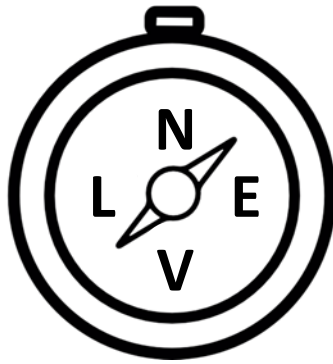
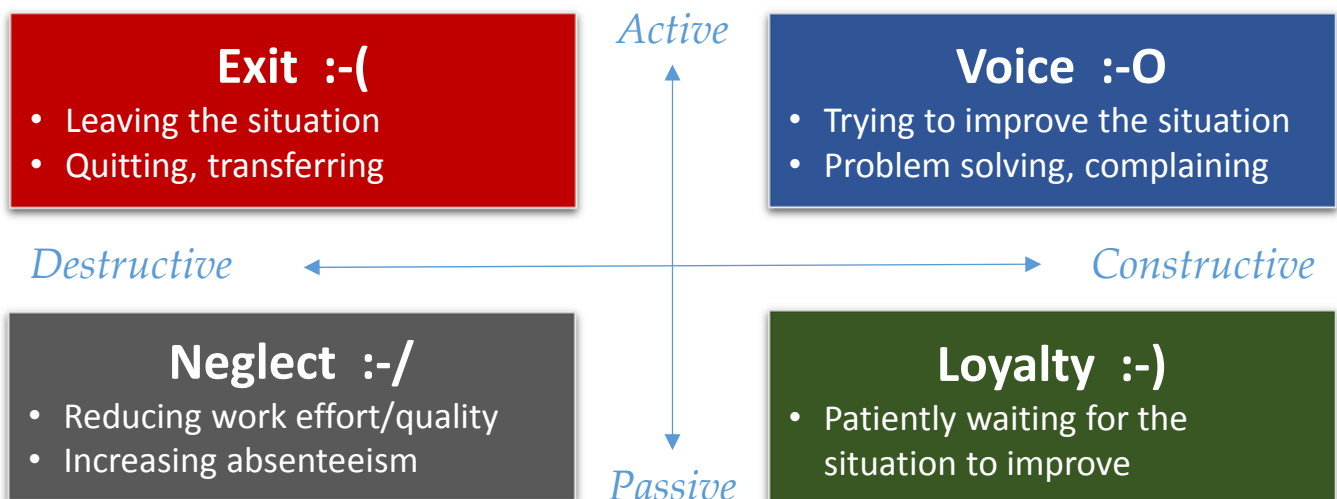


## EVLN: RESPONSES



## TO DISSATISFACTION

**Responses** to dissatisfaction. We all have seen these happening in the wiki world. Now you know that there is a whole **theory** behind them. :) First defined by **Albert Hirschman** in his 1970 book "Exit, Voice, and Loyalty", the **EVLN Model** deals mainly with dissatisfaction in companies, organizations and states. But maybe some **learnings** can be used for the dissatisfaction in our **volunteering** practice...



Both exit and voice indicate **decline** in an organization. Fundamentally, the **choices** between them are based on the person's feelings of **control** and **commitment**. Exit, taken alone, only provides the **warning** sign of decline, while voice is more informative in that it provides **reasons** for that decline. Do you believe you can effect **change**, and do you **care enough** to try? If you believe you're stuck with the **status quo**, you'll choose neglect when you're not committed, and persistence when you are. If you do feel you can **make a difference**, but you aren't committed, you'll leave. Only when you believe your actions **matter and care** deeply, will you consider speaking up. By providing greater opportunity for **feedback** and criticism, exit can be reduced; conversely, stifling of dissent leads to increased pressure to use the only other means available to express discontent, departure. However, the interplay of **loyalty** can affect the **cost-benefit** analysis of whether to use exit or voice. Where there is loyalty to the organization, exit may be reduced, especially where options to exit are not so appealing. Loyal members become especially devoted to the organization's **success** when their voice will be heard.

References: Adam Grant (2016) "Originals: How non-conformists move the world", Penguin Books.

Wikipedia contributors. "Exit, Voice, and Loyalty." Wikipedia, The Free Encyclopedia, 20 Jun. 2017.