

The Impact of Work-life Balance & Work-Family Conflict on Employee Performance: Science Mapping, Themes, and Future Research Scope through Bibliometric Analysis

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Abstract

Objective: The present study analyzes the progression of research conducted on the theme of work-life balance, work-family conflict and employee performance using bibliometric mapping. It also conducts science mapping and themes of existing articles to provide gaps and future research direction in this area.

Methodology Approach: A bibliometric analysis is conducted on biographies of articles published in the area of work-family conflict and employee performance using the VOSviewer application and Scopus analysis. A total of 312 publications were obtained from the Scopus database to investigate research trends in this area. Total citation, most cited articles, prolific writers and journals, notable institutes, and country contributions were all investigated.

Findings: Bibliometric analysis techniques are used to identify current trends, leading journals, top authors, top articles and significant co-words, keywords, and so on, followed by comprehensively science mapping analysis. The top ten most widely published journals in the specified field are identified and thoroughly examined. Finally, the research has revealed significant research gaps, which will help to guide further studies.

Research limitations / Implications: The focus of the reviewed literature is limited to the field of social science. However, analysts may include additional domains in future studies. Furthermore, future researchers may also target other databases such as the Web of Science, or combine data from Scopus and the Web of Science in their studies.

Originality/ Value: The study derives major research gaps to set the direction of future research. Also, provide a methodological contribution in this research domain. This is useful for both novice researcher and those who are already familiar with this area.

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Scopus database, VOSviewer.

Introduction

The problem of work-life balance and how it affects job performance has been regarded as a critical subject to address in today's expanding world. Each person encounters a variety of issues that he must acknowledge and resolve. Since time never stops for everyone, it is compared to money. In a same vein, a person must endure a great deal of hardship in his life if he pauses and feels unable to handle the issues. He would never be able to recover the time he had wasted thinking. In the present scenario, every person is battling for his rights to rise to a respectable position and raise his standard of living, which will allow him to live comfortably. On the path of struggle, many concessions are made. An individual's efforts to earn a living are not solely for his own success and prosperity; they contribute as well significantly to his family life, personal safety, and privacy.

The problem of work-life balance and how it affects job performance has been regarded as an important issue to address in today's expanding world. Every individual confronts a variety of issues that he must acknowledge and resolve. For the organization to benefit, the researcher is illustrating and elaborating both the positive and negative effects. People's work-life conflicts and wellbeing, for example, have been found to be inversely proportional; this indicates that work-life conflicts have a significant impact on an individual's wellbeing. The higher the work life conflicts occur, the lower the wellbeing of an individual would be (Thomas & Ganster, 1995). Sometimes an individual needs is emotional support, and emotional stability gives him far more satisfaction than any other material assistance could. This indicates that the circumstances and the severity of the problem that have caused an individual to feel anxious are the main determinants of conflicts. People can employ a range of strategies to lessen and eradicate his feelings of tension and worry and to make him feel happy and fulfilled if the cause is identified. However, identifying the circumstances that are causing a person to respond the worst is a very challenging undertaking. (Al-Ali, 2008). (Soomro 2018) said "Work-life balance refers to striking a balance between two entirely distinct roles that people play, namely work and family roles, which enhance the role holder's quality of life. How much time an employee has available to balance work and family obligations is determined by their work-life balance. As a result, work-life balance compares how employees allocate their time between work and family. Any type of imbalance that occurs when work and home issues overlap can lead to stress and unproductive work attitudes, both of which are positively correlated with burnout. (Shaffer et al., 2016) mentions, "Work-family conflict is a pressure variable that occurs when an individual devotes more time to their job, leading to a conflict with demands from their family. Character traits related to job and family are therefore inversely proportionate to one another, giving one character the opportunity to cause conflict with another". Performance is an effort or action and a result or achievement that occur simultaneously. Corvellec, (1995) considers performance as an event that occurs simultaneously involving actions, the results of these actions and the comparison between the results of an action with a certain measure or benchmark. Studies have shown that work-family conflict can lead to higher stress levels, poorer performance at work and at home, and lower levels of life and job satisfaction. (Allen et al., 2000; Rotondo, Carlson, & Kincaid, 2003). Eaton (2001) observed that employee performance at work is enhanced by work-life balance since there is little or no conflict between work and non-work obligations. Work-life balance policies may assist boost organizational commitment, according to one

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of the researchers. Because higher degrees of organizational commitment were discovered connected with minimizing the turnover intentions and enhancing the work performance.

The basic purpose of conducting this research on the topic work life balance and work family conflicts and its impact on employee's performance is to determine what conflicts are being faced by the people during their work life and what influence it has on their performance. The results of this study are expected to assist decision-makers regarding the implementation of innovative ideas to reduce work-family conflict and to improve employee performance. This research is also expected to provide input for further research.

The present study also offers a literature evaluation based on bibliometric analysis to discover solution to a variety of research questions. The following are the prominent research questions that require further analysis to observe information in this domain:

What are the current trends in research in work-life balance, work-family conflict and its impact on employee performance?

Which are the leading, influential, and impactful sources and contributor to the extent literature?

What are the most influential authors and co-words, and most cited articles in the research area of work-family conflict and employee performance.

Which are the leading countries where most of the research in this domain is carried out?

Which are the leading affiliations in the research area of work-family conflict and employee performance?

To answer the above research questions, various bibliometric analysis such as Bibliographic Couplings (BCs), Co-Occurrences and Co-Authorship Analysis, Co-Words Analysis, Scopus Analyzed Search Results, and Citation Analysis were conducted.

Research Methods and Study Design

This study aims to analyze the research progress in the field of work-life balance, work-family conflict and employee performance. To accomplish this goal, bibliometric analysis was performed on the biography data of articles published in this field and indexed in the Scopus database. The Scopus database is one of the largest databases of articles and biographies. Therefore, in this study, the Scopus database is considered. The search keywords, extraction process, inclusion and exclusion criteria are discussed in the later sections.

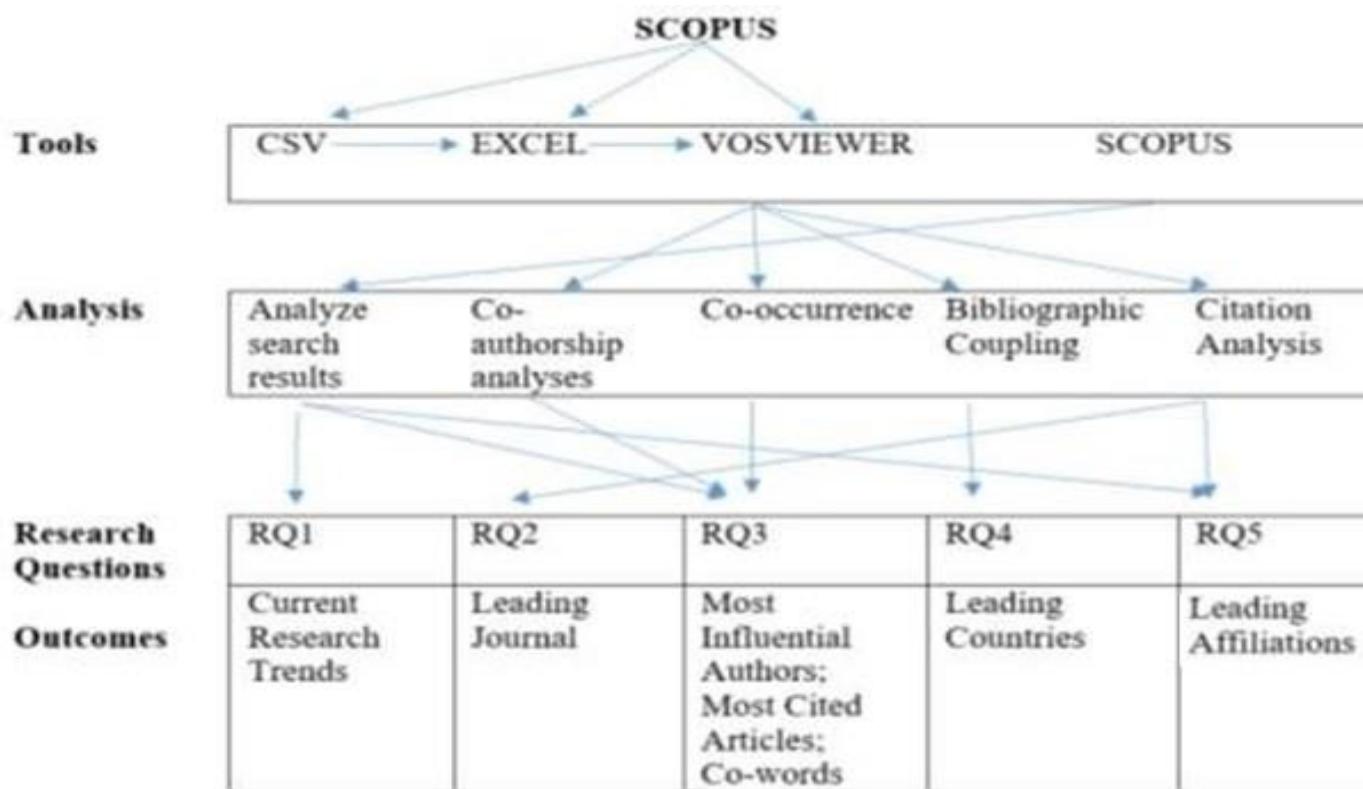


Figure-1: Analytical methods and Outcomes of the bibliometric study

Note: Figure-1 represents the analytical methods and Outcomes of the bibliometric study. Abbreviations: BC= Bibliographic coupling; CA= Citation Analysis; CRT= Current research trends; MIA= Most influential Authors; MCA=Most cited countries; LC = Leading countries; LA= Leading affiliations

Search criteria and data extraction process

Figure -2 shows the entire search procedure from the Scopus database, including the keyword used for searching. ("work-family conflict" or "work-life conflict" or "job-family conflict" or "work-life interface" or "work-life imbalance" or "Workplace conflict" or "work life program" or "Work life balance" and "employee performance" or "job performance" or "work performance" or "employee productivity" or "work efficiency" or "employee effectiveness" or "work output") search term furnished access to literature from social science, business management and accounting, economics, computer science as well as arts and humanities disciplines from Scopus database. The extraction of data from Scopus is explained in Table-1. Before filtration, the broad topic papers was 613 on the topic. After applying the filtration, yielding 312 results.

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TITLE-ABS-KEY ("work-family conflict" OR "work-life conflict" OR "job-family conflict" OR "work-life interface" OR "work-life imbalance" OR "Workplace conflict" OR "work life program" "Work life balance" AND "employee performance" OR "job performance" OR "work performance" OR "employee productivity" OR "work efficiency" OR "employee effectiveness" OR "work output") AND (LIMIT-TO (SUBJAREA, "BUSI") OR LIMIT-TO (SUBJAREA, "SOCI") OR LIMIT-TO (SUBJAREA, "ECON") OR LIMIT-TO (SUBJAREA, "COMP") OR LIMIT-TO (SUBJAREA, "ARTS")) AND (LIMIT-TO (DOCTYPE, "ar") OR LIMIT-TO (DOCTYPE, "cp") OR LIMIT-TO (DOCTYPE, "re")) AND (LIMIT-TO (LANGUAGE, "English"))

312 document results

Select year range to analyze: 1987 to 2024

Table 1: Bibliographic data retrieval process

Stage	Filtering Criteria	Eliminated	Accepted
1.	Initial search	---	613
2.	Subject filter (Social sciences; Business, Management and Accounting; Economics, Econometrics and Finance; Computer Science; Arts and Humanities)	266	328
3.	Document type (Article, Review paper and Conference paper)	9	319
4.	Language (ENG)	7	312
5.	Total accepted papers	---	312

Figure 2: Screenshot of Scopus database search process

Development in Bibliometric Research Methodology

Bibliometric analysis has grown in popularity in the research community in recent years (Donthu, Kumar, Pattnaik, & Lim, 2021; Khan et al., 2021), and this popularity is attributed to the development, availability, and advancement of bibliometrics applications such as Gephi, Biblioshiny, and VOSviewer, along with research databases such as Scopus and Web of Science. Second, the dissemination of bibliometric research methods across disciplines, from information theory to business and management research. Furthermore, the bibliometric methodology has been investigated in various fields of business research, including business strategy (Kumar et al., 2021a), commerce (Kumar et al., 2021b), finance (Durisin & Puzone, 2009), human resource management (Andersen, 2019), management studies (Ellegaard & Wallin, 2015), and marketing research (Donthu et al., 2020d; Donthu et al., 2020b; Donthu et al., 2021; Hu, Song, & Guo, 2019; Samiee & Chabowski, 2012; Donthu et al., 2020c) in which the use of bibliometrics ranges from examining publishing

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patterns to delving into the intellectual structure of a research topic. The current study, through descriptive and network analyses, provides a bibliometric outline of the research front on telework and work-family conflict that is currently dominant in the fields of social science. Our descriptive analysis includes the total number of publications and citations (Tsay, 2009), and keyword analysis is used to uncover emerging trends and concepts within the proposed study (Hu et al., 2018). Science mapping analyses include bibliographic couplings (BCs), co-occurrences and co-authorship analysis, co-words analysis, citation analysis, and co-citation analysis. We used Scopus analysis, VOSviewer, and Excel to focus on primary analysis in our study. VOSviewer is used for science mapping and displaying bibliometric analysis, and CSV excel is used to extract data files.

Results and discussion

Current publication trends

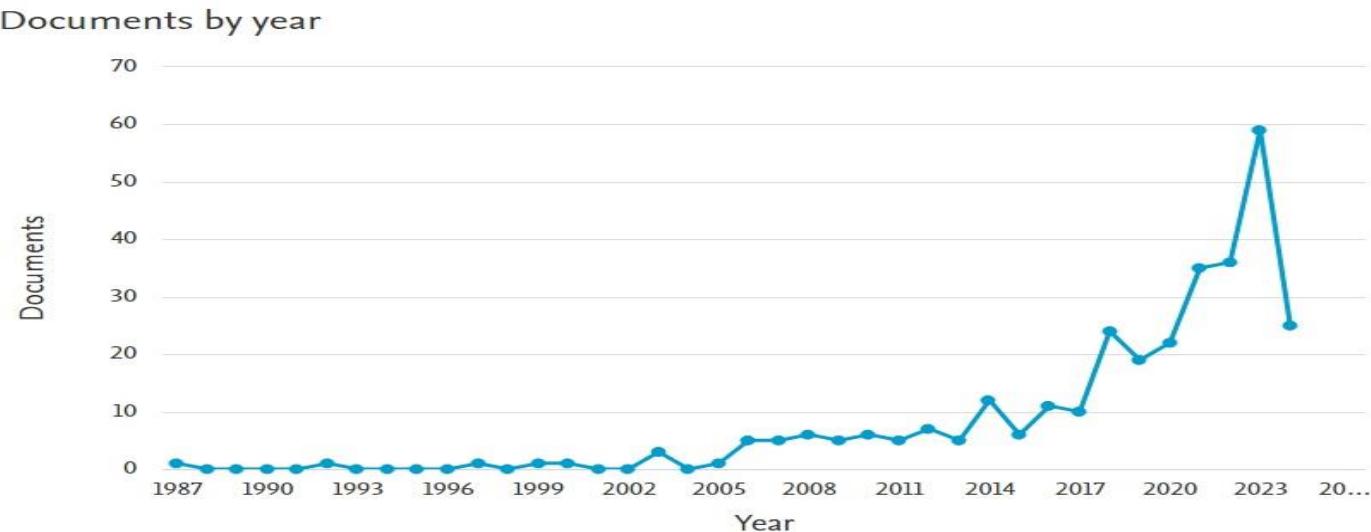


Figure 3: Research trends of articles between 1987 and 2024

Figure 3 depicts the research trends of Scopus publications over the last 37 years. According to this Scopus analysis, the growth of published documents was firstly almost steady, then it increases

slowly. In the year 2014, the total number of publications was 14 whereas in the year 2023 the total number of publication is almost four times that is 60.

Documents by subject area

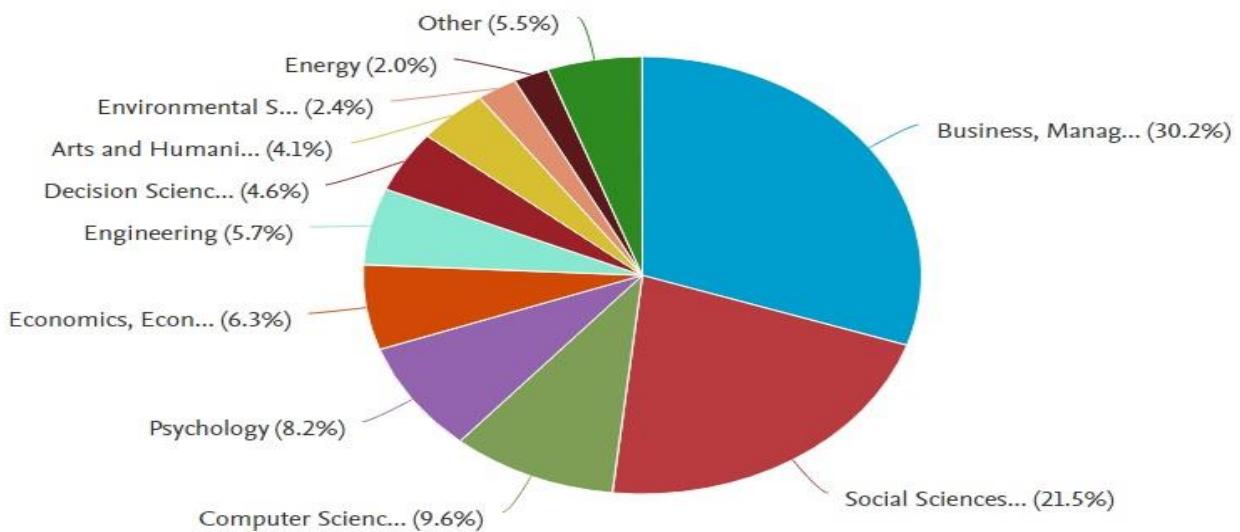


Figure 4: Distribution of documents by subject area.

To identify the disciplines covered in this domain, all 312 research papers were extracted from the Scopus database and present in Figure-4. The major subject area was examined by using pie chart. “Business management and accounting” covers maximum that is 30.2 percent (90 papers) followed by “Social science” covers 21.5 percent (68 papers) of the total respectively. The subject considered the least in this research domain are “energy”, and “Arts Humanities” and “Decision Science” which account for 2.0 percent, 4.6 percent and 4.6 percent respectively. According to this analysis, the current research trends in this area are Social Science and Business management. So, those researcher who want to pursue these streams can study “the impact of work-life balance and work- family conflict on employee performance” in this area.

Leading, Influential and Impactful Source

Table 2: Top 10 leading journals work-life balance domain with total publications and total citations.

Journal	Publication	Citation
journal of vocational behavior	4	713
human resource management	3	164
personnel review	5	149
sustainability (switzerland)	7	140
asia pacific journal of human resources	4	129
international journal of productivity and performance management	3	113
international journal of human resource management	4	108
journal of business and psychology	3	100
human relations	3	91
journal of management and organization	4	58

The leading journal “journal of vocational behavior” which has featured 4 publications (713 citations) on the “impact of work-life balance and work-family conflict on employee performance”. This is followed by the journal human resource management & journal personnel review have 3 and 5 documents. This top 10 publications have influenced the overall research published on the topic starting from 1987. Surprisingly, only a few research papers on work-life balance & work – family conflict were published in the Journal of human relations.

Most Creative/Prolific Authors on Work-life balance

Top 10 leading authors' studies on work-life balance, work – family conflict: Table 3: shows the number of research articles on work-life balance, work – family conflict and employee performance written by each researcher. Table 3 lists most well-known authors in this field, as well as the number of papers they've published. Only author with one or more articles on the chosen topic were considered. Surprisingly all the top 10 authors each having one published work.

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Table 3: Co-authorship of top nine authors in the research area.

Author	Document s	Citation s	Total link strength
gilboa s.; shirom a.; fried y.; cooper c.	1	738	0
erdogan b.; bauer t.n.; truxillo d.m.; mansfield l.r.	1	554	0
hill e.j.; ferris m.; märtinson v.	1	382	0
netemeyer r.g.; maxham iii j.g.; pullig c.	1	311	0
glass j.l.; estes s.b.	1	307	0
karatepe o.m.; kilic h.	1	260	0
moqbel m.; nevo s.; kock n.	1	220	0
kuvaas b.; buch r.; weibel a.; dysvik a.; nerstad c.g.l.	1	218	0
greenhaus j.h.; bedeian a.g.; mossholder k.w.	1	217	0
ng t.w.h.; feldman d.c.	1	186	0

Co-authorship analysis explores how academics collaborate on a specific topic and is presented in table 3. Because co-authorship is a formal way for researcher to engage intellectually (Acedo, Barroso, Casanueva, & Galan, 2006; Cisneros, Ibanescu, Keen, Lobato-Calleros, & NieblaZatarain, 2018), understanding how they do so is critical. Andrey J., Johnson L.C. and Shaw S.M. have worked together on six articles

Most Influential articles

Table 4: Top 10 leading articles along with authors based on total citation

Authors	Title	Citation
gilboa s.; shirom a.; fried y.; cooper c. (2008)	A meta-analysis of work demand stressors and job performance: Examining main and moderating effects	738
erdogan b.; bauer t.n.; truxillo d.m.; mansfield l.r. (2012)	Whistle While You Work: A Review of the Life Satisfaction Literature	554
hill e.j.; ferris m.; märtinson v. (2003)	Does it matter where you work? A comparison of how three work venues (traditional office, virtual office, and home office) influence aspects of work and personal/family life	382
netemeyer r.g.; maxham iii j.g.; pullig c. (2005)	Conflicts in the work-family interface: Links to job stress, customer service employee performance, and customer purchase intent	311

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glass j.l.; estes s.b. (1997)	The family responsive workplace	307
moqbel m.; nevo s.; kock n. (2013)	Organizational members' use of social networking sites and job performance: An exploratory study	220
kuvaas b.; buch r.; weibel a.; dysvik a.; nerstad c.g.l. (2017)	Do intrinsic and extrinsic motivation relate differently to employee outcomes?	218
greenhaus j.h.; bedeian a.g.; mossholder k.w. (1987)	Work experiences, job performance, and feelings of personal and family well-being	217
karatepe o.m.; kilic h. (2007)	Relationships of supervisor support and conflicts in the work-family interface with the selected job outcomes of frontline employees	209
ng t.w.h.; feldman d.c. (2008)	Long work hours: A social identity perspective on meta-analysis data	186

Table 4 lists the top 10 most influential articles, along with their years of publication and total citations, based on Citation analysis. gilboa s.; shirom a.; fried y.; cooper c. “A meta-analysis of work demand stressors and job performance: Examining main and moderating effects” (2008) is identified as the most influential article credited with the highest citation i.e. 738 followed by erdogan b.’s “Whistle While You Work: A Review of the Life Satisfaction Literature” (2003) with citation 554 and “Does it matter where you work? A comparison of how three work venues (traditional office, virtual office, and home office) influence aspects of work and personal/family life” (2003) with 382 total citations.

\ Co-occurrence author keywords. (Co-words)

The term in a co-word analysis are frequently derived from “author keywords,” but key terms may also be derived for the analysis from “article titles”, “abstracts”, and “full texts” (Donthu, Gremler, Kumar, & Patnaik, 2020; Baker, Kumar, & Pandey, 2020). According to co-word analysis, keyword that appear together frequently have thematic relationship. When relevant “words” from the publication’s and future study aims are included in the analysis, co-word analysis can be used to predict future research in the field.

Table 5: List of top 37 author’s keyword in the work-life balance, work-family conflict and employee performance domain.

keyword	occurrences	total link strength
job performance	62	97
work-life balance	60	80
work-family conflict	49	72
job satisfaction	46	81
Performance	24	38
employee performance	21	27
Stress	17	26

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work performance	17	24
work-life balance	16	23
covid-19	14	28
work life balance	14	22
Productivity	12	23
work-family conflict	12	21
well-being	10	19
emotional exhaustion	9	14
employee engagement	8	13
work engagement	8	8
employee productivity	7	13
family-work conflict	7	19
Gender	7	9
Telework	7	11
social support	6	9
Wlb	6	13
work stress	6	13
affective commitment	5	11
emotional intelligence	5	12
Employees	5	2
Flexibility	5	4
human resources	5	8
job burnout	5	5
life satisfaction	5	10
quality of work life	5	10
remote work	5	6
supervisor support	5	11
work from home	5	10
work motivation	5	6
work-life conflict	5	4

Table 5 shows the top 37 author's keywords, which represents the most frequently used words in the existing work-life balance, work-family conflict and employee performance literature. The term "Job Performance" ranks first with 62 occurrences, followed by work-life balance and work-family conflict with 60 and 49 occurrences. It indicates that majority of previous studies on the author's keyword i.e. job performance, work-life balance and work-family conflict have been conducted in areas of Social Science. Table-5 also presents the total link strength between keywords, indicating that job performance, work-life balance and work-family conflict have strong network links, implying that these three keywords have been frequently used together in research and review paper.

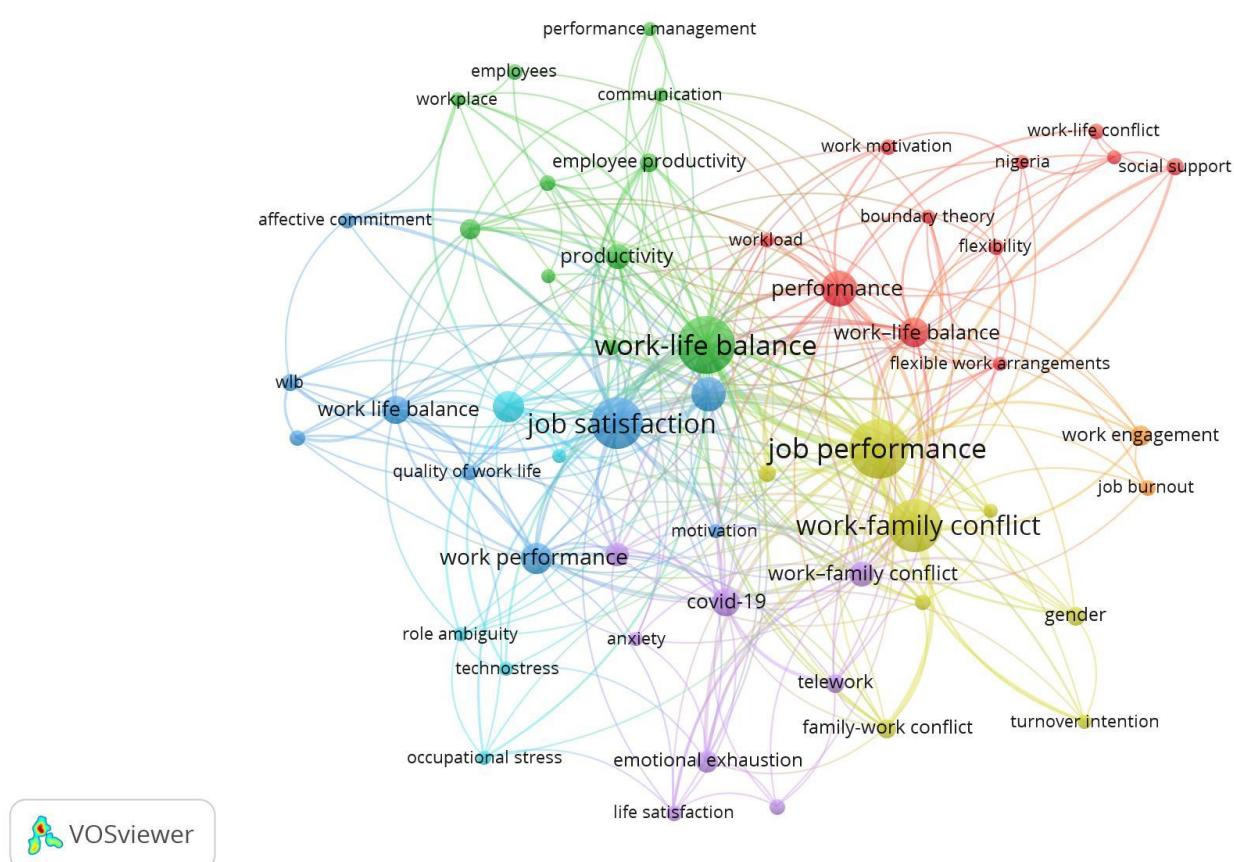


Figure 6: Network visualization of author's keywords trending in work-life balance and work-family conflict area

Figure 6 shows the network visualization of 37 of the author's keywords created with VOSviewer software. This network suggests keyword trends over the course of a year. Job performance, Work-life balance, and work-family conflict are the most recent keyword used in this

research domain, followed by job satisfaction, employee performance and stress. As a result, future researcher can use these keywords in their future studies. Most importantly, it is determined that work-life balance, covid-19, life satisfaction, telecommuting are the most recent research topics being investigated at this time.

Bibliographic Coupling of Countries

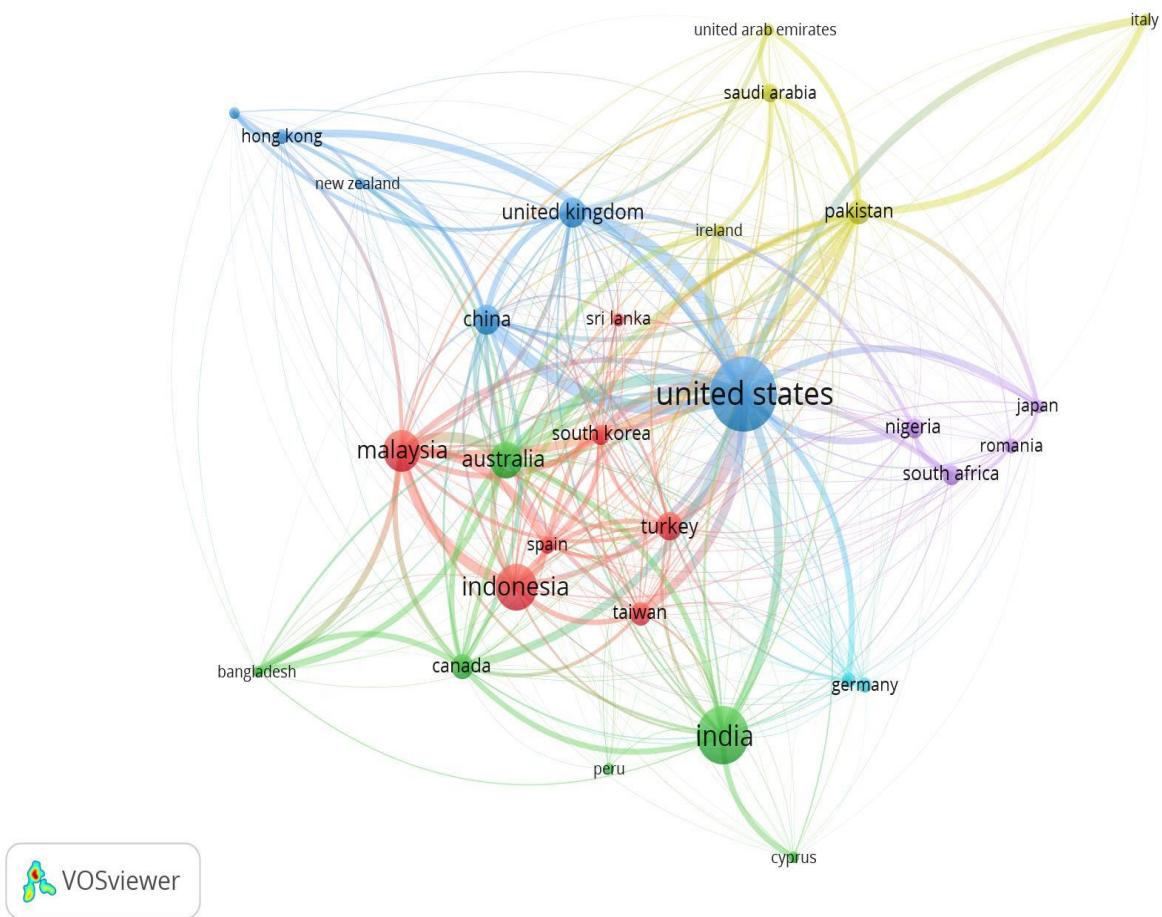


Figure 7: Network of bibliographic coupling of countries.

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Table 6: This table lists the top 30 countries of the five bibliographic clusters.

Country	Documents	Clusters	Citations
united states	63	3	4142
Turkey	13	1	1039
hong kong	5	3	437
Australia	20	2	404
Netherlands	5	6	395
Canada	11	2	357
India	42	2	345
China	15	3	288
united kingdom	15	3	269
Pakistan	11	4	244
Taiwan	10	1	232
indonesia	30	1	190
Malaysia	25	1	183
south korea	8	1	156
singapore	3	3	140
new zealand	3	3	129
Ireland	3	4	90
germany	5	6	87
Nigeria	8	5	84
Cyprus	3	2	72
Peru	3	2	46
south africa	8	5	46
Italy	3	4	31
sri lanka	4	1	26
bangladesh	3	2	25
Spain	6	1	25
saudi arabia	7	4	24
united arab emirates	3	4	24
Japan	4	5	22

romania	5	5	19
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The United States publishes the greatest number of documents with 4142 citations, followed by Turkey with 1039 citations. Out of the 30 countries considered in the clustering, 7 are in cluster-1, 6 are in the cluster-2, 6 are in the cluster-3, 5 are in the cluster-4, 4 are in the cluster-5 and 2 are cluster -6.

Leading Institutes

Top 10 leading affiliations of work-life balance, work-family conflict and employee performance.

Documents by affiliation

Compare the document counts for up to 15 affiliations.

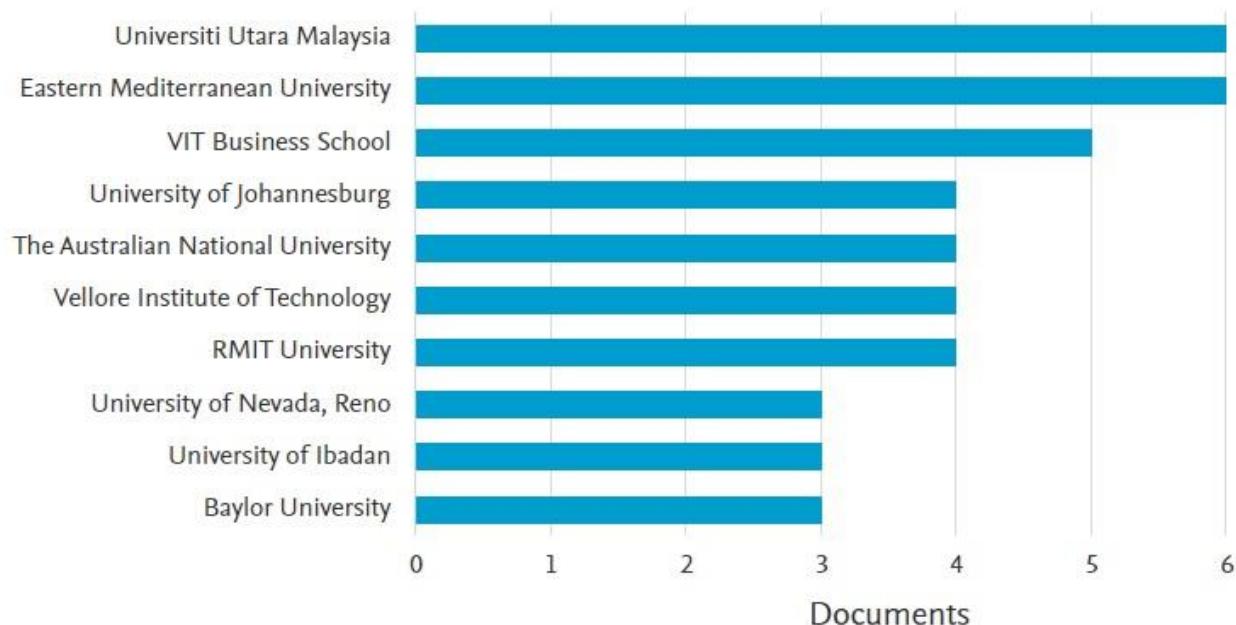


Figure 8 shows the top ten institutional affiliations in the work-life balance, work-family conflict and employee performance research area as determined by the Scopus database. The Universiti Utara Malasia and Eastern Mediterranean University has the most publications with six, and the other top 8 institutes have five, four and three publications respectively.

Findings and Future Areas of Research

In this section, we summarize our findings and make recommendations for future research on work-life balance and work-family conflict and its impact on employee performance including which

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area of work-life balance and employee performance require additional research. We also describe the constraints that current researcher face. The descriptive analysis sheds light on the current state of the research theme i.e. work-life balance & work-family conflict and its impact on employee performance (RQ1). The greatest proportion of documents were published in the year 2023. The majority of research on this topic published after 2014, and it is still evolving at a rapid pace. Furthermore, the vast majority of work-family conflict and employee performance research is concentrated in the field of Business, Management and Accounting i.e. almost 30%. The top 10 journals evaluated had a greater influence on overall research published on the topic (RQ2). According to the top 10 journals of work-family conflict and employee performance research, the journal of vocational behavior has the highest cite score as well as the third-largest number of publications. We also discovered that the most prolific author, co-authorship, and co-occurrence author keywords contribute to work-family conflict and its impact on employee performance literature all over the world (RQ3). Keyword and co-occurrence (or co-word) analysis suggest popular themes in the work-life balance literature (RQ3). A list of the top 37 authors' keywords is also included, demonstrating that work-life balance, job satisfaction, stress & work-family conflict are the most commonly addressed keywords in the work-life balance & work-family conflict literature. Surprisingly, this analysis aids in the understanding of specific keywords that can be used by new researchers in future studies. Furthermore, all the top 10 authors are the most prominent authors who have written about work-family conflict and work-life balance and its impact on employee performance in the past. Furthermore, the study by gilboa s. (2008) is the most visible node in the network it has the most total article citations, followed by erdogan b. (2012) and a recent study with prominent citations by kuvaas b. (2017). The findings of the co-authorship network reveal not only the current state of collaboration but also the most important academics in the field of work-life balance and work-family conflict (RQ3). According to our findings, there is very little collaboration among authors, and the majority of it is confined. All play important roles in the network. Despite having a significant number of relational connections, they serve as information brokers between groups. Our findings also show that gilboa s. has a higher total number of citations but no relational ties. This result could be influenced by limited cooperation within a small group. We conclude that more collaboration among researchers is required. Besides, much research on work-life balance and work-family conflict focuses on the United States and the Turkey, which have the highest number of citations and articles (RQ4). Furthermore, analyses are extracted from Scopus search results about the top ten affiliations where the majority of the studies

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on work-life balance & work-family conflict and its impact on employee performance were conducted (RQ5).

Conclusion

The current study's findings imply that the most critical research in the field, with the highest citation rankings. According to our keyword and co-occurrence studies, researchers' focus has remained on work-life balance, work-family conflict, and job satisfaction and employee performance. We used a bibliographic coupling analysis to group the top 30 nations into five clusters, with a major focus on the study of work-family conflict and its impact on employee performance, to better understand the link between countries that focused on the same level of research, concluded that which is still relatively few found, in Asian countries.

This study contributes to the field in a variety of ways. First, we examine the trends in this field by reviewing yearly publications and the most popular study topics. Second, we map citations and relationships between authors and co-authors to identify the most influential authors and co-authors on this topic. Third, we identify the most influential articles, as well as their authors, years, and total citations, to highlight the top 10 work-life balance and employee performance titles and their rankings in this domain. Fourth, we map the working principles of this field using co-occurrence and co-words analyses, highlighting the most common themes to assist researchers in avoiding stagnation and moving the field forward. Fifth, a network bibliographic coupling of the top 30 countries was analyzed using a combination table that represents five clusters, total documents, and total citations, and this research thoroughly and objectively examines the literature. Finally, we present the top ten leading affiliations for further research in this area. Our study provides a clear description of work-life balance, work-family conflict and its impact on employee performance research as a result of the bibliometric analysis.

It has limitations, just like any other piece of research work. First, this study only looked at the bibliographies of papers published in the Scopus database. Bibliographies of older articles and other databases are not included. Second, due to VOS viewer's limitations, analysis such as co-citation and other similar analyses are not possible. Third, different types of analysis techniques could be used in future studies with other statistical tools like Gephi, Biblioshiny, and so on.

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