

Zoom fatigue

A study by the Institute for Employment
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Comments

The present study does not exclusively refer to the communication tool provided by “Zoom Video Communications, Inc.” but to virtual communication platforms of all providers. However, the term “zoom fatigue” has become established in current discourse in the language used. For the sake of simplicity, the term “zoom fatigue” will therefore be used in the following to represent fatigue and exhaustion caused by virtual communication platforms in general.

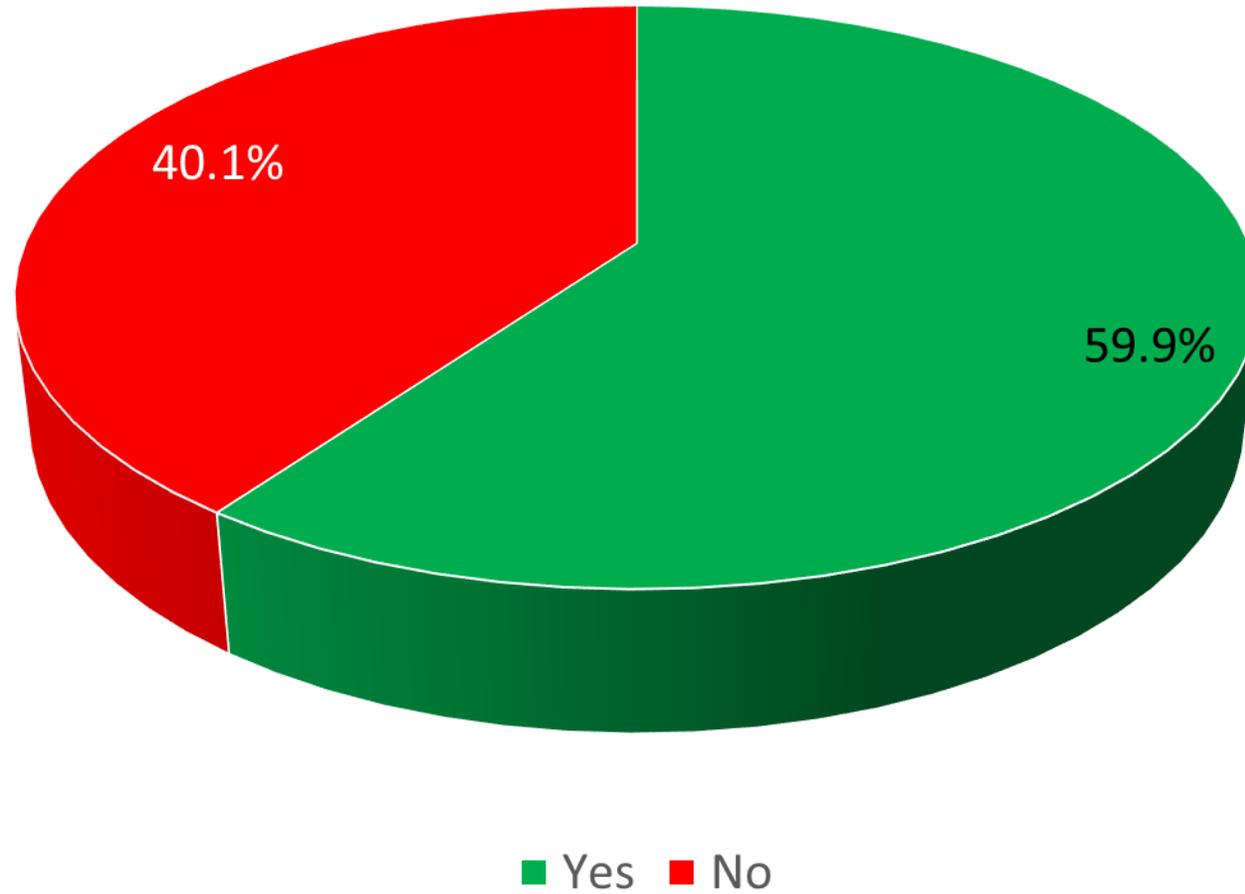
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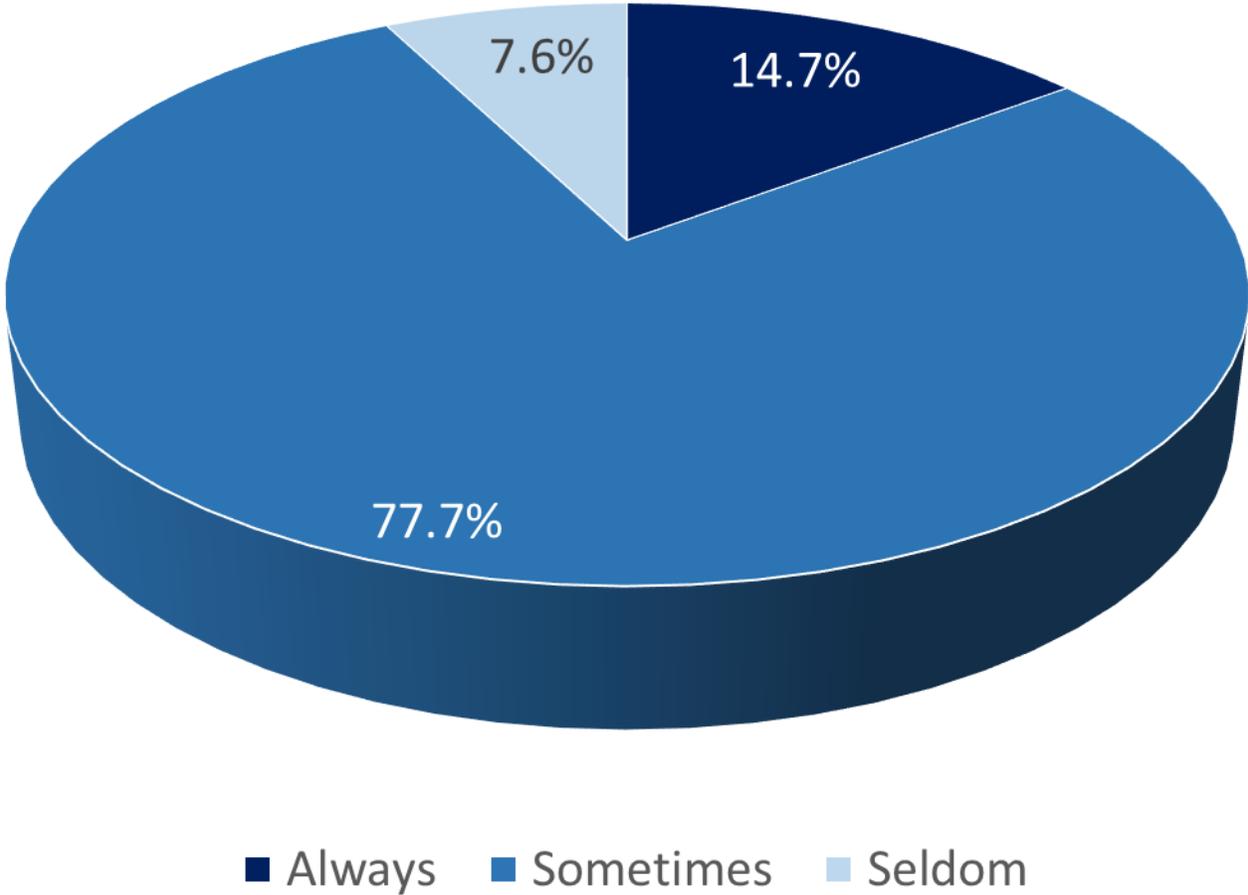


1. Statistical data on zoom fatigue

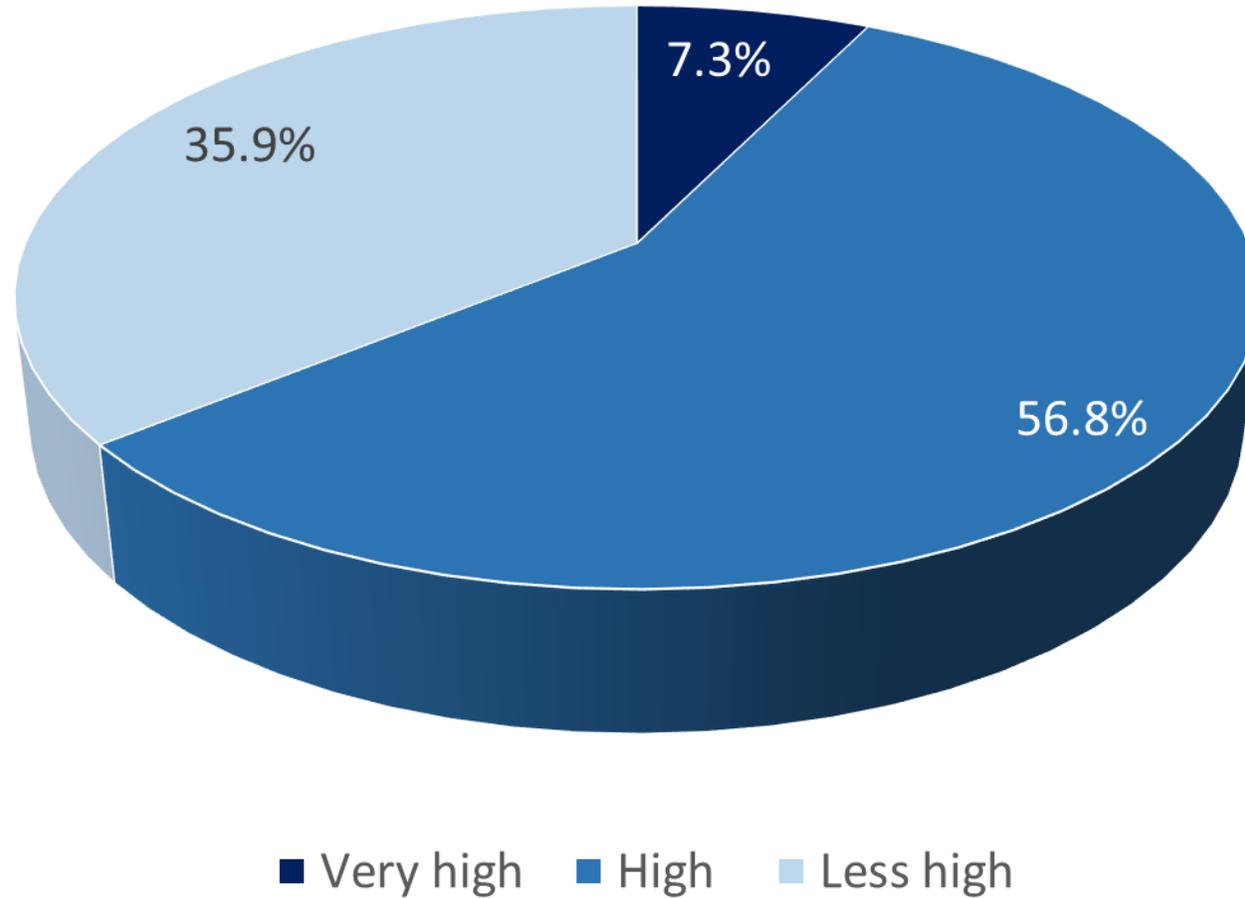
1.1 Do you experience zoom fatigue?



1.2 How often do you experience zoom fatigue?



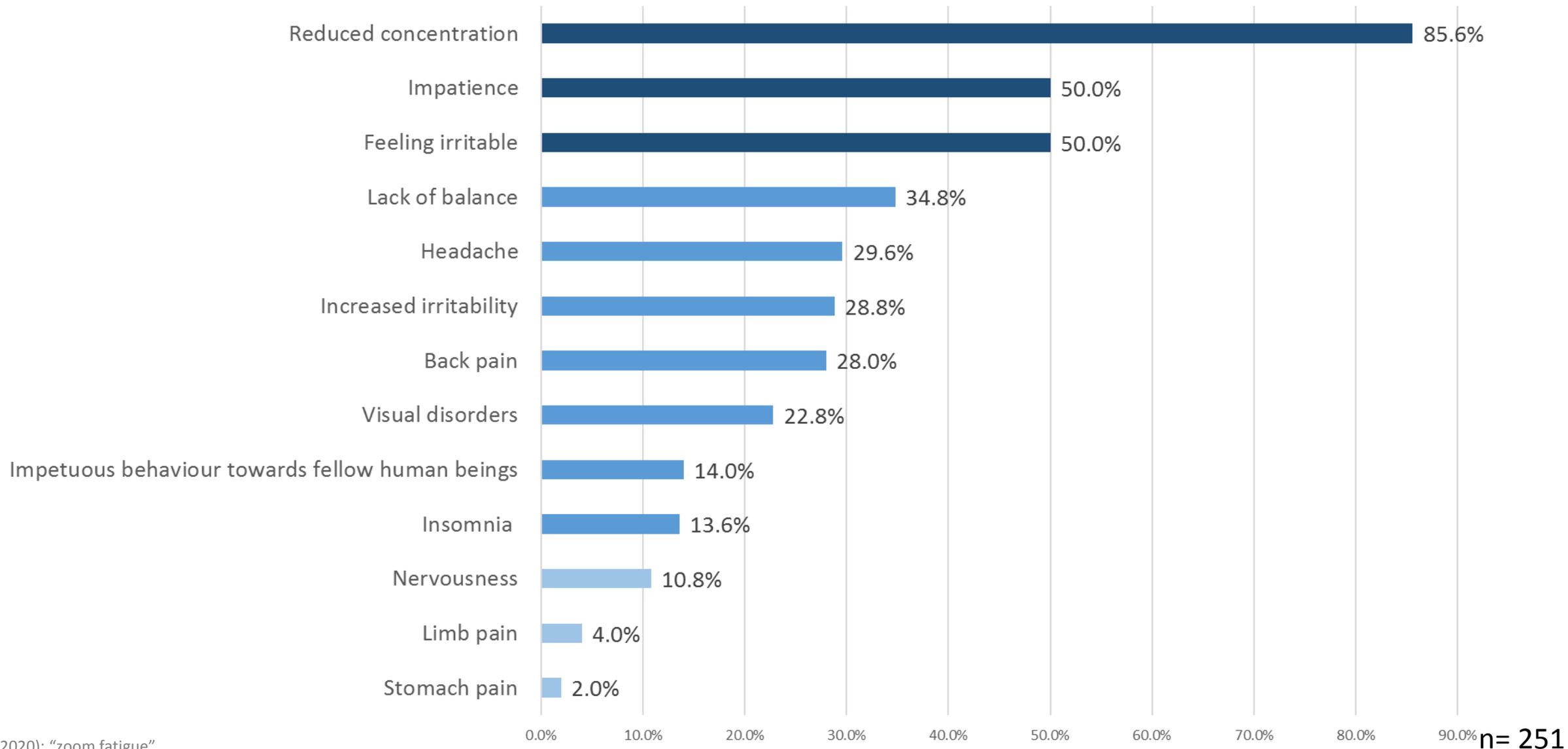
1.3 At what intensity do you experience zoom fatigue?





2. How does zoom fatigue manifest itself?

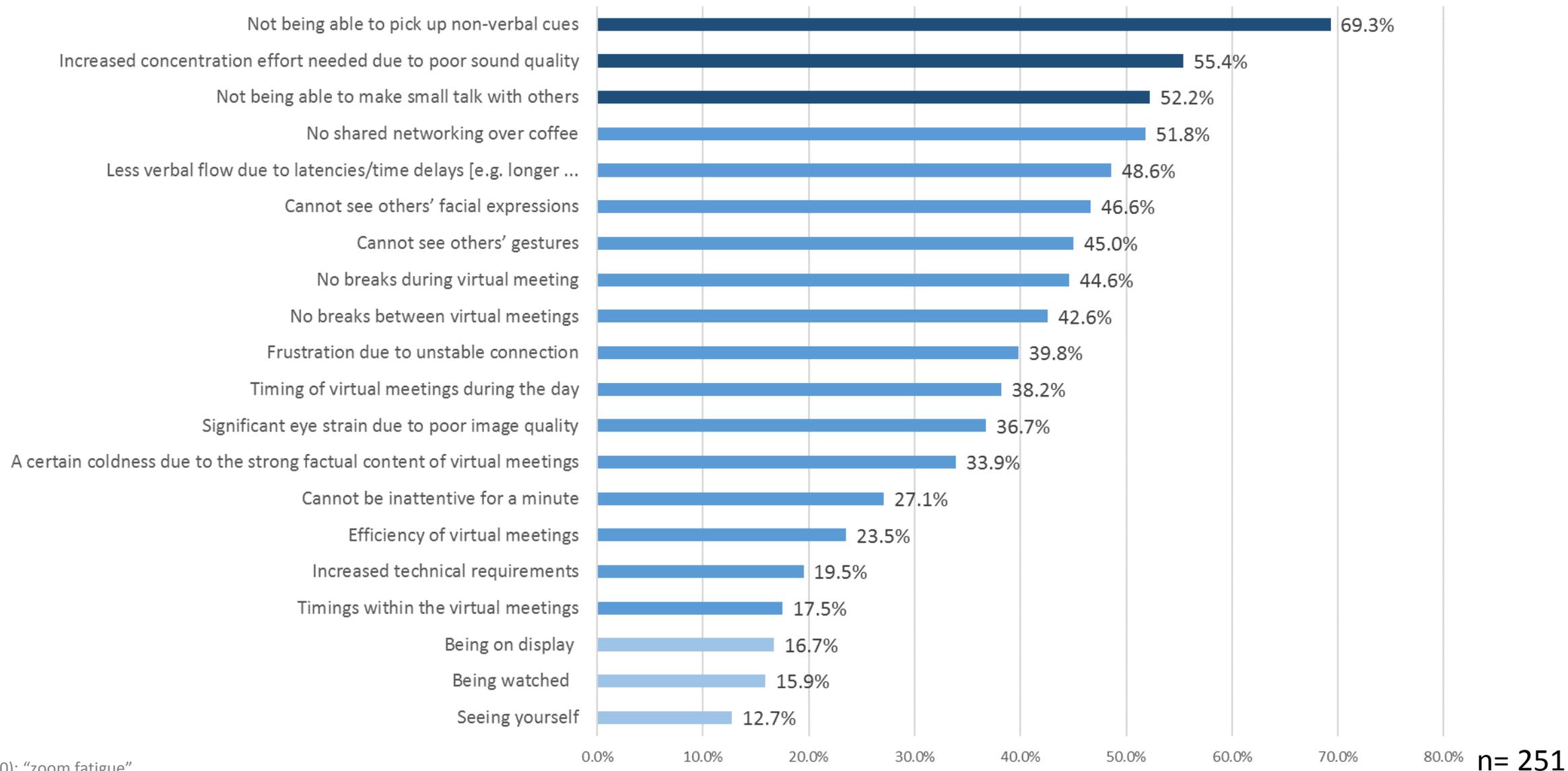
2. How does zoom fatigue manifest itself?*

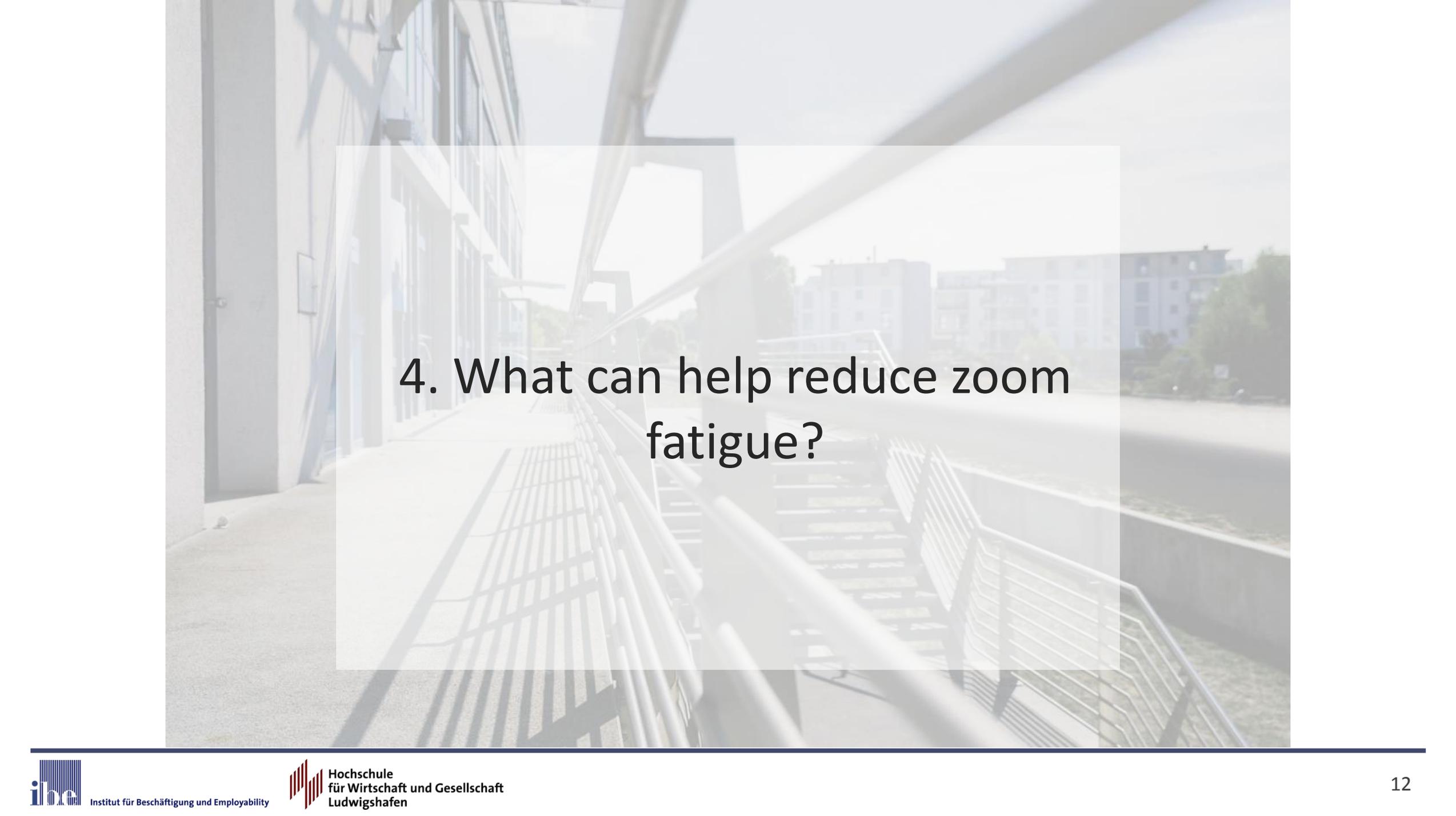




3. What bothers you about it?

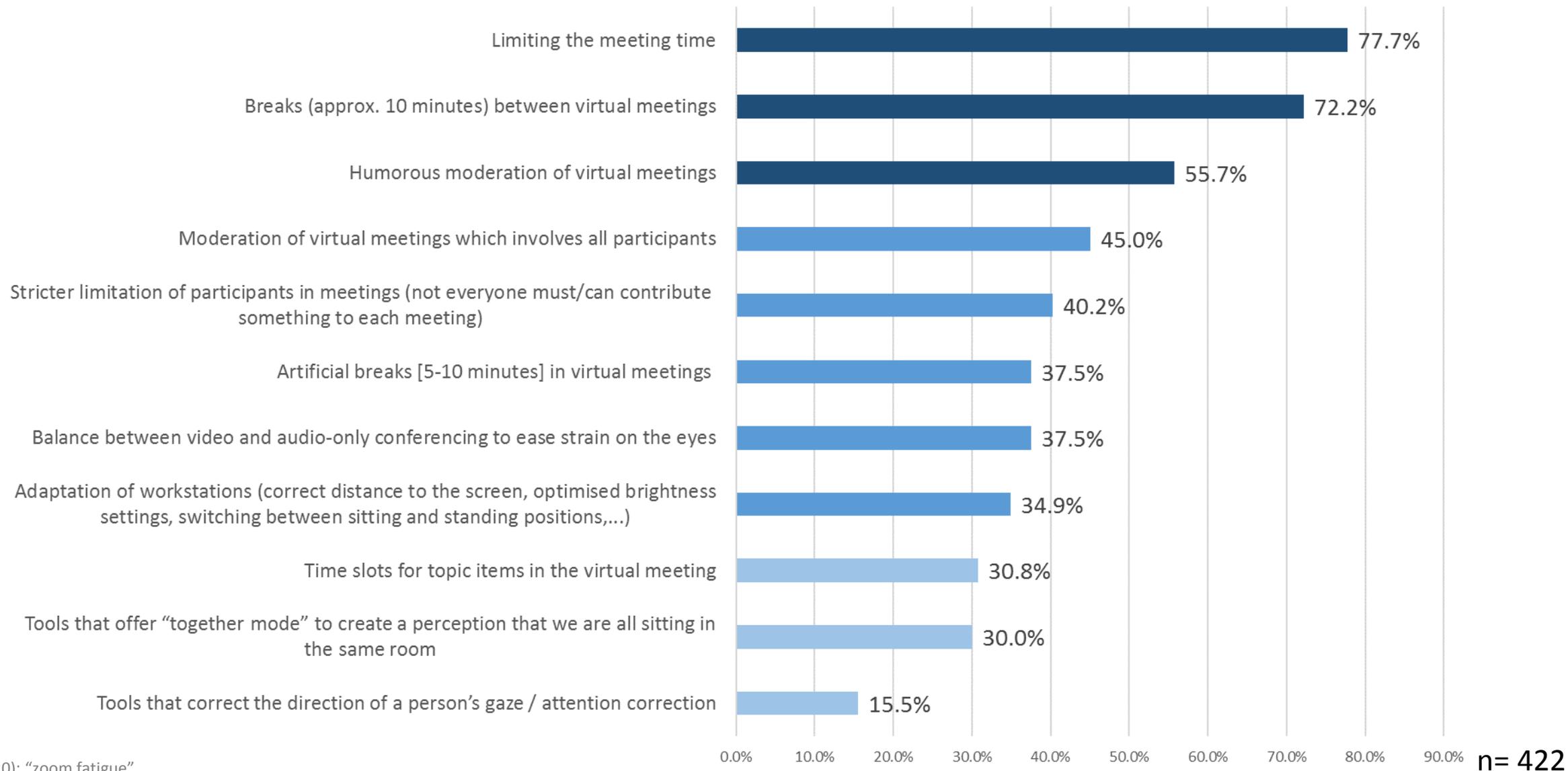
3. What bothers you about it?*





4. What can help reduce zoom fatigue?

4. What can help reduce zoom fatigue?*



© IBE (2020): "zoom fatigue"

*Multiple answers are possible



5. Conclusion/summary

Conclusion (1/3): Symptoms of zoom fatigue

- The symptoms of zoom fatigue are more likely to manifest themselves in the form of psychological impairments such as concentration problems, impatience, being annoyed and lack of balance.
- Apart from headache and back pain, direct physical disorders such as pain in the limbs or stomach are (so far) rarely observed.

Conclusion (2/3): Stress due to zoom fatigue

- The greatest stress is caused by lack of social and informal exchange (no non-verbal communication, no small talk).
- Zoom fatigue is also caused by technical shortcomings and participants' organisational conditions.
- The feeling of being more closely observed and being on show plays a subordinate role.

Conclusion (3/3): Methods to avoid zoom fatigue

- Time limits for meetings as well as breaks between and within meetings are cited as a useful means of avoiding zoom fatigue.
- Moderation that is humorous and involves every participant can provide a good structure in meetings and thus reduce stress
- Tools using “together mode” or which correct the viewing direction are considered less helpful.

**Thank you for your interest
and support!**

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