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# Which Combinations of Techno-Stressors Harm Users and Organizations: A Qualitative Comparative Analysis

*Completed Research Paper*

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## **Abstract**

*The purpose of the current study is to examine which combinations of techno-stressors lead users to be burned out or perform low due to their stressful use of information systems. Therefore, we take a configurational approach and investigate configurations of techno-stressors for job burnout and low job performance. We conduct a two-wave study, survey 166 employees and analyze the data by using fuzzy set qualitative comparative analysis (fsQCA). The results reveal four configurations leading to job burnout and one configuration leading to low job performance. The study contributes to technostress research by showing that techno-stressors need to be studied in configurations, by highlighting that job burnout and low job performance are caused by different configurations and by revealing that high as well as low levels of a techno-stressor can initiate the adverse reactions of users.*

**Keywords:** technostress, job burnout, job performance, fuzzy set qualitative comparative analysis (fsQCA), longitudinal data.