International Contextualization of Work Stress in the Hotel Sector

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ABSTRACT

In this work, the information on the research topic "Work stress in the hotel sector" was analyzed. The purpose was to know who the most relevant authors, countries, documents, sources, and institutions in this study field are. 52 works written were compiled between 2011 and 2022, results showed that it was found that the world production of publications presents an upward trend with a downward trend in the years from 2014 to 2017, the largest investigations scientific number are presented in the year 2021, the 3 most relevant authors with 17 documents each are Albaity M., Bani-Melhens S. and Zeffane R., the country that contributes the most cited publications to this area of research is the United States (234) and one of the most cited documents (152) is by the author O'neill JW, from the year 2011 of the International Journal of Hospitality Management. The exploration of the literature was carried out using the Scopus database with the keywords "Work stress" OR "Job stress AND Hotel sector OR Hospitality" and the statistical analysis was performed using the Bibliometrix R software package.

Keywords: Hotel sector, Work stress, Bibliometric, papers.

1. INTRODUCTION

A bibliometric analysis is carried out on the topic: Work stress in the hotel sector worldwide and specifically the business sector to delve into the following research questions:

• Q1: Who are the most relevant authors, countries, and institutions in the competitiveness field of work stress in the hotel sector worldwide?
• Q2: What are the most cited authors, documents, and sources on the occupational stress subject in the hotel sector from business sector worldwide?

• Q3: What are the collaboration networks between authors, institutions and countries?

The other sections of this work are organized as follows: Section 2 describes the methodology used. Section 3 presents the general studies information consulted and section 4 describes the results obtained in authors terms, countries, institutions, and co-citation network.

2. METHODOLOGY

The bibliometric analysis is the appropriate method to achieve the proposed objective, in terms of knowing the current work’s state stress in the hotel sector, thus responding to the question generated by this study, as it is a compendium of bibliographic and statistical techniques. This is valid to know the current the bibliography state in various investigations of knowledge fields (Li, Zhou, Xue, & Huang, 2014).

Pritchard (1969) considers that these type studies provide argumentative solidity, to the extent that it uses variables work stress statistical analysis and the hotel sector in the texts found in Scopus, providing relevant information regarding a given time, authors and institutions.

According to Hernández, Fernández, & Baptista (2014), the literature analysis contributes to obtain pertinent information to build the art state, for which it is important to review, detect and obtain information that contributes from the theoretical references to delimit the research problem. However, due to the information variety that is published each year and the data excess provided by the different texts in academic journals and research books, the most relevant documents for the topic addressed in the study are selected.

In this sense, a systematic exploration of the literature was realized in the Scopus bibliographic database, using the keywords "Work stress" OR "Job stress AND Hotel sector OR Hospitality", limited first by the year of publication, then establishing the last 10 years as the time limit, that is, from 2011 to the present, leaving the search equation as follows: (TITLE-ABS-KEY ("Work stress") OR TITLE-ABS-KEY ("Job stress") AND TITLE-ABS-KEY ("Hotel sector") OR TITLE-ABS-KEY (hospitality)) AND PUBYEAR > 2010.

The results obtained were 52 documents, and they were downloaded from Scopus in CSV format, to be later imported from the package mentioned above, where the bibliometric analysis was applied and relevant data were obtained that allow knowing the scope of the subject by the texts published in a validity of 10 years, the texts with the highest citation, the origin institutions and the contribution by country to the subject study, in this case work-related stress in hotels.
Regarding the document structure, the results are shown according to each search, detailing
the bibliometric laws, for which the document entitled A Bibliometric Analysis of Trends in
Humanitarian Logistics (Ceballos-Parra) is taken as a presentation model (Sarache & Gómez,
2018)

The literature exploration results that deals with the research topic are presented below:

Table 1. The search main data for 52 documents.

<table>
<thead>
<tr>
<th>Description</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time space</td>
<td>2011:2021</td>
</tr>
<tr>
<td>Sources (magazines, books, etc.)</td>
<td>33</td>
</tr>
<tr>
<td>Documents</td>
<td>52</td>
</tr>
<tr>
<td>Average years since publication</td>
<td>3.88</td>
</tr>
<tr>
<td>Average citations per document</td>
<td>17.6</td>
</tr>
<tr>
<td>Average citations number per year per document</td>
<td>3.054</td>
</tr>
<tr>
<td>TYPES OF DOCUMENTS</td>
<td></td>
</tr>
<tr>
<td>Articles</td>
<td>48</td>
</tr>
<tr>
<td>Book chapter</td>
<td>1</td>
</tr>
<tr>
<td>Errata</td>
<td>1</td>
</tr>
<tr>
<td>retracted</td>
<td>1</td>
</tr>
<tr>
<td>Review</td>
<td>1</td>
</tr>
<tr>
<td>DOCUMENT CONTENT</td>
<td></td>
</tr>
<tr>
<td>Keywords (ID)</td>
<td>239</td>
</tr>
<tr>
<td>Author keywords (DE)</td>
<td>186</td>
</tr>
<tr>
<td>AUTHORS</td>
<td></td>
</tr>
<tr>
<td>Authors</td>
<td>134</td>
</tr>
<tr>
<td>Authors appearances</td>
<td>141</td>
</tr>
<tr>
<td>Authors of single-author documents</td>
<td>8</td>
</tr>
<tr>
<td>Authors of multi-author documents</td>
<td>126</td>
</tr>
<tr>
<td>COLLABORATION OF AUTHORS</td>
<td></td>
</tr>
<tr>
<td>Documents of a single author</td>
<td>8</td>
</tr>
<tr>
<td>Documents by Author</td>
<td>0.388</td>
</tr>
<tr>
<td>Authors per Document</td>
<td>2.58</td>
</tr>
<tr>
<td>Co-authors per Documents</td>
<td>2.71</td>
</tr>
<tr>
<td>Collaboration Index</td>
<td>2.86</td>
</tr>
</tbody>
</table>

Authors' Productivity Law (Lotka's Law): As can be seen in Table 2, the total number of
authors found was 134. According to the logarithmic diagram presented in Figure 1, the
documents investigated comply with the rule that, in the research field of interest, a small
authors number have the largest number of contributions and are positioned as those who
contribute the most to this area of research. 94.7% of the contributions made by the authors is only one contribution to the study area and the remaining 5.3% maximum 2 contributions. According to the above, it can be affirmed that Loftka's law is fulfilled, but a large transitory author’s number and few specialized ones are evidenced in the investigation.

**Table 2.** The number of contributions from the authors.

<table>
<thead>
<tr>
<th>Contributions number</th>
<th>No. Of authors</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>127</td>
</tr>
<tr>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total contributions</strong>: 141</td>
<td><strong>Total</strong>: 134</td>
</tr>
</tbody>
</table>

Note. *The contributions total number was obtained by multiplying the authors number by the number of contributions.*

![Figure 1. The exponential plot of the Lotka function.](image)

The scientific bibliography dispersion law (Bradford's Law): for this research, this model or law indicates that 37% of the analyzed publications (52) in the interest area are concentrated in only 4 journals, which are: occupational health psychology journal, quality assurance in hospitality and tourism journal, strategy and management journal, Management science letters. Table 3 shows how, in those first 4 documents, 19 of the published articles are found. There is an exponential decrease in performance.

**Table 3.** authors number and contributions made.

<table>
<thead>
<tr>
<th>Accumulated number of magazines accumulated</th>
<th>Cumulative Item Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>2</td>
<td>13</td>
</tr>
</tbody>
</table>
Exponential growth law: In the graph distribution of the articles number per year, an upward trend can be seen from 2011 to 2021, with some ups and downs from 2011 to 2017, but with a pronounced growth from 2017 to 2021, this being last year in which the greatest contribution was made to scientific production in the area under investigation, as can be seen in Figure 2. This indicates a very pronounced interest in the topic of work-related stress in the hotel sector in recent years.

![Figure 2](image_url). The number of papers per year.

3. **BIBLIOMETRIC INDICATORS**

3.1 Personal indicators

As part of the analysis conducted in this research, the author's geographic locations were examined to rank the most productive countries. Of the academic productions by country, 19 were identified that worldwide are the ones that do the most research on the topic of work-related stress in the hotel sector. Of these, the 3 that produce the most in this study field are the United States, China, and Taiwan, with 12, 6, and 5 contributions, respectively. Figure 3 shows the top ten countries with the highest number of publications.
3.2 Productivity indicators

Production at the author level is not considered low, considering the documents number found on the research topic, as can be seen in figure 4, the contributions maximum number for each of the first 6 authors. It is 2 documents.

On the other hand, 86 institutions were found with publications in the research area. Of these, the first 10 gather 25.6% of the documents explored. In Figure 5, you can see the institutions that produce the most in the area. The two most productive are National Chiayi University and Macao Institute for Tourism Studies with 3 academic contributions, respectively.
3.3 Dispersion indicators

The first twenty publications of the 52 analyzed have been cited 779 times and are shown in the following table. It is very important to highlight that the most recently published articles have a longer maturation period before being among the most cited. For example, when analyzing the twenty articles that are most cited in this point, only five of them belong to the period investigated of the last five years.

On the other hand, it was found that the most cited document in this first search corresponds to the author O'neill J.W. (2011) with a maximum of 152 citations. This is a work that was published in the International Journal of Hospitality Management which shows how "Employee stress is a major problem in the hotel industry and is costly for both employers and employees. This study's first objective was to identify common job stressors in a sample of 164 managerial and hourly workers employed in 65 different hotels.

Table 4. Twenty most cited documents.

<table>
<thead>
<tr>
<th>DOCUMENTS</th>
<th>DOI</th>
<th>CITATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>O'neill JW, 2011, int j hosp manage</td>
<td>10.1016/j.ijhm.2010.07.007</td>
<td>152</td>
</tr>
<tr>
<td>Choi Ch, 2014, int j hosp manage</td>
<td>10.1016/j.ijhm.2012.09.009</td>
<td>95</td>
</tr>
<tr>
<td>Edvardsson D, 2014, int psychogeriatr</td>
<td>10.1017/s1041610214000258</td>
<td>69</td>
</tr>
<tr>
<td>Zhao X, 2016, int j contemp hosp manage</td>
<td>10.1108/ijchm-08-2014-0385</td>
<td>65</td>
</tr>
<tr>
<td>Li M, 2016, int j contemp hosp manage</td>
<td>10.1108/ijchm-04-2015-0214</td>
<td>51</td>
</tr>
</tbody>
</table>
### 3.4 Correlation analysis and collaboration among authors

Classifying the relationships between the authors who most influenced the research will allow us to broaden the scope of this study. For this purpose, we proceeded to carry out the Bibliometrix package of the statistical software R, the graph elaboration of relationships and collaboration, having as input the database that contains 52 documents recovered from the Scopus metasearch engine, for which it was applied as a type of analysis the one identified as 'Co-citation' analyzed by authors, sources and documents.

Figure 6 shows the co-citation map by documents, it allowed the identification of 4 clusters involving 38 cited documents, which are grouped as follows:

- **Cluster 1:** Included 12 correlated documents, the most relevant were the papers of Anderson J.C. (1988), O'neill J.W. (2011), and Faulkner B. (1997).

- **Cluster 2:** This group brought together the largest number of items, including 11 highly related documents, the most representative were: Parker D.F. (1983), O'neill J.W. (2011), and Motowidlo S.J. (1986).

- **Cluster 3:** In this group, 12 referenced authors were related: Fornell C. (1981), Greenhaus J.H. (1985), and Kim H.J. (2007).

- **Cluster 4:** Only 3 were cited in this group, which were: Singh J. (2000), Maslach C. (1981), and Dormann C. (2004).
Figure 6. Map of co-citations by documents.

The map or network of co-citation by authors shows the occasions in which a pair of authors are referenced at the same time, regardless of the document that is cited (Figure 7). The links show the co-citation relationship between a pair of researchers, while the color of the node distinguishes the group to which it was associated by its thematic similarity. The largest nodes are related to the authors who obtained a greater number of citations received. The author co-citation graph shows three groups or clusters that are included in the same research or discipline line:

Cluster 1: In this set, the least number of strongly integrated authors (14) were grouped, the most relevant being: Karatepe, Hobfoll, Frone, and Choi.

Cluster 2: This group brought together the largest number of items, it includes 24 highly correlated authors, the most representative were: Kim, Lee, O’Neill, and Chen.

Cluster 3: This network included 11 cited authors, among the most significant, are: Hair, Anderson, Fornell, and Brown.
Figure 7. Graph of co-citation by authors.

Figure 8 shows the map of co-citation by sources, which made it possible to identify four clusters involving 49 of the most cited sources or journals, which are grouped as follows:

Cluster 1: I included 19 correlated sources, the most relevant were: International hospitality management journal, applied psychology journal, contemporary hospitality management International journal, and tourism management.

Cluster 2: This group brought together 13 highly related sources, the most representative were: the management academy journal, Management Journal, and vocational behavior Journal.

Cluster 3: In this group, 6 sources were listed, of which the following stood out: The leadership quarterly, marketing research journal, and International Manpower Journal.

Cluster 4: I included 11 sources, the most representative were: Cornell hospitality quarterly, human resources journal in hospitality & tourism, and hospitality & tourism research journal.
4. CONCLUSION

The study of work stress in the hotel sector in high-impact journals shows that it has had a pronounced and constant growth in the last 5 years (2017-2021) and that the greatest scientific production is presented in the year 2021 with 10 documents reported.

At a general level, considering the available documentation, there is a clear orientation to publish scientific articles or academic nature of 92.3%. in the Scopus database journals.

Authors with high relevance in the research topic are not presented, 23% of those who contribute the most have a maximum of 2 publications, the other 77% have only one contribution.

The scientific literature dispersion law indicates that 37 of the analyzed publications (52) in the research area are concentrated in only 4 journals.

There is no strong relevance in the keywords related to the research topic, there is a lot of dispersion in the terms.

REFERENCES


http://www.webology.org


