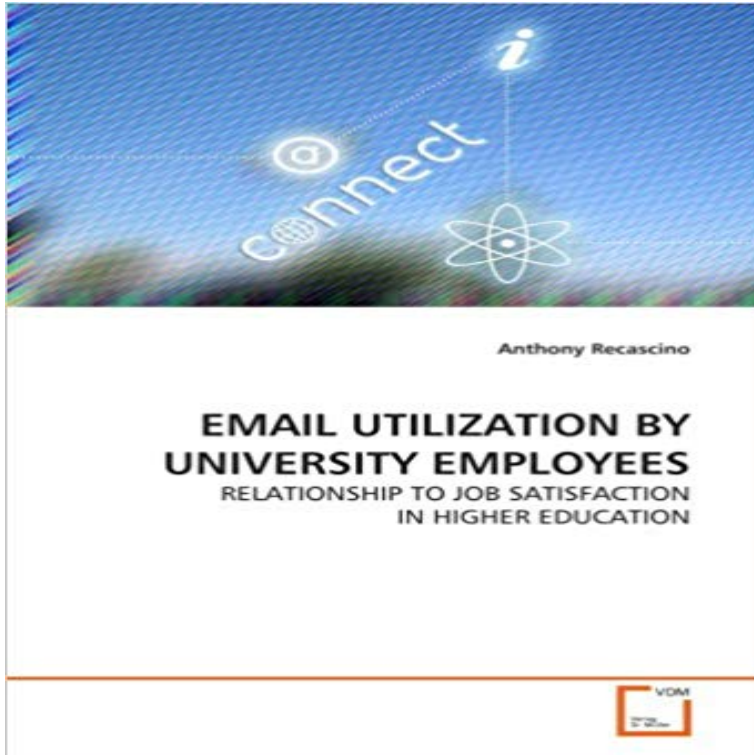


# EMAIL UTILIZATION BY UNIVERSITY EMPLOYEES: RELATIONSHIP TO JOB SATISFACTION IN HIGHER EDUCATION



The use of technology, such as e-mail and the Internet, has grown in importance in many workplaces. This is especially true in academic workplaces as the use of computers and technology has become ubiquitous in today's academic environment. However, despite the proliferation of electronic communication, little research has been done to examine the effect that email communication and job satisfaction have on the higher education community overall. The present work explores these factors and also investigates how email usage varies across different types of campuses. Furthermore the book examines how email usage varies across professional versus support staff. Overall, this work helps to clarify and address the role that email plays in the workplace behavior and attitudes of higher education employees. It is a must read for all administrative-level employees who wish to understand how today's main instrument for communication (email) impacts both administrative and non-administrative employees and their level of job satisfaction in the academic environment.

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