

Job Performance: A Literature Review

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Abstract

In this article a bibliometric analysis is performed to know the trends of scientific publications on the research topic "Work performance at global level", the literature review focused on the works available between 2012 and 2022 and was filtered by the areas of knowledge related to administrative and economic sciences. The databases indexed in Wos and Scopus, which are the best meta-search engines at present, were used to retrieve the information. Once the respective files were downloaded in bibtex format, they were unified and the repeated information was discarded, leaving a single file in csv format with 1131 records; the processing of this document was carried out with the R statistical program. The results obtained show that the annual scientific production had an upward trend, where the most productive year was 2021, the country that contributes most to the area of research worldwide is the United States with 241 papers, the journal with the greatest impact was the Journal of Applied Psychology, the institution with the greatest relevance is the Universiti Utara Malaysia with 17 publications and finally the researchers with the greatest impact were Hur Won and Lee Jun-Ho, with an H index of 9 each.

Keywords: Job performance, bibliometrics analysis, literature review.

Introduction

The new business realities today make organizations carry out their strategic planning processes from the perspective of globalization and how they are able to position themselves

in these new contexts (Lampón, Cabanelas & Delgado Guzmán, 2018; Quiroz, Olortegui & Ponce, 2020); where there is a world increasingly interconnected with each other; opening new opportunities for new companies but at the same time bringing new threats represented by the ease for new competitors to access to new markets, while they can be located anywhere in the world, representing a differential factor in terms of costs, labor or the quality of the products and / or services to be offered (Castrillón, 2018).

Thus, organizations develop a diversity of mechanisms focused on taking advantage of their strengths to not only overcome the present threats but also become recognized references within their markets (Zuñiga et al., 2020). It is recognized in this sense that one of the differential factors of organizations is human capital, identified as the main engine of organizational success (Mendoza-Ocasal et al., 2021).

It is then, from the workforce, that these companies establish a group of strategies to have the best possible type of personnel adapting to the needs of the same organization and the context in which they operate; that may vary between the performance of the contracted collaborators from their commitment and performance to the selection mechanisms of the same personnel who already have a high level of performance in the expected functions (Rojas, 2019; Conossa et al., 2022).

Certainly there is a considerable number of scientific literature that addresses and studies everything related to the performance of workers from a global vision, recognizing the new contexts as a new business reality which forces to identify the workers as a subject belonging to a macro market of which they are part, and where they can exploit their potentialities. In this way, this study seeks to characterize scientific production related to work performance from a globalized perspective.

Methodology

The objective of this methodology was to perform a bibliometric analysis on the research topic Job performance, the technique used, is described as "the mathematical and statistical analysis of bibliographic records" (Pritchard, 1969) and is used to establish intellectual links between articles and keywords, thus providing an overview of emerging trends and potential research opportunities (Boyack and Klavans, 2010; Marchiori and Franco, 2020).

Bibliometric techniques offer the advantage of introducing quantitative rigor compared to narrative literature reviews, which could be invalidated by the subjective bias of the researcher. (Tranfield et al., 2003, cited by Ledro, Nosella, and Vinelli, 2022). The metasearch engines used for the retrieval of the information were Scopus and Wos, in which the keywords "Job performance" and "Working poor" were used, to relate the terms the Boolean operator "AND" was used, this because the topic that is intended to investigate is called "Labor performance in the working poor", the results of that first exploration were 1 paper in Wos and 2 in Scopus, one relevant and one without relevance.

For this reason, to obtain the material that will serve as an input for the original research, the search was carried out with the keywords separately. The searching equation, TITLE (“Job performance”) AND PUBYEAR > 2011 AND (LIMIT-TO (SUBJAREA , “BUSI”) OR LIMIT-TO (SUBJAREA , “SOCI”) OR LIMIT-TO (SUBJAREA , “ECON”)) AND (LIMIT-TO (LANGUAGE , “English”) OR LIMIT-TO (LANGUAGE , “Spanish”)), carried out in Scopus yielded 1048 investigations, it is highlighted that the topic was limited from 2012 to 2022 and was filtered by the areas of knowledge of economic sciences and by the English and Spanish languages. These same filters were used with the Wos metasearch engine, with the following search equation, TI= (“Job performance”) and Management or Business or Industrial Relations Labor or Economics (Web of Science Categories), which results were 500 documents found from 2021/01/01 until 2022/06/06.

The files with the records of the two metasearch engines were downloaded in bibtex format, then unified and filtered using the statistical program R. From the previous process, 415 duplicate records were deleted, leaving a single file in csv format, with 113 records that, when processed with the bibliometrix package, yielded the results that are presented later.

Results and Discussion

Table 1: Types of documents

Type	Quantity
Article	1010
Book chapter	25
Conference proceeding	48
Correction	6
Editorial	3
Editorial material	1
Erratum	9
Letter	1
Note	1
Working paper	4
Retracted	1
Revision	22

From Table 1 it can be determined that the production of publications is 1131 in the period between 2011 and 2022. The production is distributed as follows: article with 1010 publications, book chapter with 25, conference proceeding with 48, correction with 6, editorial with 3, editorial material with 1, erratum with 9, letter with 1, note with 1, working paper with 4, retracted with 1, review with 22 publications.

Figure 1: Tree map

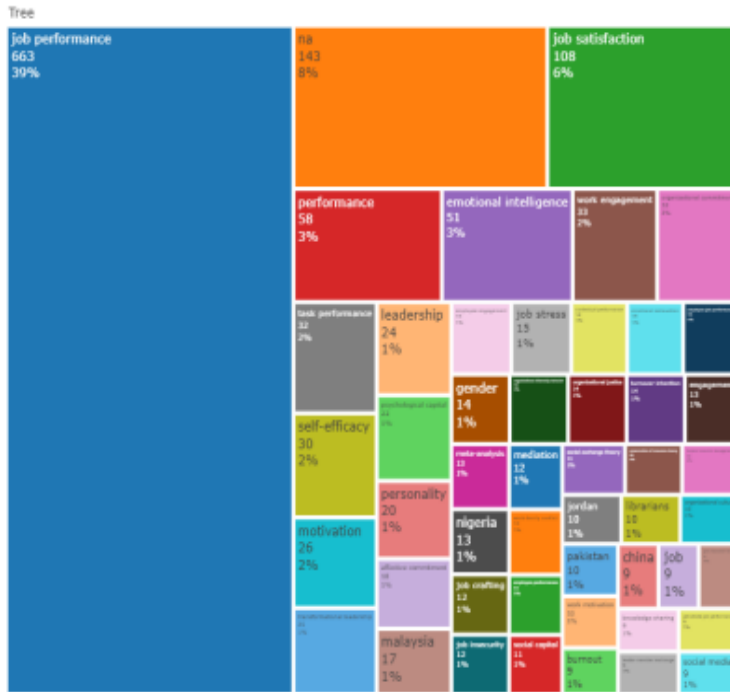
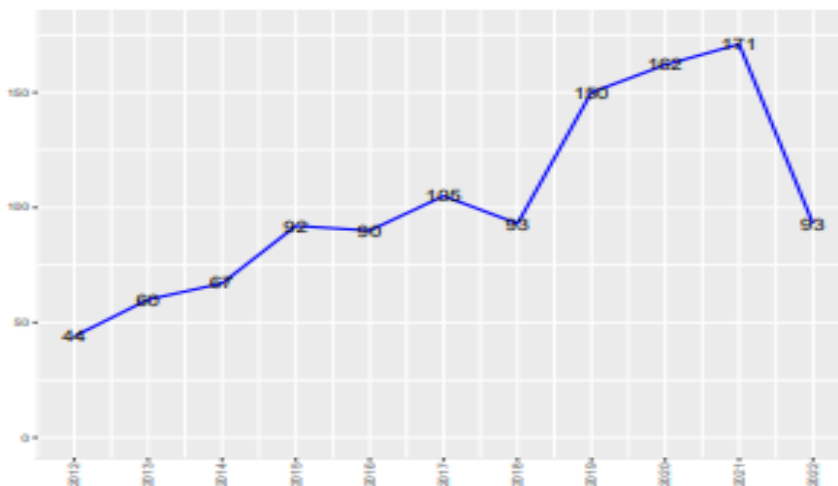


Figure 1 shows a tree map which contains the most relevant keywords retrieved from the 1131 abstracts belonging to each work found in the search implemented in the Wos and Scopus metasearch engines. Where it can be seen that the four words that are presented most frequently are job performance with 663 repetitions, job satisfaction, emotional intelligence and work engagement.

Figure 2: Annual scientific production



According to the scientific production from 2012 to 2022 (Figure 2) the indicators clearly show a growth trend during this period with a slight decrease in 2018 with 93 productions which can be considered significant in a year. It can be noted that in 2012 there was less

production corresponding to 44 products, in 2021 the maximum academic production was registered with 171 products and so far in 2022, 93 products are registered.

Figure 3: Countries with the most scientific production

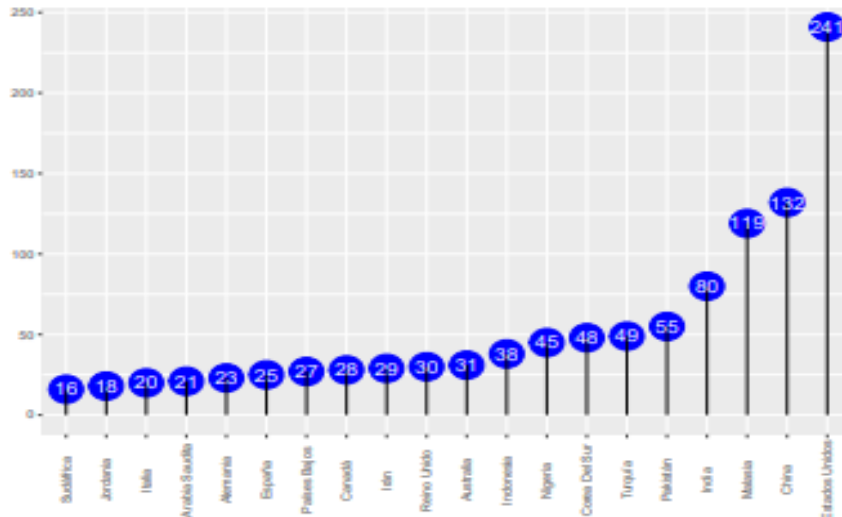


Figure 3 shows the five countries that publish the most on the subject, among them in the top places there are the United States with 241 contributions, followed by China with 132, Malaysia with 119, India with 80 and Pakistan with 55 contributions. Of the country that contributes the most in the area of research we can highlight that of Wang & Chen, (2022) which states that "Despite the growing evidence that has demonstrated the strengths of high-performance work systems (HPWS), no consensus on the relationship between HPWS and job performance.

By integrating HPWS theory with the career goals model, we developed a mediated moderation model to explain how career goals moderate the relationship between the employee's experienced HPWS and job performance, and whether workmaking mediates these interactive effects. Based on a multiphase, multi-source sample of 398 employees and their direct supervisors, we found that the HPWS experienced by employees relates positively and significantly to job performance only when intrinsic career goals are high or when extrinsic career goals are low, and the results showed that the elaboration of works mediates these moderate relationships. Theoretical contributions, practical implications and limitations are also discussed".

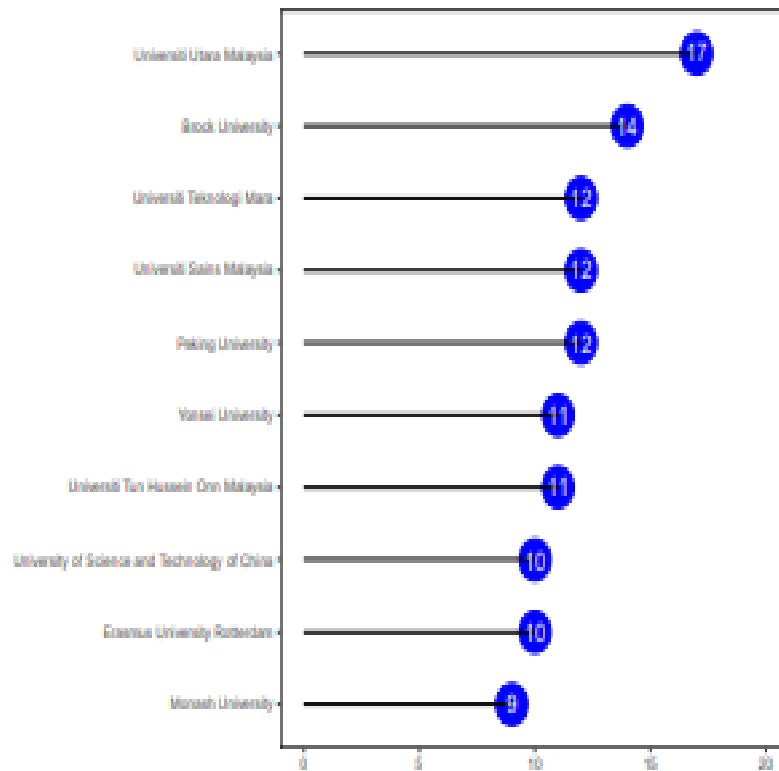
Figure 4: Journals with the most impact



Figure 4 shows the four journals that have the greatest impact on the field of "job performance" research worldwide, taking into account the H index: Journal of Applied Psychology with 16, followed by International Journal of Human Resource Management with 11, Journal of Organizational Behavior with 11 and Sustainability (Switzerland) with 10. The most representative research of the most impactful journal indicates that "A considerable amount of evidence suggests that the way candidates react to selection procedures may affect their performance in tests and their attitudes towards the contracting organization. (e. g, recommend the company to others).

However, very few studies on candidate reactions have examined one of the outcomes that most concern organizations: job performance. We attempt to address this gap by developing and testing a conceptual framework that delineates whether and how candidates' reactions can influence job performance." (McCarthy and Van Iddekinge, 2013).

Figure 5: Most important affiliations



From figure 5 it can be noted that the five universities that publish the most on the subject of research are: Universiti Utara Malaysia with 17 publications, followed by Brock University with 14, then Peking University, Universiti Sains Malaysia and Universiti Teknologi Mara with 12 publications each. The most representative work of the institution that contributes the most, analyzes that "Currently, the work performance of nurses in the Public Health System of Nigeria has been questioned and is under more pressure due to the global pandemic of COVID-19. In order to improve the effectiveness, efficiency and timeliness of Nigeria's public health service delivery, this study seeks to explore how work engagement could play a key role in explaining the influence of organizational engagement on nurses' job performance." (Raji & Ladan, 2021).

Table 2: Author Impact

Author	H_index	G_index	M_index	TC	NP	PY_start
Hur W	9	11	0.818	304	11	2012
Lee S	9	9	1.500	178	9	2017
Alessandri G	7	8	0.875	208	8	2015
Bakker A	7	7	0.636	910	7	2012
Borgogni L	7	8	0.875	208	8	2015
Lee Y	6	6	0.750	135	6	2015
Azeem M	5	7	0.833	157	7	2017
Bhatti M	5	5	0.500	99	5	2013
De C D	5	10	0.833	162	10	2017
Haq I	5	7	0.833	155	7	2017
Lee J	5	6	0.500	50	6	2013
Salgado J	5	6	0.500	92	6	2013
Yang J	5	5	0.500	102	5	2013
Blickle G	4	4	0.400	124	4	2013
Johari J	4	5	0.364	91	5	2012
Jyoti J	4	4	0.500	93	4	2015
Khan M	4	5	0.444	42	5	2014
Kim S	4	5	0.500	137	5	2015
Lin C	4	4	1.333	72	4	2020
Lu C	4	4	0.400	217	4	2013

Table 2 shows that the five researchers with the highest H-index who publish about job performance are: Hur W with 9, followed by Lee also with 9 publications, Alessandri G, Bakker A and Borgogni L with 7 for each author. A study by the most representative authors Hur, Moon, & Lee, (2021), “aimed to examine the effect of self-efficacy on work performance through creativity. The authors predicted that exposure to customer incivility and rigid service scripts will moderate the mediating effect of creativity on the relationship between self-efficacy and job performance. Design/methodology/approach: Survey data was collected from 397 salespeople working in a department store in South Korea”.

Table 3: Lotka’s Law

# of publications	# of authors	Author’s proportion
1	2129	83.100000
2	270	10.540000
3	89	3.470000
4	35	1.370000
5	18	0.700000
6	8	0.310000
7	3	0.120000
8	1	0.040000
9	2	0.078064
10	2	0.080000
11	3	0.120000
12	2	0.080000

From Table 3, it can be indicated that Lotka's law is complied with, given that the highest percentage of authors 83.1% publish a maximum of two articles and only 7% publish 3 to 12 articles.

Table 4: Most cited documents worldwide

Documents	DOI	Citations
Bakker A, 2012, Human Relation	10.1177/0018726712453471	476
Judge T, 2015, Academic of Management Journal	10.5465/amj.2010.0837	317
Chiang C, 2012, International Journal of Hospitality Management	10.1016/j.ijhm.2011.04.011	293
Korschun D, 2014, Journal of Marketing	10.1509/jm.11.0245	260
Dane E, 2014, Human Relation	10.1177/0018726713487753	257
Bellé N, 2013, Public Administration Review	10.1111/j.1540-6210.2012.02621.x	223
Ali-Hassan H, 2015, Journal of Strategic Information Systems	10.1016/j.jsis.2015.03.001	215
Judge T, 2013, Journal of Applied Psychology	10.1037/a0033901	197
Zhang Y, 2014, Academic Management Journal	10.5465/amj.2011.1110	181
Fu W, 2014, Journal of Business Ethics	10.1007/s10551-013-1876-y	173

The top 10 with the most cited documents at a global level is presented in table 4, from which it can be seen that the 5 most relevant works are: Bakker A, 2012, Human Relation with 476 citations, Judge T, 2015, Academic of Management Journal with 317, Chiang C, 2012, International Journal of Hospitality Management with 293, Korschun D, 2014, Journal of Marketing with 260 and Dane E, 2014, Human Relation with 257.

The article by Bakker, Tims, and Derks (2012) "examines the role of the proactive personality in predicting engagement and job performance. Based on the literature on proactive personality and the demand-resource model of work, it is hypothesized that employees with a proactive personality would be more likely to create their own jobs to stay engaged and perform well".

Co-citation analysis

In the first instance it is mentioned that "the analysis of co-citations starts from the assumption that between two or more documents that are co-cited (cited together) in a third and subsequent work, there is – at least from the perspective of the cited author – a thematic similarity;

and that the higher the frequency of co-citation, the greater the affinity between them. The intensity of this relationship is given, then, by the number of citing documents that have the same pair of documents in their references. Assuming that highly cited papers represent key concepts, methods, or experiments in a field, co-citation patterns could be used to identify and visualize the relationships between these key ideas" (Small, 1973 Cited by Miguel, Moya-Anegón, & Herrero-Solana, 2007).

Figure 6: Authors

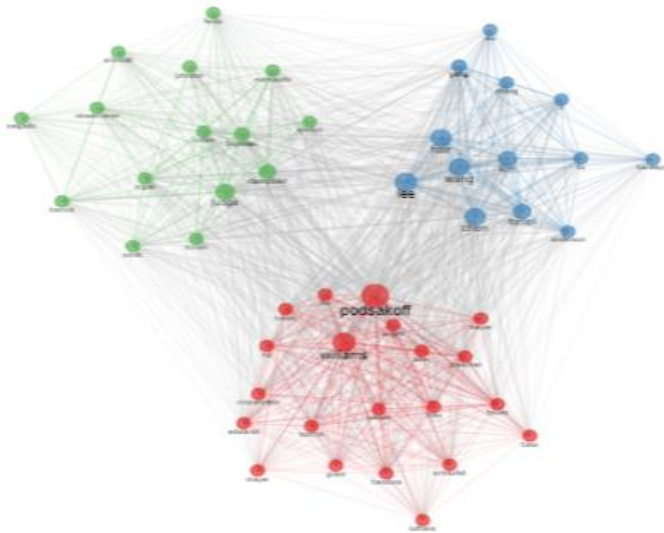
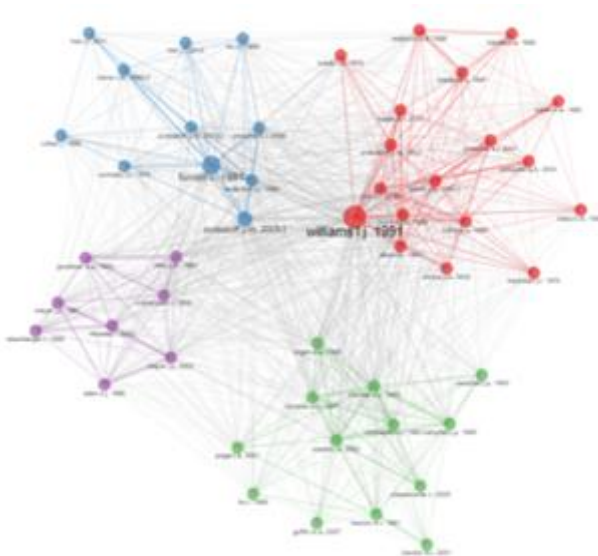


Figure 6 shows three clusters identified, cluster 1 (Red) is made up of 21 authors, of which the most correlated are: Podsakoff, Williams, Bakker and Wright. Cluster 2 (Blue) is strongly integrated by 13 authors, of which the following stand out: Hair, Lee, Chen, Kim and Wang. Cluster 3 (Green) is made up of 15 researchers, of which the most representative are: Judge, Campbell, Borman y Organ.

Figure 7: Documents



The network of co-citation of documents shown in Figure 7, indicates that there are 4 groups, each made up of works with a high degree of similarity, each node was distinguished with the first author and the year of publication of the article and were formed as follows:

Group 1 (Red): It is made up of 12 documents, of which the most relevant are, Williams L.J. 1991, Baron R.M. 1986 and Aiken L.S. 1991. Group 2 (Blue color): Composed of 9 articles, among them the stand out articles are, Fornell C. 1981, Podsakoff P.M. 2003-1 and Anderson J.C. 1988. Group 3 (Green): Made up of 10 research papers, of which the following stand out, Borman W.C. 1993, Campbell J.P. 1990 and Organ D.W. 1988. Group 4 (Purple): It is made up of 7 investigations, of which those that handle a high degree of similarity are: Blau P.M. 1964, Rhoades L. 2002 and Cropanzano R. 2005.

Figure 8: Sources

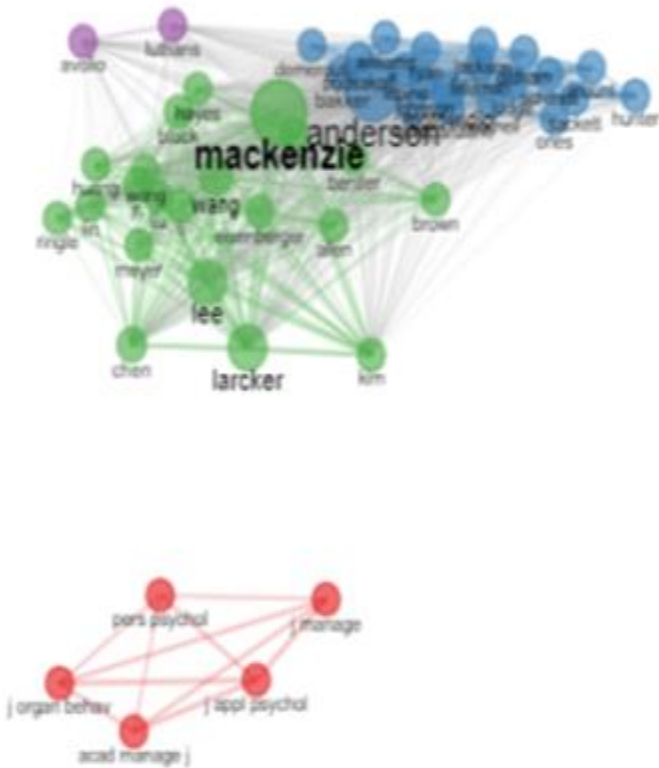


Figure 8 shows a network of co-citation of sources that resulted in four large groups with similar citation patterns, the largest nodes correspond to the sources with a greater number of citations received, which were identified in turn with the publications with a higher level of association and thematic similarity. The four clusters were as follows: Conglomerate 1 (Red): Made up of the following journals, Journal of applied psychology, Pers psychol and Acad manage j. Conglomerate 2 (Blue): Integrated by Bakker, Anderson and Motowidlo. Conglomerate 3 (Green): It is made up of, Mackenzie, Lee and Wang. Conglomerate 4 (Purple): integrated by, Avolio and Luthans.

Conclusion

From the literature exploration carried out in the best databases indexed in the metasearch engines "Wos" and "Scopus" using the key terms "Job performance" a total of 1131 research papers remained after the filters applied. The csv file resulting from the debugging process carried out with the bibliometrix package of the R software, showed in a general way that 89.3% of the recovered documents were journal articles, 2.21% book chapters, 4.24% conferences and 4.24% other formats.

In general, there is an upward trend over the last 10 years in the research area and only a downward peak was observed in 2018, indicating this, which is a topic quite explored by researchers. Broadly speaking, it is evident that the country that contributed the most to the field of research was the United States with 241 contributions, the journal that has the most impact is the "Journal of Applied Psychology", The author with the highest H-index is Hur Won; finally, the most cited document is from the author Bakker Arnold from 2012, in the journal "Human Relation".

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