



LITERATURE REVIEW

Work-related stress among bank employees: A bibliometric analysis of research trends and patterns

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Abstract

Purpose: This study aims to identify significant sources, uncover thematic trends, and explore emerging research fields by comprehensively examining work-related stress in the banking sector.

Design/Methodology/Approach: A bibliometric analysis was done on a portfolio consisting of 175 articles obtained from the Scopus database. The methodology used in this study involves a chronological examination of the historical development of research, identification of significant sources and documents using citation analysis and emerging trends and themes within the field using bibliographic coupling and co-occurrence analysis.

Findings: The study reveals extensive research on work-related stress in the banking sector, indicating its enduring relevance. The recent years, *i.e.*, 2020, 2023 and 2022 observed a surge in research output due to a better understanding of employee well-being and industry dynamics. Authors from Asian countries such as China, India and Pakistan have been found productive in publishing research in this field. Emerging areas in this direction include job stress and turnover intention of employees, employee mental health and workplace effects.

Practical Implications: The findings can be applied by regulators, policymakers and human resource managers to develop and implement interventions to alleviate stress among employees. Interdisciplinary collaborations among psychologists, economists, organizational behavior specialists, and healthcare professionals can result in holistic approaches to address psychological and structural stress determinants.

Originality/Value: This study enhances the literature on work-related stress by conducting bibliometric analysis and developing a comprehensive understanding of the research area.

Keywords: Work-related stress, Banking sector, Bibliometric analysis, Bibliographic coupling, Citation analysis, Co-occurrence analysis.

Introduction

The phenomenon of stress has been present in humans since the emergence of mankind as a cognitive and rational entity (Khanna & Maini, 2013). Stress is an inescapable aspect of our daily activities and its presence within organizational settings, in particular, poses a formidable obstacle to many employees in carrying out their responsibilities (Amankwah, 2023). Based on the findings presented in

Gallup's State of the Global Workplace 2023 survey, 59% of employees around the world are "quiet quitting", which pertains to the insufficient level of dedication exhibited by employees in fulfilling their assigned duties and refraining from engaging in any additional tasks that are outside the scope of their job description (Formica & Sfodera, 2022). As per the National Crime Records Bureau, overall, 1,64,033 suicides were reported in India during 2021, out of which 1.6% were related to professional/career problems. Most research on work stress found that it causes problems for individuals and the organization (Chung *et al.*, 2017; Giorgi *et al.*, 2017; Wen *et al.*, 2020). Mental health conditions such as burnout, tiredness and other mental ailments are primary factors contributing to prolonged absences from work (Duijts *et al.*, 2007). In modern times, psychological disorders have superseded physical illnesses as the primary cause of extended job absences, even in advanced nations (Harvey *et al.*, 2009). Also, recurring work pressure has been found to have a detrimental impact on productivity (Luthans, 1995) and elevated levels of perceived stress can result in physiological complications and contribute to disengagement, absenteeism and turnover (Hunter &

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Thatcher, 2007). Stress is proclaimed to be a common factor that workers all across the world experience regularly. It is the deadliest silent killer of an employee, particularly during times of depression (Swartz, 1975; Syed *et al.*, 2012). Stressed employees are more likely to be ill, unmotivated, underproductive and insecure at work. In a cut-throat competition, such organizations have a decreased likelihood of profitability (Goyal, 2013). Humans can show signs of stress, primarily through behavioral changes (Michie, 2002). Individuals may exhibit severe stress in their feelings, behavior, thinking or body (Cooper & Marshall, 1976). There are many different ways that stress can affect one's health, causing headaches, eating disorders, sleeplessness, tiredness, fatigue, *etc.* (Kirkcaldy *et al.*, 2002) and can also lead to drug and alcohol misuse, smoking, proneness to accidents and violence (Salim *et al.*, 2019).

Subtle variations exist among the concepts of job anxiety, job stress, occupational stress, organizational stress, role stress and work stress. However, various scholars have used these phrases interchangeably in diverse investigations (Al Kahtani *et al.*, 2016; Allam, 2017; Ali, 2017). Researchers have found six common causes of stress that are common to all jobs. These include job-related factors, role in the organization, relationships at work, professional growth, organizational climate and external causes (Cooper and Marshall, 1978). Stress can also be beneficial to employees, but only up to a point where they can manage it. Most often, stress goes beyond what employees can handle and has a detrimental impact on them (Yazdanmehr *et al.*, 2022). Bank personnel constitute a distinct occupational cohort that encounters diverse levels of psychological strain in the workplace (Chaudhary & Lodhwal, 2017; Ravesangar & Fauzi, 2022). Some of them are associated with being introduced to structural modifications and redesigning of work, inadequate understanding of technological advancements, dealing with customer grievances, pressure to achieve sales goals and competitive markets (Lau *et al.*, 2018). The available evidence suggests that there is a notable presence of work-related stress among bank employees across the globe (Khalid *et al.*, 2020; Kumar & Sundaram, 2014; Mannocci *et al.*, 2018; Petarli *et al.*, 2015). Moreover, the COVID-19 pandemic adversely impacted bank employees and added to their psychological distress (Chudzicka-Czupala *et al.*, 2023; Elsafty & Shafik, 2022; Rożman & Tominc, 2021; Yasmin *et al.*, 2021). The importance of employee well-being within an organization's culture and values is crucial, as a strong relationship exists between employee performance and productivity and their overall health and well-being (Haddon, 2018).

In contemporary times, bibliometric analysis has gained significant traction within the realm of business research (Donthu *et al.*, 2020; Donthu *et al.*, 2021; Khan *et al.*, 2021). Previously, research has taken place on understanding

the academic patterns and aspects of occupational stress through bibliometric review (Rodrigues *et al.*, 2022; Sidhu *et al.*, 2020; Zhang *et al.*, 2021) in various sectors such as healthcare (Costin *et al.*, 2023) and finance (Rodrigues *et al.*, 2022). Georgi *et al.*, (2017) conducted a systematic literature review to examine the factors contributing to work-related stress by adhering to the principles set by the "Meta-analyses of Observational Studies in Epidemiology" (MOOSE) group and included a review of 20 papers; the authors of these respective papers have investigated various parameters to assess the work-related stress in banks. Table 1 exhibits some of the previously conducted bibliometric reviews related to work stress retrieved from the Scopus database. These earlier review studies have made a substantial contribution to knowledge in the field of work-related stress and identified several potential lines of research for the future. The major gaps are related to the context of the study, as none of the bibliometric studies has been conducted in the banking sector. This study is a pioneering effort as it focuses particularly on the studies conducted on work/job/occupational stress in the banking sector and uses vigorous bibliometric techniques.

Background of the Study

The notion of stress has become a commonly used phrase in our everyday discourse, albeit with varying interpretations among individuals (Selye, 1973). Table 2 illustrates the definitions of stress given by various authors. Over time, stress has been defined in distinct ways. It can be understood as a complex relationship between a person and their immediate surroundings, wherein the requirements of the circumstances overpower the individual's abilities (Lazarus & Folkman, 1984).

Workplace stress is primarily a result of individuals attempting to manage the demands, obligations and various types of pressure associated with their work, but experiencing challenges, tension, anxiety and apprehension in their efforts to effectively handle these demands (Stranks, 2005). Besides, a particular person may perceive the same stressor differently at various points in time (Singer & Davidson, 1991). The primary stressors seem to be the individual personalities of employees and their respective techniques of coping with stress (Khoury & Analoui, 2010). Some management practices, including the disparity between effort and reward (Eddy *et al.*, 2016), unreasonable expectations, inadequate support, unfair treatment, lack of recognition, limited decision-making authority, lack of transparency, and communication barriers (Bhui *et al.*, 2016), arbitrary categorization and political influence (Dhankar, 2015), also leads to stress at work. A severe level of stress exists in bank officers (middle level) as compared to bank managers (top level) and employees at clerical grade (lower level) (Malamardi *et al.*, 2015). The presence of occupational stress has a notable and adverse effect on the degree of job satisfaction that individuals in

Table 1: Research gaps

Research profile				Context	Major focus			Banking sector	Database
Researcher's name	Year	Title	Source name		Job stress	Work stress	Occupational stress		
Cassar <i>et al.</i>	2020	"Work stress in the 21 st century: A bibliometric scan of the first 2 decades of research in this millennium"	The Psychologist-Manager Journal	×	✓	✓	✓	×	Web of Science
Sidhu <i>et al.</i>	2020	"A bibliometric analysis on job stress using visualizing network"	Journal of Content Community & Communication	×	✓	×	×	×	Scopus
Zhang <i>et al.</i>	2021	"Characteristics of publications on occupational stress: Contributions and trends"	Frontiers in Public Health	×	✓	✓	✓	×	Web of Science
Rodrigues <i>et al.</i>	2022	"What exists in academia on work stress in accounting professionals: A bibliometric analysis"	Current Psychology	Accounting professionals	✓	×	×	×	Web of Science
Costin <i>et al.</i>	2023	"Remote work burnout, professional job stress, and employee emotional exhaustion during the COVID-19 pandemic"	Frontiers in Psychology	Healthcare workers and COVID-19	✓	×	×	×	Web of Science, Scopus and ProQuest

Table 2: Definitions of stress by various authors over the years

Author(s)	Year	Definition(s)
Hans Selye	1936	"Stress is a non-specific response of the body to any demand for change."
Magda B. Arnold	1960	"Stress is any condition that disturbs normal functioning".
Robert L Kahn & Robert P Quinn	1970	"Stress is the outcome of the fact of the assigned work role that caused harmful effects on humans."
Margolis and Kroes	1974	Job stress is a condition at work interacting with worker characteristics to disrupt psychological or physiological homeostasis.
Terry A. Beehr & John E. Newman	1978	Job stress refers to a situation wherein job-related factors interact with a worker to change (i.e., disrupt or enhance) his or her psychological and/or physiological condition such that the person (i.e., mind-body) is forced to deviate from normal functioning.
Richard S. Lazarus & Susan Folkman	1984	"Psychological stress refers to a relationship with the environment that the person appraises as significant for his or her well-being and in which the demands tax or exceed available coping resources."
Motowidlo <i>et al.</i>	1986	"Stress is an unpleasant emotional experience associated with elements of fear, dread, anxiety, irritation, annoyance, anger, sadness, grief and depression."
Tom Cox	1993	"Stress is now understood as a psychological state that results from people's perception of an imbalance between job demand and their abilities to cope with these demands."
Health and Safety Executive, UK	1995	"Pressure and extreme demands placed on a person beyond his ability to cope."
J. Herbert	1997	"Stress is defined as any demand (physiological, environmental, or behavioral) that is outside the ordinary (a necessarily imprecise definition)."
Usha R. Rout & Jaya R. Rout	2002	"Stress is a complex process by which an individual responds to environmental demands, called stressors that threaten the individual."

Source: Compiled by Authors.

the workforce experience (Dartey-Baah *et al.*, 2020; Rozman *et al.*, 2019). Employees experience significant stress due to excessive workload (Badar, 2011; Malik, 2011; Dhankar, 2015) and an imbalance between their personal and professional lives (Chaudhary & Lodhwal, 2017; Kishori & Vinothini, 2016).

Moreover, job stress and work-life imbalance are correlated with symptoms of depression among individuals employed in the banking sector (Kan & Yu, 2016). Public and private sector bank employees exhibit various dimensions of occupational stress (Khalid *et al.*, 2020).

The COVID-19 pandemic has also resulted in considerable work-related stress within the banking industry. During the pandemic, banks have experienced an increase in consumer inquiries, loan applications and financial transactions. Due to staff reductions, difficulties with remote work and the need to adapt to new technologies, employees have been required to manage increased workloads, resulting in stress and burnout (Chudzicka-Czupala *et al.*, 2023; Elsafty & Shafik, 2022; Karani Mehta *et al.*, 2023). Health problems were particularly prominent during the pandemic (Subha *et al.*, 2021). COVID-19 caused increased emotional symptoms in employees, including despair, job uncertainty, missed deadlines, worry and helplessness (Rožman & Tominc, 2021). Stress among the employees during the pandemic was also caused by colleagues getting ill, using public transit and having pregnant ladies and elderly individuals at home (Yasmin *et al.*, 2021). Banks should pay close attention to issues related to stress factors such as work overload, organizational role, working environment, personal preferences and demands and interpersonal connections at work since they steadily worsen and if not addressed on time, might have a cascading effect on both employees and the organization (Giorgi *et al.*, 2019).

Research Methodology

Designing the Search Term

After conducting an initial search of pertinent literature, the authors identified suitable keywords to be employed in the subsequent search. The provided query is as follows: "work* stress" OR "job stress" OR "work-related stress" OR "job-related stress" OR "occupation* stress" OR "perceived job stress" OR "organization* stress" AND "bank*". The use of an asterisk (*) helps to accommodate the variants of the terms being queried. For example, the search term "bank*" will also look for "banks", "banking", "banking industry", "banking sector", etc.

Selection of Database

Scopus database is used to collect the information so that the likelihood of human error, which may occur while consolidating the data, is reduced (Donthu *et al.*, 2021) as it has an extensive collection of double-blind peer-reviewed articles that have been published in journals with high impact factors (Mingers and Lipitakis 2010; Sánchez *et al.* 2017; Groff *et al.*, 2020).

Exclusion and Inclusion Criteria

The bibliometric and bibliographic information derived from Scopus or any other search engines may contain errors due to the recording of the original document in subsequent manuscripts (Baker *et al.*, 2021). Consequently, processing such records directly without data cleansing poses the risk of incorrect evaluation (Goodell *et al.*, 2021). Table 3 displays the criteria utilized to determine the inclusion of documents in the study. The search term was queried in the field of title-abstract-keyword in the Scopus database, resulting in an initial retrieval of 259 articles. The type of document was restricted to articles and reviews. Further, the search was limited to subjects like business, management and accounting, decision sciences, economics, econometrics and finance, health professions, humanities and arts, medicine, multidisciplinary, neuroscience, psychology and Social Sciences. Journal was selected as the source type, and English was selected as the document language. After the elimination of 01 duplicate entry, the remaining entries were thoroughly screened and another 21 entries were excluded as they were deemed irrelevant to the study's scope, resulting in 163 unique articles/reviews. These articles serve as the foundation for conducting bibliometric analysis or any other research activities pertaining to the study.

Bibliometric Analysis

The study employs bibliometric analysis, which refers to a collection of tools that apply quantitative methodologies to

Table 3: Exclusion and inclusion criteria

<i>Selection criteria</i>	<i>Removed</i>	<i>Included</i>
Database: Scopus		
Search date: 31/07/2023		
Search within: Article title, abstract, keywords.		
Search term: work* stress OR job stress OR work-related stress OR job-related stress OR occupation* stress OR perceived job stress OR organization* stress AND bank*		259
Subjects: Business, management and accounting, decision sciences, economics, econometrics and finance, health professions, humanities and arts, medicine, multidisciplinary, neuroscience, psychology and social sciences.	36	223
Publication type: Article and review	25	198
Source type: Journal	1	197
Language screening: English	12	185
Duplicate article	1	184
Article selection: Include documents if Article, abstract and keywords indicate relevance to the domain of the study (i.e., Work stress in the banking sector)	21	163

Source: Authors' compilation.

Table 4: Research questions

Research questions	Techniques	Metric	Tools/Software
What is the publication trend in the domain of work-related stress within the banking sector? What is the publication trend in the field of work-related stress in the banking sector?	Performance analysis	Number of publications per year	Scopus
Which scholarly journals have had a substantial impact on the field of study surrounding job stress among employees in the banking industry?	Citation analysis	Number of citations, Number of publications, H index, Quartile category	Vosviewer, Scimago Journal and Country Rank (2022)
What are the most influential research articles/reviews in the field of workplace stress among bank employees?	Citation analysis	Number of citations	Vosviewer
Which countries have demonstrated a substantial influence in the research field of work-related stress among bank employees?	Citation analysis, Country's scientific production	Number of citations, Number of publications	Vosviewer, Rstudio
What publications are cited frequently together, indicating similarity in concepts?	Co-citation analysis	Co-citation network structure	Vosviewer
What are the emerging trends and themes within the field of work-related stress among bank employees?	Bibliometric coupling, Co-occurrence analysis	Keyword analysis, Cluster Analysis	Vosviewer

Source: Compiled by Authors.

Table 5: Most influential Journal

Source	TC	TP	H Index	Publisher	Quartile category
Journal of Occupational Health Psychology	277	2	140	Educational Publishing Foundation	Q1
International Journal of Environmental Research and Public Health	174	7	167	Multidisciplinary Digital Publishing Institute (MDPI)	Q2
Academy of Management Journal	154	1	358	Academy of Management	Q1
Occupational and Environmental Medicine	152	2	156	BMJ Publishing Group	Q1
Frontiers in Psychology	127	4	157	Frontiers Media SA	Q2
Psychology and Health	125	1	101	Routledge	Q1
Service Industries Journal	99	3	72	Taylor and Francis Ltd.	Q1
Social Behavior and Personality	99	1	69	Society for Personal Research	Q3
International Journal of Psychophysiology	87	1	141	Elsevier	Q2
Journal of Management Development	80	3	69	Emerald Group Publishing Ltd.	Q1

Source: Compiled by Authors.

Note(s): TC = Total citations, TP = Total publications, The H index data, publisher name and Quartile category are sourced from SJCR (2022), available at www.scimagojr.com.

evaluate and quantify textual information (Goyal & Kumar, 2021; Mishra *et al.*, 2018; Pritchard, 1969). The bibliographic data were subjected to analysis using the VOSviewer (Van Eck and Waltman, 2010) and the “bibliometrix” tool within the R software (Aria and Cuccurullo, 2017). Table 4 exhibits the research questions, techniques, metrics, and tools used for this research study. The first step of any research is to develop clear and focused research questions that can be used as guides during the process. These questions guide the choice of the right techniques and metrics to measure and evaluate things quantitatively, giving us measurable information.

Analysis and Interpretation

Publication Trends

The publication trend of work-related stress within the banking sector is presented in Figure 1. The graph depicts

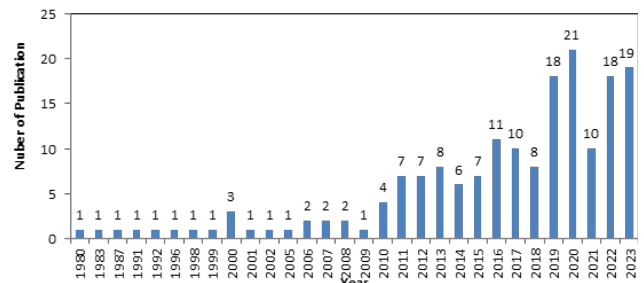


Figure 1: Publication trends of work stress in banks

the overall number of publications plotted against the corresponding year of publication. The presence of research on occupational stress in the banking industry has been documented as early as 1980. In the recent past, there has emerged a notable surge in research output, with particularly

Table 6: Most influential document

Document title	References	TC
"How rude! Emotional labor as a mediator between customer incivility and employee outcomes."	Sliter <i>et al.</i> (2010)	272
"Feeling the heat: Effects of stress, commitment, and job experience on job performance"	Hunter <i>et al.</i> (2007)	154
"The relationship between strong motivation to work, «workaholism», and health"	Andreassen <i>et al.</i> (2007)	125
"Psychological factors and visual fatigue in working with video display terminals"	Mocci <i>et al.</i> (2001)	112
"Nepotism, favoritism and cronyism: A study of their effects on job stress and job satisfaction in the banking industry of North Cyprus"	Arasli <i>et al.</i> (2008)	99
"The physiological measurement of acute stress (public speaking) in bank employees"	Bassett <i>et al.</i> (1987)	87
"The mediating role of psychological capital on the association between occupational stress and job burnout among bank employees in China"	Li <i>et al.</i> (2015)	71
"Work-related stress in the banking sector: A review of incidence, correlated factors, and major consequences."	Giorgi <i>et al.</i> (2017)	69
"Modeling job stress as a mediating role in predicting turnover intention"	Chen <i>et al.</i> (2011)	68
"Job-related stress and job satisfaction: A comparative study among bank employees."	George & Zakkariya (2015)	49

Source: Author's compilation.

productive years being 2020 (21 papers), 2023 (19 articles) and 2022 (18 articles). It is anticipated that the trend of publication will persist into the year 2024.

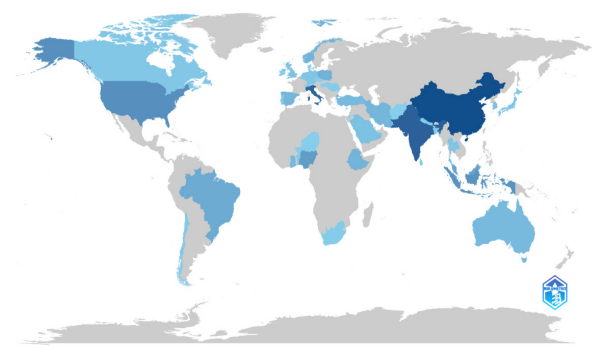
The Most Influential Journals

Table 5 exhibits the 10 most influential sources for occupational stress within the banking sector, sorted as per the cumulative number of citations. The table also depicts the total number of publications (TP), *h* index, publisher and quartiles of the journals. The most impactful journal is "Journal of Occupational Health Psychology," with 277 citations. The "International Journal of Environmental Research and Public Health" has 174 citations and 7 publications, making it the most productive journal on the list. Additionally, it possesses the highest h-index compared to all other academic journals in the list. A journal's h-index is a significant metric that offers valuable insights into the impact and influence of the journal within the field of academia (Hirsch, 2005). A journal's quartile is a metric that indicates its relative prominence within a particular field of study or discipline (Rey-Martí *et al.* 2016).

The most Influential Documents

The top-cited publications in the field of job-related stress within the banking sector. are exhibited in Table 6. According to the Scopus database, the article authored by Sliter *et al.* (2010) has garnered the most significant impact and influence, as seen by its largest number of citations (272), which is followed by Hunter *et al.* (2007), with 154 citations. Sliter *et al.* (2010) investigated the phenomenon of client incivility experienced by bank tellers and its impact on emotional tiredness and customer service performance. In contrast, Hunter *et al.* (2007) explored how job stress, commitment and experience affect the job performance of bank employees. Stress made sales performance better

Country Scientific Production

**Figure 2:** Country's scientific production

when commitment and experience were high, but it had no effect or made things worse when commitment and experience were low. With more experience, commitment became more important.

Most Influential Countries

Table 7 exhibits the countries sorted based on the number of times the articles affiliated with them have been cited. The number of publications indicates that the article was written by authors from a particular country. The USA has the most citations (571), establishing itself as the most influential Country, followed by China with 357 citations.

Figure 2 indicates the country's scientific production. The darker the color of the country's map, the more publications there are of that particular country. China exhibits the highest publication count (64), making it the most productive country, followed by India and Pakistan with 54 publications each. Italy holds the highest number of citations (322) among other European countries, followed by Norway with 157 citations.

Table 7: Most influential countries

Continent	Country	TC	TP	Type of country
North America	USA	571	30	Developed
Asia	China	357	64	Developing
	India	83	54	
	Pakistan	59	54	
	Saudi Arabia	51	7	
Europe	Italy	322	52	Developed
	Norway	157	13	
	Cyprus	131	4	
	Switzerland	57	2	
South America	Brazil	41	17	Developing

Note(s): TC= Total citations, TP= Total publications, The classification of countries into developed and developing economies is based on the World Economic Situation and Prospects Reports, 2023.

Co-citation Analysis

Co-citation analysis is a methodology employed to assess the interconnections of various scholarly articles by examining their common citation patterns. It primarily focuses on identifying papers commonly mentioned in conjunction with other scholarly articles (Donthu *et al.*, 2021). Figure 3 displays the connections between cited articles, suggesting that these references are influential or conceptually related to the field of work-related stress.

Emerging Trends in the Field of Work Stress within the Banking Sector

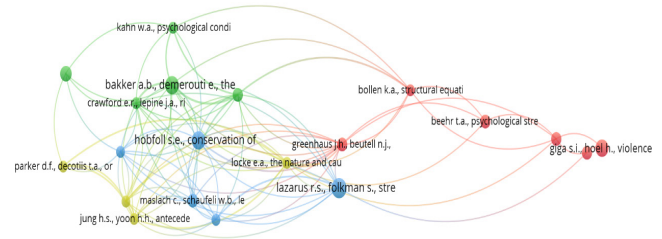
Keyword analysis

A keyword analysis is a systematic methodology employed to identify and establish connections between various sub-fields within a given research domain (He, 1999). Co-occurrence is performed by utilizing author keywords, which are analyzed using a temporal perspective to reveal the thematic progression of work stress among banking personnel.

Figure 4 illustrates the development of themes and Table 8 displays the author keywords that are most relevant to the field based on the frequency at which the keywords occur within the documents. The results indicate that phrases such as “job stress”, “job satisfaction”, “occupational stress”, “stress” and “work stress” are some of the most popular keywords in the extant literature on stress related to work, specifically within the banking sector. Whereas “burnout”, “bank”, “bank employees”, “job burnout,” and “job performance” are relatively new yet promising keywords occurring in the field.

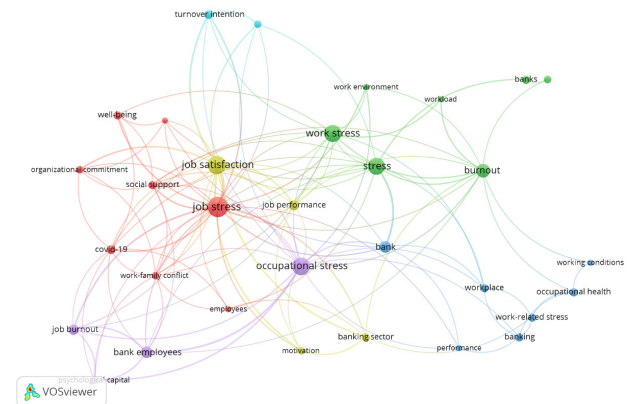
Thematic clusters through bibliographic coupling

Bibliographic coupling is a scholarly approach that references previous publications to elucidate current knowledge within a topic (Kessler, 1963). This method effectively



Note(s): Every node is a cited reference and its color denotes a semantic cluster of thematically similar references. Co-citation intensity increases with link thickness between nodes.

Figure 3: Co-citation analysis



Note(s): Each node represents a keyword; its size reflects keyword frequency and its link shows keyword co-occurrence.

Figure 4: Author keywords and their co-occurrence

Table 8: Most relevant author keywords

Author keywords	Occurrences
Job stress	28
Job satisfaction	23
Occupational stress	21
Stress, work stress	20
Burnout	13
Bank, bank employees	10
Job burnout, job performance	7
Covid-19, turnover intention	6
Banking, banking sector banks, occupational health, social support, well-being, work-related stress	5
Bank workers, banking industry, motivation, organizational commitment, psychological capital, work-family conflict	4

Source: Author’s compilation.

integrates significant, specialized, and novel material. This study draws attention to scholarly publications that have garnered limited citations and are prone to be disregarded in co-citation analysis (Donthu *et al.*, 2021). The method of bibliographic coupling has emerged as a widely accepted

Table 9: Thematic clusters in the field of work-related stress

Theme	Authors	Title	TC
Workplace stressors and their effect on employees.	Sliter <i>et al.</i> (2010)	"How rude! Emotional labor as a mediator between customer incivility and employee."	272
	Andreassen <i>et al.</i> (2007)	"The relationship between strong motivation to work, «workaholism», and health"	125
	Houtman <i>et al.</i> (1998)	"Dutch monitor on stress and physical load: risk factors, consequences, and preventive action."	40
Workplace stress and job satisfaction.	George & Zakkariya (2015)	"Job-related stress and job satisfaction: A comparative study among bank employees."	49
	Wu <i>et al.</i> (2021)	"The relationship between job stress and job burnout: The mediating effects of perceived social support and job satisfaction."	47
	Yoo & Lee (2018)	"It does not end there: Workplace bullying, work-to-family conflict, and employee well-being in Korea."	27
Work-related stress and employee well-being	Giorgi <i>et al.</i> (2017)	"Work-related stress in the banking sector: A review of incidence, correlated factors, and major consequence."	69
	Giorgi <i>et al.</i> (2019)	"Work-related stress in the Italian banking population and its association with recovery experience."	22
	Valente <i>et al.</i> (2016)	"Depressive symptoms and psychosocial aspects of work in bank employees"	19
Job stress and turnover intention	Chen <i>et al.</i> (2011)	"Modelling job stress as a mediating role in predicting turnover intention"	68
	Michailidis & Georgiou (2005)	"Employee occupational stress in banking"	29
	Kashif <i>et al.</i> (2017)	"You abuse but I will stay: the combined effects of job stress, customer abuse, and emotional intelligence on employee turnover."	28
Workplace stress and employee performance	Hunter & Thatcher (2007)	"Feeling the heat: effects of stress, commitment, and job experience on job performance"	154
	Zhang <i>et al.</i> (2011)	"Service climate and employee service performance: exploring the moderating role of job stress & organizational identification."	27
	Malik <i>et al.</i> (2021)	"Workplace psychological aggression, job stress, and vigor: A test of longitudinal effects"	15
Work-related stress and psychological capital	Li <i>et al.</i> (2015)	"The mediating role of psychological capital on the association between occupational stress and job burnout among bank employees in China"	71
	Kan & Yu (2016)	"Occupational stress, work-family conflict and depressive symptoms among Chinese bank employees: the role of psychological capital."	40
	Khalid <i>et al.</i> (2020)	"The impact of occupational stress on job burnout among bank employees in Pakistan, with psychological capital as a mediator"	28
Employee mental health and workplace influences	Iwata <i>et al.</i> (1992)	"Type A personality, work stress and psychological distress in Japanese adult employees."	21
	Giorgi <i>et al.</i> (2016)	"Perceived organizational support for enhancing welfare at work: A regression tree model"	12
	Li <i>et al.</i> (2016)	"The association of work stress with somatic symptoms in Chinese working women: A large cross-sectional survey"	12

Source: Compiled by Authors.

Note(s): TC= Total citations

approach in the field of bibliometric analysis, as evidenced by its incorporation into scholarly evaluations (Baker *et al.*, 2021). Table 9 provides a comprehensive summary of the seven theme clusters that provide the framework of our understanding of stress related to work in the banking industry, as evidenced by bibliographic coupling.

Cluster 1 is comprised of eight articles on *workplace stressors and their effect on employees*, with a total of 587 Scopus citations. Sliter *et al.* (2010), Andreassen *et al.* (2007) and Houtman *et al.* (1998) are the three most-cited articles in this cluster, with 272, 125 and 40 citations, respectively. Sliter

et al. (2010) sought to confirm earlier studies that connected it to the level of customer service and emotional fatigue. Two models were put out, showing customer incivility positively correlated with emotional exhaustion and negatively correlated with customer service performance. The study conducted by Andreassen *et al.* (2007) aimed to examine the correlation between the workaholism measures (developed by Spence & Robbins) and several health-related outcomes, including workplace stress, fatigue, work engagement and individual health problems. A two-factor model of workaholism, drive and enjoyment of work best described

the Norwegian data, supporting the distinction between enthusiastic and non-enthusiastic workaholic characteristics and being associated with subjective health complaints, fatigue, and work engagement. Houtman *et al.* (1998) created a national monitor on stress and physical burden in the Netherlands to track risks, consequences, preventive measures and organizational & environmental factors. The findings demonstrated that employers frequently underestimate risks, especially psychosocial risk factors and perceived outcome measures and suggested that employers must take more preventative measures and involve workers in decision-making.

Cluster 2 comprises six scholarly publications that focus on the topic of *workplace stress and job satisfaction* with a total of 173 citations, as recorded by the Scopus database. The three most often cited works in the field are George & Zakkariya (2015), Wu *et al.* (2021) and Yoo and Lee (2018) with 49, 47 and 27 citations, respectively. In their study, George & Zakkariya (2015) investigated the impact of demographic factors on job-related stress levels among bank employees. The study suggests that job-related stress levels vary across different sectors within banks, hence indicating the need for training and counseling programs tailored to employees of varying age groups. The study conducted by Wu *et al.* (2021) examined the potential predictive role of job stress, perceived social support and job satisfaction with regard to job burnout in the context of Chinese bank employees. The results indicated a positive correlation between job stress and burnout, with job satisfaction and perceived social support serving as mediators in these connections. Yoo and Lee (2018) investigated the intricate dynamics of workplace bullying with the well-being of employees in Korea, specifically emphasizing the healthcare, education and banking sector. The results obtained from the investigation indicated that individuals who experience workplace bullying frequently tend to report a lower quality of life and a decline in their overall occupational health. The study revealed that the conflict between professional obligations and family responsibilities played a substantial role, acting as a mediator, particularly among older employees who reported higher levels of stress.

Cluster 3 comprises five scholarly works that delve into the topic of *work-related stress and employee well-being* with 138 citations, as per Scopus. The three most often cited publications were authored by Giorgi *et al.* (2017), Giorgi *et al.* (2019) and Valente *et al.* (2016), accumulating citation counts of 69, 22 and 19, respectively. In their comprehensive analysis, Giorgi *et al.* (2017) thoroughly examined many research studies, revealing that stress levels within the banking sector have reached a critical threshold. This heightened stress has been observed to have significant psychological ramifications for both individual employees and the organizations they belong to. There has been

a notable rise in mental health issues within the sector, including but not limited to anxiety, depression, maladaptive behaviors, and job burnout. Another study was undertaken by Giorgi *et al.* (2019) to assess the influence of hindrances and challenge stressors on the recovery process of the banking population in the country. The findings of the study revealed that female participants exhibited higher levels of job control and received greater support from their colleagues compared to their male counterparts. Additionally, employees who were over the age of 50 reported receiving less assistance from their superiors. The healing experience was significantly influenced by job responsibilities and the assistance provided by colleagues. The authors proposed that banks should implement corporate policies that encompass stress prevention and protection actions, aiming to enhance the mental well-being of their employees. The study conducted by Valente *et al.* (2016) examined the correlation between psychosocial work stressors and depression symptoms among bank employees in the regions of Pará and Amapá, Brazil. Psychosocial issues within the banking industry, such as elevated levels of stress, limited social support, imbalanced effort-reward ratios and excessive work commitment, have been identified as potential contributors to the symptoms of depression among bank personnel.

Cluster 4 consists of four articles on *job stress and turnover intention* with a total of 137 citations as per Scopus. Chen *et al.* (2011), Michailidis & Georgiou (2005) and Kashif *et al.* (2017) with 68, 29 and 28 citations, respectively. In their study, Chen *et al.* (2011) put forth a research model that focuses on turnover intention, drawing upon Hackman and Oldham's work characteristics theory. The study revealed a positive relationship between role conflicts, ambiguity, and role overload with job stress. There is also a positive correlation between elevated levels of job stress and employee turnover, meaning that individuals experiencing greater stress are more inclined to leave their jobs. Conversely, employees who get equitable rewards demonstrate a decreased likelihood of leaving their current employment. Michailidis & Georgiou (2005) investigated the phenomenon of occupational stress within the banking industry. The research specifically targeted a sample of 60 individuals who possessed diverse educational backgrounds. The findings indicated a significant correlation between educational qualifications and stress levels, wherein certain people tend to carry work-related issues to home and bring family-related concerns into the workplace. Additionally, the research indicates that the drinking habits of employees have a substantial impact on their levels of stress.

Cluster 5 consists of three publications on *workplace stress and employee performance* that have received a total of 196 citations according to Scopus. Hunter & Thatcher (2007), Zhang *et al.* (2011) and Malik *et al.* (2021)

with 154, 27, and 15 citations, respectively. Hunter and Thatcher (2007) investigated the link between job stress, organizational commitment, employment experience and job performance among bank employees. Employees with extensive job experience have shown a stronger relationship between commitment and performance. Zhang *et al.* (2011) investigated the association between service environment and employee service performance in Chinese banks, considering work-related stress and organizational identification. Job stress negatively influenced service climate and extra-role performance, but organizational identification favorably influenced the relationship. Malik *et al.* (2021) investigated the association between customer and supervisor-initiated psychological hostility and vigor among Pakistani branch office employees. A two-wave longitudinal study discovered that supervisor and customer annoyance were negatively connected to vigor, with job stress playing a role. However, no significant variations in job stress and vigor were detected between supervisor and customer aggressiveness.

Cluster 6 encompasses three scholarly works that delve into the intricate relationship between *work-related stress and psychological capital*, receiving a total of 139 citations. The study conducted by Li *et al.* (2015) investigated the association between occupational stress and job burnout among bank employees in China. The researchers identified gender-based disparity in the role of psychological capital as a mediator. The study found that external effort, as well as reward, played a mediating role for male bank employees, whereas, for female bank employees, extrinsic effort, compensation, and over-commitment partially mediated their experiences. Psychological capital possesses the capacity to alleviate the negative consequences of occupational stress on job burnout, particularly among female bank employees. In a study conducted by Kan and Yu (2016), it was discovered that there exists a positive relationship between extrinsic effort, over-commitment and work-family conflict with depressive symptoms. Similarly, Khalid *et al.* (2020) observed a substantial positive correlation between extrinsic effort, over-commitment, emotional tiredness and depersonalization.

Cluster 7 has three articles on *employee mental health and workplace influences* with 45 citations. In their study, Iwata *et al.* (1992) investigated the associations between work-related stress and strain, as well as the influence of Type A/B personality traits, among adult employees in Japan. The results indicated a positive relationship between role overload and conflict with psychological discomfort. However, the association between role ambiguity and psychological distress was less pronounced. Furthermore, the results demonstrated that the impact of type A/B personality on stress varies, based on gender, employment roles and types of stress experienced. In

their study, Giorgi *et al.* (2016) employed the technique of recursive partitioning to make predictions regarding the perception of organizational support within a large sample of Italian bankers. The regression tree model identified multiple interactions in the estimation of perceived organizational support, with training emerging as the primary determinant. The study conducted by Li *et al.* (2016) revealed a robust correlation between occupational stress and physiological manifestations of stress, with a special emphasis on the female population. The research employed the "Effort-Reward Imbalance Questionnaire" and "Patient Health Questionnaire-15" as instruments for assessing work-related stress and physiological complaints, respectively. Psychosocial work aspects considerably influenced the symptoms, specifically effort, incentive and over-commitment.

Discussion and Conclusion

The field of work-related stress within the banking sector is seeing notable development and attracting increased scholarly interest (Chaudhary & Lodhwal, 2017; Khalid *et al.*, 2020; Mannocci *et al.*, 2018; Ravesangar & Fauzi, 2022). This study offers a notable input to the current academic understanding of work-related stress within the banking industry and builds upon prior literature evaluations. The chronological analysis demonstrates a significant body of research on work-related stress in the banking industry, ranging from the year 1980. The aforementioned historical viewpoint underscores the importance and enduring nature of the matter throughout history. Nevertheless, it is important to highlight that there has been a notable surge in research output in recent years, particularly in 2020, 2022 and 2019, which have witnessed a significant increase in the number of published works. This increase in research activities can be ascribed to greater recognition of the importance of employee well-being and the changing dynamics within the banking business, including developments in technology and growing customer expectations (Cooper *et al.*, 2019). A closer look at the most prominent sources and texts reveals distinct areas of study that have received considerable focus within the academic discipline. The "Journal of Occupational Health Psychology" and the "International Journal of Environmental Research and Public Health" are recognized as significant outlets for the dissemination of knowledge about work-related stress within the banking industry. Prominent scholarly works, such as the study conducted by Sliter *et al.* (2010) and the research conducted by Hunter *et al.* (2007) have significantly influenced the development of the academic conversation surrounding this subject matter. The analysis conducted in this study examines the scientific production of key countries, highlighting the global significance of work-related stress within the banking industry. Cross-cultural comparisons

significantly contribute to understanding stress perception, experience and management across many countries and cultures. Authors from Asian countries such as China, India and Pakistan were found to be the most productive in publications. The aforementioned findings highlight the significance of certain academic publications and pivotal papers in shaping research patterns and enhancing our comprehension of work-related stress within the banking industry. The articles have been grouped according to a common theme, enabling a more nuanced understanding of many aspects of work-related stress. The diverse topics of research are revealed by clusters such as work-related stressors and their effects, work-life balance and employee well-being. Notably, newly developing clusters such as job stress and intention of employees to leave, employee mental health and workplace effects highlight the areas that may warrant more examination. This points to the need for a shift in attention towards understanding the consequences of stress on numerous elements of employee performance, mental health and overall well-being. The investigation of keywords offers valuable insights into the dynamic trends and terminologies that are emerging within the respective academic discipline. The discourse continues to revolve around key concepts such as "job stress", "job satisfaction," and "occupational stress" while phrases such as "burnout" and "job performance" are gaining attention as emerging and changing areas of interest. In addition, the utilization of co-citation analysis allows for the identification of pivotal works that have significantly influenced the trajectory of scholarly inquiry. This methodology enhances the co-occurrence and bibliographic coupling by providing insights into papers that may not have garnered substantial direct citation attention but hold conceptual significance.

In summary, this bibliometric analysis thoroughly examined the scholarly environment pertaining to work-related stress within the banking industry. The comprehensive understanding of this fundamental issue is facilitated by the examination of its temporal progression, impactful sources, thematic groupings and emerging patterns. The results of the study established a basis for future research efforts and highlighted the importance of managing work-related stress for the welfare of bank employees and the effectiveness of financial institutions.

Implications

This study highlights the importance of prioritizing the welfare and psychological well-being of employees in the banking sector. The importance of addressing work-related stress extends beyond the well-being and job satisfaction of bank employees, as it also impacts the entire organization's performance. The use of strategies aimed at fostering employee well-being has shown decreased rates of employee turnover (Kurniawaty *et al.*, 2019), increased

levels of productivity (Zhang *et al.*, 2011) and better customer service (Bellou & Andronikidis, 2008). This study can be used by regulators, policymakers, and human resource managers to develop and execute interventions aimed at mitigating work-related stress. This may entail the establishment of explicit parameters for the working hours, enhancing the job design and cultivating a work environment that promotes mutual assistance and encouragement. Understanding the most influential publications and articles within the field empowers human resource practitioners to ascertain dependable sources for guidance. By integrating the research outcomes of prominent scholarly papers such as Sliter *et al.* (2010) and Hunter *et al.* (2007), human resource (HR) departments have the potential to influence and modify their approaches to recruitment, training, and retention of employees. This study emphasizes the significance of interdisciplinary collaborations in comprehending and mitigating work-related stress. Collaborative efforts among psychologists, economists, organizational behavior specialists and healthcare professionals can be undertaken to formulate comprehensive methods that address the interplay of psychological and structural determinants of stress. The study also highlights the social responsibility of banks and society at large in light of the possible impact of work stress on psychological well-being. The social burden of mental health problems can be lessened if employers and policymakers make mental health support a top priority. Organizations that allocate resources towards implementing stress-coping strategies contribute to their personnel's overall well-being and create a sense of enduring stability inside the organizational framework (Amazue & Onyishi, 2016). The significance of developing a sustainable workforce is shown by the study's recognition of the link between job stress and employee turnover intention.

Limitations and Directions for Future Research

The outcomes of the study are highly dependent on the data acquired from the Scopus database. It is possible that certain pertinent publications, particularly those in non-indexed or specialized journals, were not included in the analysis, thereby resulting in an incomplete portrayal of the research environment. Although the search terms employed in the study are comprehensive and encompass several expressions relating to "work-related stress", it is important to acknowledge that researchers may use synonyms or alternative terminologies to characterize occupational stress that has not been encompassed within the parameters of our search criteria. Restricting one's search only to journal articles may result in the omission of significant insights derived from alternative publication formats, such as conference proceedings, books or reports. The study exclusively examined the articles published in English; hence, it is possible to encounter a language

bias that inadvertently disregards crucial contributions made by academics who write in different languages. It is recommended that future researchers do the analysis utilizing metadata from additional relevant sources, such as Web of Science and the like, to perform a comparative analysis. Future studies should be multifaceted to better understand the work-related stress in bank employees. Longitudinal studies are required to assess the sustainability and efficacy of stress reduction programs. Cross-cultural research will inform culturally sensitive stress management solutions by recognizing varied norms and values that influence stress perceptions. Employee well-being, stress and organizational performance metrics can be quantified to make the financial case for investing in them. Finally, comparing stress management practices in the banking sector and other businesses will improve our approach to work-related stress. Future studies can help practitioners and policymakers in developing a healthier work environment and increase bank employees' well-being and organizational success by addressing these directions.

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