

SEAT No. :

4100552

'C' - SCHEME / SEMESTER - II

PCR - I

FE - ALL

DATE: 17/8/21

PAGE: 1/5

M. P. S.

# SEMESTER - II SCHEME - C PROFESSIONAL COMMUNICATION SKILLS AND ETHICS - I

-: QUESTION: 1(B):-

Answer: 1(B) :-

**Q.1. 4+3=7**

Despite the drawbacks of grapevine communication, it is still very prevalent in most organizations because of its effectiveness. It has a lots of advantages as well.

Advantages of Grapevine communications are:

- i) Grapevine channels carry information very rapidly. As soon as the employee gets to know some confidential information, he becomes inquisitive and passes the details to his closest friend who in turn passes to another. It spreads hastily.



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PAGE: 2/3

~~17/8/21~~

2. Grapevine serves as an emotional supportive value.
3. Grapevine channel is a supplement ~~to~~<sup>in</sup> those cases where formal communication does not work.
4. Grapevine creates a sense of unity among the employees who share and discuss their views with each other. Thus, grapevine helps in developing group cohesives.
5. The managers get to know the reactions of their subordinates on their policies. Thus, the feedback obtained is quick compared to formal channel of communication.

4



## -: QUESTION: 1(C) :-

The Difference between ~~Eato~~ caution and warning are as follows:

CAUTION	WARNING
i) A caution refers to an action displaying careful, prudent behaviour.	i) A warning refers to a statement indicating impending danger, serious harm or misfortune.
ii) A caution serves as an advice or action advocating that advice.	ii) A warning serves as a form of notice.
iii) The objective of a caution is to advise people to exercise careful behaviour and to pay close attention in order to minimize risk and damage.	iii) In case of warning, the objective is to alert people to certain dangers, and serious consequences. Thus, in law, a warning serves as a notice indicating that certain acts constitute criminal behaviour.
iv) Caution refers to exercising a degree of care.	iv) warning is associated with some kind of danger or harm.
3v) Eg. <del>WARNING: UNAUTHORIZED ENTRY</del> CAUTION: WET FLOOR	v) Eg. WARNING: UNAUTHORIZED ENTRY PROHIBITED.