ABSTRACT

Communication in this era is very important, especially in organization. Communication is one of the most frequently dynamics in the entire field of organizational behavior, but it is seldom clearly understood. Effective communication is a basic prerequisite for the attainment of organizational goals, but it has reminded of the biggest problem in facing modern management. At every organization, communication process is a central problem in most human and organizational activities.

The phenomenon makes the company decides communication policy among employees to use electronic mail as communication media at every level of organization. The development of communication technology has changed the organization to use electronic mail as communication media to solve the communication problem in the company.

This indication makes interest to investigate the impacts of the electronic mail usage towards organization communication, especially in interpersonal communication.

KEYWORDS: Communication, electronic mail, Interpersonal communication