

Electronic mail, e-mail, a system of world-wide electronic communication in which a computer user can compose a message at one terminal that can be regenerated at the recipient's terminal when the recipient logs in)

Email has changed the way we do business. Sure, people complain about the amount of Email they receive. But when all is said and done, using Email has impacted business in a positive way and has the edge over other methods of communication.

Advantages

In a work place, communication is extremely important. Employees are now luckily able to make use of the many advantages of email.

1. It is very easy to communicate effectively with anybody within the office or anywhere in the world regardless of where they are situated
2. Another advantage of having email at work is that you can respond to clients quickly and easily. This means that you no longer need to spend hours on the phone, trying to get through and leaving messages with receptionists.
3. Messages can be sent quickly, in an instant.
4. The cost of sending an email is very low, unlike postage and other methods of communication.
5. It is easy to use, simply type the name of the recipient, a subject line and your message and click the send button.
6. You can copy others on correspondence. You can even blind copy someone (BCC) if you don't want the recipient of the email to know that you are sending it to another person. A large number of people can be copied and communicated with at once.
7. You can send attachments, such as photographs, files and spreadsheets.
8. You can book appointments in other people's diaries. They can then accept or decline the appointment.
9. Email saves time. No need to spend valuable time going to someone else's office.
10. Emails can be responded to in your own time, when it is convenient for you. It is not invasive like a visitor or phone call which requires immediate attention.
11. It speeds up the workflow process, documents can be sent for comment, corrections can be made quickly.
12. Emailing saves paper and printing costs.

Disadvantages

Unfortunately the good always comes with the bad. Some of the disadvantages of email may be that your staff spends too much time on personal messages as opposed to work related stuff. This is the fundamental disadvantage to allowing employees email access.

However if a positive and trusting relationship is able to be maintained, between management and staff, then this could contribute to a more productive working environment, where employees can enjoy the many advantages of using email

1. Email can become time consuming for answering complicated questions and misunderstandings can arise because cultural differences in the interpretation of certain words. The telephone is much better for providing detailed answers or if you feel that the question is not absolutely clear.
 2. Email can compromise the security of an organization because sensitive information can be easily distributed accidentally or deliberately. Email should be entrusted to well trained and trusted staff members.
 3. Email can become impersonal or misunderstood.
 4. The use of pronouns can lead to serious misunderstandings. Users should always try to write the full description rather than abbreviate their sentences with pronouns.
 5. Spam emails can be sent which can clutter your inbox.
 6. Email hoaxes.
 7. Viruses can be sent by email.
 8. Misunderstandings can occur if messages are not constructed properly.
 9. Not everyone has internet connectivity.
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- Use virus protection software to scan all emails to prevent spreading and receiving viruses.
 - Although there are a variety of advantages and disadvantages of email, the advantages outweigh the disadvantages by far.