

Q.1.

C.

Q. 1.2+5=7

Ans.

difference between caution and warning:

Warning is a kind of notice for alerting the people about some kind of danger or serious threat. It can be defined as a statement or indication providing evidence of danger, serious harm or misfortune.

Eg: Highly inflammable. Do not expose to open flame.

caution refers to exercising a degree of care. It denotes some form of action, particularly on the part of the person, been cautioned. The objective is to minimise risk, harm to or damage of some kind.

Eg: Do not use metal containers in the microwave oven.

2

Q.1.
8.Q.2..
A.

Ans.

Ans.

Grape vine

Grapevine means "the informal transmission of information, gossip or rumour from person to person."

It is very common at the workplace as people prefer communicating outside the formal channels. Grapevine channels carry information very rapidly.

It creates a sense of unity among the employees. Bottled up feelings can be released through grapevine communication.

It is a stress buster and can promote efficiency. But grapevine lacks credibility and may sometimes be detrimental to the organization.

Advantages of Grapevine:

1. Rapid Transmission - Grapevine channels carry information rapidly. As soon as an employee gets to know some confidential information, he passes the details then to other eager listeners who in turn pass it to others. This results in hasty and uncontrolled spread of information.

Advantages:

1. confidential - since there is no written record, the communication can be completely confidential.

2. Time saving - oral communication requires no stationery, postage, typing

Q.1. B.

Ans.

or writing. Hence it saves time. For instance, if a superior calls his subordinate to his cabin to give oral instructions on the new policy, it would not take much time, as opposed to drafting written instructions.

3. saves memory: In oral communication, no money is wasted on pen, ink, paper and other stationery or on postage.

4. Immediate feedback - In oral communication feedback is given immediately, either verbally or non-verbally. For example, a salesman explaining about his products to potential customers will know immediately whether the response is positive or negative through body language and the oral responses.

5. Useful for illiterates: Oral communication is understood by illiterate people too, hence it has a wider reach. A politician seeking votes in remote villages would use oral communication instead of pamphlets. This would ensure that his message is understood by the illiterate.

6. more effective: In spoken communication, the words in the message are supported and enhanced by paralinguistic features and body language. This increases the effectiveness of the message.

7. modification possible: It is possible to ~~po~~ modify the message depending upon the response of the receiver.

8. Personal touch - It is a direct approach and the speaker can make use of body language, tone, stress, intonation and pitch to enhance and give a personal touch to the message.

Whereas disadvantages consists of:

1. No legal value.
2. low reference value.
3. lack of accountability.
4. Distortion possible.
5. dependent on speaker.

Hence proved.