

## HOW EFFECTIVE IS UPWARD COMMUNICATION?

<b>“When messages are sent upward through formal channels, how frequently does the receiver respond to the message?”</b>		<b>“To what extent are employees encouraged by management to send messages upward in the organization?”</b>	
<b>Percent</b>	<b>Response Categories</b>	<b>Percent</b>	
0.7	Almost Never / Very Little	10.0	
20.7	Sometimes / Little	32.7	
30.0	Often	-	
32.0	Very Often / Great	39.3	
16.7	Almost Always / Very Good	18.0	

## HOW OFTEN DOES BAD NEWS TRAVEL UP?

<b>“How frequently do subordinates share information about their own mistakes with their superiors?”</b>		<b>“How often do subordinates give feedback to their superiors concerning their superiors’ mistakes?”</b>	
<b>Percent</b>	<b>Response Categories</b>	<b>Percent</b>	
10.7	Almost Never	36.7	
48.0	Sometimes	41.3	
26.0	Often	15.3	
14.7	Very Often	5.3	
0.0	Almost Always	0.7	

### **BRON:**

Frank A.D. Desember 1985. Friends in Communication: Who talks to whom?  
*Personnel*, p 42.