

Increased use of videoconferencing platforms during Covid contributed to more fatigue: Study



Researchers at NTU Singapore have found that the increased use of videoconferencing platforms during the COVID-19 pandemic contributed to a higher level of fatigue, as reported by workers.

Following work-from-home orders issued by governments worldwide during the pandemic, many employees attended meetings virtually using technologies such as Zoom or Microsoft Teams, instead of meeting face-to-face.

In a survey conducted in December 2020, the NTU research team from the NTU Wee Kim Wee School of Communication and Information (WKWSCI) and its Centre for Information Integrity and the Internet (IN-cube), found that nearly half of all respondents reported feelings of fatigue or being overwhelmed, tired, or drained from the use of videoconferencing applications. The researchers derived the results through an analysis of a survey of 1,145 Singapore residents in full-time employment and who had indicated that they use videoconferencing apps frequently.

The team of researchers said that their goal is to highlight how current implementations of such technologies can be exhausting to employees and how companies can improve and optimise their use by their workforce.

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