

## Understanding Research Dynamics in Job Stress

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### Abstract

*The objective of this analysis is to conduct a bibliometric analysis to map the research on work stress. This will be done by employing quantitative methods such as network, overlay, and density cluster models to analyze the research on work stress over a span of 11 years. Data are extracted from the scientific literature in the Science Direct database using the keyword "job stress," in which a total of 180 relevant articles were identified. These articles were analyzed using algorithms in Vosviewer to identify common topics in stress research. The analysis revealed that work-related stress studies frequently discuss 39 key topics, as determined by researchers. Through bibliometric analysis utilizing a network visualization model, it has been determined that there are six recurring clusters of keywords. The initial cluster, highlighted in red, comprises a total of 11 keywords. The terms "job stress" and "job satisfaction" have been the primary focus of research in the field of job stress analysis from 2013 to 2023. In response to the analysis of overlay visualization, the keyword "job stress" has been frequently examined from the past to the present. According to the density visualization analysis, the keywords "job stress" and "job satisfaction" exhibit the most intense and prominent colors, suggesting that numerous researchers have conducted studies on job stress.*

**Keywords:** *Bibliometrics Analysis, Research, Job Stress*

## INTRODUCTION

Work stress, also known as "job stress," refers to the emotional and physical strain experienced by an individual in the workplace, which can have consequences for the organization or company. Park et al. (2020) state that work stress is an internal psychological experience that differs from job demands, which are external work conditions. Work stress is influenced by a person's daily interactions with others. Tongchaiprasit & Ariyabuddhiphongs (2016) define job stress as the presence of an overwhelming amount of work and a lack of constructive feedback regarding one's performance. Work stress arising from numerous responsibilities and demands faced by employees often leads to employee fatigue. Employee burnout, as described by Tziner et al. (2015), is a gradual psychological reaction to ongoing work stress that leads to emotional exhaustion, depersonalization, and a sense of diminished personal achievement.

Excessive work demands can lead to decreased work ability among employees, primarily due to heightened fatigue. This, in turn, can result in reduced job satisfaction and an increased likelihood of employees wanting to leave their current job. Wang et al. (2020) identified turnover intention as the primary predictor of turnover behavior. Turnover intention refers to an employee's expressed intention to voluntarily leave their current job within a specified timeframe. This is also associated with various factors, such as the influence of work-related stress, workload, work demands, work environment, work fatigue, and job satisfaction. Ensuring a secure work environment fosters employee contentment (Kusumaningtyas et al., 2023). Job satisfaction is contingent upon an individual's alignment between their expectations and the actual experience of the job (Camelie et al., 2023). There is a negative correlation between the disparity in job tasks that employees prefer and the job tasks they

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actually perform, resulting in decreased levels of job satisfaction. Job dissatisfaction can lead to job-related stress, job burnout, and a desire to leave the job.

Hence, the objective of this study is to (1) conduct a bibliometric analysis using the networking method to map research on work stress, and (2) employ the density method in a bibliometric analysis to map work stress. The selection of bibliometric analysis was based on its capacity to examine scientific articles that address the desired discussion topics. Bibliometric analysis is a powerful approach for condensing and integrating literature (Donthu et al., 2021)

## RESEARCH METHODOLOGY

This study employs a quantitative bibliometric analysis. The bibliometric approach enables authors to discern significant research gaps (Zulfikar et al., 2023). The data sources utilized comprise of scholarly literature, encompassing scientific articles and scientific proceedings obtained from the Science Direct database.

The researchers conducted an analysis using the VOSviewer application, employing network visualization, overlay visualization, and density visualization techniques. The provided scientific articles are selected based on their study year range, which spans from 2013 to 2023, and are available in the form of RIS files. VosViewer is a software tool that generates network visualizations representing frequently utilized terms within a specific domain. VosViewer is a widely used and valuable application for conducting bibliometric analysis (Soraya & Muhammad, 2023). The tools for operational research are listed in the Table 1 below:

**Table 1. Research Tools**

No.	Tool	Utility
1.	Science Direct	Search for scientific literature that matches the research topic.
2.	VosViewer	To filter data sources that are relevant to the research topic, and map scientific articles that match the study topic.
3.	Ms. Excel	To tabulate and select data
4.	Ms. Word	Describe the research results and write them in the article

The scope of this research encompasses scientific articles and scientific proceedings that pertain to the bibliometric analysis of work stress research conducted between 2013 and 2023. Search terms associated with the phrase "job stress". The incorporation of foreign languages in these keywords is intended to broaden the scope of scientific literature.

Several procedural flows are utilized in this research, specifically as outlined below:

Perform an investigation on the possibilities and challenges of job stress among employees by conducting a search for subjects related to the keyword "job stress" found in the titles and abstracts of scientific articles published between 2013 and 2023.

Analyze the potential and challenges of work-related stress on employees and identify the research topic.

The study topic was investigated by examining the scientific article metadata in the sciencedirect database. The database used for this purpose was Crossref. A total of 180 journals were searched, ensuring that they were both relevant to the research topic and up-to-date.

Once the database is displayed, the author proceeds to export the database results in the RIS format. This extension is fully compatible with the VOSviewer application.

Import the database in RIS format into VOSviewer and arrange the keywords that are most pertinent to the subject of study.

Utilize the metadata of RIS to analyze networks, visualize overlays, and assess density models. The mapping process relies on an algorithm that is implemented in VosViewer.

The system stores and evaluates the intensity of connections between nodes (represented as circles) and lines, using size as a measure. Additionally, it identifies the publication times by using color

More clearly, the procedure is listed in Figure 1.



Figure 1. Bibliometric study procedure

## RESULTS AND DISCUSSION

The research data source utilizes secondary data acquired by researchers from diverse preexisting sources (Digdowiseiso, 2017). It sourced from the scientific literature database in Science Direct. During the exploration of scientific literature on job stress using the Science Direct platform, a search was conducted using the keyword "job stress" for the period from 2013 to 2023. This search yielded a total of 180 scientific publications that were relevant to the study topic, as indicated in Table 2:

Table 2. Number of work stress research publications

No.	Year of Publication	Number of Publications	Percentage
1.	2013	8	4.4 %
2.	2014	16	8.9 %
3.	2015	14	7.8 %
4.	2016	11	6.1 %
5.	2017	14	7.8 %
6.	2018	10	5.6 %
7.	2019	11	6.1 %
8.	2020	19	10.5 %
9.	2021	22	12.2 %
10.	2022	28	15.6 %
11.	2023	27	15 %
<b>Total</b>		<b>180</b>	<b>100%</b>

Source: Authors' data processing results (2023)

According to the provided table, the number of scientific literature publications in 2013 was 8, which accounted for 4.4%. In 2014 there was an increase in research related to job stress by 16 pieces of literature or 8.9%. In 2022, the maximum number of publications is 28, which accounts for 15.6% of the total. Meanwhile, in 2023, there will be a consistent growth of 27 literary works, making up 15% of the total.

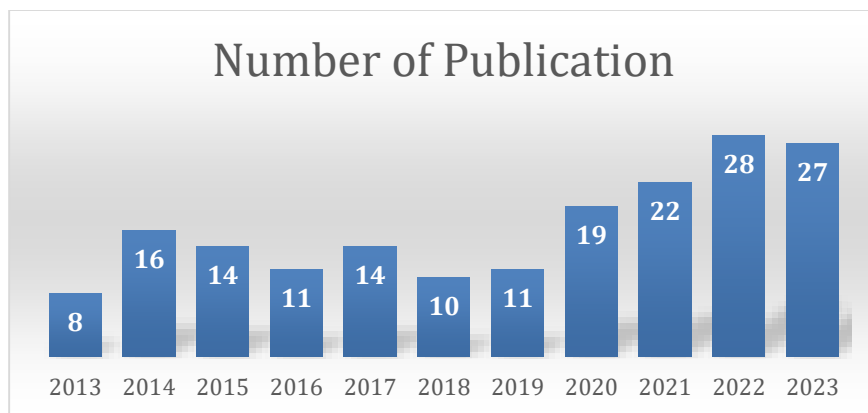


Figure 2. The Number of Publications on "Work Stress".

The Science Direct database indexes 180 journals on job stress research from various institutions or universities. The researchers ranked the top ten journals based on the number of documents they presented in Table 3, as follows:

**Table 3. Top 10 Publications with the Largest Number of Documents**

No.	Name of Journal	Number of Documents
1.	International Journal of Hospitality Management	35
2.	Journal of Vocational Behavior	28
3.	Journal of Business Research	19
4.	European Management Journal	8
5.	Human Resource Management Review	6
6.	Journal of Hospitality and Tourism Management	6
7.	Journal of Retailing and Consumer Services	6
8.	Tourism Management	6
9.	Industrial Marketing Management	5
10.	Information & Management	4

Source: Authors' data processing results (2023)

Table 3 indicates that the International Journal of Hospitality Management has the highest number of documents (35) related to job stress among all the journals. The Journal of Vocational Behavior ranked second, accumulating a total of 28 publications. Consequently, the research findings on job stress align with the specific areas of interest and coverage of the aforementioned journals, rendering them valuable for researchers seeking to publish their research outcomes in this domain.

According to the International Journal of Hospitality Management and Journal of Vocational Behavior, which focus on the topic of job stress, researchers have selected five journals for their study, as follows:

**Table 4. Publications related to Job Stress**

No.	Title	Researcher & Year of Publication	Publisher	Number of Quotes	Quote per year
1	Exploring the path through which career adaptability increases job satisfaction and lowers job stress: The role of affect	Fiori, M., Bollmann, G. & Rossier, J. (2015)	Journal of Vocational Behavior	154	17.11
2	Creativity and turnover intention among hotel chefs: The mediating effects of job satisfaction and job stress	Patcharanan Tongchaiprasit & Vanchai Ariyabuddhiphongs (2016)	International Journal of Hospitality Management	173	21.63
3	Understanding hotel frontline employees' emotional intelligence, emotional labor, job stress, coping strategies and burnout	Hyung-Min Choia, Abuelkassem AA Mohammadb & Woo Gon Kima (2019)	International Journal of Hospitality Management	122	24.40
4	Using ethical leadership to reduce job stress and improve performance quality in the hospitality industry	CH Schwepker Jr & CK Dimitriou (2021)	International Journal of Hospitality Management	67	22.33
5	The fear of being infected and fired: Examining the dual job stressors of hospitality employees during COVID-19	Chun-Chu Chen, Suiwen (Sharon) Zou & Ming-Hsiang Chen(2022)	International Journal of Hospitality Management	51	17.00

Source: Authors' data processing results (2023)

Chen et al. (2022) identified public-facing jobs, such as those in the hospitality industry, as being subject to multiple stressors during the pandemic. The predicament faced by hotel employees amidst the pandemic revolves around the dual concerns of contracting the virus and losing their jobs. The pandemic was regarded as a distressing occurrence that alleviated their concerns about job instability and the potential for contracting an illness. Additionally, it was discovered that both job insecurity and contagion risk resulted in heightened job

stress and a greater likelihood of employees wanting to leave their jobs. Notably, job insecurity alone was a more influential factor in predicting turnover intention.

Choi et al. (2019) conducted research that focused on the relationship between work stress and fatigue. Utilizing proactive coping mechanisms and seeking assistance mitigates the adverse effects of work-related stress-induced fatigue and its influence on burnout. The significance lies in the utilization of coping mechanisms by hospitality employees to effectively manage emotional demands and work-related stressors. Further research highlights the significance of stress in the connection between emotional intelligence (EI), emotional labor (EL), and burnout.

Job stress exerts a significant influence on both job satisfaction and turnover intention. The lack of job satisfaction is associated with the manifestation of creativity and professional proficiency, which subsequently impacts self-assurance in career advancement and intentions to leave the job. Enhancing job satisfaction among chefs is crucial for retaining them and minimizing turnover. This can be achieved by creating a favorable work environment, as suggested by Tongchaiprasit and Ariyabuddhiphongs (2016). Being able to effectively adjust and navigate one's career is a key factor in protecting oneself from adversity, managing job stress, and maintaining job satisfaction (Fiori et al., 2015).

The study conducted by Coomber & Barribal (2007) investigates the primary factors that significantly affect the relationship between job satisfaction and the intention to quit among nurses in a hospital. The findings reveal that stress and leadership issues persistently contribute to nurse dissatisfaction and turnover. Meanwhile, according to Schwepker & Dimitriou's (2021) research findings, ethical leadership has been demonstrated to decrease ethical uncertainty among employees, consequently diminishing unethical conduct and work-related stress, while simultaneously upholding high-quality performance.

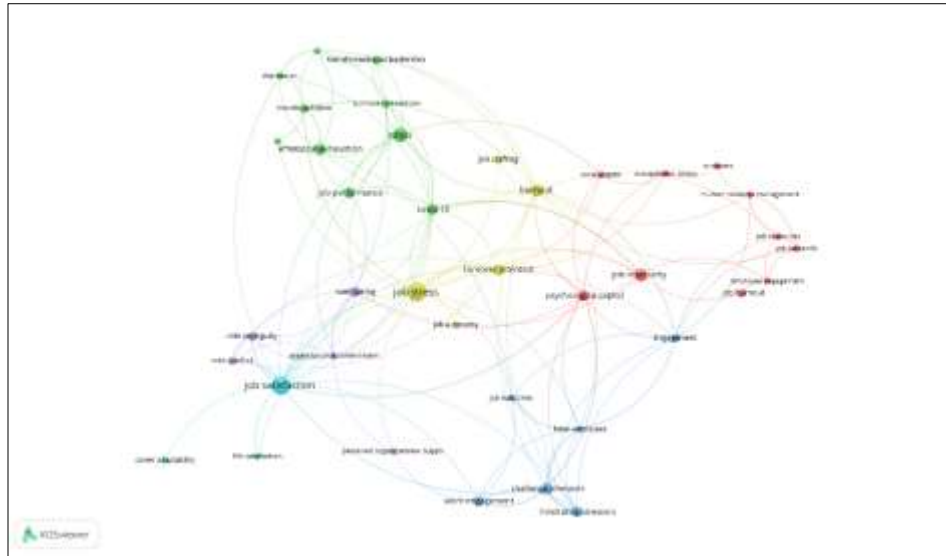
### **Work Stress Mapping with Network Visualization**

Bibliometric mapping, employing the clustering technique, aims to visually represent the interconnections among frequently discussed keywords in scientific literature. This visualization is generated through the network visualization analysis procedure in VOSviewer. Through the utilization of the clustering technique, the author is able to discern keywords that possess the capacity to manifest in job stress. Network visualization serves as a depiction of the efficacy and limitations of the connection between keywords employed in the selected journals by the researcher (Nawangarsi et al., 2020).

The relationship between keywords is represented by specific symbolic models, including color, line, shape (node or circle), size, color, and label. Each symbology serves a distinct purpose in facilitating the identification of relationships between keywords for readers. Color is instrumental in illustrating the distinction between clusters. Size-related nodes represent the frequency at which keywords appear in research. A larger node size corresponds to a higher frequency of the keyword's occurrence in scientific literature. Meanwhile, the distance between nodes signifies the intensity of the relationship between nodes, while the connecting lines at the nodes represent both intra-cluster and inter-cluster connections in the analyzed journals. Lines are instrumental in demonstrating the intensity of the interaction between keywords. The frequency of occurrence of a keyword within a cluster is directly proportional to the thickness of the line connecting the keywords. Additionally, the strength of the interaction between keywords increases as the distance between them decreases. This is consistent with the representation of label dimensions. The clustering visualization in this study is founded on the research conducted by Kumar et al. in 2020 and Fiandari in 2022.

The bibliometric analysis employs the network visualization technique using Vosviewer to analyze scientific literature data obtained from the sciencedirect database. From the 180 scientific literature sources related to the keyword "job stress," a sorting procedure was conducted to identify the 39 most pertinent scientific literature that addressed the topic of job stress. The following terms are included: anxiety, burnout, career adaptability, challenge stressors, covid-19, depression, emotional exhaustion, emotional labor, employee engagement, engagement, avoidance stressors, hotel employees, human resource management, job autonomy, job burnout, job crafting, job demands, job insecurity, job outcomes, job performance, job resources, job satisfaction, job stress, leader-member exchange, life satisfaction, occupational stress, organizational commitment, perceived

organizational support, psychological capital, role conflict, social capital, stress, stressors, transformational leadership, turnover intention, turnover intentions, well-being, work engagement, work-family conflict.



**Figure 3.** Network Visualization

Source: Authors' data processing results (2023)

Out of the 39 keywords, they are organized into 6 clusters, with a total of 127 keyword relationships (links) and a combined link strength of 169.

The network visualization analysis of this image reveals that the node "job stress" emerges as the predominant keyword among the 39 most pertinent keywords. The keyword "job stress" is subsequently accompanied by other keywords including job satisfaction, burnout, stress, turnover intention, job performance, work engagement, job insecurity, hotel employees, covid 19, challenge stressors, and organizational commitment. The frequency of occurrence is denoted by the size of each keyword's node, with the keyword "job stress" being represented by the largest circle. Both the keywords "Job satisfaction" have been extensively researched. The frequency of this occurrence is also denoted by the magnitude of the label, which is included in the largest category.

The term "job stress" is strongly associated with 16 other keywords, with a relationship strength of 23 keywords and an accuracy level of 22. These related keywords include job satisfaction, life satisfaction, job autonomy, burnout, turnover intention, organizational commitment, engagement, job insecurity, hotel employees, covid 19, and conservation of resources theory. The term "job satisfaction" is strongly associated with 16 other terms, with a correlation strength of 25 and an accuracy level of 21. These related terms include burnout, stress, job stress, turnover intention, organization commitment, well-being, role conflict, role ambiguity, psychological capital, work engagement, challenge stressors, and avoidance stressors.

Keyword clusters are also visible in Figure 3. The analysis using VOSviewer revealed the presence of six distinct clusters among the selected journals, as determined by the researcher. Figure 2 reveals the presence of six distinct colors: red, green, blue, yellow, purple, and bright blue. Cluster 1, represented by the color red, consists of 11 keywords. Cluster 2, represented by the color green, consists of 10 keywords. Cluster 3, represented by the color blue, consists of 6 keywords. Cluster 4, represented by the color yellow, consists of 5 keywords. Cluster 5, represented by the color purple, consists of 4 keywords. Lastly, cluster 6, also represented by the color blue, consists of 3 keywords. Table 5 provides a comprehensive list of the keywords present in each cluster, with additional details.

**Table 5. Clustering of Research Keywords**

Cluster	Color & quantity	Keywords
1	Red (11)	Employee engagement, engagement, human resource management, job burnout, job demands, job insecurity, job resources, occupational stress, psychological capital, social capital, and stressors.
2	Green (10)	Anxiety, covid-19, depression, emotional exhaustion, emotional labor, job performance, stress, transformational leaders, turnover intentions, work-family conflict
3	Blue (6)	challenge stressors, hindrance stressors, hotel employees, job outcomes, leader-member exchange, work engagement
4	Yellow (5)	Burnout, job autonomy, job crafting, job stress, turnover intention
5	Purple (4)	Organizational commitment, perceived organizational support, role conflict, well-being
6	Light blue (3)	Career adaptability, job satisfaction, life satisfaction

Source: Author's data processing results (2023)

### Mapping Job Stress with Overlay Visualization

The VosViewer tool can be used to create a visual representation of the 39 most relevant keywords related to job stress. This visualization can be enhanced by mapping the keywords to the year of publication using different colors. Superimpose a visual representation of the frequency of common keywords is categorized by the year of publication.

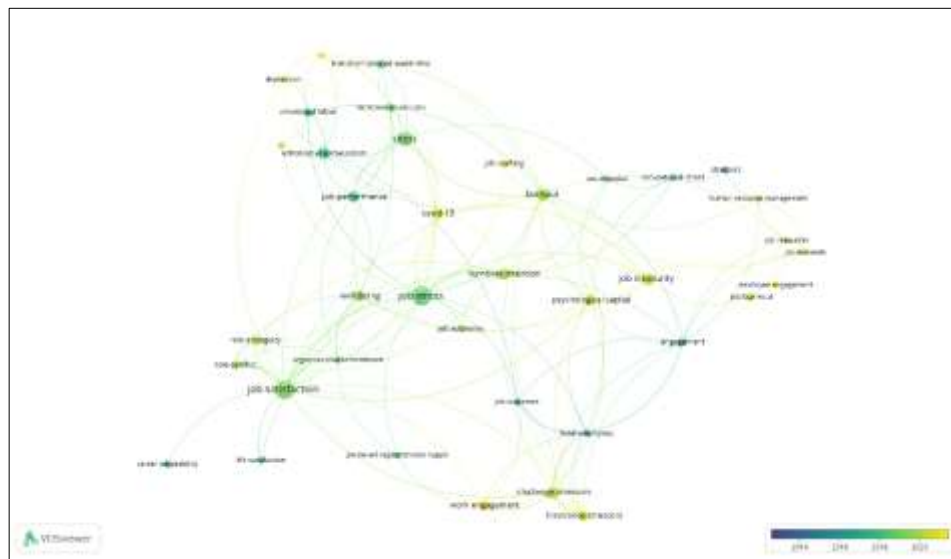


Figure 4. Overlay Visualization

Source: Authors' data processing results (2023)

From the provided image in Figure 4, three distinct colors can be observed. The blue color represents keywords associated with research conducted between 2013 and 2016. The green color indicates the utilization of keywords in conjunction with research conducted between 2016 and 2020. Lastly, the yellow color signifies the usage of these keywords in conjunction with research conducted around 2020 to 2023 or beyond. Analysis conducted using the overlay method visualization indicates that previous research primarily focuses on the keyword "job stress," while limited research has been conducted on the keywords "career adaptability," "job outcomes," "hotel employees," and "engagement." Research conducted between 2013 and 2023 indicates that the green color is being analyzed in relation to job stress and job satisfaction. Meanwhile, the yellow color represents the keywords Covid-19, job crafting, work engagement, anxiety, and job demand. This indicates the existence of recently emerged or ongoing keywords between 2020 and the present that are still associated with job stress, and research on this topic remains infrequent.

## Mapping Job Stress with Density Visualization

Density visualization depicts the occurrence rate of topics frequently discussed in scientific literature based on the subjects examined in bibliometric analysis. If the frequency of network visualization or overlay visualization is represented by size, color, line, and shape, then the density model solely relies on labels and colors. Density visualization is a graphical representation of analysis results that depicts the prevalence of keywords utilized in the researcher's chosen journals (Ihsan et al., 2023).

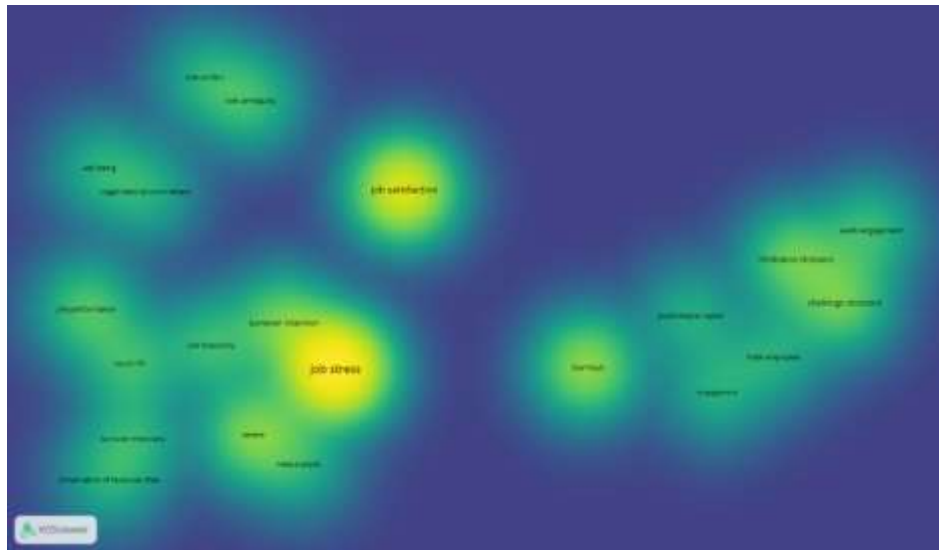


Figure 5. Density Visualization

Source: Authors' data processing results (2023)

The intensity of the keywords directly correlates with their prominence in the journals selected by researchers. As the label size increases, the frequency of discussing the topic also increases. This is corroborated by the intensity of the color, as a higher brightness level indicates a greater frequency of the keyword being mentioned in scientific literature. Simultaneously, the hues of the keywords have become washed-out and subdued, while their size has diminished, suggesting a scarcity of research literature that has explored these specific keywords.

Figure 5 analysis reveals that the keyword "job stress" is the most prominent keyword, highlighted in bold yellow. It is followed by other keywords, including "job satisfaction." The green color is pale and weak, much like the keywords career adaptability, life satisfaction, and job outcomes, which have the least prominence in the journals surveyed, and there are still only a small number of researchers studying these topics. The intensity and density of the brightness indicate the extent of research conducted, whereas the diminishing and fainter appearance suggests a lack of extensive research.

## CONCLUSION

Through the utilization of bibliometric analysis employing a network visualization model, it has been determined that there are six distinct clusters of keywords that exhibit a high frequency of occurrence. The initial cluster, highlighted in red, comprises a total of 11 keywords. The second cluster of green color comprises a total of 10 keywords. The blue cluster consists of 6 keywords, the yellow cluster consists of 5 keywords, the purple cluster consists of 4 keywords, and the light blue cluster consists of 3 essential words.

The topics frequently discussed in research studies on work stress analysis consist of 39 words, as identified through density visualization analysis. These topics include anxiety, burnout, career adaptability, challenge stressors, COVID-19, depression, emotional exhaustion, emotional labor, employee engagement, engagement, avoidance stressors, hotel employees, human resource management, job autonomy, job burnout, job crafting,



job demands, job insecurity, job outcomes, job performance, job resources, job satisfaction, job stress, leader-member exchange, life satisfaction, occupational stress, organizational commitment, perceived organizational support, psychological capital, role conflict, social capital, stress, stressors, transformational leadership, turnover intention, turnover intentions, well-being, work engagement, and work-family conflict. During the period of 2013-2023, the analysis of job stress has primarily focused on the keywords "job stress" and "job satisfaction".

## **ACKNOWLEDGMENTS**

This article is a part of joint research and publication between Faculty of Economics and Business, Universitas of National, Jakarta and Faculty of Business, Economics, and Social Development, Universiti Malaysia Terengganu.

**Institutional Review Board Statement:** Not applicable.

**Informed Consent Statement:** Not applicable.

**Data Availability Statement:** Data available in a publicly accessible repository that does not issue DOIs.

**Conflicts of Interest:** The author declares no conflict of interest.

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