

ASSESSMENT OF OFFICIAL COMMUNICATION PROCESS FROM STATE TO GRAM PANCHAYAT LEVEL: A PILOT STUDY

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ABSTRACT

Communication is sharing our feelings, ideas and opinions with others. This can be intellectual, personal, spoken or written in nature. We live in groups and man is invariably a social animal. As the social needs insist that we share our thoughts with others. This can be called communication. It is a two-way process. In spoken communication, we have speakers and listeners who send and receive verbal messages from each other. In written communication, we have writers and readers, whereas in visualization and observation, the symbols and signs are included. Communication motivates, informs, suggests, warns, orders, changes behaviour, and establishes better relationships, to make interaction meaningful and make oneself understood. Communication is effective when a communicator is effective enough to communicate competently, simply, clearly, sincerely and dynamically. Ones communication can be termed as successful, if the receiver acknowledges it, i.e., when a listener or reader understands, reacts, responds to this communication and shapes his/her learning behaviour.

Key words-

Communication, Behaviour, Knowledges, Establishes, PRIs, Rural Development, Inadequate devolution, Management, Utilization. Commission

Introduction-

The word communication is derived from the Latin word 'communes', which means 'common', i.e., to share, exchange, send, transmit, write, relate and communicate. The other etymological source mentions that 'communication' is derived from the Latin term 'communicare', which means to impart or participate. This word often denotes and means different things to different people. In short, we can define communication as sharing ideas and feelings mutually.

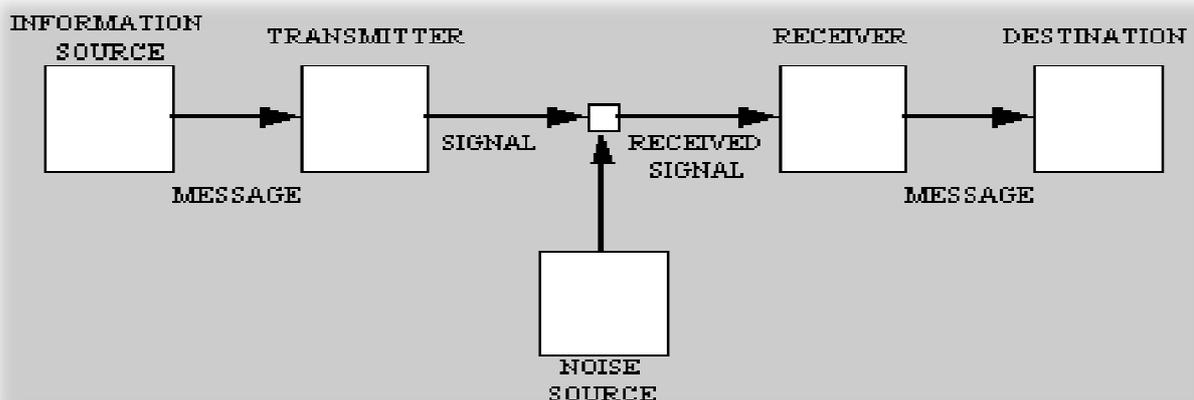
As it involves interaction, it encourages exchange of ideas until all the experiences become a common profession. Communication is essential for close, sympathetic relationships in the society and for transformation of men, material and thoughts from one place to another. In a classroom, the meaning of communication is related to the messages and counter-messages, which constitute the teaching-learning process. This involves initiation, reception and response

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that serve as feedback. Communication Process Communication is interactive by nature. The importance and meaning of communication pertain to the fact that receivers and senders of messages are connected through space and time. Communication as a process has two participants – the sender of the message and the receiver of the message. When these messages are transmitted, they activate the person and this response is the purpose of communication. Thus, we can say that communication requires a source, a sender, a message and a person at the receiving end. Human beings are primarily related to the study of communication. Nevertheless, this process is present in all living things and is a fundamental and universal process. Communication influences the activities of the human community at large. Social development is a prominent feature of effective techniques of communication, which is necessary for sustaining the growth and development.

Communication Theory-

All of us have thoughts and ideas, which we would like to communicate. But before that we carefully choose words, pictures, symbols, etc., to effectively convey our information. The receiver at the other end receives the message and understands it. The figure given below will explain to you the model channel of communication:



The communication model involves the following steps:

- ❖ An information source, that helps us produce a message.
- ❖ A transmitter or an encoder, who encodes the message into signals and sends it.
- ❖ A channel, which processes the signals for transmission.
- ❖ A receiver, which / who decodes the message from the signal.
- ❖ A destination, where the message arrives finally.
- ❖ All this involves the external influence of a sixth element called noise or any other barrier, which acts as a dysfunctional factor in the process of communication



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Nonetheless, communication is usually described along a few major dimensions:

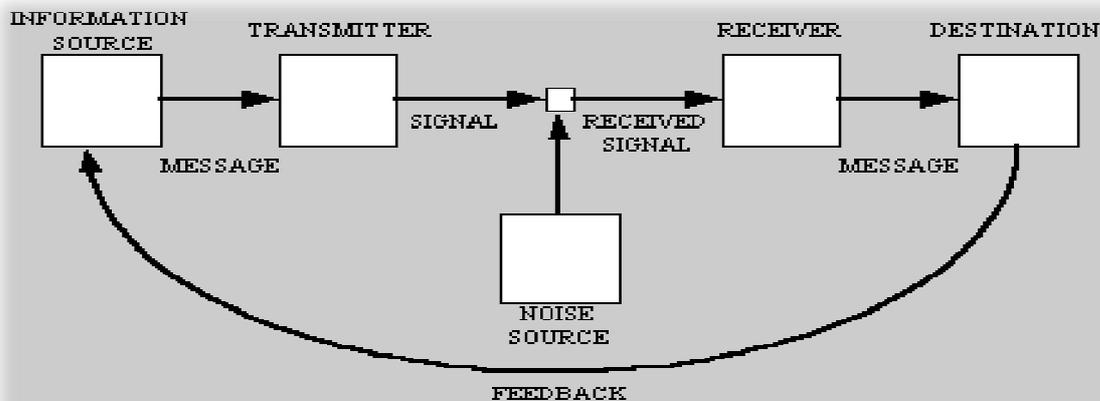
1. Content (*what type of things are communicated*)
2. Source (*by whom*)
3. Form (*in which form*)
4. Channel (*through which medium*)
5. Destination/Receiver (*to whom*)
6. Purpose/Pragmatic aspect (*with what kind of results*)

Communication Cycle-

Communication is purposeful and comprises of the following six components:

- Sender of the message
- Receiver of the message
- Message
- Medium
- Setting
- Feedback

Communication is cyclical and therefore a bi-directional process. The chain of communication involves physiology, physics and the involvement of human effort. When we speak something the whole process of communication takes place with the help of our articulator organs. In fact, all living beings produce sounds to communicate. These sound waves travel in the air, get transmitted and are finally received by the decoder. This receiver at the other end may be a machine or a human being with an inbuilt capacity to interpret and decode the messages. The cycle of communication works as follows:



The cycle of communication works effectively when a sender formulates the message, encodes it and transmits the sound waves properly. This message is channelized via a medium to reach the receiver. The message can be termed as communicated when the receiver successfully interprets it, decodes the message, formulates the counter message (feedback) and transmits it back to the person at the other end via the medium. This has been the way messages are communicated through ages. In both spoken and written forms, technological process of communication remains the same. In a basic system of communication, sender, message, medium and receiver are the primary elements. Several linguists and communication specialists

might have proposed various theories of communication. Even then, the basic model is repetitive, as only the dysfunctional factor or noise comes in as an extra element.

Factors Affecting the Process of Communication-

- ❖ Emotional factors
- ❖ Need
- ❖ Motivation
- ❖ Attitude
- ❖ Intelligence
- ❖ Understanding
- ❖ Filtering
- ❖ Overloaded Information
- ❖ Defensiveness
- ❖ Cultural difference
- ❖ Jargon

The process of communication starts from the sender and ends with the receiver who decodes the message. Hence, it is necessarily a cycle (when the receiver receives the message in fact he / she reacts to the message). This in turn, compels the earlier sender to act as a receiver and decode the message. In this way, the cycle of communication goes on till the conceptualization of the message at both the ends concludes. We experience a number of barriers in day-to-day communication. As a result of these barriers, the receiver does not decode the intended message of the sender. This in turn, makes the communication ineffective. So, for communicating effectively in any classroom situation, the teacher has to identify the barriers and the means to overcome such hindrances.

Types / Channels of communication-

There are different types of communication. They are:

- ❖ Person to person
- ❖ One person to many persons
- ❖ Many persons to many persons

There are three major modes of communication.

- a. Speaking – Listening
- b. Writing – Reading
- c. Visualising – Observing

Ramifications in formal communication-

a. Downward communication:

In this type of communication, superiors communicate with their sub-ordinates and it is directive in nature. Orders, commands, comments, memos, rules and regulations, etc., come in to this category.

b. Upward communication:

This communication is processed from sub-ordinates to their superiors. This gives feedback to the employer or management. Sometimes this feedback or upward communication helps the superiors to carry out downward communication.

c. Lateral communication:

Also termed as horizontal communication, this includes interaction and communication between the sub-ordinates of same cadre. To interlink activities of different branches, lateral communication is very helpful. It always avoids the small delays caused by downward communication.

Objective And Methodology-

This Chapter is dealing with topic of this project. In this chapter covering the main point of Study, There is some point of my motive that is based on my topic Communication Process between State Panchayat and Gram Panchayat.

Objective -

- To know the Barriers of Communication between State to Gram Panchayat.
- To know the Measure problem of Communication at the village level
- To know the Communication Gap between Government and villagers.
- To know the process of Communication how is going on from State to Janpad and from Janpad to Gram Panchayat.
- To know the Method of Communication which is used for villager?
- To know the various modes of Communication or which is used for villagers to
- To know the effect of communication at the Gram Panchayat and Gram Shaba level.
- To know the difference between State and village level languages.
- To know the factor of distortion in Communication process.

Methodology

This Topic is discussing about techniques for data collection. Three type of technique i.e. Group discussion, Interview Questions, Conversation are used for technique for data collection.

- Interview schedule for the District Panchayat A.P.O
- Interview schedule for Janpad Panchayat P.O
- Questionnaire for Gram Panchayat Sarpanch, Sachiv and Rojgar sahayak.
- Group Discussion With Villager

Sample

- The study was conducted in Durg District.
- Two Blocks Durg & Patan of the district and six villages of each block are selected.

Gram Panchayat

Durg- Achhoti, Chingri, Anda, Kutharel.

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Patan- Aunri, Chicha, Motipur, Savni, Ruhi.

Stakeholders

APO- PO Both Block

SACHIV- villager & Sarpanch

Analysis Of Data-

Collected data has been analysed and presented in this chapter in graphical format. There are two types of questionnaire designed and data collected. One was for gram Panchayat functionaries and sarpanche who are the main source of information and second was for gram sabha members.

Responses of Panchayat functionaries and sarpanch

Sex ratio of respondent

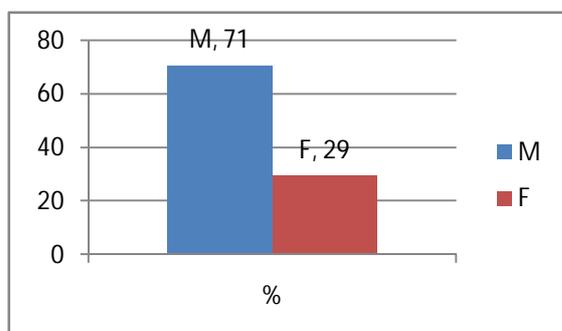
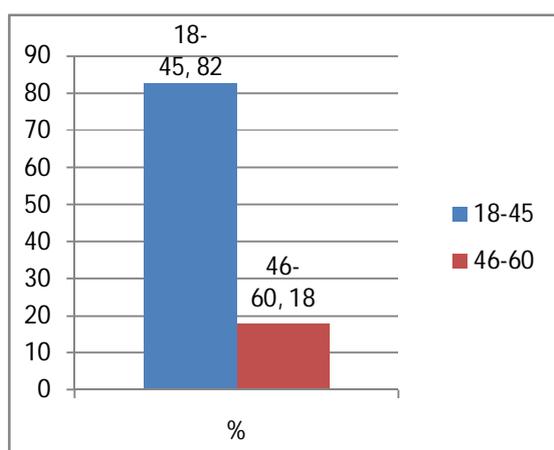


Fig 1. Percentage of sex ratio of respondents

As can be seen in fig, 71% are male and remaining is female.

Designation of respondents

2. Percentage of designation wise respondents



As can be seen in fig, 53% are sarpanches and remaining are GP secretaries and Rojgar sahayaks (for NREGA work).

Age group of respondent

Fig 2. Percentage of age group of respondents

As seen in the above fig. 82 percent of the respondents are young as they belong to age group of 18-45.

Qualification of respondent

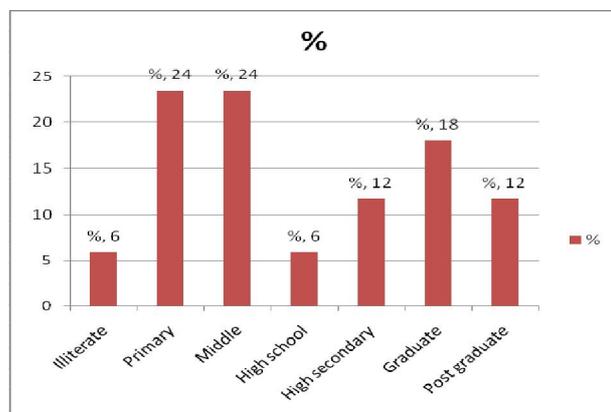


Fig 3. Percentage of the qualification status of respondents

As can be seen in fig 4 the respondents belong to all categories of qualifications but mostly 24% are belonging to primary and middle school qualified.

Sources of receiving information or messages

4. Percentage of sources of received information/message-

"76 percent information has been received from Janpad/Jila Panchayat and mostly from Janpad Panchayat."

How to collect the information or message

5. Percentage of collect the information/message

As seen the above fig 8, the collect information are different way but mostly 94 percent information collect by the letter and 76 percent information collect by the telephone. Respondents have given multiple answers on above query.

Language of communication-

7. Percentage of language of communication-

As can be seen that the above fig 9 belongs the percentage of language of communication, 100 percent language are Hindi.

Duration of reaching information

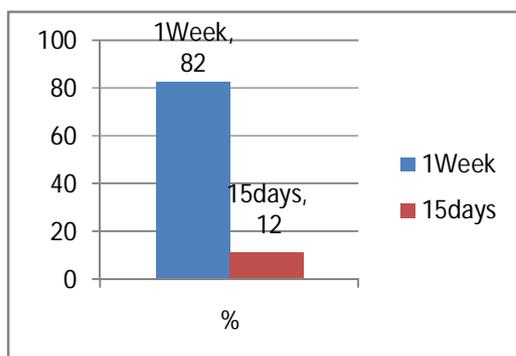


Fig 8. Percentage of Duration of reaching information

As seen the above fig 10 belongs the duration of reaching information, the mostly information/message reaches the 1 week.

Problem faced by the receiver in understanding message

8. Percentage of problem faced by the receiver in understanding messages

In above fig 11 shows that 71 percent people are not facing any problem by the receiver in understanding messages/information.

Mode of the sending messages-

9. Mode of the sending messages or information-

As can seen that the above fig 12 belongs the mode of sending messages, 94 percent messages are sent by letter. Respondents have given both answers on above query.

Problems in conveying the information

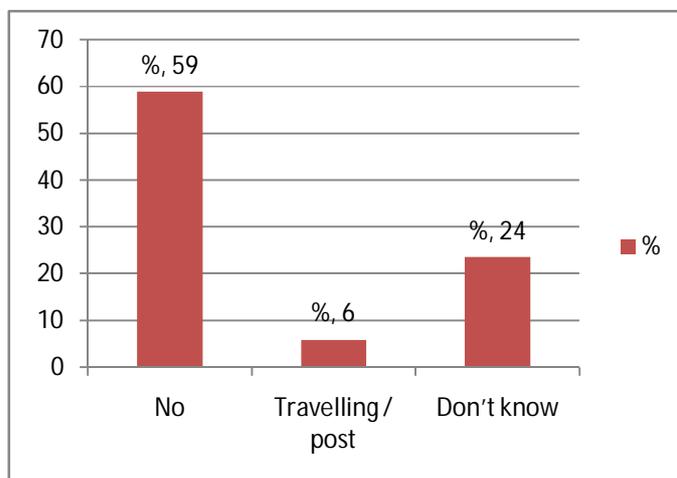


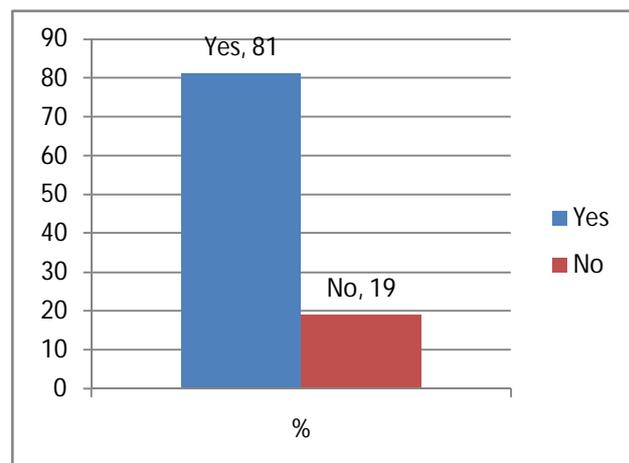
Fig 11. Percentage of problem of convey the information

Above fig 13 shown that the percentage of type of problem in conveying the information. According to above 59 percent are saying that the don't have problem.

Satisfaction in use the medium, method and language

Fig 10. Percentage of satisfaction of use the medium, method and language

In above fig shows the mostly 81 percent people are satisfied with the use of the medium, method and language.



Problem of understanding information or message

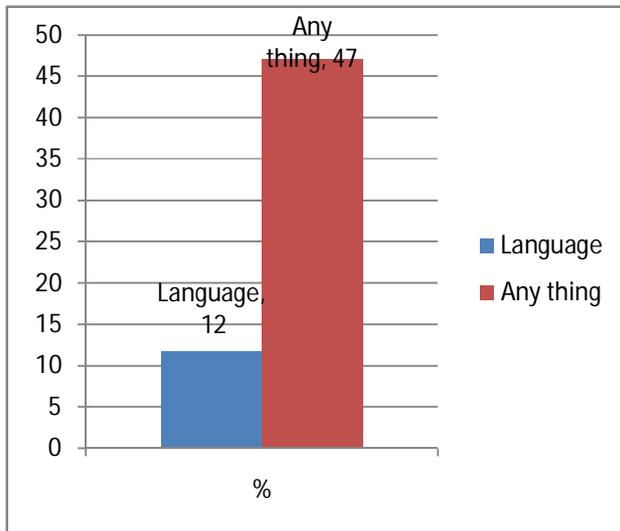


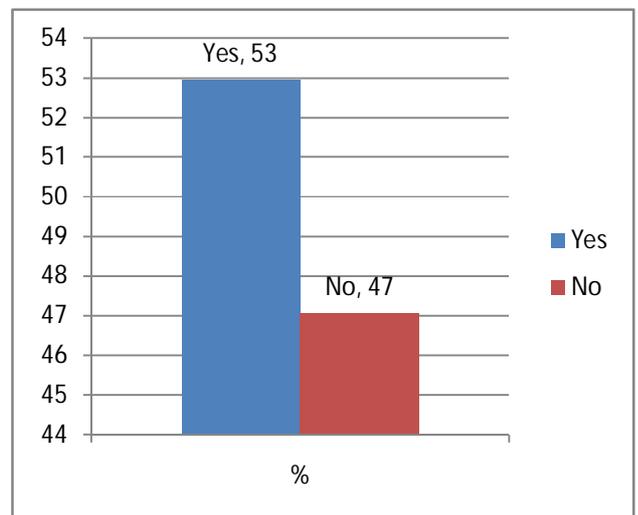
Fig 13. Percentage of problem of understanding information/messages

In above fig 15 shows the only 12 percent people say the language is the problem and 47 percent people say any other problem of understanding information/messages.

Need Change in the procedure of the way of information

Fig 14. Percentage of change the procedure of the way of information

As can be seen that fig 16 the 53 percent people says yes and 47 percent people says no need of change in the procedure of the way of information/messages.



A

Any information asked from higher offices

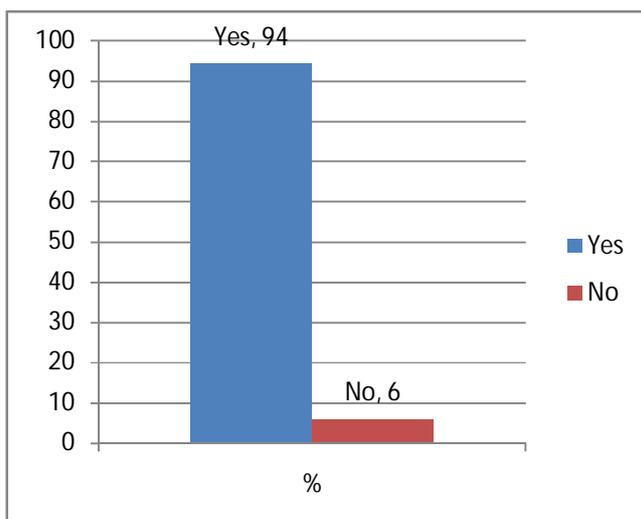


Fig 15. Percentage of information asked by gram panchayats.

In above fig 17 shows the 94 percent respondents ask information from higher offices.

Method of asking information from higher offices-

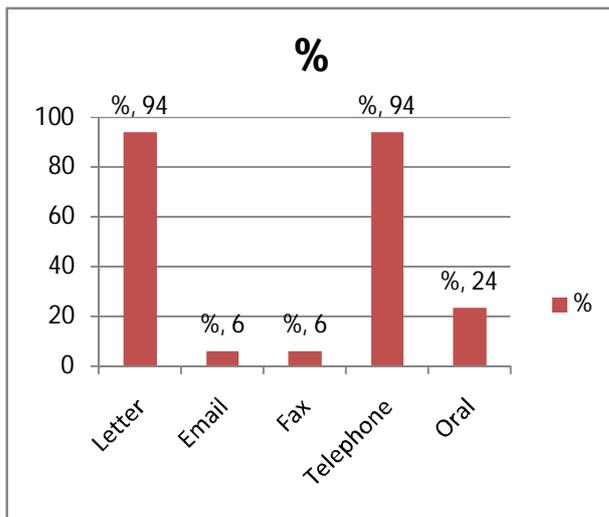


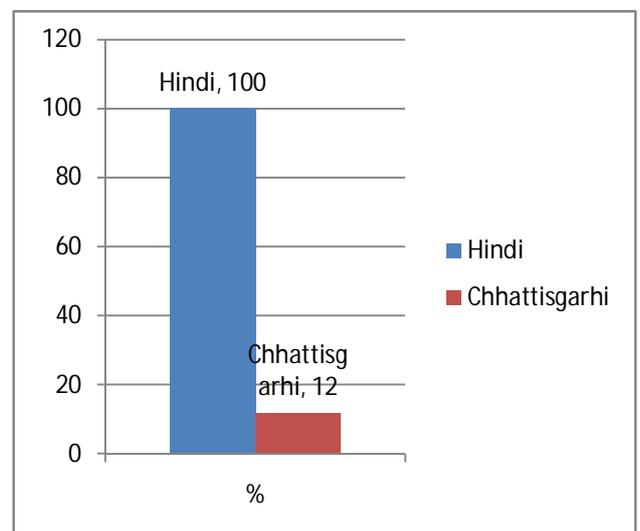
Fig 16. Percentage of how to collect the information/messages

As can be seen that fig 18 belongs to method of collection of the information. 94% informations have been collected through the letter and telephone. Respondents have given multiple answers on above query.

Fig 17. Percentage of which language use of the collect information

As can be seen that fig 19 the 100 percent respondent says the Hindi language used for collecting information. 12% respondents have given both answers on above query.

Language used for collecting information-



Problems in collecting the information

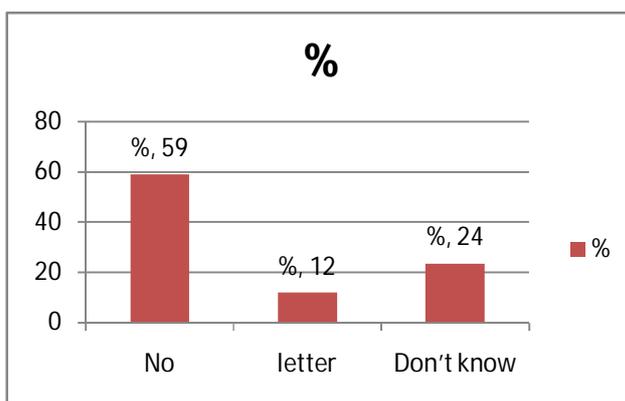


Fig 18. Percentage of biggest problem of collects the information

As can be seen that fig 18 the mostly respondent have no problem in information collection.

Source of information about rojgar divas

19. Percentage of source of information about rojgar divas-

As can be seen that 94 % respondent says that they got such information from Janpad Panchayat .Respondents have given multiple answers on above query.

Mode of information about rojgar divas

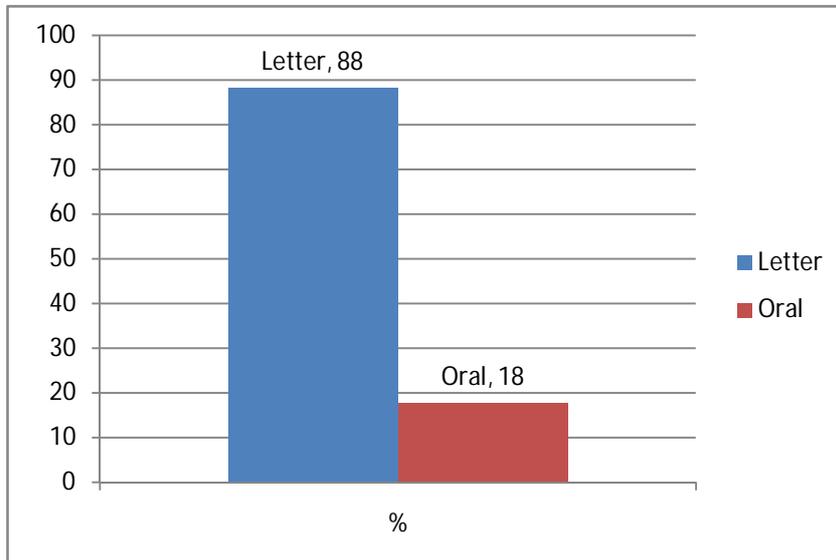


Fig 20. Percentage of mode of information about rojgar divas

As can be seen that fig 20 belongs to mode of information about rojgar divas. Mostly 88 % persons came to know by letter.

Celebration and awareness about rojgar divas

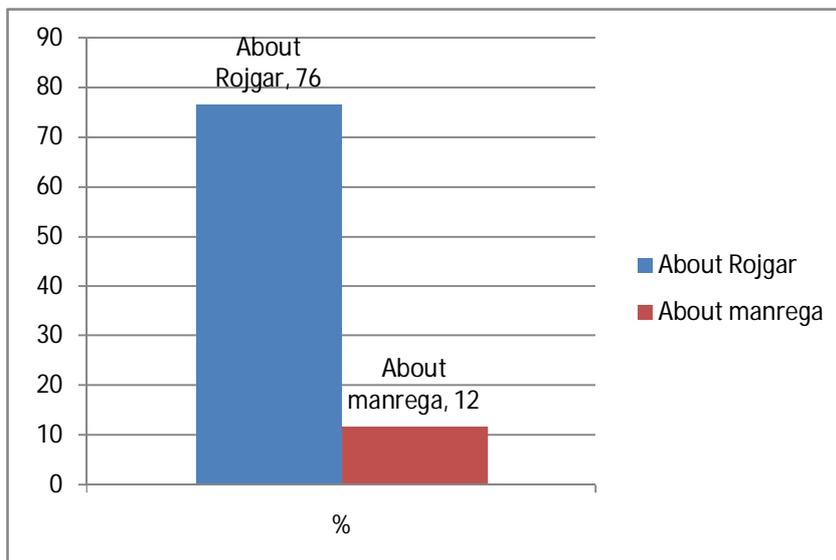


Fig 21. Percentage of celebration and awareness about the rojgar divas.

As can be seen in the above fig that the 76% respondent says that they know about rojgar divas.

Type of language and method used during rojgar divas

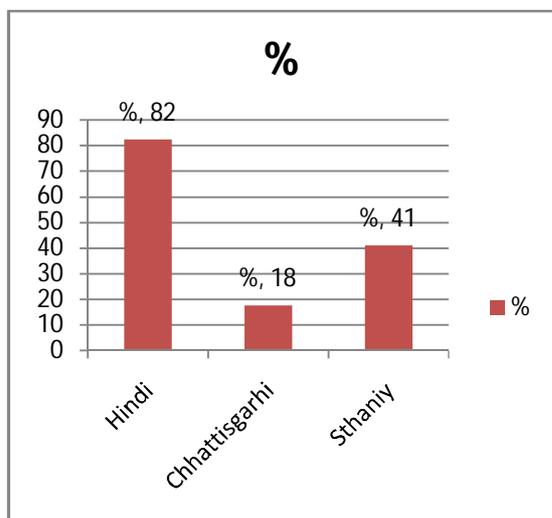


Fig 22. Percentage of language and method used during the rojgar divas

As can be seen in fig 22 that the 82% respondent says the language used is hindi. Respondents have given multiple answers on above query.

Sources of the information about job card duration

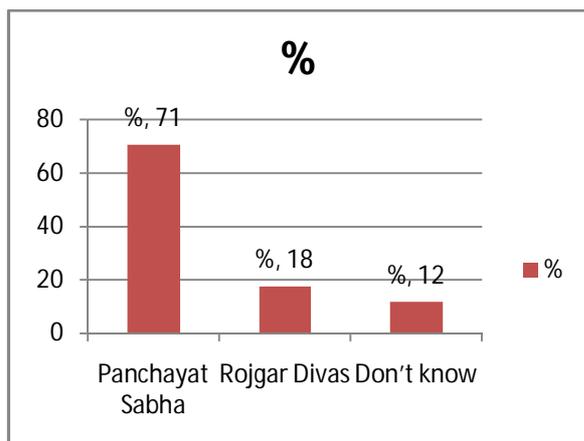


Fig 23. Percentage of convey the information of job card duration

As can be seen that fig 26 the 71% people says that the Panchayat Sabha conveyed the information about job card duration. Respondents have given multiple answers on above query.

Respondents as Villagers-

In this section the responses of villagers are given as below:

Sex ratio of respondent -

1. Percentage of sex ratio of respondents

As can be seen 51% are male and remaining 49% are female.

Age ratio of respondent

2. Percentage of age group of respondents

As seen in the above fig. 93 percent of the respondents are young as they belong to age group of 18-45.

Status ratio of respondent

3 . Percentage of status ratio of respondent

As seen in the above fig the 88 percent respondent are married, 9% Unmarried and 2% Widow

Qualification ratio of respondent

4 . Percentage of qualification ratio of respondent

As can be seen that fig 4 the 74 % respondent are illiterate and remaining have passed the exam of 14% primary and 5% middle level school.

Family occupation ratio of respondent

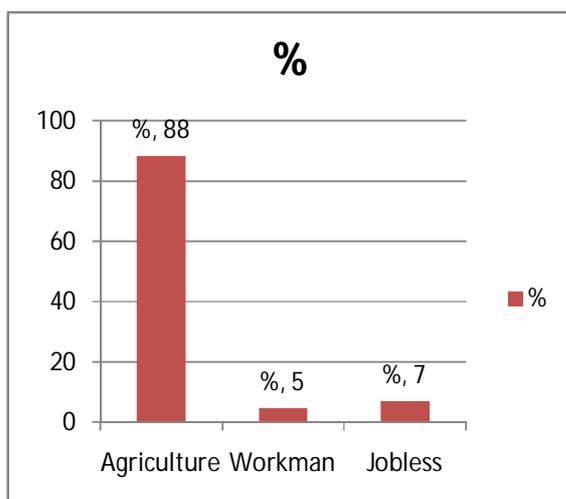


Fig 5 . Percentage of family occupation ratio of respondent

As can be seen that fig 5 the 88 % respondent are agriculture based.

Family annual income ratio of respondent

Fig 6 . Percentage of family annual income ratio of respondent

As can be seen that above fig the 84% respondent family annual income are upto Rs .50,000/-.

Mode of information for public

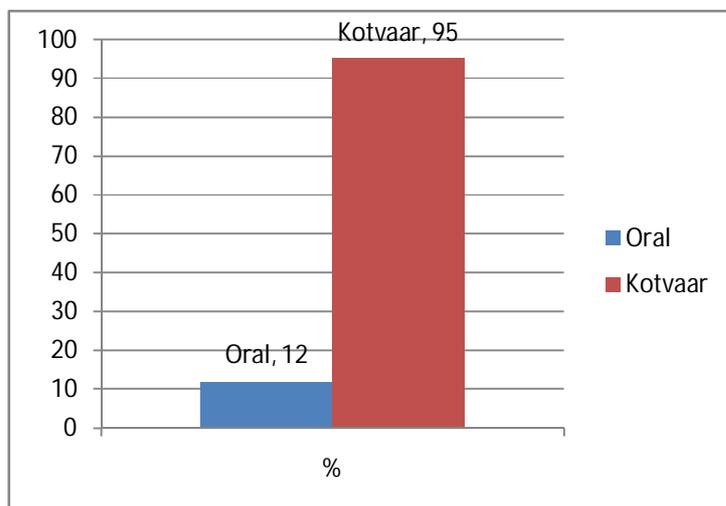


Fig 7. Percentage of mode of information, order or knowledge

As can be seen in that above fig the 95% respondent says kotvaar are main source of information. Respondents have given both answers on above query.

Language of communication

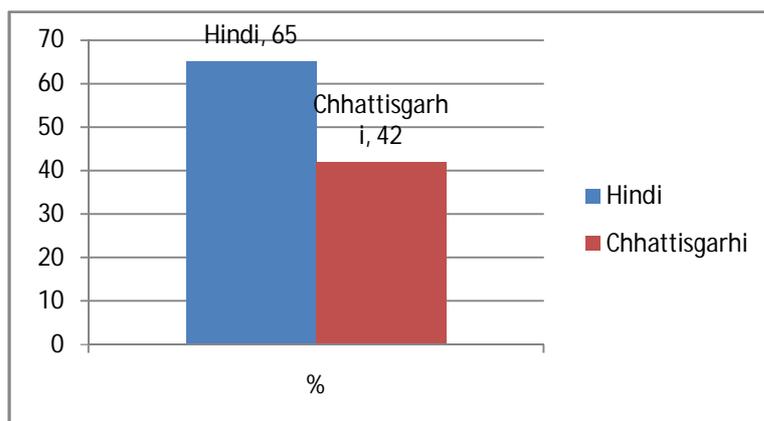


Fig 8. Percentage of language of communication

As can be seen that fig the 65 % respondent are saying hindi language, 42 % respondent are chhattisgarhi language and 7% says both are used for communication.

Problem in understanding information-

9. Percentage of problem of information understanding

As can be seen that fig , the mostly respondent says that they don't face any problem in understanding information.

Information about berojgari bhatta

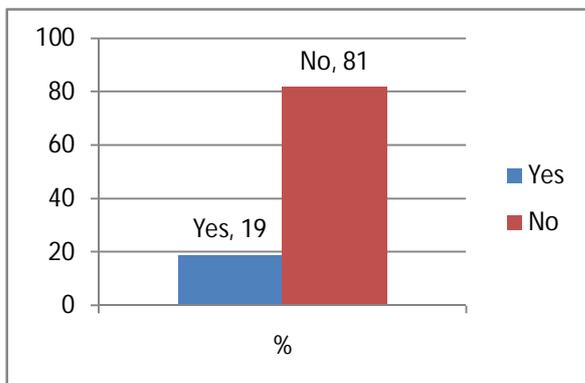


Fig 10. Percentage of know about berojgari bhatta

As can be seen that fig the 81 % respondent have no knowledge about berojgari bhatta.

Where information about berojgari bhatta

11. Percentage of where inform about berojgari bhatta

As can be seen that fig the mostly 81% respondent are don't know about berojgari bhatta.

Meaning of berojgari bhatta

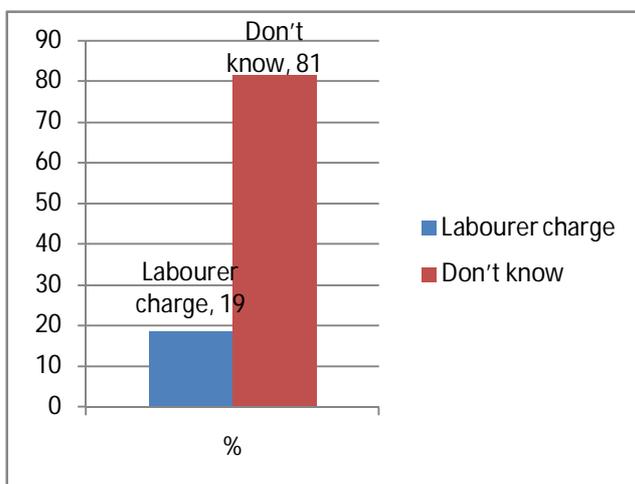


Fig 12. Percentage of meaning of berojgari bhatta

As can be seen that fig the 81 % are don't know the meaning of berojgari bhatta.

Know about rojgar divas

13. Percentage of awareness about rojgar divas

As can be seen that fig the 58% respondent don't know and 42% respondent are know about rojgar divas.

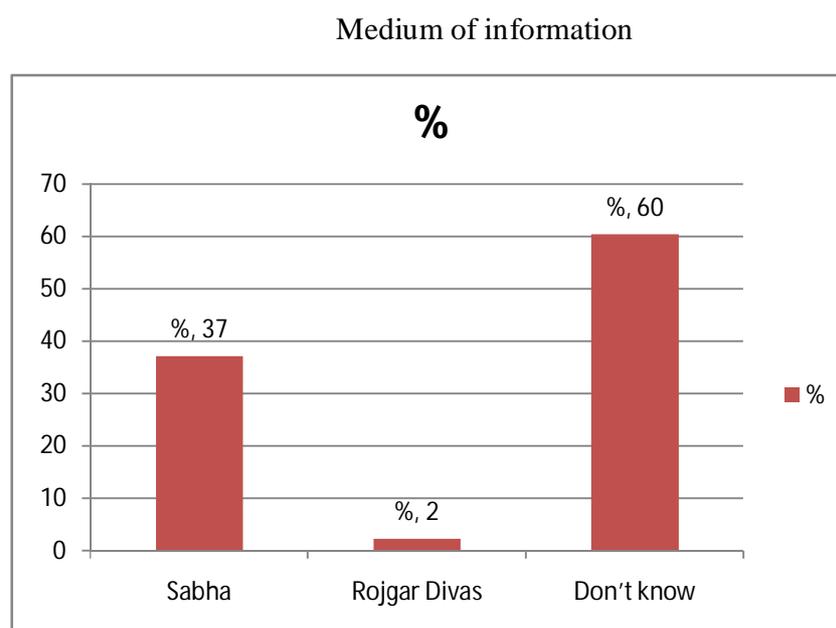


Fig 14. Percentage of medium of information

As can be seen in above fig that 60% respondent don't know, 37% respondent know from panchayat and only 2% know by rojgar divas.

Meaning of rojgar divas

15. Percentage of meaning of rojgar divas-

As can be seen in above fig that the 79% respondents don't know the meaning of rojgar divas (i.e. about labourer charge, MNREGA and work).

Explanation of rojgar divas-

16. Percentage of explanation of rojgar divas

As can be seen in above fig that the 84% respondents don't know about rojgar divas (i.e. about rojgar, MNREGA and work).

Conclusion And Sugesstion-

The study has been carried out with the main objective of finding the lacuna in the entire communication system right from the state to the gram Panchayat level. The findings of the study are very startling. There are various layers between which of communication are made regarding the various instructions, schemes, circulars, messages etc. For example state communicates with districts; districts communicate with blocks; blocks communicates with the gram Panchayat and finally gram Panchayat implements the instructions, schemes etc after communicating it with the villagers. Up to block level from the state it is usually in the form of circular, letters but after the block level in the downstream mostly the communication is verbal. This mode of communication suffers from the main defects that the receiver translates the

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remitted message according to their own understanding and level of commitment. The written communication thus is distorted in the sense what the state wants to transmit is not being received at the block level in the same style and tone. As far as the verbal transmission from block to gram Panchayat level is concerned there is no written document as to what was communicated. This communication is normally conveyed orally in the meetings of the Panchayat representatives and functionaries at the block level.

The language appears to be another problem. The letters or circulars which are sent from the state to the district and from districts to the block are usually in official Hindi which is sometime difficult to understand for a lay man or at the village and even at the block level. The local language for the villagers is Chhattisgarhi in some areas of the districts this Chhattisgarhi is also be influenced by Oriya, Sadri, Gondi, Halbi, Surguja etc. In such situations it cannot be expected that the flawless communication can be ascertain. Moreover in the present system of communication there is no feedback from village level to the state level. And the whole communication has become a one way. Resulting in misunderstanding, mis - information or no information in the entire system. It is said that the people of Chhattisgarh, particularly villagers are not aware in many respects like health, education, schemes etc. But one of the major problems is the present system of communication is not capable of imparting necessary information for awareness to the people. Another problem is the use of communication technology. It is true that the technology makes the communication faster and very much useful for the people of the state but unfortunately again the same problem – technology has its own language and unless it is simplified for communication to the villagers, the desired results will not be obtained. Hence, a system of communication needs to be developed to take care of the deficiencies or flaws mentioned above in the state. Then only proper implementation and benefit to the beneficiaries of the scheme will be ensured. (MD IRSHAD HASSAN & PRAKASH KUMAR CHHATA)

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