

E-mails and Productivity

Assessment Task

Be productive when using e-mail (Individual activity) (LO3 AS4)

Read the information below about e-mails and unproductiveness and answer the questions that follow.

Studies have shown that up to five hours a day can be lost in receiving, reading and replying to e-mails. If many of these daily e-mail messages are not work-related, then the productivity of the employee is lost to the employer.

- a) Name one way in which e-mail enhances productivity. [1 mark]
- b) Name one way in which e-mail contributes to unproductiveness. [1 mark]
- c) Why is e-mail necessary in business? [1 mark]
- d) Why should an employer monitor the time employees spend writing and reading e-mails? [1 mark]