

Basic Concepts of Human Communication

M.A.IIIrd Semester ,Paper-II Unit-I

Concept of Communication:

Communication might be defined as follows:

Communication might be defined as the transfer of – facts, information, ideas, suggestions, orders, requests, grievances etc. from one person to another so as to impart a complete understanding of the subject matter of communication to the recipient thereof; the desired response from the recipient to such communication.

Some popular definitions of communication are given below:

(1) “Communication is a way that one organisation member shares meaning and understanding with another.” -Koontz and O’Donnell

(2) “Communication is the process of passing information and understanding from one person to another.” -Keith Davis

(3) “Communication is the sum of the things one person does when he wants to create understanding in the mind of another. It is a bridge of meaning. It involves a systematic and continuous process of telling, listening and understanding.” Louis A. Allen

Features of Communication:

On the basis of the above definitions and the surrounding knowledge, we can gather the following salient features of the concept of communication:

(i) Communication is necessary and required in all managerial functions. However, it is an integral part of the directing process; and assumes greater significance at the directing stage.

(ii) Communication is a function of every manager. Hence, it is a pervasive managerial function. All managers would have to make necessary communications to their subordinates, and get a feedback to their communications from the latter.

(iii) Communication is a continuous process, throughout the organisational life. It is the basis of organisational functioning. "No communication; no functioning of the organisation." thus goes an old managerial adage (proverb).

(iv) Communication is a complete and rational process; only when the recipient of the message has understanding of the subject matter of communication. Communication is, in fact, a transmission of understanding from the sender to the recipient of the message – something, which is an imperative requirement from the human relations perspective, of communication.

(v) Communication usually is and ought to be a two-way process. This emphasizes on the feedback aspect of communication i.e. the sender of the message must get the necessary response (or reaction) of the recipient to the communication made to him.

(vi) Communication is always done with a purpose i.e. with the objective of evoking the desired response out of the recipient, to the communication made. For example, if the communication is a work-order by the superior to some

subordinate; the latter must comply with the order – undertaking the necessary actions for the implementation of the order

(vii) Communication process requires, at least, two parties' sender of message and the recipient of it. Naturally, one person would not make any communication to the self.

(viii) Communication is a circular process. Its process starts with the sender of the message and travelling through various stages completes with a feedback to communication from the recipient to the sender.