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Note: any values marked with a suffix of '[M]' are annotated in the SPSS data file as 'missing'.

Value -> label mappings for variable 5 (q_5)

- 1 -> 'Excessive load'
- 2 -> 'Time wastage'
- 3 -> 'Blanket aproach inc. irrelevancies + junk'
- 4 -> 'Lack of human interactions inc. impersonal'
- 5 -> 'Inappropriate use inc. irrelevant content, copying and duplication'
- 6 -> 'Failure to respond inc. not reading and not actioned'
- 8 -> 'Reliant on systems inc. computer literacy'
- 9 -> 'Potential for misinterpretation inc. lnaguage barriers'
- 10 -> 'Permanence inc. confidentiality'
- 11 -> 'Damaging Messages inc. misunderstandings and sending to wrong people'
- 12 -> 'Lack of consideration inc. audit trail and expectations'
- 13 -> 'Personal management skills inc. worklife balance'
- 99 -> 'none'

Value -> label mappings for variable 12 (q_6)

- 1 -> 'Speed, reliability, ease, wide scope and distance'
- 2 -> 'Record of messages'
- 3 -> 'Cost effective'
- 4 -> 'Aysnchronous inc. personal time management and access'
- 5 -> 'Document attachment'
- 6 -> 'Immediate response'
- 7 -> 'Filing system inc. recording and referencing'
- 8 -> 'Avoiding face to face and telephone'
- 9 -> 'Privacy and security'
- 10 -> 'Other'
- 99 -> 'None'

Value -> label mappings for variable 13 (q_7_score)

- 1 -> '0 - 10'
- 2 -> '11 - 20'
- 3 -> '21 - 30'
- 4 -> '31 - 40'
- 5 -> '41 - 50 '
- 6 -> '51 - 60'
- 7 -> '61 - 70'
- 8 -> '71 - 80'
- 9 -> '81 +'

Value -> label mappings for variable 14 (q_8_score)

- 1 -> 'Increased'

- 2 -> 'Decreased'
- 3 -> 'Stayed the same'

Value -> label mappings for variable 15 (q_9_score)

- 1 -> '0 - 10'
- 2 -> '11 - 20'
- 3 -> '21 - 30'
- 4 -> '31 - 40'
- 5 -> '41 - 50'
- 6 -> '51 - 60'
- 7 -> '61 - 70'
- 8 -> '71 - 80'
- 9 -> '81 +'

Value -> label mappings for variable 16 (q_10_score)

- 1 -> 'Stayed the same'
- 2 -> 'Increased'
- 3 -> 'Decreased'

Value -> label mappings for variable 20 (q_13_score)

- 1 -> 'Yes'
- 2 -> 'No'

Value -> label mappings for variable 21 (q_13_other)

- 1 -> 'Not enhancing my role (yes)'
- 2 -> 'Volume and content management (yes)'
- 3 -> 'Time (yes)'
- 4 -> 'Too dependant (yes)'
- 5 -> 'Fewer unsolicited communications (yes)'
- 6 -> 'Not confident in using systems (yes)'
- 7 -> 'Improve personal contact (yes)'
- 8 -> 'Other (yes)'
- 50 -> 'No comment made'
- 94 -> 'Actively avoiding other methods of communicating (no)'
- 95 -> 'How could change be made (no)'
- 96 -> 'Saves time (no)'
- 97 -> 'Essential for job role (no)'
- 98 -> 'Managable volume and well managed n.b. many state that it should not increase (no)'
- 99 -> 'Ease of use (no)'

Value -> label mappings for variable 22 (q_14_score)

- 1 -> 'Yes'
- 2 -> 'No'

Value -> label mappings for variable 25 (q_14_other)

- 1 -> 'Time management (self and others, is it needed, managed expectations)'
- 2 -> 'Part of the job (needs to be done, told to work this way)'
- 3 -> 'See no issues'
- 4 -> 'Other methods may be more appropriate'
- 5 -> 'Appearances and interpretation of the message, recordability'
- 6 -> 'Positives of email'
- 88 -> 'Other non-specific response'

99 -> 'No answer'

Value -> label mappings for variable 26 (q_17_score)

1 -> 'No'

2 -> 'Yes'

Value -> label mappings for variable 31 (q_19a)

1 -> 'Spam'

2 -> 'Work related mails that are not relevant or are duplicated'

4 -> 'Ensuring content is worded appropriately or receiving message written poorly'

5 -> 'Undertaking follow up activities due to lack of understanding'

6 -> 'Technical issues'

7 -> 'Using innappropriately (incorrect method or content)'

8 -> 'Digging through archived messages'

9 -> 'Personal management issues including private use'

10 -> 'Other, non-specific time wasting'

99 -> 'None'

Value -> label mappings for variable 45 (q_fpxariert0)

1 -> 'Innapropriate content'

2 -> 'Agressive tone (used interchangably with bullying)'

3 -> 'Bullying (used interchangably with agressive tone)'

4 -> 'Content you found offensvie'

5 -> 'Sent by the sender to avoid face to face contact'

6 -> 'Poorly written'

7 -> 'Hastily composed without due consideration'

8 -> 'Content that is not relevant to you'

9 -> 'The same message containing the same content from multiple sources'

10 -> 'All of the above'

99 -> 'Not applicable'

Value -> label mappings for variable 66 (q_22_score)

1 -> 'Yes'

2 -> 'No'

Value -> label mappings for variable 67 (q_22_other)

1 -> 'Software or hardware training'

2 -> 'Content management training'

3 -> 'Accreditted course'

88 -> 'Other training'

Value -> label mappings for variable 68 (q_22b_score)

1 -> 'Yes'

2 -> 'No'

Value -> label mappings for variable 69 (q_22b_other)

1 -> 'Not relevant to me or my role'

2 -> 'Not required'

3 -> 'Mandatory'

4 -> 'Did not achieve the stated aims'

5 -> 'Was relevant'

6 -> 'Not offered training at all'

7 -> 'Did not attend'

Value -> label mappings for variable 73 (will_email_incr)

- 1 -> 'Yes'
- 2 -> 'No'
- 3 -> 'Yes with qualification'
- 4 -> 'No with qualification'
- 5 -> 'Unknown'
- 6 -> 'No response'

Value -> label mappings for variable 74 (qualification)

- 0 -> 'N/A'
- 1 -> 'Accountability'
- 2 -> 'Exponential Increase, not necessarily a good thing'
- 3 -> 'In conjunction with other technology / technological shift'
- 4 -> 'Time demands'
- 5 -> 'Effective / convenient'
- 6 -> 'Message sent'
- 7 -> 'Cultural shift'
- 8 -> 'Saturation point'
- 9 -> 'Switch to other methods'
- 10 -> 'Systems not yet integrated'
- 11 -> 'Saturation / plateau'

Value -> label mappings for variable 79 (changes_in_behav)

- 0 -> 'No appropriate answer provided'
- 1 -> 'Consideration of others and the relevance of messages'
- 2 -> 'Training'
- 3 -> 'Better use of existing technology or consideration of others'
- 4 -> 'Appropriate use - SPAM, personal message etc.'
- 5 -> 'Time management - either reduce or set aside'
- 6 -> 'Organisational culture and policy'
- 7 -> 'Effective use including alternatives, construction and expectation of response'
- 8 -> 'Accountability'
- 99 -> 'Don't know'

Value -> label mappings for variable 82 (changes_in_tech)

- 1 -> 'Overly complex'
- 3 -> 'Technical issues including access, address book and migration'
- 4 -> 'Ease of abuse and security issues'
- 5 -> 'Effectiveness of filters including failed delivery and filing'
- 6 -> 'Storage and attachment size and handling'
- 7 -> 'User issues including time concerns'
- 8 -> 'Message restriction and control over content'
- 9 -> 'lack of personal interaction and reliance compared with other media'
- 10 -> 'lack of training including user competence'
- 11 -> 'use of groups'
- 99 -> 'No appropriate answer provided'

Value -> label mappings for variable 87 (working_relation)

- 2 -> 'Effective, appropriate and honest communication'
- 3 -> 'trust, dependability and transparency'

- 4 -> 'Friendly, effective personal relationships and consideration of others'
- 5 -> 'Approachable and professional'
- 6 -> 'Mutual respect, support, equality and tolerance'
- 7 -> 'Reliability'
- 8 -> 'Teamwork and co-operation'
- 99 -> 'No / unsuitable answer'

Value -> label mappings for variable 89 (q_1_score)

- 1 -> '1'
- 2 -> '2'
- 3 -> '3'
- 4 -> '4'
- 5 -> '5'
- 6 -> '6'
- 7 -> '7'
- 8 -> '8'
- 9 -> '9'
- 10 -> '10'
- 11 -> '11'
- 12 -> '12'
- 13 -> '13'
- 14 -> '14'
- 15 -> '15'
- 16 -> '16'
- 17 -> '17'
- 18 -> '18'
- 19 -> '19'

Value -> label mappings for variable 90 (q_2_score)

- 1 -> 'Senior Management (Academic and Business Support)'
- 2 -> 'Middle Management (Academic and Business Support)'
- 3 -> 'Business Support (please identify your role)'
- 4 -> 'Academic (please identify your main discipline)'

Value -> label mappings for variable 91 (q_2_other)

- 1 -> '(S) Systems, IT development'
- 2 -> '(S) General admin'
- 3 -> '(S) Examinations department'
- 4 -> '(S) Student support / learner services'
- 5 -> '(S) Library, LRC, resourcing'
- 6 -> '(S) HR'
- 7 -> '(S) Advisor'
- 8 -> '(S) Assessor / Commercial training activity'
- 9 -> '(S) Technician'
- 10 -> '(S) Finance / project activity'
- 11 -> '(S) Marketing / PR'
- 12 -> '(S) Quality and performance'
- 13 -> '(S) Maintenance'
- 14 -> '(S) H&S / OH'
- 15 -> '(A) Business'
- 16 -> '(A) Agricultural'
- 17 -> '(A) General sciences'

18 -> '(A) Engineering'
 19 -> '(A) Sport'
 20 -> '(A) Community education'
 21 -> '(A) General lecturer (non specific)'
 22 -> '(A) Media / Music'
 23 -> '(A) Health and Social Care'
 24 -> '(A) Student Support'
 25 -> '(A) Social Sciences'
 26 -> '(A) ILS / SEN'
 27 -> '(A) Law'
 28 -> '(A) Construction'
 29 -> '(A) ESW'
 30 -> '(A) LSA'
 31 -> '(A) Art'
 32 -> '(A) Teacher Training'
 33 -> '(A) English'
 34 -> '(A) ICT'
 35 -> '(A) Mathematics'
 36 -> '(A) Technology (non specific)'
 37 -> '(A) Animal Studies'
 38 -> '(A) WBQ'
 39 -> '(A) Technician'
 40 -> '(A) Accountancy / Economics'
 41 -> '(A) Assessor'
 42 -> '(A) Security'
 43 -> '(A) Performing Arts'
 44 -> '(A) Plumbing'
 45 -> '(A) Electrical'
 46 -> '(A) Childcare'
 47 -> '(A) History'
 48 -> '(A) Psychology'
 49 -> '(A) Language tutor'
 50 -> '(A) ESOL'
 51 -> '(A) Complementary Therapies / Beauty'
 52 -> '(A) Geography / Geology'
 53 -> '(A) H&S'
 55 -> 'Management'
 88 -> '(A) None specified'
 99 -> '(S) None stated'

Value -> label mappings for variable 92 (q_3_score)

1 -> 'Under 20'
 2 -> '21 - 30'
 3 -> '31 - 40'
 4 -> '41 - 50'
 5 -> '51 - 60'
 6 -> 'Over 60'

Value -> label mappings for variable 93 (q_4_score)

1 -> 'Male'
 2 -> 'Female'

Value -> label mappings for variable 94 (q_ltejt7zene_sc)

- 1 -> 'Very aware - I have read the documents'
- 2 -> 'Aware of rules within the policy documents'
- 3 -> 'Aware of the existence of policies'
- 4 -> 'Did not know policies were in existence'

Value -> label mappings for variable 98 (Policy_coded)

- 1 -> 'Messages remain property of the organisation'
- 2 -> 'Provision to monitor content and search records'
- 3 -> 'Provision for the use of systems for personal purposes'
- 4 -> 'Restriction of the use of systems for personal purposes'
- 5 -> 'Managed circulation and email groups'
- 6 -> 'Guidelines on presentation and appropriate use of email messages'
- 7 -> 'Visibility and confidentiality issues'
- 8 -> 'Damage to reputations, both personal and of the organisation'
- 9 -> 'Understanding abuse of the system and punitive actions'
- 99 -> 'None or no appropriate answer provided'

Value -> label mappings for variable 99 (FILTER_)

- 0 -> 'Not Selected'
- 1 -> 'Selected'