

ABSTRACT

Digital communication, particularly through instant messaging applications like WhatsApp, has become a dominant part of daily work activities. However, the demand for constant connectivity and immediate responsiveness has triggered the emergence of digital communication overload, especially among Generation Z employees. This study aims to analyze the effect of digital communication overload on the mental health of Generation Z employees in educational institutions and to examine the mediating role of Fear of Missing Out (FoMO). A quantitative approach was employed using a survey method and Partial Least Squares–Structural Equation Modeling (PLS-SEM) with SmartPLS 4 software. A total of 253 respondents, consisting of Generation Z lecturers and academic support staff at Telkom University Bandung aged 22–28 years, participated in this study. The results showed that digital communication overload significantly increases FoMO and negatively impacts mental health, with FoMO also mediating the relationship significantly. The predictive power of the model is high, explaining 97.2% of the variance in mental health and 88.2% in FoMO, while the remaining variance is influenced by factors not examined in this study. These findings highlight how uncontrolled digital communication can generate psychological strain and enrich the study of digital communication in the context of professional work.

Keywords: *Digital Communication, FoMO, Mental Health, Gen Z.*