

## Comparing Formal and Informal Communication

Basis of Comparison	Formal Communication	Informal Communication
<b>Definition</b>	Exchange of information through pre-defined channels	Exchange of information in any or all directions
<b>Also Called</b>	Official communication	Grapevine communication
<b>Advantage</b>	Timely and systematic	Allows free discussion at many different levels of an organization
<b>Disadvantage</b>	Can be distorted by flow through many chains of command	Can be distorted by rumors
<b>Confidentiality</b>	Confidentiality can be maintained	Confidentiality is difficult to maintain
<b>Reliability</b>	Highly reliable	Comparatively less reliable
<b>Speed</b>	Slow	Fast
<b>Evidence</b>	Leaves a paper or electronic trail, maintaining documentary evidence	Usually leaves no written trail

Source: Surbhi Sood, "Difference Between Formal and Informal Communication," Key Differences (Nov. 19, 2018), <https://keydifferences.com/difference-between-formal-and-informal-communication.html>.

