

# Formal and informal Communication

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## Abstract

Communication plays a crucial role in our life, as people interchange their ideas, information, feelings, opinions, by communicating. For communication to be effective, the message must mean the same thing to both the sender and the receiver. Communication is a dialogue not a monologue. Communication may be intentional or unintentional, it may involve conventional or unconventional signals, may take linguistic or non linguistic forms, and occur through spoken or other modes or in simple words. It is of two types formal and informal communication. Formal that is one passes through predefined channels of communication throughout the organization. On the other hand informal communication refers to the form of communication which flows in every direction, it moves freely in the organization.

## Keywords :

Communication, formal and informal communication, conventional, sender, receiver.

## Introduction

Communication could be verbal, spoken or written or non verbal i.e using sign language, body movement, facial expressions, gestures, eye contact, or even with the tone of voice. In an organization there are two channels of Communication, formal Communication and informal Communication. People confuse between these two channels, here in this article difference between the formal and informal communication may be discussed in detail.

## Formal communication

The communication in which flow of information is already defined, a type of verbal communication in which the interchange of information is done through the predefined channels is known as formal Communication. It is official communication. It is more reliable. Its speed is slow. Informal is in written hence good for evidence. It consumes a lot of time. It is effective due to timely and systematic flow of information. It maintains full secrecy. It is of four types :

- 1) Upward or Bottom up : The communication in which flow of information goes from subordinate to superior authority.
- 2) Downward or topdown : The communication in which flow of information goes from superior to subordinate.
- 3) Horizontal or lateral: The communication between two employees of different departments working at the same level.
- 4) Crosswise or diagonal: The communication between the employees of two different departments working at different level.

## Information communication

A type of verbal communication in which the interchange of the information does not follow any channels I.e communication stretches in all directions. It means communication does not follow any predefined channel for transmission of information. This type of communication moves in all directions and this thus it is very quick and rapid. In any organization this type of communication is very natural as people interact with each other about their professional life, personal life, and other matter. It is also called as grapevine communication. It is of four types :

- 1) Sing Strand Chain : The communication in which one person tell something to another, who again says something to some other person and the process goes on.
- 2) Cluster Chain : The communication in which one person tells something to some of its most trusted people, and then they tells them to other trustworthy friends and communication continues.
- 3) Probability Chain : The communication happens when a person randomly chooses some person to pass on the information which is of little interest but not important.
- 4) Gossip Chain : The communication starts when a person tells something to a group of people, and then they pass on the information to some other people and in this way information is passed on to everyone.

The following points are very much important so for as the difference between formal and informal Communication is concerned.

Formal communication is also known by the name of official communication and informal communication is also known by the nname of grapevine.

In formal communication the information must follow a chain of command but the Informal communication can move freely in any direction.

In formal Communication full secrecy is maintained but in inforal communication maintenance of secrecy is very tough.

Formal communication is written where as informal communication is oral.

Formal communication is time consuming as opposed to informal communication, which is rapid and quick.

Formal communication is more reliable then iinformal communication.

Formal communication is designed by the organization where as informal communication starts itself due to urge of human to talk.

In formal Communication the documentary evidence is always available but in informal Communication the supporting documents are not available.

**References:** Communication knowledge, Skill method, Information communication.