Ans to Q. No.5: The sender is any one who wishes (i) to convey an idea (ii) to seek information (iii) to express a thought or emotions. The receiver is the person who is supposed to receive the massage.

Ans to Q. No.6: The informal communication is the casual and unofficial form of communication wherein the information is exchanged spontaneously between two or more persons without conforming the prescribed official rules, processes, system, formalities and chain of command.

Ans to Q. No.7: Semantic barriers is a type of communication barrier that is semantic in nature, as the same word may convey a different meaning to different people.

Ans to Q. No.8: In an organisation, the informal communication is called as "grapevine" (or the rumour mill)



7.13 MODEL QUESTIONS

1. Describe the essential feature of communication.
2. Describe the process of communication.
3. Destinguish between formal and informal communication.
4. Discuss the barrier to communication.
5. Describe the ten commandments of communication.

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