



In the September issue, there is a report on an investigation to establish the typical content of corporate Web sites. For many years enterprises have created better exposure for themselves via the Web and also created a more efficient way of communicating with clients. However, to answer their research question *Do corporate Web sites in Africa communicate investor information according to best practice guidelines?*, Nel and Baard developed a 20-point checklist that focuses on the six categories of best practice for investor information on a company Web site, namely annual reports of the current year and archive, relevant news, shareholder information, bondholder information, corporate governance and corporate responsibility. Read the article to establish the results where 78 companies in Africa (40 from South Africa and 38 from the 'rest of Africa') were evaluated against this checklist. Companies from the 'rest of Africa' rated lower than South African companies in all categories on the checklist.

Research done and reported by Kruger and Snyman, as published in March 2005 in this journal (*Formulation of a strategic knowledge management maturity model*), was followed up by further research in the area of assessing knowledge management maturity. Consequently, in *Guidelines for assessing the knowledge management maturity of organisations*, the reader is supplied with a practical toolkit or roadmap (a time-related matrix, or questionnaire) to successfully measure succession in knowledge management maturity. Drawing on the expertise of numerous knowledge management experts, this article proposes a questionnaire consisting of six sections, containing 101 descriptive questions, to enable the empirical measurement. The proposed questionnaire provides a bridge between theoretical propositions and practical usability, not only enabling knowledge management practitioners to successfully assess the level of knowledge management maturity reached but also serving as a guideline to institutionalize an enterprise's future knowledge management activities.

The third article in this issue reports on an in-depth investigation by Burger and Rensleigh on e-mail overload in the South African banking industry. The empirical part of this study was done at the Standard Bank of South Africa, whereby questionnaires were distributed to three categories of employees. Most respondents felt overloaded by the amount of information they received every day at work, which influenced their physical well-being, relationships with colleagues, friends and family. It is clear from the responses that e-mail was one of the most used computer-mediated applications and was used more than the World Wide Web, instant messaging or peer-to-peer file sharing. Two thirds of the respondents felt overwhelmed by the amount of e-mails they received every day – in one category 25% received more than 60 e-letters per day! A third of the respondents dedicated three hours or more on e-mails a day. From this research it is evident that company policy is imperative to ensure compliance with legislation, protection of employee privacy rights and copyright, as well as the filtering of spam. The article concludes with a set of guidelines with regard to the essentials of e-mail archiving. Formal training in e-mail management seems essential to reduce the pitfalls of information overload!

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Scientific Editor

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