

HU1201 Midsem Assignment - 01

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Q1. How is Cross-Cultural Communication significant in our daily lives?

Ans. The study of cross-cultural communication is central to both theoretical and applied linguistics. Examining the causes of misunderstandings in cross-cultural communication alleviates the processes that underlie all communication but often go unnoticed when it proceeds successfully. Thus discourse analysts find cross-cultural communication a useful research site, apart from any real-world interest in cross-cultural relations.

Cross-cultural communication is crucial to nearly all public and private human encounters. To accomplish any public or personal goals, people have to talk to each other, and in most cases, the people communicating come from more or less different cultural backgrounds. In a global environment, the ability to communicate effectively can be a challenge. Even when both parties speak the same language, there can still be misunderstandings due to ethnic and cultural differences.

Communication context in which preference for messages by people is made is the underlying basis for classifying cultures as high context and low context. An interdependent society characterises high context communication culture. The meanings attached to the word may carry several interpretations & the context in which these words are used or uttered may give different connotations to them. More often, words accompanied by body language may provide an altogether different meaning to the same word used elsewhere. Oriental cultures often seem interspersed with unexpressed communication but with underlying messages in body language. (Mary, 1993)

To break this cultural and ethnic barrier that arises while communicating, cross-cultural communication is crucial in today's industrial and scientifically advancing era for the overall development of the world, especially the scientific community.

Q2. What do "Organisational Barriers" mean? Explain with examples.

Ans. The most common and general definition of "Organisational Barriers" is as follows: 'The Organizational Barriers refer to the hindrances in the flow of information among the employees that might result in a commercial failure of an organization'. Organisational Barriers are frequently encountered in, namely, Organizational Rules and Policies, Status or Hierarchical Positions in the Organization, Organizational Facilities, and Complex

Organizational Structure. Let's study each of these in separate paragraphs below, respectively.

Organizations often have the rule regarding what message, medium, and mode of communication should be selected. And due to the stringent rules, the employees escape themselves from sending any message.

In every organization, the employees are divided into several categories on the basis of their levels of the organization. The people occupying the upper echelons of the hierarchy are superior to the ones occupying the lower levels, and thus, the communication among them would be formal. This formal communication may often act as a barrier to the effective communication. Such as the lower level employee might be reluctant in sending a message to his superior because of a fear in his mind of sending a faulty or wrong message.

The organizational facilities mean the telephone, stationery, translator, etc., which is being provided to employees to facilitate the communication. When these facilities are adequately offered to the employees, then the communication is said to be timely, accurate and according to the need. Whereas, in the absence of such facilities, the communication may get adversely affected.

The communication gets affected if there are a greater number of management levels in the organization. With more levels, the communication gets delayed and might change before reaching the intended receiver.

Q3. Define the "levels" in which communication takes place.

Ans. The various levels of communication are as follows:-

1. **Extrapersonal Communication:** Communication that takes place with human entities and non-human entities as well, it is called to be extra personal communication. For example, the barking of a pet dog, dog wagging tail, chirping of birds when a stranger is at the door, etc.
2. **Interpersonal Communication:** Any communication which involves two parties, sender and receiver or a small group of people. Interpersonal means within the group, department or any institution. The flow of communication which is inside the department or organization is called an interpersonal communication. It is an internal communication, can be formal or informal communication and is held with 4/5 people at a time. It can be face to face communication, telephonic or through emails.
3. **Intrapersonal Communication:** 'intra' means 'within' hence intrapersonal communication is 'self talk' or "talking with oneself". Intrapersonal communication is about talking to ourselves, reflecting human self-awareness. The internal thought

process which decides our behaviour, attitude, planning and controlling our day to day activities.

4. **Organizational Communication:** The flow of communication which is outside the department or organization is called an organizational communication. It is an external communication, it is formal communication and is held with the larger group of people. In a larger network of any business organization, communication becomes its lifeblood where people communicate with one another through paper work, documents, conferences/ seminars and emails.
5. **Mass Communication:** Any communication which is extended to a much larger segment of people and is conducted with the help of media, newspaper, telecast or broadcast, etc. then it is called mass communication.
6. **Impersonal Communication:** Impersonal communication is a kind of communication that we normally have with sales persons. It is actually a form of I-It Communication where the person who you are communicating to, is taken as an object. The interaction is purely based on their social roles. The conversation is superficial and impersonal. It is only business talk and is limited to bare necessities.

Q4. What do you understand by 'Grapevine Communication'?

Ans. Grapevine is defined as “the informal transmission of information, gossip or rumor from person to person.” The term grapevine can be traced to “Civil War days when vine like telegraph wires were strung from tree to tree across battlefields and used by Army Intelligence.” Through these grapevine like wires the messages during battle were sent in a hurry, therefore, the received messages were haphazard and confusing like the gossips and rumors in a workplace. Information through grapevine usually travels faster than formal channels. To say that such rapid transfer of information occurs only rarely would be wrong if we look at the functioning in workplaces. They spread quickly, uncontrollably and, once started, are often hard to stop. In the present age of technology we may compare gossip and rumors in a workplace with computer viruses. Like the computer virus gets transferred from one system to another and contaminates files and systems; in the same manner gossips and rumors travel from sender to receiver passing on the negative rumors, thus contaminating a healthy work environment. Grapevine communication exists in the gatherings like lunch or tea breaks etc. These gatherings have a communication which is informal in nature. This type of communication may take place in haphazard manner. Also, the gossiping flows without any instructions or guidelines i.e. the participants of the gossips do not need to follow a certain mannerism or rule on what to talk and how to talk. They are free in choice of their subject matters and in the way of expression and diction. As grapevine is an informal network, the communication starts out innocently and may lead to serious issues- but in an informal manner. Usually, the focus is

on promotion or transfer of other employees. The talk may highlight the errors and flaws of their colleagues. The participants of the communication generally enjoy the talk. The interest of the participants in this informal communication jumps from one department to another and also from one level of management to another. It may be right to say in this context that grapevine communication is so powerful and active that it covers all the flows of communication- be it upward, downward, horizontal or diagonal. We can say that it is equally active both among workers and management. It is a rather humorous here to say that generally female gender is known for gossip but in a workplace males too play an important role in becoming active channels of the grapevine.