

Advantages and Disadvantages of Oral and written Communication

Vijaya Rani

Assistant Professor , Department of English, Aggarwal College Ballabgarh, Haryana (India)

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Corresponding Author

Email: vijayarani69@gmail.com

ABSTRACT

Oral communication means communication by way of uttering words, i.e., speaking. Oral communication is used more than written communication. It is the fastest type of communication. Oral communication reveals the gender, age and geographical background of the speaker. From the oral communication we may also come to know the level of education of the speaker as well as his/her emotional state. Oral communication is used in the meeting and conferences of organizations and government offices. It is also used in face-to-face conversation and telephone conversations. Oral communication came first in the life of man. Written communication came much later. In oral communication the speaker is face-to-face with the listener. In oral communication; the speaker can use gestures, the feature which is denied in written communication. Written communication is much more used in business organization and government offices. Messages are communicated through various forms of written communication like memorandums, business letters, circulars and notices. In the case of written communication the writer has a lot of time at his/her disposal to plan his/her communication to ensure that it is clear, complete, correct and easy to understand. The present paper is an honest attempt to attract the attention of the readers towards the advantages and disadvantages of oral and written communication.

1. Introduction

To communicate is the basic need of all creatures on this earth. Creatures use various kinds of sounds and gestures to communicate. Man has developed a highly skilful and complex system of language to communicate. For human beings language is the most important tool of communication. It has spoken and written forms. Communication through language is called verbal form of communication. Man also communicates through gestures and body-language. This is called non-verbal form of communication. People often combine non-verbal form of communication with verbal form of communication to make it more effective.

Objectives:

Oral and Written Communication aim to provide students with the necessary tools to develop their communication skills through knowledge of personal phenomena involved in the communication process and the use of different techniques in oral, written and non-verbal communication. Following are the objectives of oral and written communication

- ✓ To understand the various types of communication – verbal and non-verbal
- ✓ To understand the nature of oral and written forms of communication
- ✓ To learn the advantages and disadvantages of oral and written communication.

2. Verbal communication:

Verbal communication means “relating to words”. So; verbal communication means “communication through words”. It may be in the form of written words or spoken words, i.e., written communication and oral communication.

3. Oral communication:

Oral communication means communication by way of uttering words, i.e., speaking. Oral communication is used more than written communication. It is the fastest type of communication. Oral communication reveals the gender, age and geographical background of the speaker. From the oral communication we may also come to know the level of education of the speaker as well as his/her emotional state. Oral communication is used in the meeting and conferences of organizations and government offices. It is also used in face-to-face conversation and telephone conversations.

Oral communication came first in the life of man. Written communication came much later. In oral communication the speaker is face-to-face with the listener. In oral communication the speaker can use gestures, the feature which is denied in written communication.

Advantages and Disadvantages of Oral Communication

1. Oral communication ensures the personal attention of the listener.
2. It is economical and more effective.
3. No records of oral communication are kept. So it remains confidential.
4. Even illiterate person can communicate through oral communication.
5. In the case of oral communication one gets instant feedback and can express one's reactions. One can also seek instant clarifications and clear his doubts.
6. In cases where immediate action is required it is better to transmit a message orally.
7. Oral communication is very helpful when one has to communicate with a large number of people i.e., assemblies, meetings, etc.

- Oral communication is carried on the informal plane. It promotes friendly relationship between the two parties.

Disadvantages of Oral Communication:

- Written communication has documentary proof. Oral communication has no documentary proof or record of the proceedings. We cannot refer back to it.
- If the oral communication is between persons living far away from each other then it is quite expensive.
- Oral communication is not suitable for complex or lengthy message.
- It generates physical noise.
- Oral communication has greater chances to getting misunderstood, because of the variations in spoken language and the way it is delivered.
- Oral message have no legal validity.
- Speech is far less organized in comparison to written language. It has many incomplete sentences.

Advantages and Disadvantages of Oral Communication At A Glance.....

Advantages of Oral Communication

Time saving	Reduction of cost
Easiness	Effective for illiterate Persons
Quick Feedback	Maintaining secrecy
Reliability	Coordination
Motivation	Avoidance of slow coach
Flexibility	Special Application

Disadvantages of Oral Communication:

No Record	Misunderstanding
Distorted meaning	Lack of accuracy
Limited Use	Confused
Speech	No Legal
Validity	Leakage of secret
Information	More importance given on presenting the speech
Emotion Less effective	Less effective
Expensive	
Late Decision	Not easy to fix Responsibility
Possibility of conspiracy	

4. Written communication

Language is a tool of communication. It has spoken and written forms. These forms serve the same purpose but their forms and manners are different. One makes the use of sounds, the other makes the use of symbols. While using the oral communication the speaker has the full range of voice quality effects which are denied in the case of written communication.

Written communication is much more used in business organization and government offices. Messages are communicated through various forms of written communication like memorandums, business letters, circulars and notices. In the case of written communication the writer has a lot of time at his/her disposal to plan his/her communication to ensure that it is clear, complete, correct and easy to understand.

Advantages of Written Communication

- Written communication provides permanent record for future references.
- The writer has enough time to plan, write or rewrite, what he wants to communicate. So it is complete, precise and unambiguous.
- It can be referred back again. It can be read and reread till it is properly understood.
- Written communication is very useful when it is meant for a large number of people. The message can be circulated to a large number of people and it can be repeated if necessary.
- It serves as a legal proof.

Disadvantages of Written Communication

- Written communication is time consuming. It takes a lot of time to time to draft a document or a letter and get it typed and despatched.
- It is expensive.
- It is difficult to maintain the secrecy of written communication.
- It has no scope for immediate feedback.

5. Summing Up

To sum up; the research scholar comes to the point that good communication can create an environment of friendliness, can bring people closer. It can generate happiness besides communicating. A good written message or well spoken words showing good intentions can create a feeling of happiness. The research scholar further writes that written communication is the process of communication in which messages or information is exchanged or communicated within sender and receiver through written form. On the other hand, oral communication is the process of communication in which messages or information is exchanged or communicated within sender and receiver through the word of mouth. Another test of skilful communicating is whether one can say "no" without creating unhappiness and disappointment during a conversation. Often during a conversation one has to disagree and say "no". Whether one can do so without antagonizing the listener is the real test of the ability of speaker to communicate well. While rejecting a request you can say rudely "I cannot accept your request or you can say politely "I am really sorry I am not in a position to accept your request. The message or the speech of the sender should be attractive. The receiver gives more attention to attractive speech. Neutrality is a pre-condition of an oral communication both the sender's and receiver's point of view. In this paper; the research scholar has tried to explain the advantages and disadvantages of oral and written communication in her level best.

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