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conflict at work."* *Tell me*

*about a time you communicated  
with a diverse group of people to  
come to one decision*

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*Voice And Loyalty Responses*

The efficiency of the competitive  
mechanism, with its total reliance  
on exit, is questioned for certain  
important situations. As exit often  
undercuts voice while being  
unable to counteract decline,

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Loyalty is seen in the function of  
retarding exit and of permitting  
voice to play its proper role.

*Exit, Voice, and Loyalty:*

*Responses to Decline in Firms ...*

Exit, Voice, and Loyalty formance  
of a firm or an organization is  
assumed to be subject to  
deterioration for unspecified,  
random causes which are neither  
so compelling nor so durable as  
to prevent a return to previous  
performance levels, provided  
managers direct their attention  
and energy to that task.

*Exit, Voice, and Loyalty:*

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As exit often undercuts voice  
while being unable to counteract  
decline, loyalty is seen in the

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function of retarding exit and of permitting voice to play its proper role. The interplay of the three concepts turns out to illuminate a wide range of economic, social, and political phenomena.

*Exit, Voice, and Loyalty — Albert O. Hirschman | Harvard ...*

As exit often undercuts voice while being unable to counteract decline, loyalty is seen in the function of retarding exit and of permitting voice to play its proper role. The interplay of the three concepts turns out to illuminate a wide range of economic, social, and political phenomena.

*Exit, Voice, and Loyalty:  
Responses to Decline in Firms ...*  
Published in 1970, the book

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argues how exit and voice can be used by consumers of a product or service to let producers know their satisfaction (or dissatisfaction) with that good. This chapter first examines the influence of Exit, Voice and Loyalty in various fields before turning to some criticisms and extensions of Hirschman's framework. It then assesses how exit and voice relate to loyalty and social investment as well as the evidence for Hirschman's claim of the exit-voice trade-off.

*Albert O. Hirschman, Exit, Voice and Loyalty: Responses to ...*  
The Exit, Voice, Loyalty (EVL) Model or Exit, Voice, Loyalty, Neglect (EVLN) is used in the fields of comparative politics and



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organizational behavior. It is an extensive form game used to model interactions typically involving negative changes to one player's environment by another player. These concepts first appeared in Albert Hirschman's more broadly focused 1970 book, *Exit, Voice, and ...*

## *Exit, Voice, and Loyalty Model - Wikipedia*

responses to dissatisfaction are themselves additional forms of decline. The theory of exit, voice, and loyalty suggests at least three possible options as responses to dissatisfaction. The first response is exit. Exit is equivalent to voluntary separation or turnover from the

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*Hirschman, Albert O. (1970): Exit,  
Voice, and Loyalty ...*

Exit, Voice, and Loyalty is a  
treatise written by Albert O.

Hirschman. The work hinges on a  
conceptual ultimatum that

confronts consumers in the face  
of deteriorating quality of goods:

either exit or voice. The book has  
been described as influential. The

framework presented in the book

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Decline In Firms, Organizations And States  
1st First Edition By  
Hirschman. Albert O

Published By Harvard  
*Exit, Voice, and Loyalty -*  
Wikipedia  
University Press 1970

The terminology comes from  
Albert O. Hirschman's 1970  
classic *Exit, Voice, and Loyalty:*  
*Responses to Decline in Firms,*  
*Organizations, and States.* As  
Hirschman's death on Tuesday  
made clear, the...

*Exit, Voice, and Albert O.*  
*Hirschman*

Y BOOK EXIT, VOICE, AND  
LOYALTY: RESPONSES TO Decline  
in Firms, Organizations, and  
States was published in 1970.1

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Reactions to it and applications of its concepts have been fairly numerous and I have myself had quite a few afterthoughts.

*'Exit, Voice, and Loyalty': Further Reflections and a ...*

August 2020 Exit, Voice, and Loyalty: Responses to Decline in Firms, Organizations, and States is Albert O. Hirschman's greatest contribution to social theory. One of the marks of its importance is that later thinkers from all corners of the political universe have constantly made use of its ideas.

*August 2020: Exit, Voice, and Loyalty at 50 | Cato Unbound*

As predicted, to the extent that prior satisfaction was high, voice

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Published By Harvard  
University Press 1970

and loyalty were more probable, whereas exit and neglect were less probable. Similarly, increases in investment size encouraged voice and loyalty, whereas lower levels of investment appeared to inspire exit or neglect responses.

### *Exit, Voice, Loyalty, and Neglect: Responses to ...*

Professor Hirschman develops a theory of loyalty as a key factor in the interaction between voice and exit: loyalty is shown to postpone exit and to make voice more effective through the possibility of exit. " —The Economic Journal " This is an imaginative little book. Its message should be of use to economists, political scientists, and all those interested in policy

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Organizations And States  
*Exit, Voice, and Loyalty — Albert  
O. Hirschman | Harvard ...*

Customers will prefer the voice option to exit when; 1. they assume the firm will return to its original superiority over substitutable alternatives; 2. they want to "do something" to change the quality, i.e. to exert influence; 2. they expect their own influence, coupled with that of others to create changes; 4. they have developed loyalty to the firm.

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Exit, Voice and Loyalty ...*

As exit often undercuts voice while being unable to counteract decline, loyalty is seen in the

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function of retarding exit and of permitting voice to play its proper role. The interplay of the three concepts turns out to illuminate a wide range of economic, social, and political phenomena.

*Exit, Voice, and Loyalty :*

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One work that has deeply influenced how we think about voice is Albert O. Hirschman's Exit, Voice, and Loyalty: Responses to Decline in Firms, Organizations, and States. Now enjoying its 50th anniversary, it is a classic in the history of human sciences. But can a classic book

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of the fevered 1960s speak to us  
in our modern fevered times?

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