

ORGANIZATIONAL ADMINISTRATIVE INFORMATION MANAGEMENT: ISSUES  
CONCERNING DISTRIBUTION, RETENTION, AND AVAILABILITY OF WORK-  
RELATED INFORMATION

David W. Miller  
California State University, Northridge

Paul J. Lazarony  
California State University, Northridge

Donna A. Driscoll  
California State University, Northridge

Abstract

Electronic mail (email) has been seen as a valuable tool within organizations as a means of distributing information, particularly organizational administrative information (OAI) such as policy statements and other administrative information, notices of upcoming events, job opportunity messages and other news items related to an organization. Email has become one of the most accepted and frequently used communication methods in today's office environment. Unfortunately, the features that have made email popular have also created a problem for its users in the form of information overload. Once OAI is received, individuals are left to make their own determination of the importance of OAI distributions and the likelihood that there will be a need to refer to a specific distributed item and to manage the message accordingly. As such, it is uncertain if OAI can be retrieved or is otherwise available later for reference. Content management systems (CMS) have been developed to address problems of these sorts of problems in the workplace. The subject of the drawbacks of using email as an OAI distribution system has been discussed in trade and business publications as well as has the use of CMS. However, there has been little discussion, or academic research conducted, in the use of the posting capabilities of CMS to correct many of the perceived shortcomings of the email OAI distribution, retention and availability. We believe that a study such as this one examining replacing an email method of OAI distribution with a CMS, makes an important contribution to the area of organizational administrative information management within the information systems field.