



Linking Workplace Ostracism And Workplace Incivility: A Bibliometric Analysis

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ABSTRACT

Workplace ostracism and workplace incivility have since very beginning not being widely researched topic, this could be due to various factors. In this study , we have used bibliometric method to study the themes more extensively. By far some literatures have conducted quantitative studies on the said themes but no qualitative study to the best of author's knowledge have been conducted. A total of 140 documents extracted from socpus database was taken into study. The results highlight the growth rate of 17.93% on ostracism and incivility. This topic has started gaining some attention from the scholars , may be because of the reason of "great resignation period" and also because in order to understand the reason for high attrition rate in some industries especially hospitality. Most cited country being United states with 1167 total citation. Lately it was also observed that Pakistani researcher Prof. Tehreen Fatima is gaining popularity in terms of highly cited and most productive author. In the upcoming era we may also witness more themes like abusive supervision, defensive silence, knowledge hiding an tandum with workplace incivility and Ostracism.

Keywords: Ostracism, Incivility, workplace incivility, Workplace mistreatment, bibliometric analysis.

1. INTRODUCTION

A transition in the modern life at the workplace which was coupled with the boom in technology has proved to be both boon and bane. It has added to the competitions amongst individuals, and organisations, increment in work intensity and time constraints (BARAN & KARAVELİOĞLU, 2019). Such kind of constraints contributes to the negative behaviour with their co workers and seriously hampers both individual as well as the organisation (Rad et al., 2015). Workplace incivility as defined by (Andersson & Pearson, 1999) is “low-intensity deviant behavior with ambiguous intent to harm the target, in violation of workplace norms for mutual respect. Uncivil behaviors are characteristically rude and discourteous, displaying a lack of regard for others”. Other researchers also contributed to the said behaviour by terming it as “rude, disruptive, intimidating, and undesirable behaviors that are directed toward another person” (Clark, 2013). Incivility also includes making condescending and disrespectful/ demeaning remarks to peers and colleagues at workplace (Cortina et al., 2001a).

Workplace incivility (WPI) tantamounts to psychological stress (Cortina et al., 2001b) and instigates a feeling of separation, anxiety, isolation, frustration etc (Vickers, 2006). Also notable issues like depression, negative job satisfaction, constant fear (Ferris et al., n.d.), job insecurity, emotional exhaustion, and lastly low job performance (Leung et al., 2011). Even though such kind of behaviour and treatment may seem to have no or minimal consequence directly but it definitely poses a threat to the positive working environment and may lead to violence at the workplace in near future. Ample amount of studies have also corroborated how such negative behaviour impacts organizational and individual work outcomes (Schilpzand et al., 2016). In a study by (Porath & Pearson, 2013). It was estimated that around 98% workers have faced incivility consequential to which has incurred a loss of \$14,000 per employee annually due mental disturbance and distraction from work (Pearson et al., 2009).

Workplace mistreatment is termed to be the debarring behaviour which can be passive (ostracism) or active (workplace incivility, bullying, etc) (Hitlan et al., 2006). Ostracism as defined by (Eisenberger et al., 2003) “painful and aversive experience which causes a sense of social pain”. Mistreatment can be sheer ignorance or exclusion, therefore ostracism can also be seen as silent or no response treatment. Some ostracism behaviour includes not responding to someone’s greeting, avoiding eye contact, not making colleagues a part of your conversation at workplace (Ferris et al., 2008). Workplace ostracism has also been observed a situation when a group of people shows resistance to other colleagues in joining a participatory conversation or activity, and also by rejecting, ignoring and debarring other individuals at work (Robinson et al., 2013). All these negatively influences the employees physical as well as mental health, thereby preventing the positive interactions amongst the peer (Heaphy & Dutton, n.d.).

Both workplace ostracism and workplace incivility share a lot of characteristics in common which states the low intensity behaviour with the colleagues. Some studies have corroborated the conceptual overlap of both these concepts because workplace incivility often includes items like “paying little attention to one’s statement” or “showing little interest in one’s opinion” in its scale which often measures workplace ostracism too (Cortina et al., 2001c). By examining the current available literature it was found that both workplace ostracism and workplace incivility have been studied as a single variable or even if together then there exists a lack of bibliometric study in this area. A comprehensive and detailed review of the current literature can also contribute to further development of empirical and theoretical studies (Sahel, 2011). This study aims to summarize the current and existing literature which will help in making the results more visible. Therefore, the objective of the study is Objective 1- To review the evolution and trend on the theme. Q2- To identify the pre-dominant countries, authors, prominent journals and documents. Q3- Which country has done the most affiliations in terms of their co authors and co occurrence keywords.

In order to answer the above research objectives, we have conducted a Bibliometric study, employing biblioshiny platform of the RStudio® software and VOSviewer to give an overview of the study in the field of workplace ostracism and workplace incivility. This literature has studied 110 articles, collected from Scopus Database.

2. Research Methodology

The study covers all the relevant and related documents to workplace ostracism and workplace incivility that has been published in scopus database in the past 24 years i.e. (1996- 2020). Therefore, in order to ascertain the answers to the research objectives and make of the literature, this study will be employing SALSA process (Papaioannou et al., 2009), where S stands for search which means including all the relevant keywords for the study. We have extracted the data by searching in documents titles, abstracts and keyword in the scopus database. The search words used were "Workplace Ostracism" OR "Social Exclusion" OR "Social Isolation" which resulted in 53,411 documents. This extensive search was further narrowed down by filtering the data using "Workplace Incivility" OR "Incivility" OR "Abusive supervision" keywords which resulted in 238 documents.

Then again in the next step of SALSA method which was A meaning appraisal data was further filtered under the subject areas head. A lot of areas which were not related to the study like biochemistry, medicine, arts and humanities, etc was deselected. Only the most relevant study fields on were selected from the database: Business, Management and Accounting, Social Sciences and Economics, Econometrics and Finance which resulted into 158 documents. The third step of Synthesis in SALSA method is the stage which is related

to establishing an analytical framework. Finally filtering this dataset to only English language, 141 documents remained for the study. Only articles were filtered for the study and book chapters, etc were excluded resulting in 140 documents.

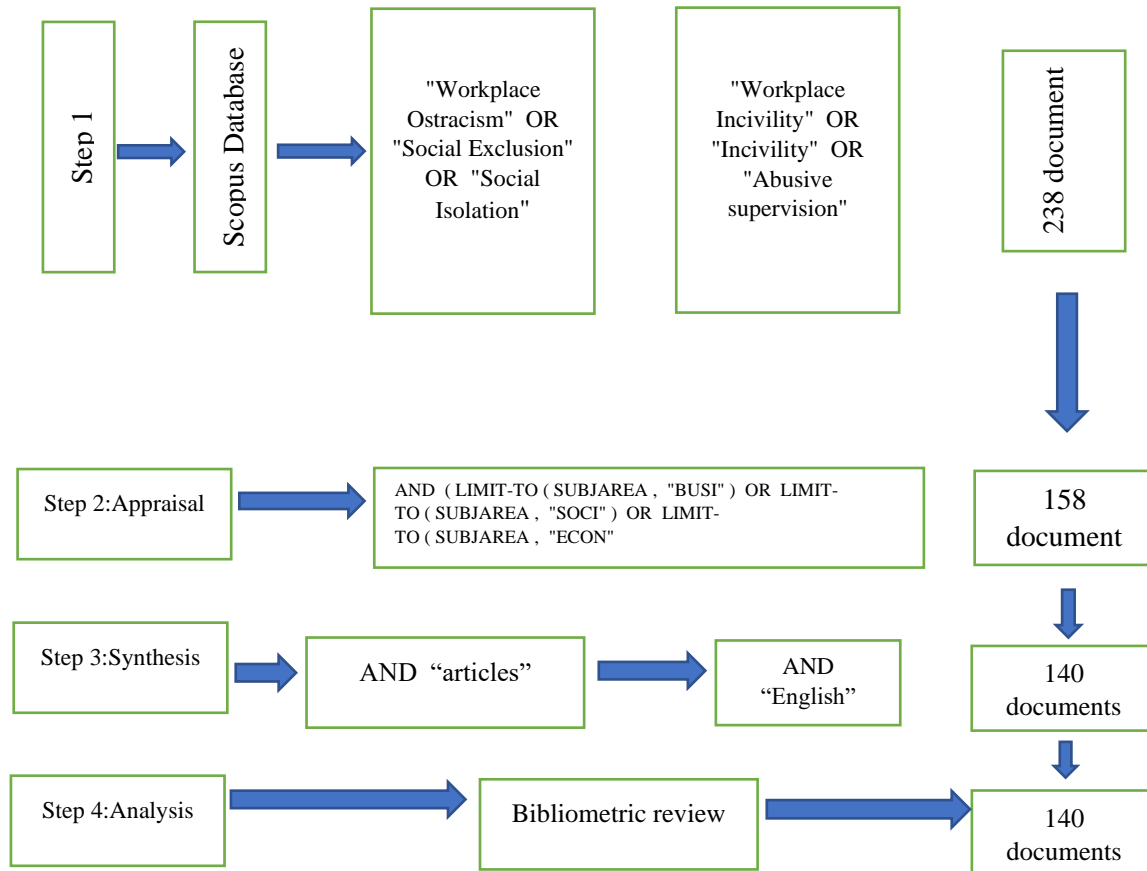


Figure 1: SALSA method of data selection and analysis

3. Bibliometric results and discussions

3.1 Historical trends

This section will highlight the following results: most cited documents; publications by year, countries, journals and most influential authors, as well as analysis by keywords. Table 1 shows the main information of the data analysed using RStudio. The first article published on workplace ostracism and workplace incivility was as old as the year 1996. 140 articles have been published by 387 authors from various countries at a global level, with an average citation 3.48. Figure 2 shows the global literature publication trends starting from the year 1996 to 2020. The annual growth rate is 17.93%. It was seen that from the time frame of 1996 to 2011 only 10 papers in total were published. However after the era of 2012 there was a considerable increment the study of ostracism and incivility area and after 2016 the peak starting growing higher, which meant that

“workplace ostracism and workplace incivility” started gaining attention of the researchers and academicians.

Table 1: Main information

Description	Results
MAIN INFORMATION ABOUT DATA	
Timespan	1996:2020
Sources (Journals, Books, etc)	66
Documents	80
Average years from publication	6.25
Average citations per documents	35.08
Average citations per year per doc	4.46
References	5234
DOCUMENT TYPES	
	1
sokullu akinci	1
article	78
DOCUMENT CONTENTS	
Keywords Plus (ID)	239
Author's Keywords (DE)	287
AUTHORS	
Authors	211
Author Appearances	231
Authors of single-authored documents	10
Authors of multi-authored documents	201
AUTHORS COLLABORATION	
Single-authored documents	12
Documents per Author	0.379
Authors per Document	2.64
Co-Authors per Documents	2.89
Collaboration Index	2.96

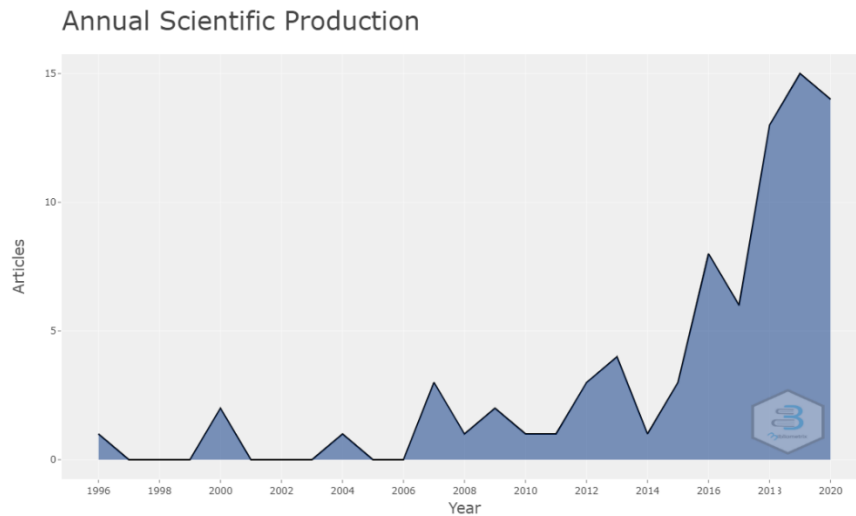


Figure 2: Global publication trends from 1996 to 2020.

3.2 Most relevant and productive authors and most cited countries

Bibliometric citation analysis is by far the most useful tool which will help with the author's productivity and the most relevant author's who have published the paper on the said theme. Figure 3(a) highlights the most relevant author's who have published the paper on Workplace ostracism and workplace incivility. Both Prof. Zhao and Fatima T have contributed 3 papers each, and is the maximum out of all the author's on the theme. Figure 3 (b) highlights the top author's productivity since 2012 in which it was found that Prof. Zhao was most productive author. Out of total 211 authors only 2 authors have contributed 3 papers till date and 16 authors have contributed 2 papers each on the theme. The most prominent author as per the bibliometric indicator is Prof. Tehreem Fatima, from University of Lahore. After her Prof. Zhao has contributed 3 paper on the given particular theme. Following him Prof. Bilal, Ahmad Raza and Choi Y, and more have contributed 2 papers each. Whereas, Prof. Zhao is leading in the author's productivity as he receives the highest total citations per year and number of citations, which is 43.3 and 328 respectively. Fig 3 (c) show the most relevant sources which is Internation Journal of Hospitality Management. Fig 3 (d) shows the most cited country in terms of total citations, which is USA also as per the analysis, with 1149 total citations, followed by China, UK, Netherlands having 608, 222 and 118 respectively.



Figure 3 (a) : Most relevant authors



Figure 3 (b) : Author's productivity

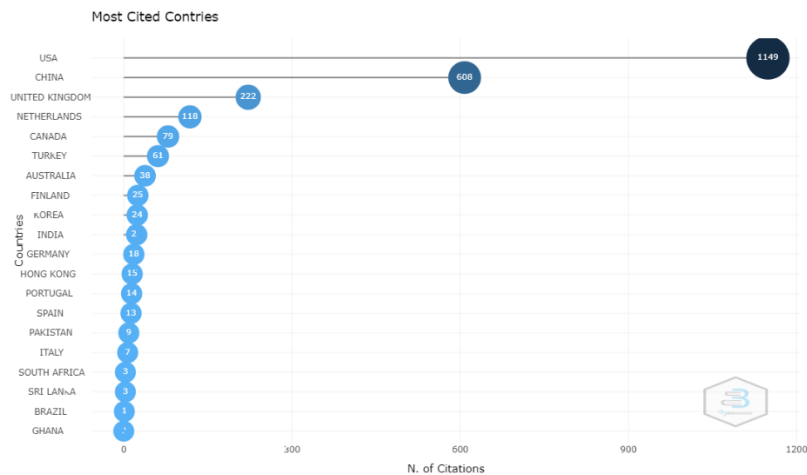


Figure 3 (c) : Most cited countries

3.3 Co-authorship based analysis

A co-authorship analysis using VOSviewer helps to understand which author has co-authored with which individual from which country. From 34 various countries, setting a cut off point of minimum number of documents of a country 5, minimum number of citations of a country, 6 countries met the threshold point. Figure 4 shows which nation has maximum contributed most numbers of citations which is based on co-authorship. As per the figure maximum corresponding authors comes from United States which is marked in green color, which are connected to China, Australia. Also as we see United States, United Kingdom and Pakistan, Canada started publishing literature as early as 2016. Also by year in collaboration with the researchers from United States by 2019 other countries also published papers like China and Australia.

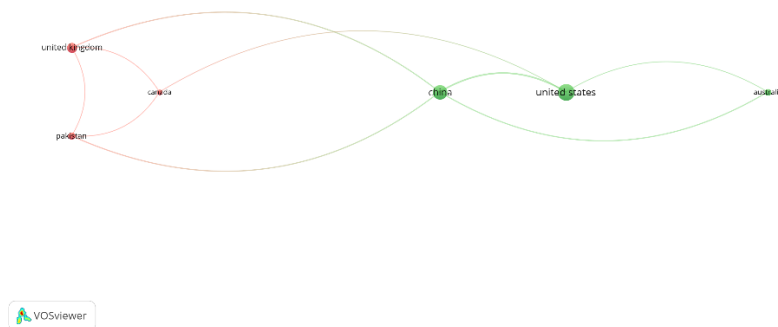


Figure 4 : Co-authorship based analysis based on countries

3.4 Co-occurrence based analysis

This shows at a glance the workplace ostracism and workplace incivility literature with the author's keywords as variables. Out of 287 keywords, 9 meet the threshold point and the minimum number of co-occurrence of a keyword is set to 3 times. As per the Figure 5 there is one prominent and biggest cluster, and is being named as cluster 1 in red color. All the other authors keywords are linked to this main node on the cluster like job tension, knowledge hiding, etc. Cluster 1 focuses on the keyword that are highly studied i.e. workplace ostracism connected with social exclusion, job performance, knowledge hiding, job tension and political skills. All these nodes may highlight the reasons for workplace ostracism.

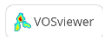


Figure 5 : Co-occurrence analysis based on author’s keywords

3.5 Most Relevant sources

Most relevant sources highlights the journals in which the articles have been published and are being referred by the scholars. As per the Fig 6(a) 4 articles have been published in International Journal of Hospitality Management. Following which articles each were published in journals like Qualitative Report, Chinese Management Studies, Health and Place, etc, publishing 3 and 2 articles each respectively. Fig 6(b) states the highest cited journals/sources which were included in the study. The most cited sources was journal of applied psychology with 279 citations per year followed by journal of personality and social psychology, journal of management, academy of management journals having 141, 137 and 113 citations respectively. Also as per . Fig 6(c) Again international Journal of Hospitality Management have the highest h index of 4 followed by , Chinese Management Studies and Health and Place having 2 each citation. This can be interpreted that the maximum articles published had taken hospitality industry into consideration and maximum cases of ostracism and incivility were experienced in hospitality industry.

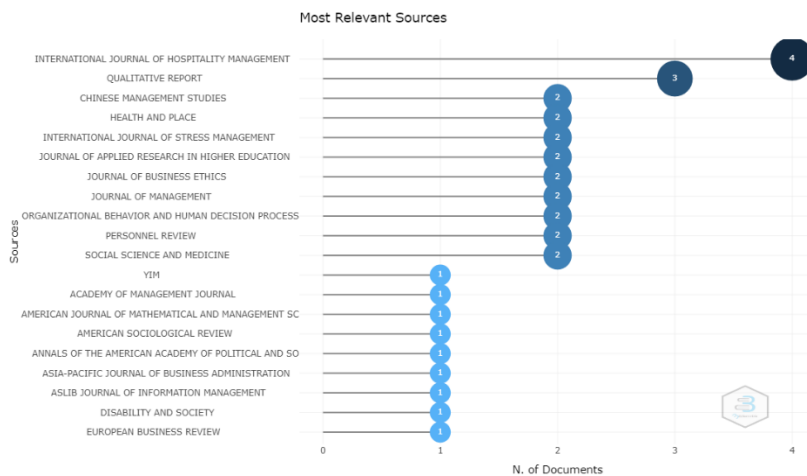


Figure 6(a) : Most relevant sources

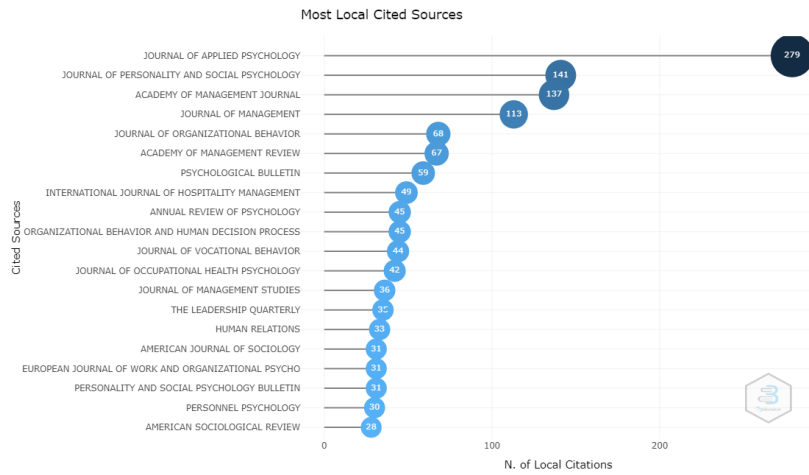


Figure 6(b) : Most local cited sources

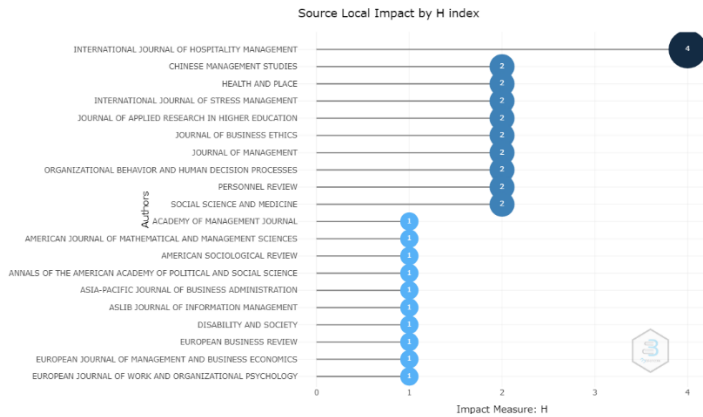


Figure 6(c) : Sources local impact by h index

3.6 Most Globally cited documents

Most globally cited document infers the document or article that has been cited maximum on the global level. As per Fig 8 the document “The Contingent Meaning of Neighborhood Stability for Residents' Psychological Well-Being” by Catherine E. Ross, John R. Reynolds and Karlyn J. Geis. is the highest cited document which was published in 2000 having 329 citations. Following which was “Segregation and Crime: The Effect of Black Social Isolation on the Rates of Black Urban Violence” by Edward S. Shihadeh and Nicole Flynn published in 1996. This paper talked about the black violence and linked the segregation and crime by taking into consideration how social isolation instigates the violence, as back then the situation in USA was quite sensitive for the non white residents and they had to go through constant violence. Similarly in the previous paper the author highlighted that the social segregation point of view and suggested that local soundness adversely affects residents' psychological prosperity in monetarily distraught areas.

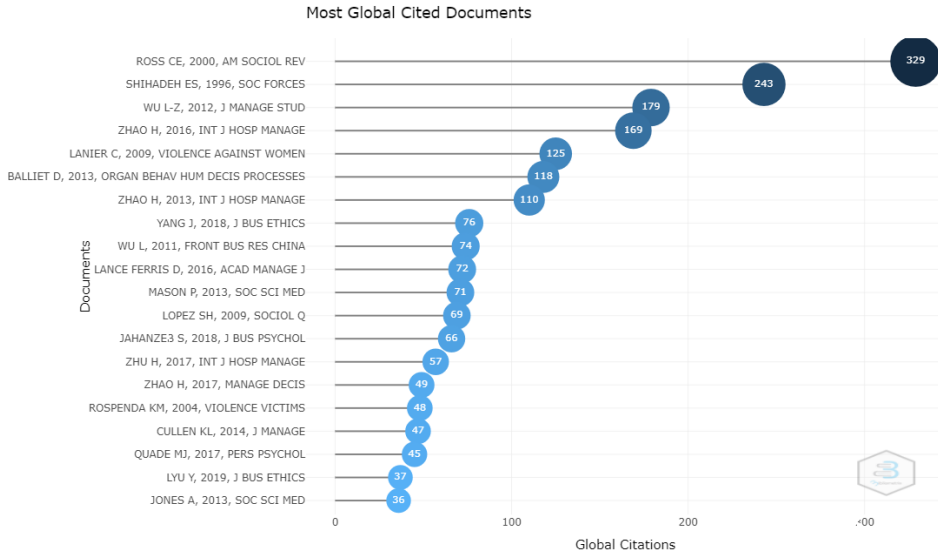


Figure 7 : Most Globally cited documents.

3.7 Trend analysis and Thematic Evolution

This analysis highlights the upcoming trending topic pertaining to the theme. As per the bibliometric analysis the most trending themes as highlighted in both the Fig 8 (a) and 8 (b) the latest themes and upcoming trending topics are workplace ostracism and workplace incivility only. Apart from that, 1 paper was published in 2014 on social exclusion also.

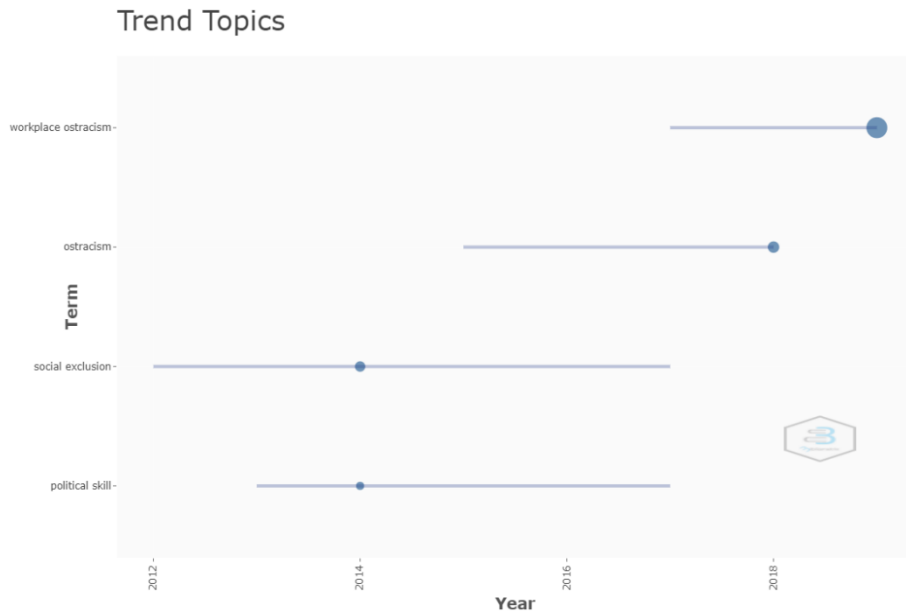


Figure 8(a) : The trending topics

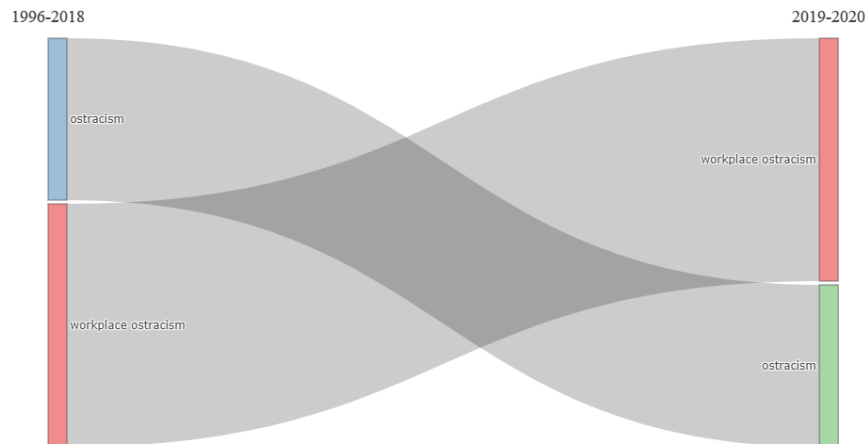


Figure 8(b) : Thematic evolution

4. CONCLUSION

After using biblioshiny software we have accurately determined the answers to the objectives framed by drawing scientific maps of journals, various countries involved in the research, citations, sources, authors, cooccurrence of keywords and co authorship network analysis to determine trending topics and ascertain the thematic evolution of the theme. The theme workplace ostracism and workplace incivility was first studied in the year 1996 but did not gain much popularity back then. As the theme started drawing attention of various other scholars the topic started gaining little bit of popularity and showed a considerable growth of 17.93%. Our results shows that United States is leading the score board with highest citations. But on the contrary as per authors productivity analysis, Prof. Tehreen Fatima from University of Lahore, Pakistan was found to be the most productive author. As the time progressed the keywords which were very rudimentary have started evolving along with new themes like abusive supervision, knowledge hiding, defensive silence, etc. The theme/topic maximum popularity in the mid of 2019 especially after the surge of covid era all across the nation. This could be due to the closure of offices and paradigm shift to work from home or remote offices concept. Hospitality industry also gained maximum popularity when it comes to workplace ostracism and workplace incivility and as per the literatures most of the ostracism and incivility cases were seen in hospitality industry both from the instigating and victim end.

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