

Introduction

- About 86% of the professionals like to use email over other ways to communicate making usage of email an essential business skill in any workplace. (Effective Email Communication in the Workplace Drives Business, 2022)
- Business communications can be done effectively without any security concerns, and it is also an effective way to communicate any updates within the organization.
- Effective use of email can reduce the stress created by phone calls and personal meetings.
- Despite all these benefits, the overall efficiency of this communication channel is affected by overload, Time wastage, and inappropriate use.
- An email is a vital form of communication. If you don't regulate your email usage, it may be a productivity drain and a source of worry.
- To conclude, despite these disadvantages email usage remains high in many organizations. Hence, a practical approach is needed to make email more effective by reducing the effects of poor communication which is discussed in this presentation.

Objectives

The main objective of this study is to understand and analyze the email usage habits in our organization and propose a suitable training plan for effective email usage.

ANALYSIS

Percentage Of Survey Participants Across Each Group

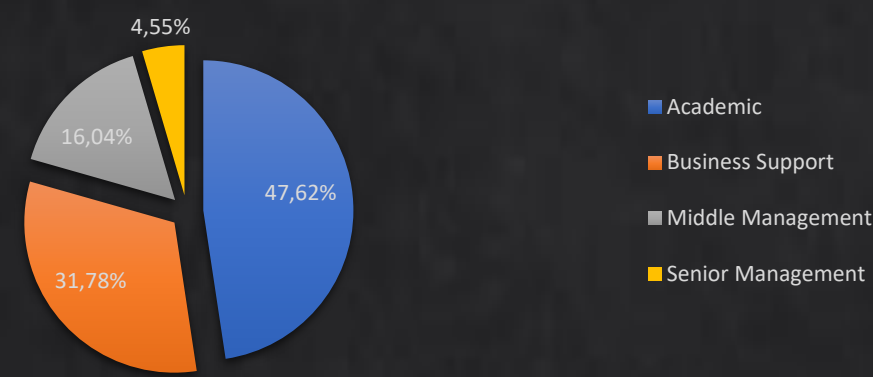


Fig 1. Percentage of Survey participants across different groups

- Major participants are from Academic and Business support and a very small sample size of Middle and Senior management.

1.1 ANALYSING TIME SPENT ON EMAILS

Middle And Senior Management Spending More Time on Email Usage

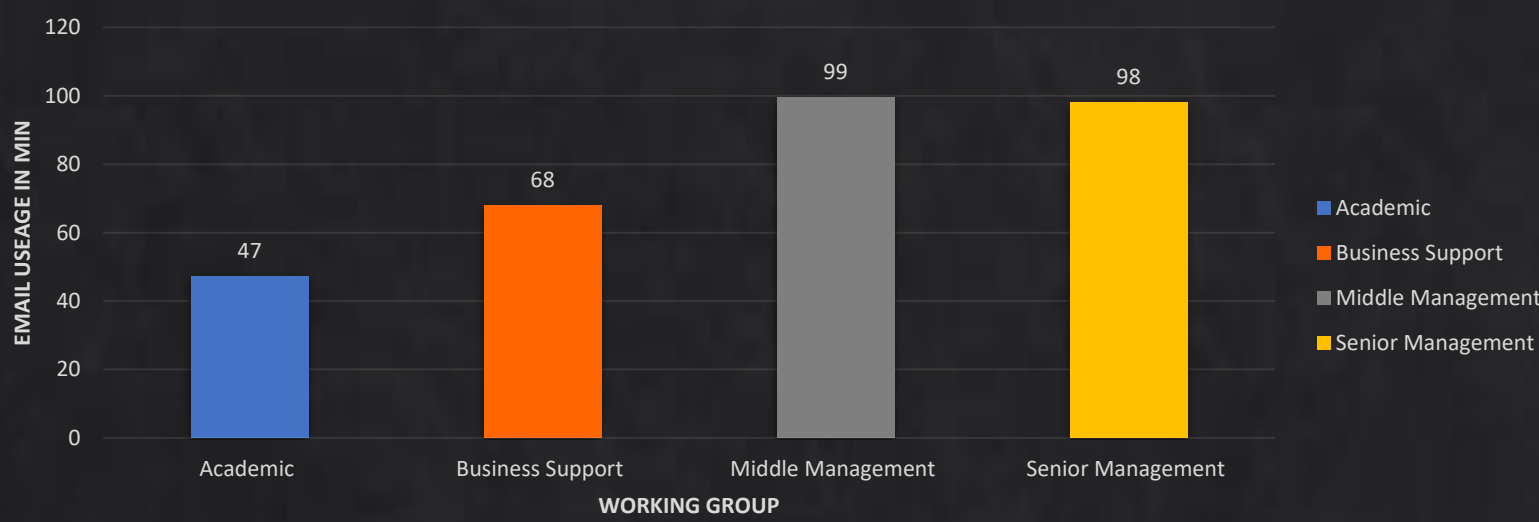


Fig 2. Bar Graph showing Average time spent on email by working groups

- We can notice from the bar graph that Middle Management and Senior Management are spending more time on emails in a Regular working day.
- Time spent on emails per day by Senior Management, Middle Management, Business Support, and Academic group are **98,99,68 and 47** minutes respectively.
- According to Mato (t, 2022) on average employee spends **28%** of their workday reading and responding to emails.

Filtering Email(Archived), Technical issues and Inappropriate messages are identified reasons for time wastage

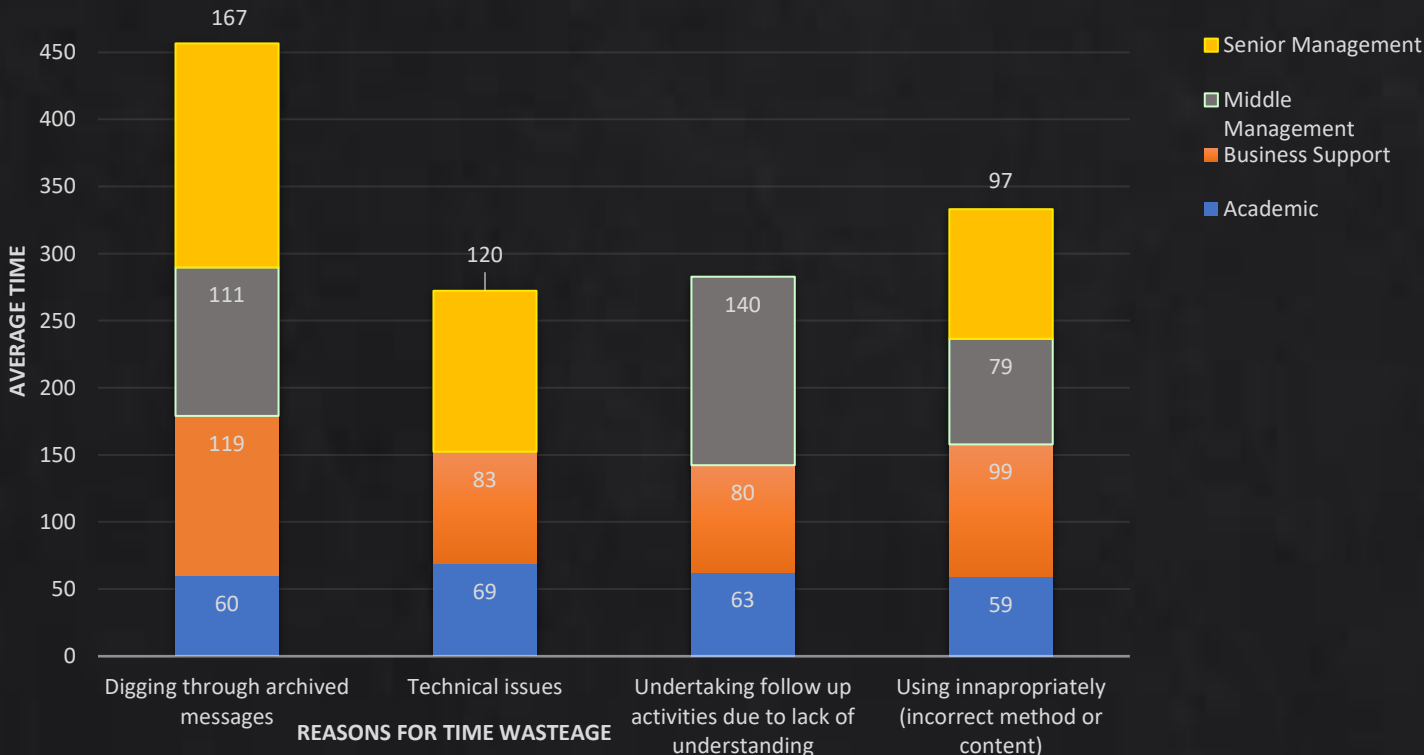


Fig 3. Bar graph showing reasons for time wastage by different working groups

- All working groups mentioned that digging through archived messages and undertaking follow-up activities as the major reasons for time wastage.
- Other reasons like over checking emails, technical issues, checking notifications, full inboxes, reading and responding to unnecessary emails, creating multiple folders for different subjects might also cost us a lot of time.
- Archiving emails into many folders, require more time for filtering and re-finding the emails when required.

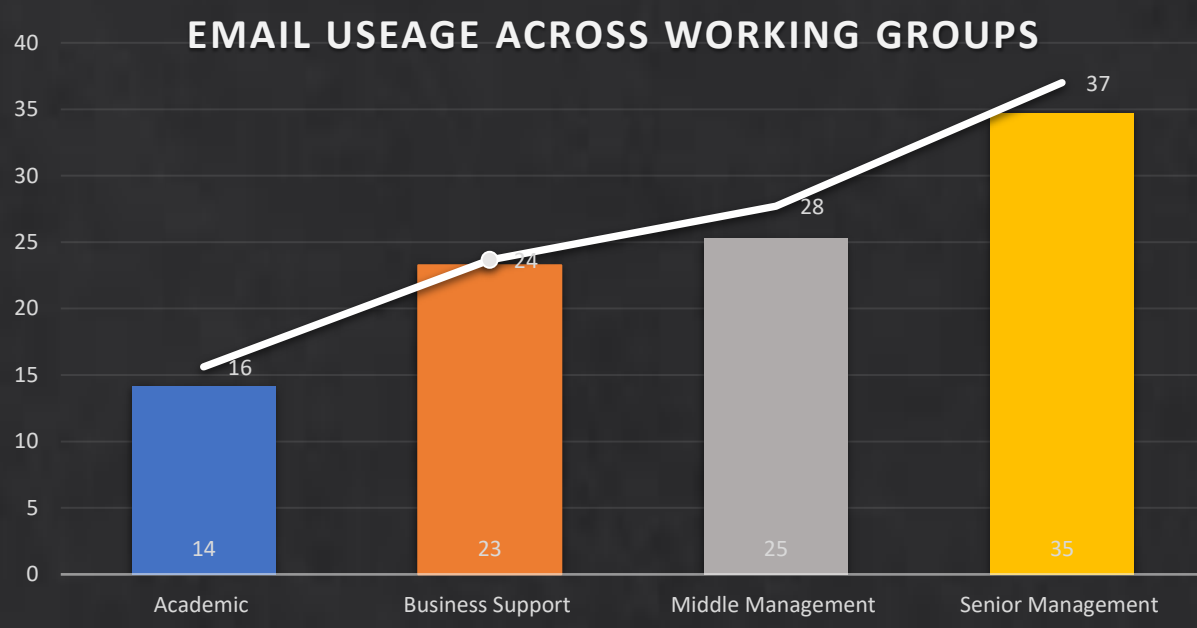


Fig 4: A combo line and bar graph showing emails manageable to send receive between different working groups

- Senior executives estimated that an average of 35 emails may be sent and 37 received every day. Middle managers said that they could send and receive an average of 25 emails each day. Experiencing greater loads eventually spending more time on emails.
- According to Business Support, an average of 23 messages may be sent and 24 messages can be received. Academics estimated that 14 emails could be sent and 16 emails could be received on average. Less load, so these groups are spending less times on emails.

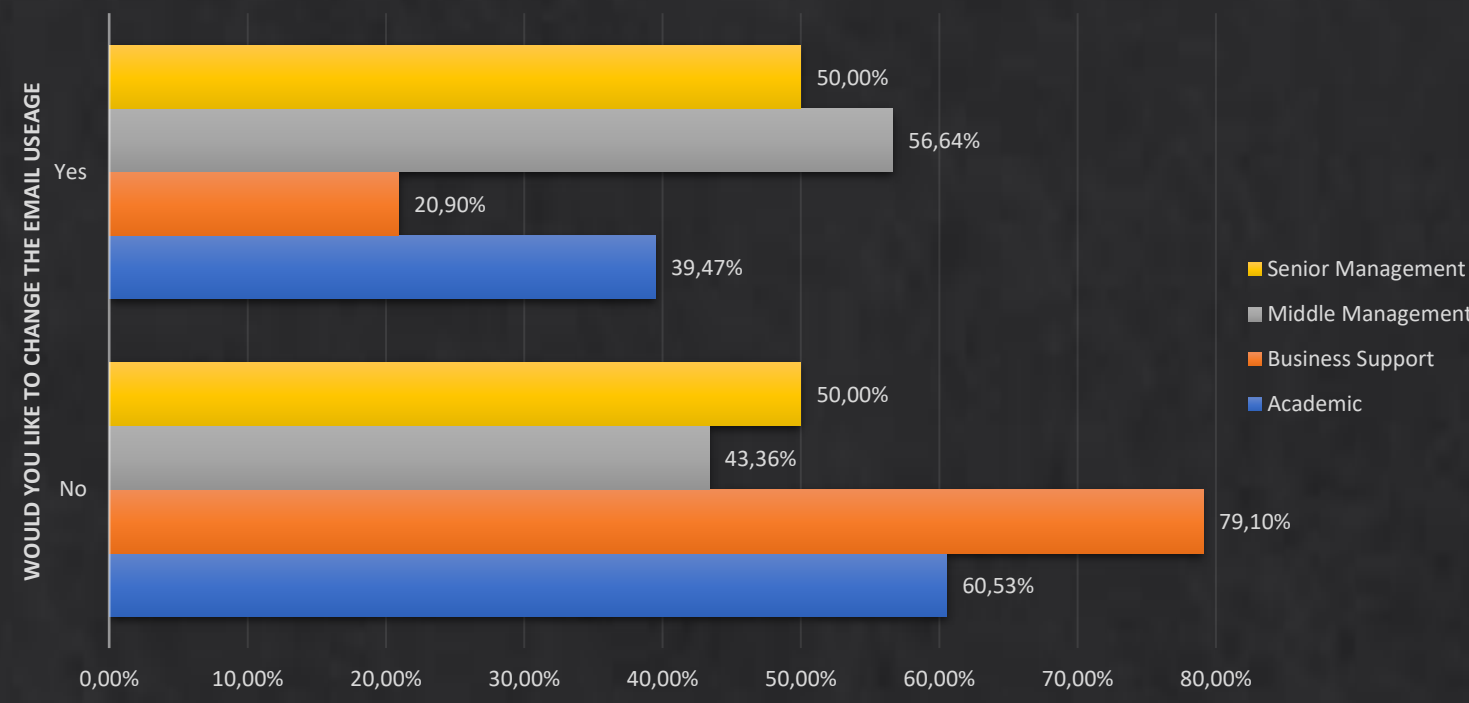


Fig 5. horizontal bar graph showing the desire to change the email usage by the working group.

- 79.10 % and 60.53 % of people responded from business support and academic that they wouldn't like to change their email usage as they are content with their present email load.
- Average of 52 % people from Middle management and senior management wished to change their email usage because of the load they experience.

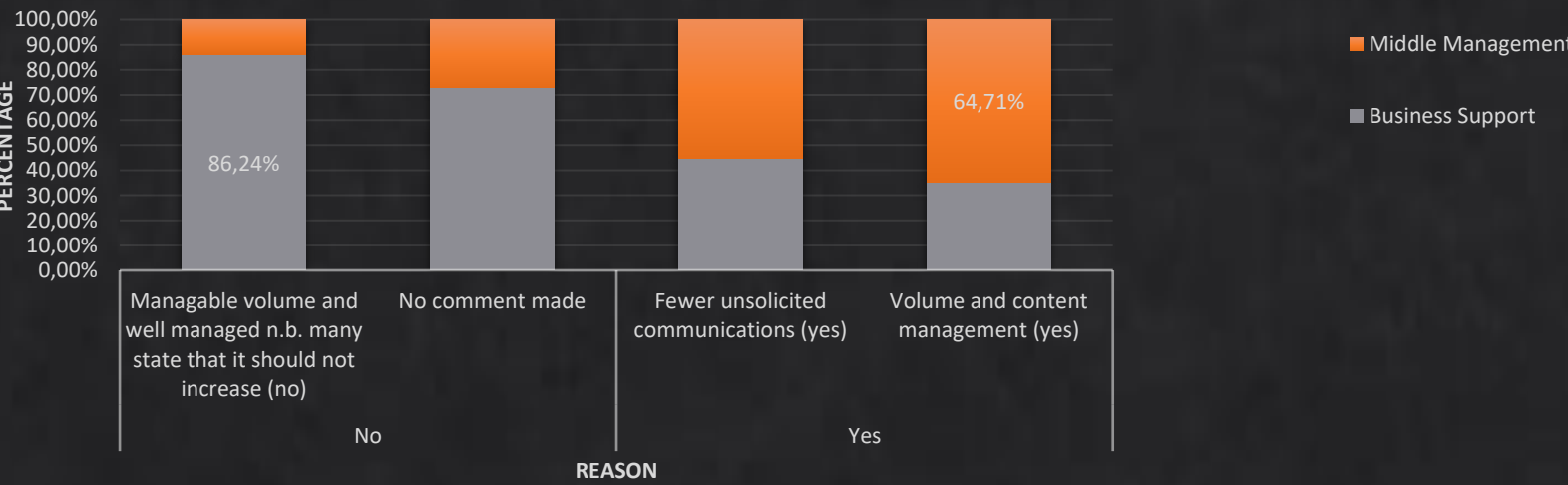


Fig 6. Stacked bar chart showing the reason for the desire to change the email usage by the working group.

- A big proportion of business support personnel thought that present use levels are manageable, but that they should not be increased.
- People in middle management who wanted to modify their email usage stated reasons such as volume and content management, as well as a desire to receive fewer unwanted emails.

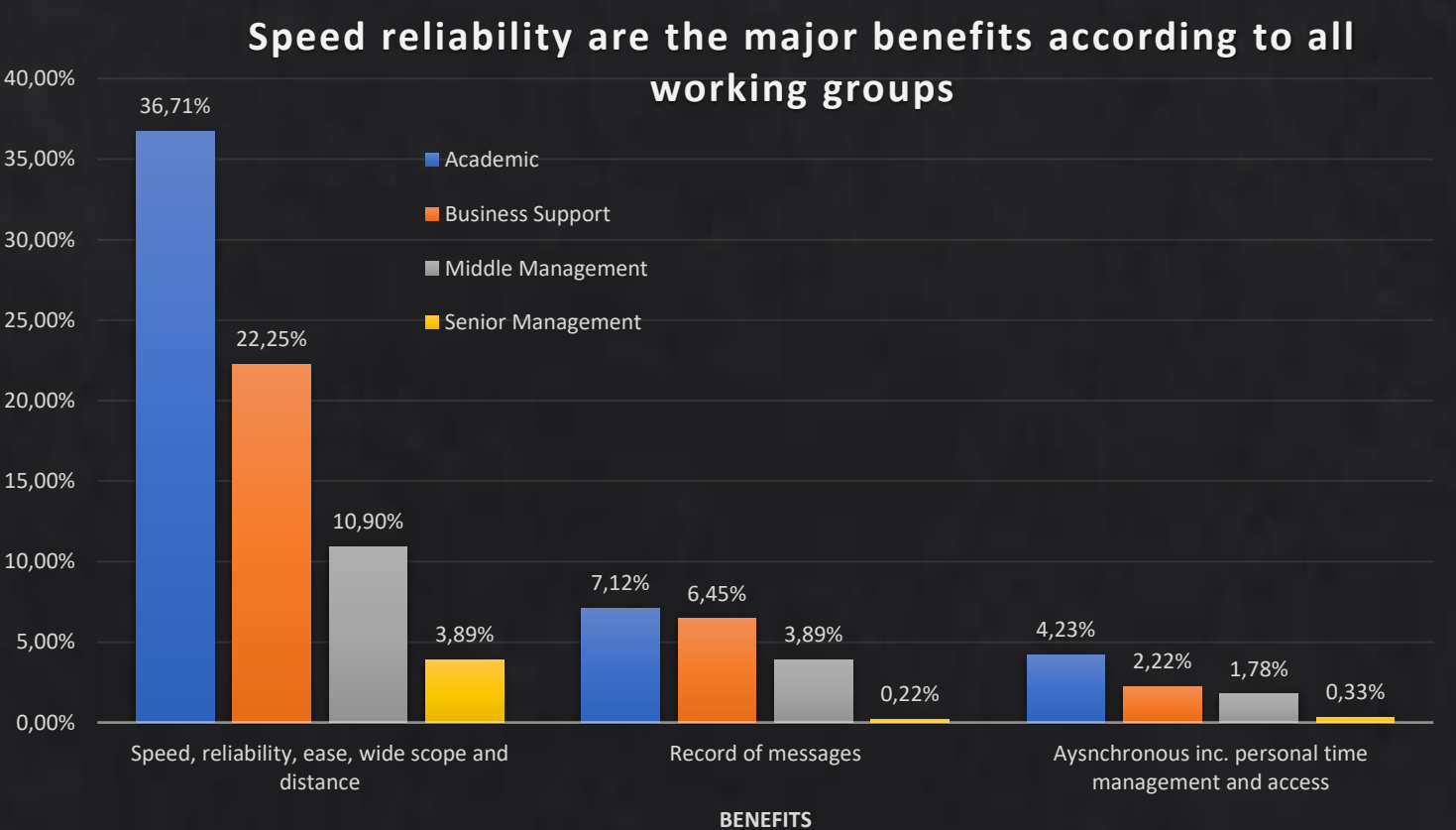


Fig 7. Showing benefits of using email for each working group

- From the bar graph we can notice the key email benefits across all business groups as speed, dependability, and ease(Email—the good, the bad, and the ugly | Communications of the ACM, 2022)

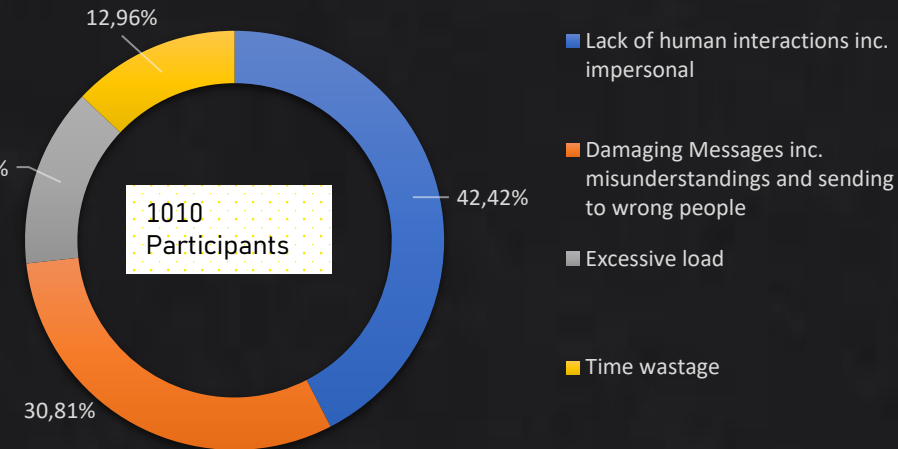


Fig 8: Donut Chart showing Top 4 Reasons for Not Using Email as communication.

- Excessive load also has greater response rates than other response categories, despite the fact that the rates are modest.
- We can notice from the donut chart that a lack of human interaction is a big source of concern for all of the groups, as is the possibility of damaging messages and misunderstandings.

Factor Impacting the decision to use email as communication

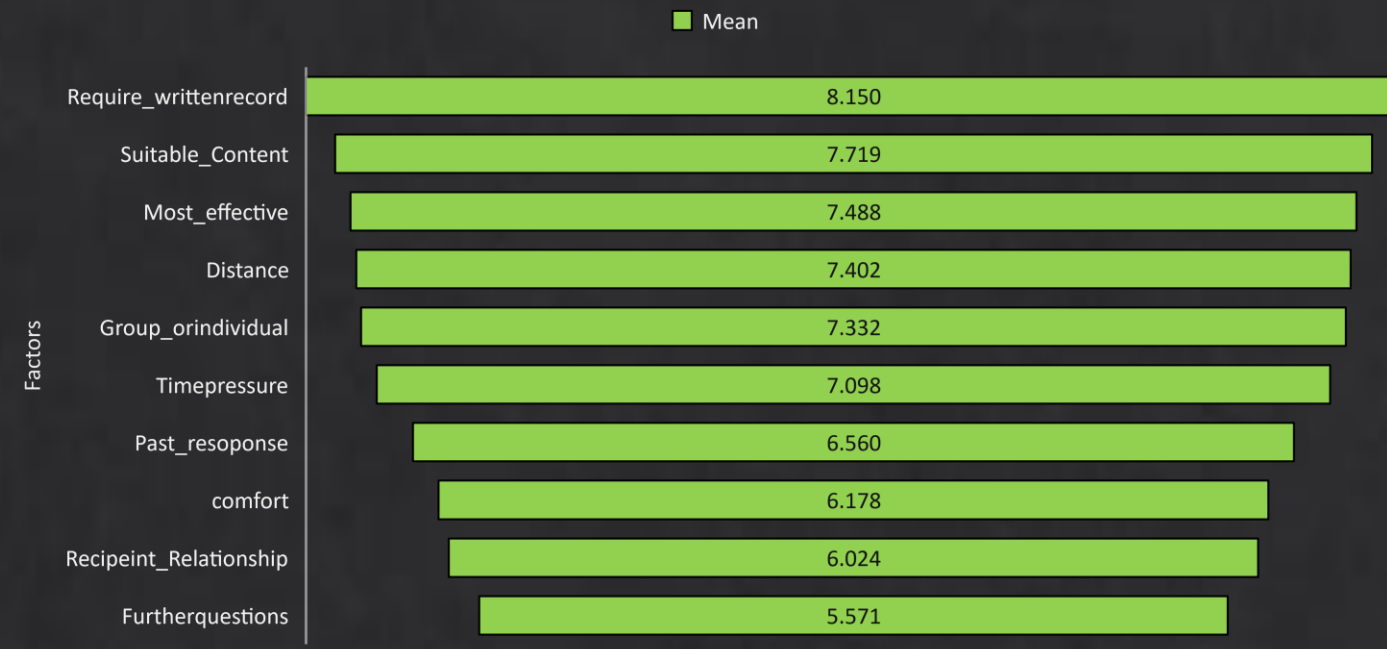


Fig 9: A Funnel chart Showing the Mean responses of factors have on the decision to use email

- Most of the people said that they will be motivated to use email if they there is a need for a written record.
- Content, effectiveness, the distance between sender and receiver, time pressure also have a major impact on the decision to use email as the communication.
- People will be less motivated to use email if they expect further questions requiring more email messages in the future.

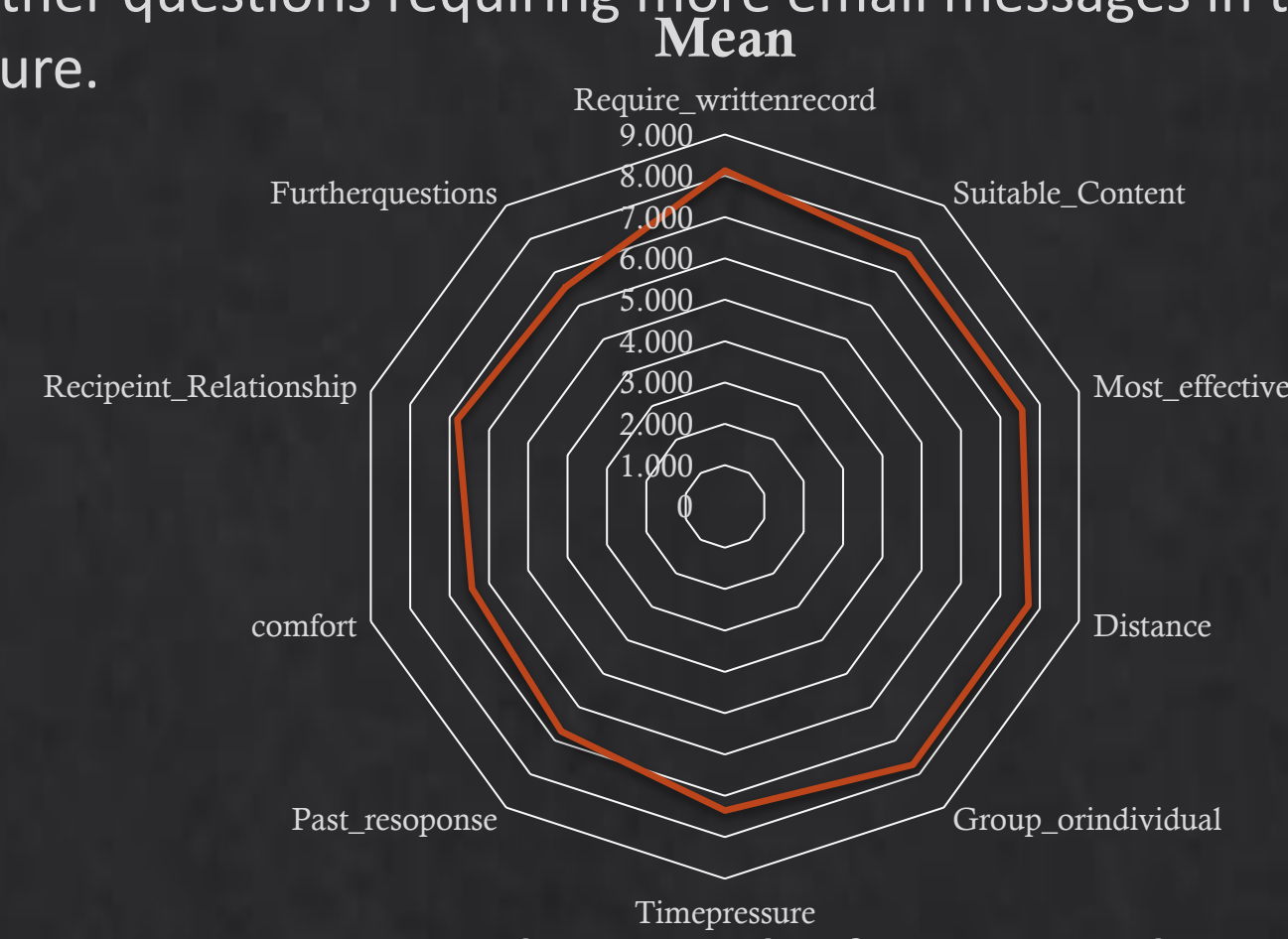


Fig 10. Factors enhancing the future email use

- From the bar graph we can notice the mean distribution of the component consideration which can enhance the future email use.

Training Plan

Time Management

Timely clearing of Inboxes, Avoid creating multiple folders, turnoff notifications, useage of shortcuts

Technical Training

Trouble shoot sending and receiving issues, Email bounce backs, Disk full errors, Managing Spam

Excessive load Management

Processing Irrelevant emails, repeated follow ups

Dealing with Major Drawbacks

Importance of writing effective Emails with more personalization, Importance of subject line, Useage of Address groups to avoid sending to wrong people.

Improving working relationships over email

Email tone, Timely reply, clear and compact reply's

CONCLUSIONS

- The usage of email is heavily influenced by role culture.
- Email usage data reveal an escalating trend in volume and the extent to which it surpasses perceived manageability, indicating overload.
- No trends are identified with academics. They have lower sent and received rate and low time spent using emails when compared to other senior and middle managers who sent and received great loads. And are not content with email load and most likely to wish to change the email use.
- Email useage drawbacks lack of human interaction and damaging messages can be mapped to amount of time spent and email load by working group.

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