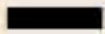
 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_per2. Perseverance

You have always wanted to become a tailor! You are about to start your tailoring shop.
However, you just found out that to register your shop, you must have a certificate proving that you have been trained.



- How likely is it that you will...
- sjt_per2_1. Let go of your goal to become a tailor
 - sjt_per2_2. Search for a training program even though they are hard to find
 - sjt_per2_3. You have found a training program, but it is held in the mornings. And you are busy at that time.
 - sjt_per2_4. Let go of your goal to become a tailor
 - sjt_per2_5. Adjust your schedule so that you can attend the morning training.
 - sjt_per2_6. Look for another training program even though they are hard to find
 - sjt_per2_7. If these actions didn't work, How likely is it that you will: For now, Let go of your goal to become a tailor
 - sjt_per2_8. You have heard that there is a tailor who can take you as an apprentice. But the apprenticeship requires that you get up at 5am, so that you can do your training before your other work. How likely is it that you will: Let go of your goal to become a tailor

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_psdm1. Problem Solving and Decision Making

Situation: You are part of a group organizing an annual festival for the surrounding five neighbourhoods! [Name] was in charge of publicizing the event, but you just found out that most don't know when the event is, some have never heard of it, and hardly anyone is planning to come! The event is in two days.

How likely is it that you will...

sjt_psdm1_1. Accept low attendance – at least it wasn't your fault

sjt_psdm1_2. Contact [name] to ask what went wrong.

sjt_psdm1_3. Contact [name] to ask what methods of advertising were used.

sjt_psdm1_4. Think of as many ideas as possible for solving this problem.

sjt_psdm1_5. Contact friends to ask for help coming up with as many ideas as possible.

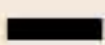
sjt_psdm1_6. Solve this problem and have high event attendance.



Very Unlikely



Unlikely



Neither Likely nor
Unlikely



Likely



Very Likely

sjt_psdm2. Problem Solving and Decision Making

Remember, you are organizing an event with a group and awareness of the event is low. It is just 2 days away, and includes 5 villages. You have TSh 100,000 left

How likely is it that you will...

sjt_psdm2_1. Tell me as many ideas as possible for solving this problem.

sjt_psdm2_2. Other ideas, specify:

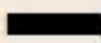
sjt_psdm2_3. Now imagine that you have several solutions in mind. How likely is it that you will: Decide which of these solutions to do, based on your gut feeling

sjt_psdm2_4. Share your best ideas with the other organizers and get their input

sjt_psdm2_5. Compare these solutions before deciding your plan

sjt_psdm2_6. Solve this problem and have good attendance



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_psdm3. Problem Solving and Decision Making

You own a business, where you sell many things (cosmetics, basic foodstuffs, etc.). Over the past 3 months, business profits have gone down.

How likely is it that you will...

sjt_psdm3_1. Do not make any changes to your business as profits may improve next month

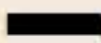
sjt_psdm3_2.Talk to your employees to get their ideas on why business has slowed

sjt_psdm3_3.Speak to customers to know if they are satisfied with their service

sjt_psdm3_4.Share your best ideas with the other organizers and get their input

sjt_psdm3_5.Examine the sale of items in my inventory



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_psdm4. Problem Solving and Decision Making

You find out that the reason that profits are lower is because you buy lotion from a wholesaler and their costs have increased.

How likely is it that you will...

sjt_psdm4_1.Think of as many ideas as possible for solving this problem and increasing your profits.

sjt_psdm4_2.Other ideas, specify:

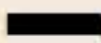
sjt_psdm4_3.Great! Some possible solutions are that you find a new wholesaler or you increase the sale of other products instead of lotion. Now that you have some possible solutions, How likely is it that you will: Decide which of these solutions to do, based on your gut feeling

sjt_psdm4_4.Just find the cheapest lotion to keep on your shelves

sjt_psdm4_5.Calculate the effect of each solution on your profits

sjt_psdm4_6.Solve this problem and increase your profits

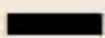


 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_psdm5. Problem Solving and Decision Making

Imagine that you do not get your family's financial support, and you need $\text{\$rounded_income}$. Think of as many ideas as possible for how you can still obtain the equipment you need for your business.



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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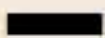
sjt_ls1. Listening

Situation: Imagine that I am your neighbour. I just found about a new business that you would like to learn about! Feel free to ask questions if you want to know more about the business. Ready?

My friend, [name], just started a business where he processes rice and sells different products made of rice. They are making a lot of money: Tsh 45,000 per week. They attended a training for a few hours a day for 2 months. The training is held every 6 months in training centres all over our region. The best part is that little investment or equipment is required. Two other friends went into the same business – one made the same amount – the other made a bit less because they made some mistakes.



Should you pursue this business?

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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Listening

For enumerator to answer during story:

sjt_Is1_3. Did individual paraphrase any of your statements to clarify understanding/confirm things they learned?

sjt_Is1_4. Does individual ask more questions in order to learn additional information that is NOT in the story? E.g. cost of training, how much did 2nd friend earn, or why didn't he make much.

sjt_Is1_5. As you were saying the story, did the respondent show they were listening, by using body language, e.g. nodding?

sjt_Is1_6. As you were saying the story, did the respondent show they were listening by making comments, e.g. "oh really" "yes" "mmhmm" etc. ?



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

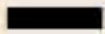
 Very Likely

Listening

I will now ask you a few questions about the story ...

- sjt_Is1_7. What was my friend's name?
- sjt_Is1_8. How long was the training in months?
- sjt_Is1_9. What is the main point of the story?
- sjt_Is1_10. What income did \${name3} make per week?



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_ls2. Listening

Imagine that I am your customer, and I am angry with you! Feel free to ask me questions to learn more about my problem. Ready?

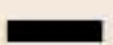
I bought a maroon shirt from you, and I later found a stain on it. I want a full refund! I spent a lot. I work very hard for that money as a driver. I bought it 2 weeks ago, and I haven't worn it because the party I was going to wear it to was cancelled due to bad weather. I was disappointed the party was cancelled but would have been embarrassed if I had worn the shirt. The man I bought it from was thin and had a beard.

Tell me, Should you refund my money?



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

Listening

For enumerator to answer during story:

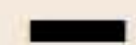
sjt_ls2_3. did individual paraphrase any of your statements to clarify understanding/confirm things that you said?

sjt_ls2_4. does individual ask more questions in order to answer the question (new information not in the story)? E.g. are they trustworthy, have a receipt, does the man with the beard work in the shop, is there any other stain, what was the cost of the shirt?

sjt_ls2_5. as you were saying the story, did the respondent show they were listening, by using body language, e.g. nodding?

sjt_ls2_6. as you were saying the story, did the respondent show they were listening by making comments, e.g. “oh really” “yes” “mmhmm” etc. ?



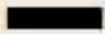
 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
--	--	---	--	---

Listening

I will now ask you a few questions about the story ...

- sjt_Is2_8. Why was the party cancelled?
- sjt_Is2_9. What color was the shirt?
- sjt_Is2_10. What occupation does the customer have?
- sjt_Is2_11. How did the customer feel because the party was cancelled?



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_ls3. Listening

Imagine that I am your child and I need your advice on a problem. Feel free to ask questions if you want to know more about my problem. Ready?

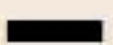
I told my friend {name4} that I took a Tsh 50,000 loan from my neighbor to buy a new bicycle. When I told {name4} the interest rate, {name4} was shocked to learn that the rate was 20%. {name4} says their friend, {name3}, got a loan for a water cooler from another lender who charges less. Why don't you find that guy and take a loan from him and return the money to your neighbor.

Should you follow {name3}'s advice?



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

Listening

For enumerator to answer during story:

sjt_ls3_3. did individual paraphrase any of your statements to clarify understanding/confirm things they learned?

sjt_ls3_4. does individual ask more questions in order to answer the question (new information not in the story)? E.g. What is the interest rate from $\text{\$}\{\text{name4}\}$'s lender

sjt_ls3_5. as you were saying the story, did the respondent show they were listening, by using body language, e.g. nodding?

sjt_ls3_6. as you were saying the story, did the respondent show they were listening by making comments, e.g. “oh really” “yes” “mmhmm” etc. ?



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

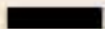
 Very Likely

Listening

I will now ask you a few questions about the story

- sjt_Is3_8. What was the loan amount?
- sjt_Is3_9. What interest rate did you pay on the loan?
- sjt_Is3_10. What was \${name3}'s loan used to purchase?
- sjt_Is3_11. What solution is \${name3} suggesting?



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_ls4. Listening

Imagine that you have a restaurant. An older person, $\{name5\}$, comes in with a catering contract for a big wedding. Feel free to ask questions if you want to know more about the order. Ready?

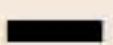
You have a new business and really want to win this wedding contract over the other more experienced caterers. You need to get special catering dishware from a town 20 miles away. You need to get meat from a famous supplier that is 14 miles away. And there are some ingredients that will be hard to gather: scotch bonnet chillies, green papaya, octopus, and sea urchins.

Should you apply for the contract?



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

Listening

For Enumerator to answer:

sjt_Is4_3. Did individual paraphrase any of your statements to clarify understanding/confirm things they learned?

sjt_Is4_4. Does individual ask more questions in order to learn additional information that is NOT in the story? E.g. how much will they earn from the contract, is a truck available, where do they need to deliver the food

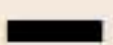
sjt_Is4_5. as you were saying the story, did the respondent show they were listening, by using body language, e.g. nodding?

sjt_Is4_6. As you were saying the story, did the respondent show they were listening by making comments, e.g. “oh really” “yes” “mmhmm” etc. ?



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

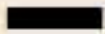
 Very Likely

Listening

Il will now ask you a few questions about the story ...

- sjt_Is4_8. How far away is the town where you can buy the catering dishware?
- sjt_Is4_9. Can they walk to the place where you can buy the meat?
- sjt_Is4_10. Why will it be challenging to win this order?
- sjt_Is4_11. What ingredients need to be gathered?



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_ls5. Listening

Imagine that it is your first day on the job and I am your boss. Feel free to ask me questions to learn more about your new job. Ready?

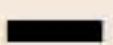
I am giving you a big responsibility. You must arrive every day 15 minutes before 9am. I design clothes that are sold at a nearby showroom. You have to take raw cloth to a dyer, then collect that and give it to a tailor with specific design instructions, then get the truck driver to deliver it to the owner of a showroom. At each step, you must collect the invoices for what work was completed and the total cost. You must follow-up with each of these individuals every 3 days for different clothing designs.



Tell me, do you need any more instructions?

 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

Listening

For Enumerator to answer:

sjt_Is5_3. Did individual paraphrase any of your statements to clarify understanding/confirm things they learned?

sjt_Is5_4. Does individual ask more questions in order to answer the question (do you need more instructions)? E.g. Phone/address of dyer, driver; how should I pay them; what should I do with the invoices

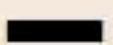
sjt_Is5_5. as you were saying the story, did the respondent show they were listening, by using body language, e.g. nodding?

sjt_Is5_6. As you were saying the story, did the respondent show they were listening by making comments, e.g. “oh really” “yes” “mmhmm” etc. ?



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

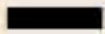
 Very Likely

Listening

Il will now ask you a few questions about the story ...

- sjt_Is5_8. What time do you need to show up to work?
- sjt_Is5_9. With whom do you need to follow-up daily?
- sjt_Is5_10. What do you need to collect from each person? Invoice
- sjt_Is5_11. How often do you need to follow-up with each individual?



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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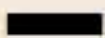
sjt_ls6. Listening

Imagine that I am your sister. Feel free to ask me questions to learn more about my problem. Ready?

I am married with two teenage children. I need to prepare for an exam to get a salaried job. This job would really help me pay for my children's school tuition. I have come to you for advice because I do not time to study for my exam. Some of my time goes to cleaning the house and washing the clothes, but most of my time goes to cooking for the whole family and tending to the livestock. My daughter is busy with my schoolwork and selling food she has made. My son is not willing to help me even though he has time, and my husband is often in the market spending time with his friends.



Do you have ideas on how I can make time to study?

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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Listening

For Enumerator to answer:

sjt_Is5_3. Did individual paraphrase any of your statements to clarify understanding/confirm things they learned?

sjt_Is5_4. Does individual ask more questions in order to answer the question (ideas on how your sister can have more time)? E.g. ...

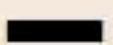
sjt_Is5_5. as you were saying the story, did the respondent show they were listening, by using body language, e.g. nodding?

sjt_Is5_6. As you were saying the story, did the respondent show they were listening by making comments, e.g. “oh really” “yes” “mmhmm” etc. ?



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

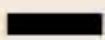
 Very Likely

Listening

Il will now ask you a few questions about the story ...

- sjt_Is6_8. How old are my children?
- sjt_Is6_9. Why is my daughter busy?
- sjt_Is6_10. Which of my chores takes the most time?
- sjt_Is6_11. Why do I want this job?



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_emp1. Empathy

A family member wants to start a business and comes to you for advice. They are not in a good state of mind because their last business was a failure, and they are nervous about starting something new.

How likely is it that you will...

sjt_emp1_1. Quickly advise them that they shouldn't start another business

sjt_emp1_2. Remind them that they failed last time

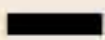
sjt_emp1_3. You see that they are very nervous about talking to you, How likely are you to: Feel sad inside because they are troubled

sjt_emp1_4. Ask them questions to learn more about their thinking

sjt_emp1_5. Ask them why this business is important to them

sjt_emp1_6. Consider whether this business will improve their happiness



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_emp2. Empathy

Situation: You have three employees, and one named [name] has worked for you a few months. He has been hours late for work several times this week, and he has had a very bad attitude. You are very annoyed. As there are many people looking for jobs, it would be easy for you to replace [name].

How likely is it that you will...

sjt_emp2_1. Give them more chances.

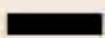
sjt_emp2_2. Notice how [name] is feeling.

sjt_emp2_3. Ask them why they have been late.

sjt_emp2_4. Fire them.

sjt_emp2_5. Consider [name's] likelihood of finding a new job before determining your action.



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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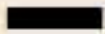
sjt_emp3. Empathy

Situation: You have three employees, and one named [name] has worked for you a few months. He has been hours late for work several times this week, and he has had a very bad attitude. You are very annoyed. As there are many people looking for jobs, it would be easy for you to replace [name].

How likely is it that you will...

- sjt_emp3_1. Try to work with $\text{\${exp1_gendname3}}$ to change his hours
- sjt_emp3_2. Fire $\text{\${exp1_gendname3}}$ because that is not a good excuse
- sjt_emp3_3. Feel bad because $\text{\${exp1_gendname3}}$ is facing hardship
- sjt_emp3_4. Imagine what you would do in $\text{\${exp1_gendname3}}$'s situation
- sjt_emp3_5. Consider $\text{\${exp1_gendname3}}$'s financial situation, family, and background to determine what should be done
- sjt_emp3_6. Ask more questions to learn more about $\text{\${exp1_gendname3}}$'s situation



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_exp1. Expressiveness

Imagine you are attending a community meeting, and they are deciding whether to build a school, a clinic, or a road. The meeting has 30 men and 30 women, including your spouse.

How likely are you to...

sjt_exp1. Stand up and share your opinion about the road

sjt_exp2. You are curious about how long each project will take, How likely are you to: Speak up and ask this question

sjt_exp3. You have the idea that everyone should vote to decide which project to choose, How likely are you to: Discuss your idea with the person sitting next to you

sjt_exp4. Share your idea with the group without hesitation



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

sjt_exp2. Expressiveness

Situation: The family budget has been very tight. Your cousin, [name], has been living with your family and has income, but is not paying or contributing to household expenses. You are frustrated.

How likely are you to...

sjt_exp2_1. Avoid saying anything as it might create conflict.

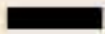
sjt_exp2_2. Wait until someone else in your family brings up the problem (your cousin not paying), and then agree with them.

sjt_exp2_3. Ask your cousin directly to contribute.

sjt_exp2_4. Tell your cousin about your feelings of frustration.

sjt_exp2_5. Tell your cousin WHY it bothers you that they are not contributing.



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_exp3. Expressiveness

You are an assistant to $\{name3\}$, who has a small poultry business. You are new to this business and don't know anything.

How likely are you to...

sjt_exp3_1. You just learned the cost of chicken feed has increased, so profits will go down. Your boss does not know this, and is about to mistakenly order a lot of feed. How likely are you to: Hesitate before speaking to your boss, $\{name3\}$

sjt_exp3_2. You have learned about another type of feed that is cheaper and using it will increase your profits, how likely are you to: Wait until you fully understand the business, before you say anything to your boss

sjt_exp3_3. Share your idea with your boss immediately

sjt_exp3_4. You do not know how to keep bugs out of the chicken feed. How likely are you to: Ask your friend for advice rather than speak to your boss

sjt_exp3_5. Ask your boss for advice directly



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

sjt_relm1. Interpersonal Relatedness

(Maintaining)

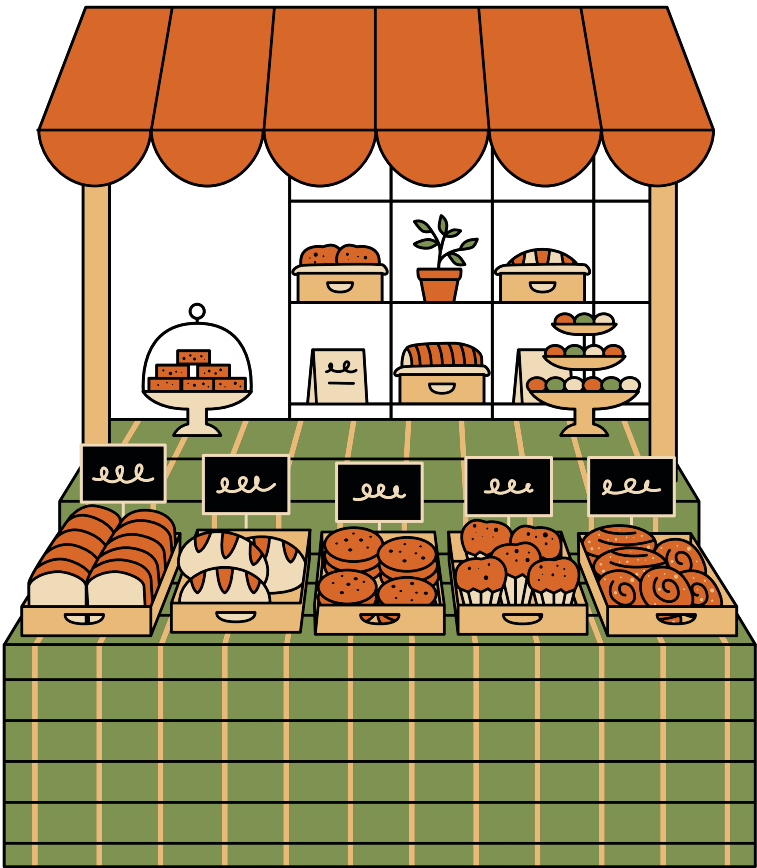
Situation: A customer, [name], who you have seen before but don't know well comes to your shop. [Name] really wants to buy rice but they have had troubles this week and they don't have enough money to pay this time. There are others in line and [name] is taking time.

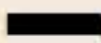
sjt_relm1_1. Which picture best describes your tone?



How likely are you to...

- sjt_relm1_4. Dismiss [name].
- sjt_relm1_5. Tell [name] to return to your shop another time
- sjt_relm1_6. Allow [name] to pay back later
- sjt_relm1_7. Make sure [name] know you are assessing their trustworthiness
- sjt_relm1_8. Encourage [name] to share why they cannot pay
- sjt_relm1_9. Reassure [name] that things will get better



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_relm2. Interpersonal Relatedness

(Maintaining)

You and your neighbor, $\{name4\}$, were applying for the same job. $\{name4\}$ got an interview and you did not, so you are feeling jealous. $\{name4\}$ comes to ask you for help preparing for the interview.

sjt_relm2_1. Please rate your tone as you speak to $\{name4\}$?

sjt_relm2_2. Please rate your tone as you speak to $\{name4\}$?

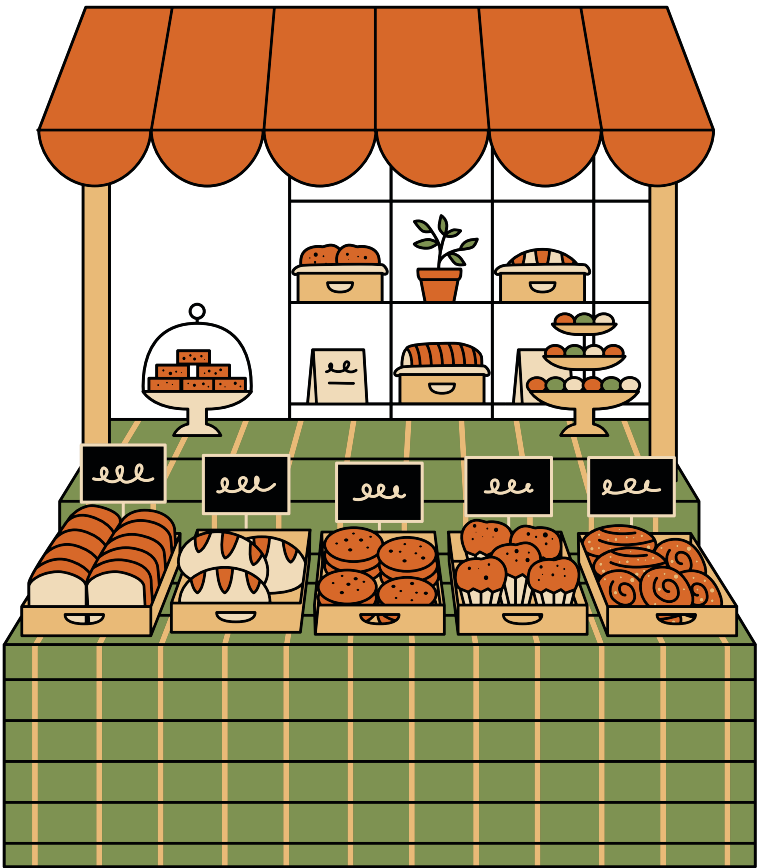


How likely are you to...

sjt_relm2_4. Make an excuse so that you do not have to help $\{name4\}$

sjt_relm2_5. Try to avoid $\{name4\}$ for some time

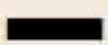
sjt_relm2_6. Make time to help $\{name4\}$ prepare for the interview



Very Unlikely



Unlikely



Neither Likely nor
Unlikely



Likely



Very Likely

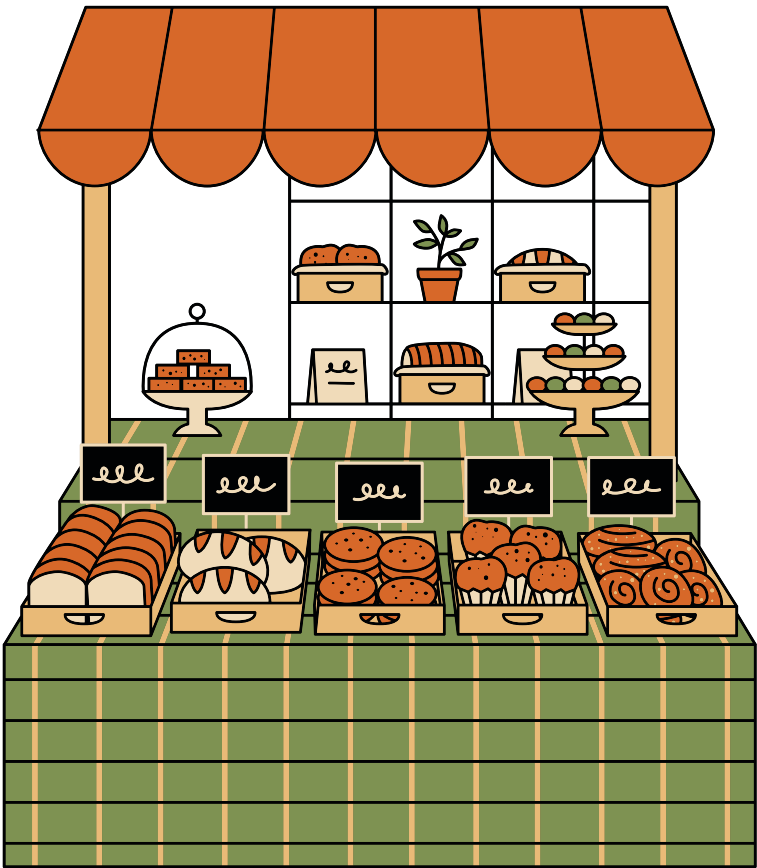
sjt_relm3. Interpersonal Relatedness

(Maintaining)

You and your neighbor, $\text{\$}\{name4\}$, were applying for the same job. $\text{\$}\{name4\}$ got an interview and you did not, so you are feeling jealous. $\text{\$}\{name4\}$ comes to ask you for help preparing for the interview. $\text{\$}\{name4\}$ explains that she/he is feeling discouraged, and does not want to attend the interview

How likely are you to...

- sjt_relm3_1. Criticize $\text{\$}\{name4\}$ for wasting an opportunity
- sjt_relm3_2. Ask $\text{\$}\{name4\}$ questions to know more about their feelings
- sjt_relm3_3. Encourage $\text{\$}\{name4\}$ to be more confident



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_relm4. Interpersonal Relatedness

(Maintaining)

Your $\{relationa\}$ had a stressful day and yells at you when you have done nothing wrong. You have also had a stressful day.

sjt_relm4_1. Please rate your tone as you speak to $\{relationa\}$?
sjt_relm4_2. Please rate your tone as you speak to $\{relationa\}$?



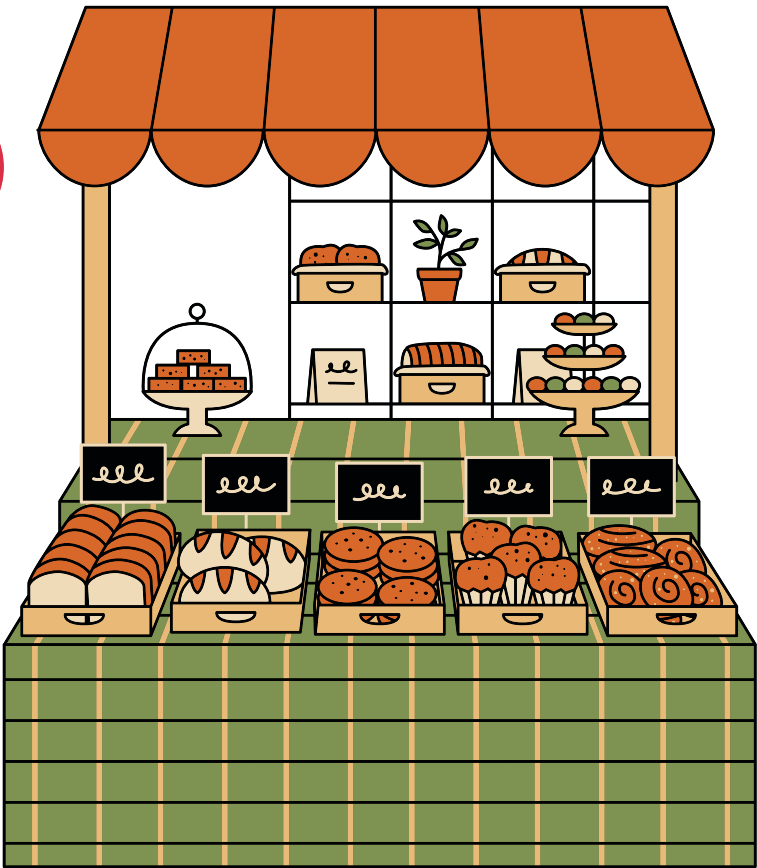
How likely are you to...

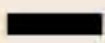
sjt_relm4_4. Yell back at your $\{relationa\}$

sjt_relm4_5. Ignore them and do not speak to them

sjt_relm4_6. Ask them why they are upset

sjt_relm4_7. Your $\{relationa\}$ seems to really want to talk about it. How long are you likely to talk to them about their situation



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_reln1. Interpersonal Relatedness (Networking)

You are considering opening a shop because you have some savings and you do not have work. You are most interested in opening a shop that sells clothing but you know very little about the business- and neither do your friends or family. A friend, $\text{\$}\{name1\}$, has told you that they know someone who has their own clothing shop and is very successful. You've also visited a few clothing shops, and there is one that you admire called " $\text{\$}\{name2\}$'s Best" . The shop is large so $\text{\$}\{name2\}$ must be very successful.

How likely are you to...

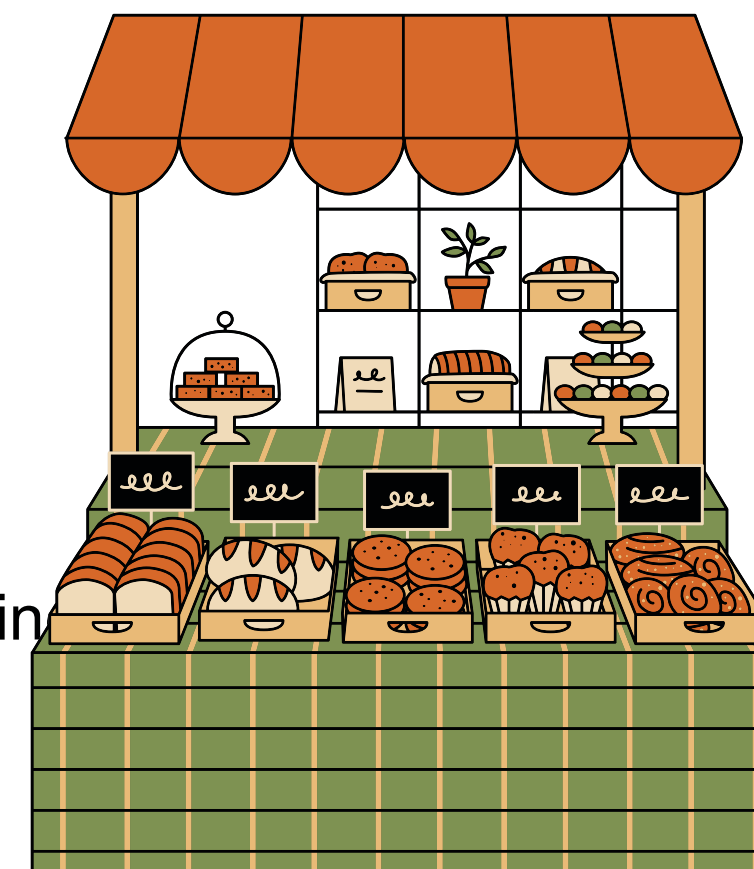
sjt_reln1_1. Visit $\text{\$}\{name1\}$'s friend's shop

sjt_reln1_2. Ask $\text{\$}\{name1\}$ for an introduction to their friend to learn more about the business

sjt_reln1_3. Ask your friends if they know any other clothing shop owners

sjt_reln1_4. Visit $\text{\$}\{name2\}$'s Best to ask $\text{\$}\{name2\}$ for guidance

sjt_reln1_5. Visit clothing shops in another neighborhood to ask them for advice



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

sjt_reln2. Interpersonal Relatedness (Networking)

You have now just opened a clothing shop. For her birthday, your friend is having a big party of 50 people- in the same neighborhood as your shop. You don't know anyone and your friend is too busy to talk!

sjt_reln2_1. Please rate your tone as you meet others?

sjt_reln2_2. Please rate your tone as you meet others?



How likely are you to...

sjt_reln2_4. Talk to at least 10 people about your new shop.

sjt_reln2_5. Try to meet as many people as possible

sjt_reln2_6. Ask people questions about their lives to get to know them

sjt_reln2_7. Try to contact the people you met after you leave the party to invite them to visit your shop



 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

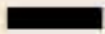
sjt_ii1. Interpersonal Influence

Situation: You want to start a new business, making banana chips with a new method. To start the business, you need your family's support because it will affect their financial situation. Currently your family does not want you to start the business.



How likely is it that you will...

- sjt_ii1_1. Try to convince your family to let you start the business.
- sjt_ii1_2. Ask questions to understand why your family opposes you.
- sjt_ii1_3. Analyze your family's behaviour carefully, to decide the best time to convince them.
- sjt_ii1_4. Discuss the benefits and consequences of starting the business with them.
- sjt_ii1_5. Would you use any other methods to persuade your family?
- sjt_ii1_6. Now imagine that your brother recently failed in his business. Would you use any other methods to persuade your family?
- sjt_ii1_7. Which other methods would you use to persuade your family?
- sjt_ii1_8. How likely is it that you will not be able to change your family's perspective?

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_ii2. Interpersonal Influence

Your colleage, $\text{\$}\{name3\}$, and you just started working during the same shift at $\text{\$}\{name4\}$'s shop. But for the first few days, you have noticed that they don't do much work and you have to do all of it.



How likely is it that you will...

sjt_ii2_1. Complain to the boss before speaking to your colleague

sjt_ii2_2. Directly ask your colleague to help more

sjt_ii2_3. Ask questions to understand why they are not contributing

sjt_ii2_4. Motivate your colleague to work harder

sjt_ii2_5. Not be able to change the situation

sjt_ii2_6. What methods would you use to persuade your colleague to share the work?

 Very Unlikely

 Unlikely

 Neither Likely nor Unlikely

 Likely

 Very Likely

sjt_neg1. Negotiation

Situation: Your work has become busier and you have less time for household responsibilities. If you have help at home, your income could increase! However, your 15 year old son does not want to help with cleaning or caring for the younger children. If he has extra time, he just wants to play football with his friends.

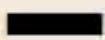


How likely is it that you will...

- sjt_neg1_1. Accept the situation and don't say anything.
- sjt_neg1_2. Tell him he has to do some household work and has no choice.
- sjt_neg1_3. Explain that if he helps, the whole family will benefit.
- sjt_neg1_4. Allow him to go play football if he completes his responsibilities.

You tell your son that working so hard is making you very tired. Your son says he still cannot help, and you feel hurt. How likely is it that you will...

- sjt_neg1_6. Listen to his misgivings even though you feel hurt.
- sjt_neg1_7. Accept the situation and stop discussing the problem.
- sjt_neg1_8. Ask him to propose a solution.
- sjt_neg1_9. Come up with an idea for a solution that will benefit you both.

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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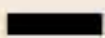
sjt_neg2. Negotiation

You have decided to charge Tsh 15000 for a crate of eggs. But one affluent customer named $\text{\$}\{\text{name2}\}$ gets very angry- they heard you charged Tsh 12000 in another neighborhood. You charge less in that neighborhood because the households are poorer, and they cannot afford the higher price. Everyone in the market can hear the customer yelling.



How likely is it that you will...

- sjt_neg2_1. Get angry with the customer
- sjt_neg2_2. Consider the customer’s point of view and why he is angry
- sjt_neg2_3. Explain why the eggs cost more in this neighborhood
- sjt_neg2_4. Calculate whether you can afford to sell the eggs for less
- sjt_neg2_5. Stay calm even though the customer is yelling

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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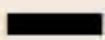
sjt_neg3. Negotiation

You have worked with your boss, \${name1} for 2 years, and you work much harder than your colleagues. You now have two demands for your boss: higher pay and work fewer hours.



How likely is it that you will...

- sjt_neg3_1. Decrease your hours of work without talking to your boss
- sjt_neg3_2. Tell your boss what you want (higher pay and better hours)
- sjt_neg3_3. Explain the value you bring to the company
- sjt_neg3_4. Before talking to your boss, brainstorm reasons your boss could object to your demands
- sjt_neg3_5. Look into other job options before talking to your boss

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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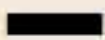
sjt_neg3_6. Negotiation

You have worked with your boss, \${name1} for 2 years, and you work much harder than your colleagues. You now have two demands for your boss: higher pay and work fewer hours. You ask your boss, \${name1}, who says they are not ready to change anything. You strongly disagree with them.



How likely is it that you will...

- sjt_neg3_7. Listen to their feelings, even though you disagree with them
- sjt_neg3_8. Give up on your demand for better hours, as long as they are willing to raise your pay
- sjt_neg3_9. Brainstorm possible solutions with your boss
- sjt_neg3_10. Offer to make changes now so that you can obtain a raise later

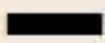
 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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sjt_col1. Collaboration

Situation: A meeting of you and 4 other people is called to organize an annual festival for the village! You do not know the other people very well. Your group must organize the festival and present your plan to the community leader in two hours.



- How likely is it that you will...
- sjt_col1_1. Let others determine the plan without sharing your thoughts.
 - sjt_col1_2. Arrive with your own plan and give orders to the group.
 - sjt_col1_3. Gather information on everyone's time availability and skills.
 - sjt_col1_4. Work together to assign tasks based on each person's abilities.
 - sjt_col1_5. Remember that you are working with 5 group members to organize a festival and present your plan to the community leader. How likely is it that you will: tell the leader that the best idea is your idea, to improve your reputation.
 - sjt_col1_6. How likely is it that you will: clarify what everyone agrees on.
 - sjt_col1_7. If some in the group are quiet, how likely is it that you will: encourage them to speak.
 - sjt_col1_8. You do not like the task you were assigned, how likely is it that you will: complete the task anyway.

 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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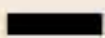
sjt_col2. Collaboration

Your work is going well and you are earning more. However you cannot give your business as much time as needed because you have many responsibilities at home. You want everyone to come up with a plan for sharing household responsibilities. Your family decides to all sit down together and discuss.

How likely is it that you will...

- sjt_col2_1. Not participate in the meeting
- sjt_col2_2. Let others determine the plan without sharing your thoughts
- sjt_col2_3. Decide the plan individually and inform everyone
- sjt_col2_4. Explain why sharing duties will benefit the whole family
- sjt_col2_5. Gather information on everyone's schedule and preferred tasks
- sjt_col2_6. The family is now arguing about the division of household responsibilities. How likely is it that you will:
Give up on making a plan
- sjt_col2_7. Summarize points of agreement
- sjt_col2_8. Make suggestions on working together
- sjt_col2_9. The family has made a plan and agreed to it. If some do not know how to complete their tasks well,
How likely is it that you will: Help them complete their task one or two times
- sjt_col2_10. Remember, the family has agreed to a plan. But you do not like which task you were given: How likely
is it that you will: Ignore your task and let others complete it



 Very Unlikely	 Unlikely	 Neither Likely nor Unlikely	 Likely	 Very Likely
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