

1. Write a short note on organisational barriers.

The barriers that generate form within the organization, non-clarity of policies, procedure, lack of supervision, inappropriate information etc. are known as organizational barriers. They may be of the following types:

- **Negative organizational climate:** Sometimes supervisors are very conservative and ignore to communicate with the employees. Negative attitude of top management discourages communication initiative of the employees. This causes barrier to communication.
- **Absence of communication policy:** Well-designed communication policy encourages communication in the organization. In the absence of proper delegation of authority and responsibility employees hesitate to communicate.
- **Excessive authority layers:** In modern business, the administrative level has more layers which creates communication gap between employee and management. Excessive authority layers act as a severe impediment to successful communication. In the case of excessive authority layers, information reaches its final destination passing through several hierarchical levels. As a result, it may be distorted or lost. It also causes delay in communication.
- **Filtering:** Filtering implies wilful distortion of information. This problem usually arises in upward communication. In upward communication, employees tend to pass only those messages that create positive impression about them.

2. What is the difference between formal and informal communication?

Communication through the organisational hierarchy and in accordance with the policies, rules and regulations of the organisation is called formal communication.

In formal communication, certain rules, conventions and principles are followed while communicating message. Formal communication occurs in formal and official style. Usually professional settings, corporate meetings, conferences undergo in formal pattern.

On the contrary, **Informal communication** refers to the form of communication which flows in every direction, i.e. it moves freely in the organization.

BASIS FOR COMPARISON	FORMAL COMMUNICATION	INFORMAL COMMUNICATION
Meaning	A type of verbal communication in which the interchange of information is done through the pre-defined channels is known as formal communication.	A type of verbal communication in which the interchange of information does not follow any channels i.e. the communication stretches in all directions.
Another Name	Official Communication	Grapevine communication
Reliability	More	Comparatively less
Speed	Slow	Very Fast
Evidence	As the communication is generally written, documentary evidence is present.	No documentary evidence.
Time Consuming	Yes	No

3. Write about Emotional barriers.

Emotional barriers: One of the chief barriers to open and free communications is the emotional barrier. Anger, fear of criticism or ridicule, mistrust of person, suspicion of intentions, jealousy, anxiety and many more feelings and sentiments we carry within us, affect our communication ability and quality. A person who is upset and disturbed cannot pass on or receive information appropriately and objectively. His emotions will colour his perception and assessment of the communication.

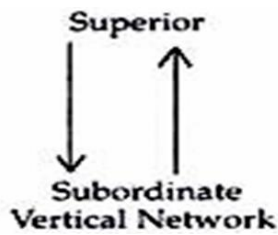
In a nutshell we can say that one needs to control the emotions otherwise they could be a great hurdle in the process of effective communication.

4. What are the most common networks followed in organisations?

Communication networks refer to the method that employees use to pass on information to other employees in an organization.

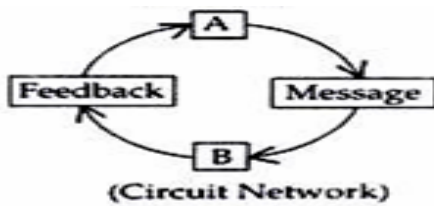
There can be many patterns of communication network.

1. Vertical Network: The vertical network is usually between the superior and subordinate and vice versa. It is two-way communication – upward and downward.



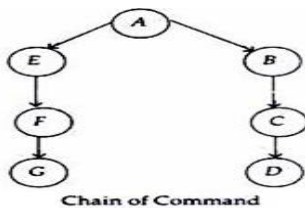
2. Circuit Network:

Under this network two persons communicate with each other. It is similar to vertical network but in circuit network the two people interacting can be colleagues placed at the same hierarchical level in the organisation.

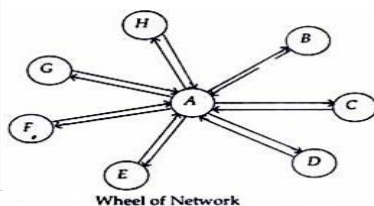


3. Chain Network:

This network of communication follows the organisational hierarchy and chain of command. All subordinates receive commands or instructions from their superior.

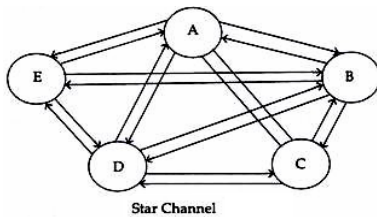


4. Wheel Network: This is an organization where there is a single controlling authority who gives instructions and orders to all the employees working under him/her. Here all subordinates receive commands from one superior.



5. All Channel or Star Network: Under star communication network, all members of the group communicate with each other and exchange information. The members communicate with each other without hesitation.

It follows the informal channel of communication and provides maximum satisfaction to members. Information flows fast, though there may be problem of coordination.



5. What do you understand by coherence?

Coherence in writing and speech refers to the logical bridge between words, sentences, and paragraphs. Main ideas and meaning can be difficult for the reader to follow if the writer jumps from one idea to another and uses contradictory words to express himself/herself.

The key to coherence is sequentially organised and logically presented information which is easily understood. All content under the topic should be relevant, interconnected and present information in a flow.

In nutshell, coherence refers to a logic and consistency of the message. Coherence is achieved when sentences and ideas are connected and flow together smoothly.

6. What are the advantages and disadvantages of non-verbal communication?

Nonverbal communication is the sending or receiving of wordless messages. We can say that communication other than oral and written, such as gesture, body language, posture, tone of **voice** or **facial expressions**, is called nonverbal communication.

The research estimates the non-verbal communication accounts for 93% of all communication.

Advantages of Non-Verbal communication are:

- ☛ Reliable
- ☛ Accurate understanding of attitudes and intentions
- ☛ Efficient

Disadvantages of Non-Verbal communication are:

- ☛ Gestures can be misunderstood
- ☛ Presence of both the parties is important
- ☛ Difficult to study
- ☛ Lack of proof
- ☛ Lack of secrecy