Chapter- VIII

Findings

Nearly 83% of the respondents had either heard on read ShriRamcharitmanas and only 13% had never heard or read ShriRamcharitmanas.

Majority of respondents i.e. about 91% had atleast this much information that Ramcharitmanas is the story of incarnation of God Vishnu.

76% of respondents agreed that ShriRamcharitmanas is a Dharmik Granth 16% says that it is Upanyas. The percentage of respondents who says that it is Ved or Upanishad is 3% and 5% respectively.

Only 60% of the respondents had the knowledge that the writer of ShriRamcharitmanas is Tulsidasji. 11% says Kalidas, 12% says Ved Vyas and 17% says Valmiki.

Majority of respondents is about 93% have seen Ramayana on Television.

One of the interesting answer I got during the study was that according to 43% of the respondents, Hanuman is most effective communicator, 37% answered Ram and 10% says Manthara and 10% says Angad.

Only 39% of the respondents have correctly answered the question that Ramcharitmanas is written in Avadhi 8% says Braj, 53% says Sanskrit.

This result was unexpectable as only 41% of the respondents know the correct answer that there are seven Kands in Ramcharitmanas 48% says this number is 8, 8% says it is 5 and 3% says that it is 4.
When asked about the time period i.e. the yug in which this story happened 52% of the respondents says that it is Tretayug, 7% says that it is Dwaparyug and 41% says that it is Satyug.

“Raghukul Reeti Sada Chali Aayee Pran Jae par vachan na jae”, 55% of respondents correctly answered the question i.e. it was said by King Dasharath. This clearly indicates that 55% of respondents are aware of what happened in Ramayana. 9% says he was King Janak and 36% says he was King Ram.

When asked about the existence of concept of Communication in Ramcharitmanas all the respondents have answered in yes. 100% of the respondents agreed that there is communication in Ramayana.

100% of the respondents agreed that there exists all types of communication in Ramayana i.e. Interpersonal Communication, Intrapersonal Communication, Group Communication.

Majority of respondents agreed that knowledge, respect and clarity all are the elements of effective communication. This percentage is 83%. 11% says it is clarity, 6% says it is respect which is the element of effective communication.

All the respondents agreed that the elements of Effective Communication that are knowledge, respect, clarity, all these are found in characters of Ramcharitmanas.

100% of the respondents considered Ram to be an effective and good communicator.

43% of the respondents say that Truth is that quality of effective communication which they find in Ram, 29% says that it is his impressive personality which proves him to be an effective communicator. 21% says it is humbleness and 7% says some other qualities.
More than 60% of the respondents agreed that Hanuman is a good messenger, 31% says considered him to be a good communicator. According to 7% of the respondents believe that Hanuman is a manager.

Majority of respondents agreed that the concept of communication to relevant in current scenario. Only 15% disagrees to it.

Nearly three-fourth of the total respondents agreed that the concept of communication in ShriRamcharitmanas should be included in communication courses, only 26% disagrees to it.

24% of respondents says that communication is a process in which two or more people interact with each other. 27% of respondents says that communication is exchanging of thoughts, ideas, views and opinion. 18% of respondents says that communication is sharing of information. 31% of respondents says that communication is transmission of information & emotions.

46% individuals were able to remember the titles & author names of five books of communication. 8% Individuals were only able to remember the title of books. 40% Individuals were able to write some books with their author name & some only the names of books. 6% Individuals have written only the name of some authors.

11% respondents have correctly answered the question and written the seven C’s of communication. 89% respondents have written the seven C’s according to their points of view.

11% respondents had correctly defined Sadharanikaran. 51% respondents have related the concept of Sadharanikaran to communication. 30% respondents have defined the word meaning of Sadharanikaran. 8% respondents had incorrectly defined Sadharanikaran.
40% respondents thinks that communication at the time of Ramayankaal was not much different from today’s time. Just the technologies are responsible for the difference. 38% respondents says that communication at the time of Ramayankaal was excellent & it is much different than current scenario. 10% respondents says that communication was slow at that time. 5% respondents says that the feeling of respect and the relationships made communication at that time effective. 7% respondents says that verbal & interpersonal communication existed at that time.

According to 32% respondents there is no relevance of Ramcharitmanas in current scenario. 29% respondents says that the concept of family, relationships are relevant even today. 20% respondents says that principle of truth & respect must be followed as they were in Ramayana Kaal. 19% respondents says that there is a relevance of concept of communication in Ramcharitmanas in current scenario.

According to 65% respondents the concept of communication in Ramcharitmanas must be included in communication courses. 35% respondents says that it should not be included in communication courses.

49% respondents says that respect, humbleness are the element found in Sita & Hanuman’s conversation. 23% respondents says that conversation was only to inform Sita about Ram. 15% respondents says that clarity and credibility was there in their conversation. 13% respondents says that it was the feeling of devotion which was expressed.

56% respondents says that there exist an important role of communication. The reason behind it is Ramcharitmanas teaches us how to behave and how to react in certain situations. 44% respondents were not sure that communication played significant role in Ramcharitmanas.

89% respondents says that it is a quality of being Maryada Purushottam is a must to be an effective communicator. 11% respondents says it is not a quality of an effective communicator.
Qualitative Content Analysis

Qualitative approach was followed for the content analysis. The findings on the basis of qualitative content analysis are –

Indian philosophy is characterized by complexity and pluralism, it is holistic and intuitive. Since a long time, the tradition of Vacchik Parampara existed in our culture. Saints, poets, musicians use to recite poems and their creations to tell the story and glory of our country.

Oral communication has always existed in our culture. In Ramcharitmanas, we find the use of word “Samvad” multiple times. This is one of the significant terms related to communication.

In Indian culture, charit has been given significance. Traditional arts of India have from ancient times used for moral religious and social purposes.

The word “Katha” is used several times in ShriRamcharitmanas.

Creating poetic compositions and telling the stories in form of Katha, Keertan and bhajans in always a part of communication. We can say that this is one of the significant ways in which information can be disseminated in a lively manner. The advantage is that this form of communication always relate to the mass.

The use of word “akashvani” is very frequent in ShriRamcharitmanas. It has always been a significant communication medium during that period of time.

“Gira anayan nayan binu bani” this line relates to communication very closely. This line means that eyes use to see but they cannot speak and the mouth can speak without the sense of sight. To express truth which is one of the most worthy
elements of effective communication, both voice and visual have to be synchronized with each other.

There are many times where we found silence to be a mode of communication. Undoubtedly, silence speak a thousand words.

There are lines which clarifies the qualities of a messenger. The language used by a messenger must be pleasant and understandable by the receiver. All these are very important for effective communication.

On one hand, communication can create great levels of creativity but at the same time it can lead to disasters. It is very necessary that it should be use for creation and not destruction. In current scenario, when media has become a part of our daily routine and our lives, it is the responsibility of the media persons that the information disseminated by them must not cause destruction. Ethics must be followed.

In ShriRamcharitmanas the conversation between Kaikai & Manthra lead to Ram’s exile. Manthra has completely influenced Kaikai.

Credibility, clarity, content, context all these are very important from the point of view of communication. In ShriRamcharitmanas, there are many times where we can say that these elements of effective communication exists. “Raghukul Reeti Sada Chali Aayii, Pran Jae par bachan na jae.” This line points towards the credibility. It means it is better to lose life than breaking a promise. An effective communicator always stick to his words. In recent times, credibility of different mediums of communication have lessened.

In many of the chopais in Ramcharitmanas, we found facial expression, body movements, gestures use to communicate a lot of things. Many a times
laxman’s anger is expressed through his facial expression. Oclesics and Kinesics are also different modes of communication.

The word “Sandes” is also used in Ramcharitmanas frequently. The meaning of Sandes is message. Message is one of the necessary elements of communication process without which communication is impossible.

Knowledge is the basic need of communication. Unless and until an individual possess knowledge, he cannot communicate. This knowledge must be free from all blemishes like pride.

In Ramcharitmanas, it is described in some chopais that the communicator possessing knowledge is able to communicate effectively. For example Ram, he has knowledge and therefore he is an effective communicator.

In Ramcharitmanas, the word “Vritant” is used many times. It is also a part of communication.

During the content analysis in my study, I found some characters the qualities of whom are the qualities of an effective communicator. These characters are Ram, Hanuman, Manthara, Vibhishan, Angad.

Ram has always believed that the path of Dharma is the only way towards Arth, Kam and Moksha. He was righteous, truthful and always firm in his convictions. He is humble, calm and softspoken. He knows very well, how to convince different people. He always respects the feelings of everybody. His generosity and calmness touches everybody. His words always have great impact on the listener. He is full of knowledge and his personality is also very attractive.
There is one another very special thing about Ram that is he has always proved to be an obedient son, a caring brother, a loving and caring husband and an honest friend. He is unparalleled in the qualities which makes him great.

Hanuman played a role of communicator in Ramayana. He was well versed in the art of conversation. Hanuman had the knowledge of three Vedas and thus well versed in all Vedas. Hanuman proved to be an effective communicator as he possess the qualities like a possessing sense of responsibility, respect, love and truthfulness.

Vibhishan is one of the characters in Ramcharitmanas whose qualities are those of an effective communicator. He is a very genuine person. He always gave sound advice to Ravan and preached morality to him. Bearing the negligence of Ravan and then to advising him proves Vibhishan, a better human being. He spoke the truth boldly. His purity of mind and soul makes him a good communicator.

Angad also proved to be a good and efficient messenger. He communicated the message of Ram to Ravan with clarity and brevity. He was very patient. Patience is also a quality of a good communicator.
Conclusion

The Indian theories of communication forms a part of ancient Indian poetics. There is a lake of acts in our Vedas, Upanishads and Dharmik Granths like ShriRamcharitmanas which inbuilds the Indian model of communication. In our Indian context, communication is an inward search for meaning – a process leading to self awareness, then to freedom and finally to truth.

We can draw out a complete communication theory from our ancient Indian literature.

The actual and true meaning of communication exists in our Vedas, Granths and Upanishads. From our Indian philosophical perspective, communication is governed by the law of Dharma which regulates the human existence.

The primary purpose of communication is to search for self awareness and truth. One who follows the path of Dharma, is always an effective communicator.

The essence of communication lies in achieving commonness and oneness. There are many concepts in our Indian aesthetics, which has religious implication but they are the common heritage of our Indian culture.
When we talk about communication in ShriRamcharitmanas, the various qualities of an effective communicator which are drawn out of the study are –

- Knowledge
- Truth
- Experience
- Feeling of respect
- Responsibility
- Awareness about the objective.
- Patience
- Positiveness
- Concentration
- Art of listening
- Clarity and brevity
- Sincerity
- Simplicity
- Honesty
- Command over language

All of these qualities of an effective communicator are found in the various characters of ShriRamcharitmanas.

For example, Ram, the heroic character of ShriRamcharitmanas, possesses all these qualities of an effective communicator. On one hand, he is truthful and
patient and on other hand he is Maryada Purushottam. He always communicates according to the existing circumstances and conditions.

He is a great archer. He is well versed and his words always left a great impact on listener.

There are different types of communication that exists in ShriRamcharitmanas. Intrapersonal Communication, Interpersonal Communication, Group Communication, Focused Communication, all these are their in ShriRamcharitmanas.

In Indian philosophy, there exists a lot to study about communication. The need is to just find it out.

ShriRamcharitmanas is a holy lake of acts of ShriRam which always enlightens our body, mind and soul.
Suggestions

- The concept of communication in ShriRamcharitmanas should be included in the communication courses so that the coming generation comes to know about the richness of our Indian culture and literature.
- ShriRamcharitmanas is a collection where the essentials of effective communicator exists. The character of Rama and his acts must be presented as examples of effective communication process.
- The path which Shri Ram follows in ShriRamcharitmanas must be used for effective communication so as to enhance the quality and credibility of communication.