

**IS INFORMATION ABOUT CHANGE
UNDERCOMMUNICATED OR OVERCOMMUNICATED?**

Question	Information Needed (%)				Information Received (%)				Ratio
	Very Little	Little	Great	Very Great	Very Little	Little	Great	Very Great	
Changes proposed for the organization	2.0	15.3 Mean:	57.3 3.1	24.7	16.0	51.3 Mean:	28.7 2.2	3.3	0.71
Reasons for proposed changes	0.7	15.3 Mean:	56.7 3.1	26.7	19.3	44.7 Mean:	33.3 2.2	2.0	0.71
How changes will affect one's job	0.7	8.0 Mean:	43.3 3.4	47.3	16.6	54.0 Mean:	21.3 2.2	7.3	0.65
How individuals can actively participate in change	3.3	15.3 Mean:	47.3 3.1	32.7	31.3	42.0 Mean:	21.3 2.0	4.0	0.65

BRON:

Frank A. D. December 1985. "Friends in Communication: Who talks to whom?" *Personnel* , p. 45.