

The Negative Aspects of Email and Productivity: Towards Quantification

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A preamble

- A research in progress paper
- Focussing on the negative aspects of email
- Email is a technology.....

The motor vehicle.....



- First level effects and second level effects of communication Technology (Sproull and Kiesler 1992)
- Second level effects:
 - Change in: attention, social contact, interdependence.
- This paper focuses on the second level effects of email.

Motivation

- Email, the most widely used information System in organisational contexts
- More than a communication tool: information processing, administration, process management and control
- Experience of using and the use of email in organisation settings

- Emergence of self-help guides on “taking control of your inbox”
- Plethora of articles in the popular media on email and its use in the workplace
- Weber (2004) identifies problematic phenomena associated with email:
 - Time and effort required to manage email
 - Email backlog
 - The immediacy of email
 - Inappropriate use of email
 - Intrusive nature of email into personal time
 - Obsessive behaviours of some individuals induced by email

The literature identifies the issues

- **Issues:**
 - **The use and management of Email in organisational contexts**
 - Expectations: replying to email: predicting action on emails; perceptions of emails and related urgency (Dabbish et al. 2004 and 2005; Smith et al 2004)
 - Effect of email interfaces and the emergent tasks required to manage email (Belloti et al 2003; Danis et al 2005)

– **Email and personal productivity**

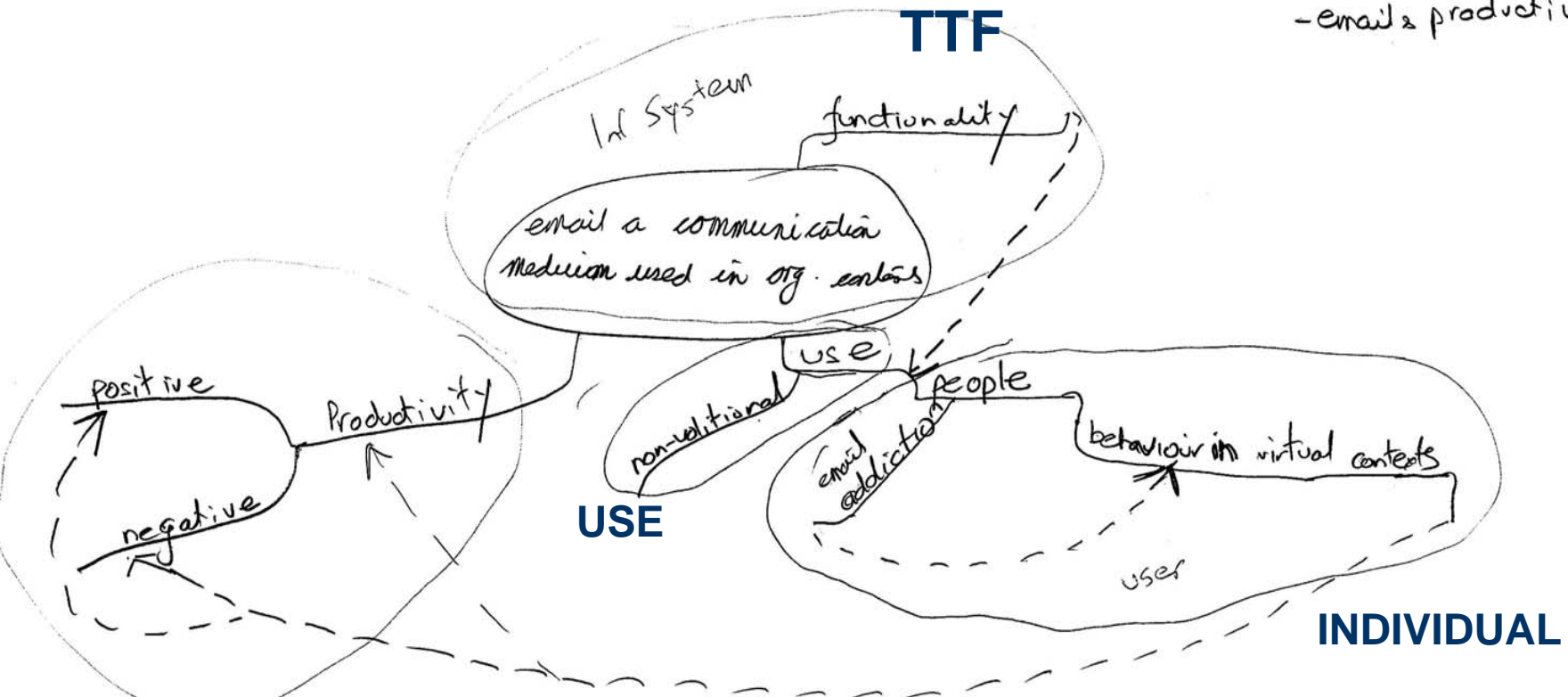
- Email overload (Whittiker and Sidner 1996; Tassabehji and Vakola 2005; Dabbish and Kraut 2006; Shuff, Turelken and Darcy;)
- Interruption effect (Cellier and Egrolle 1992; Griest-Bousquet 1992; March 1994; Speier, Valacich and Vessey 1999; Jackson et al. 2001 and 2003)

– **Addiction to virtual, ubiquitous contexts**

- Internet addiction has been well documented (Potera 1998; Young 1998; Potera 1998; Beard 2002; Kubey and Csikszentmihaly 2002)
- Relationship maintenance and virtual community are significantly related to internet addiction (Song et al 2004; Hur 2006; Middleton and Cukier 2006)
- Infringement of mobile email devices on non-work settings (Middleton and Cukier 2006)

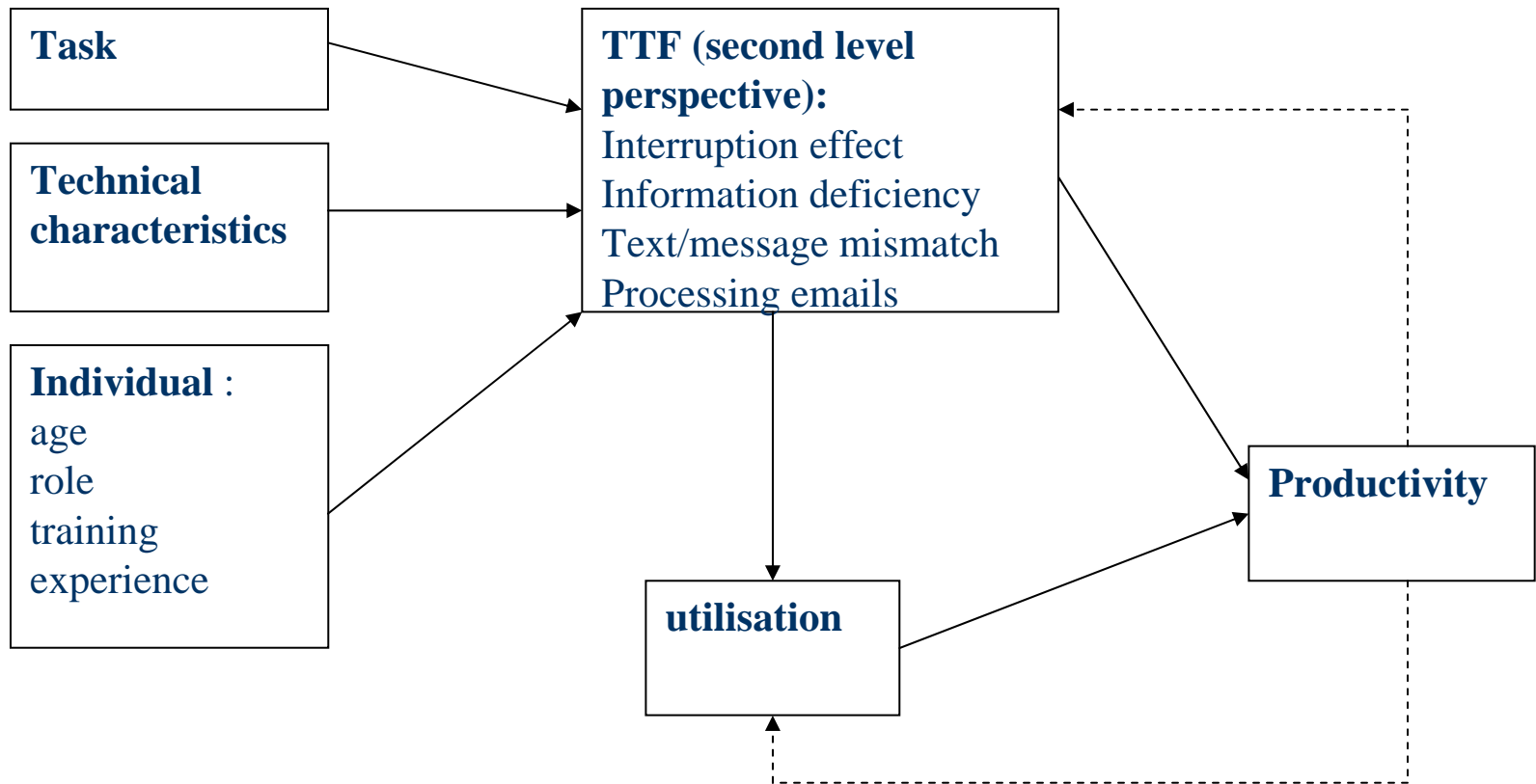
A mind map of the issues that "maps" to the TTF model

- Concepts :-
- email functionality
 - email use in org contexts
 - People & their use of email in org. contexts
 - addiction to virtual contexts
 - email & productivity



PRODUCTIVITY: the dependent variable *subject of analysis is the individual.*

Proposed research model





Questions?