



What Causes Videoconference Fatigue? A Conceptual Framework

30 April 2024

4:00 p.m. - 5:30 p.m. (HKT)

Abstract

As a consequence of lockdowns due to the coronavirus disease (COVID-19) and the resulting restricted social mobility, several billion people worldwide have recently had to replace physical face-to-face communication with computer-mediated interaction. Notably, the adoption rates of videoconferencing increased significantly in 2020, predominantly because videoconferencing resembles face-to-face interaction. Importantly, the adoption rates are still high today and it is predicted that they will continue to stay on a much higher level than before COVID-19. Tools such as Zoom, Microsoft Teams, and Cisco Webex are used by hundreds of millions of people today. Videoconferencing may bring benefits (e.g., saving of travel costs, preservation of environment). However, prolonged and inappropriate use of videoconferencing may also have an enormous fatigue and stress potential. A new phenomenon and term emerged, Videoconference Fatigue (VCF), the term Zoom Fatigue is used as a synonym. In the presentation, Dr. Riedl develops a definition for VCF and presents a conceptual framework that explores the major root causes of VCF and stress. The development of the framework draws upon media naturalness theory and its underlying theorizing is based on research published across various scientific fields, including the disciplines of both behavioral science and neuroscience.

ZOOM



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Speaker



René Riedl is a professor for Digital Business and Innovation at the University of Applied Sciences Upper Austria and an associate professor for Business Informatics at the University of Linz. Also, he is the scientific director of the NeuroIS Society. He has published in various

academic journals, including BMC Neurology, Business & Information Systems Engineering, Computers in Human Behavior, Frontiers in Neuroscience, Frontiers in Psychology, Journal of Information Technology, Journal of Management Information Systems, Journal of Neuroscience, Psychology, and Economics, Journal of Systems & Software, Journal of the Association for Information Systems, MIS Quarterly, PLoS ONE, and Scientific Reports. He is a co-author of the book "Fundamentals of NeuroIS: Information Systems and the Brain". Also, he serves as senior editor and associate editor for various scientific journals.

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