

People, in order to work hard, need incentives. Incentives bring one some kind of **utility**, where the latter is understood as the satisfaction, fulfillment or return that an individual receives from undertaking a certain action. Actions which provide higher utility will be chosen over actions which provide lower utility. Utility is reduced by the unpleasantness of working hard. This is called disutility of work. Consequently, in order to make sure that volunteers work hard, it is important to explore each volunteer's preference