Work Engagement : A Systematic Literature Review and Bibliometric Analysis

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ABSTRACT

Discussion related to work engagement is important for studied in human resource management. Purpose of this research for review studies that discuss work engagement related with other topics such as leadership styles, HRM practice and organizational commitment. Data used a total of 30 articles indexed by Scopus for the 2019-2022 period. This study method uses systematic literature review (PRISMA) and technique analysis with analysis bibliometric using the VOSviewer software. Visualized analysis results through Co-Authorship Co- Occurrence , a quote article most identified through 10 groups citation highest. Showing that work engagement relates with other topics are leadership styles, HRM practice, organizational commitment, behavior psychology and systems work. Studies literature this expected becomes reference for next study regarding work engagement and other relevant variables..

Keyword– Work engagement, Employee engagement, Employee performance

ABSTRAK

Pembahasan terkait work engagement penting untuk dipelajari dalam manajemen sumber daya manusia. Tujuan penelitian ini untuk kajian kajian yang membahas work engagement terkait dengan topik lain seperti gaya kepemimpinan, praktek HRM dan komitmen organisasi. Data yang digunakan sebanyak 30 artikel yang terindeks Scopus periode 2019-2022. Metode penelitian ini menggunakan systematic literature review (PRISMA) dan teknik analisis dengan analisis bibliometrik menggunakan software VOSviewer. Hasil analisis divisualisasikan melalui Co-Authorship Co-Occurrence, kutipan artikel yang paling teridentifikasi melalui 10 kelompok sitasi tertinggi. Menunjukkan bahwa keterlibatan kerja berhubungan dengan topik lain adalah gaya kepemimpinan, praktik HRM, komitmen organisasi, psikologi perilaku dan sistem kerja. Kajian literatur ini diharapkan menjadi acuan untuk kajian selanjutnya mengenai keterikatan kerja dan variabel lain yang

relevan.

Kata Kunci – Keterlibatan kerja, Keterlibatan karyawan, Kinerja karyawan

INTRODUCTION

To increase productivity employee, company must create behavior capable employees support vision and mission company. Behavior employee formed with method connected among interaction and collaboration with holder interest (Tkalac Verčič, 2021). Company way to describe collaboration and interaction interest employees and company is with employee engagement (Tensay & Singh, 2020). Work engagement is ability, thoughts, soul and feelings embedded in employees for reaching results that have employee performance (Kang et al., 2020). When engagement employee already in shape company will more profit because employee involved through feeling spirit and motivation for reach vision, mission, and goals company (Rameshkumar, 2020).

Many studies have shown that work engagement as a mediator in connection management sources in reach employee performance (Tensay & Singh, 2020). Work engagement could be through training programs created by managers to increase competence and facilitation work engagement (Adachi et al., 2020). According to (Stirpe et al., 2022) role HR practices affect satisfaction and work engagement, also stated by research (Moore et al., 2020) that employee management influences satisfaction and engagement. Other studies show that employee engagement obtained from style leaders (Gemeda & Lee, 2020).(Niswaty et al., 2021) style leadership responsive to performance employees will impact on employee engagement. (Aboramadan et al., 2022a) capable leadership makes a situation where employees are physically and emotionally bound in the job..

Work engagement is also formed from existing commitment organizations, work engagement more effective with support organization (Jin & Tang, 2021). In accordance with study (Rameshkumar, 2020) and (Cao et al., 2019) that level work engagement formed from commitment organization. Work behavior matters too in enhancement involvement work, according to (Jindo et al., 2020) with behavior employees who practice in place work will increase spirit in being involved in a job. Psychological and feelings felt in work influence system work and determine employee engagement (Junker et al., 2021), (Amano et al., 2020; Engelbrecht et al., 2020).

Work engagement important in enhancement practice human resource management (Moore et al., 2020). Many studies discuss work engagement with topics discussed by others. So that destination from study this for study literature regarding work engagement that has connection with topics another discussion style leadership, commitment organization and behavior psychology employees. The method used is systematic literature review (PRISMA) and techniques analysis using bibliometrics .

METHODS

Method Study

The method study using a systematic literature review with Meta-Analysis (PRISMA) followed study (Liu et al., 2022). Procedure PRISMA method there are 4 stages namely

identification, screening, eligibility, included. Identification articles were from Elseiver and Wiley the keywords "Work Engagement" or "Employee Engagement" total of 3,320 articles. Afterwards, screening researchers determine articles included in the journal management on 2019 – 2022, article that is not including internal journaling management and publishing before 2019-2022 researchers excluded to 1,563. After screening, determine open access articles a total of 299 articles. Include article with method study quantitative so that amount article the final used 30 articles.
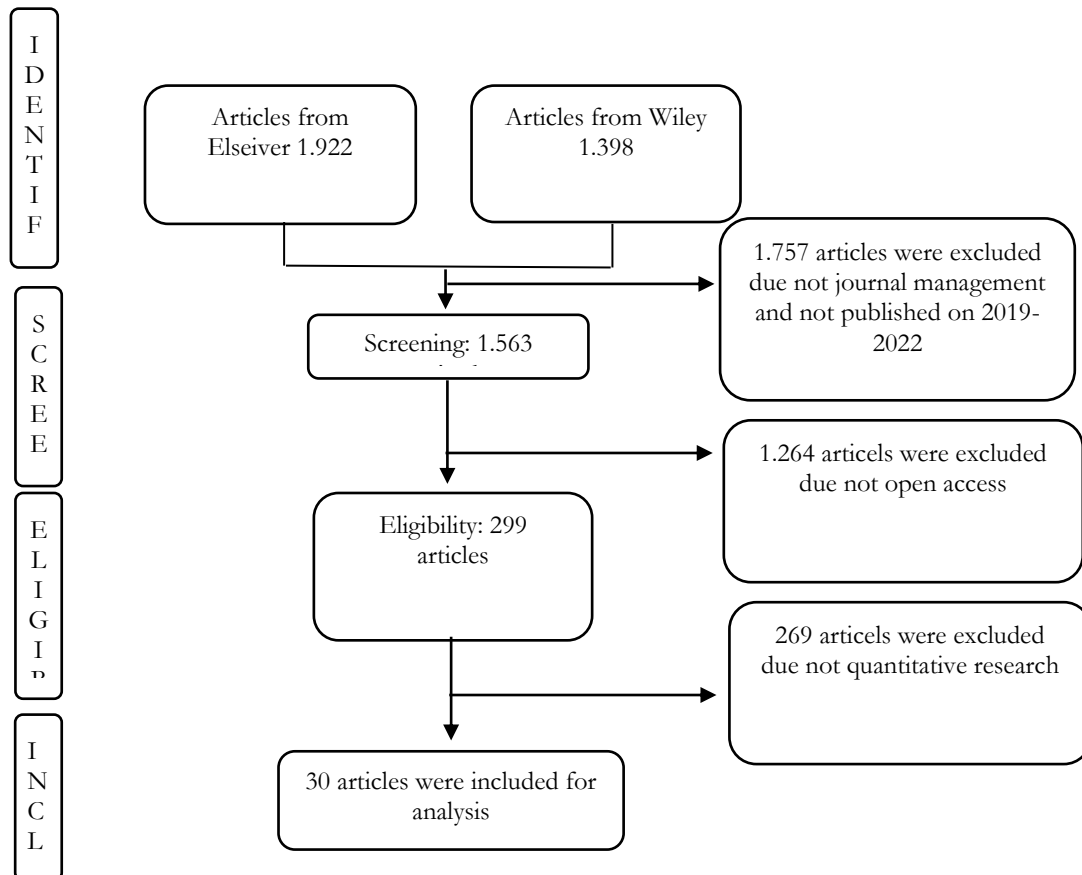
Analysis Techniques

This analysis used bibliometric with the VOSviewer software (Liu et al., 2022). This technique splits data analysis into 3 steps: data collection, data statistik, and bibliometric analysis.
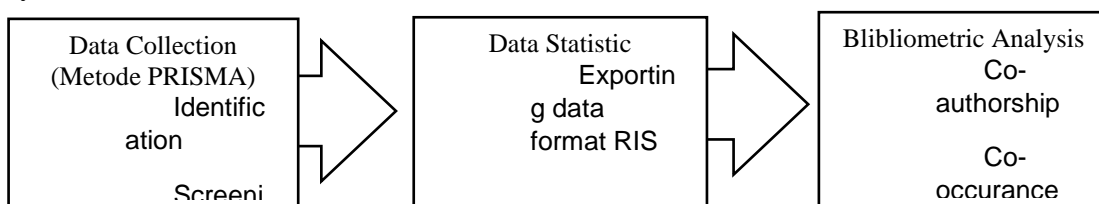
1) Data Collections

This study use journal reputable Scopus indexed searched through Elseiver and Wiley. Search uses the keywords "Work Engagement" or "Employee Engagement ". In search literature determined type literature as article research and year study from 2019-2022. Search literature on October 2022.

2) Statistic

Selected articles must be in accordance with keywords research and have connection with human resource management. Acquired 30 articles from 2 journal databases. The articles are downloaded and collected in Mendeley software extracted into RIS format.

3) Bibliometric Analysis

Analysis bibliometrics using the VOSviewer software for knowing the topic this relates with other topics that have been discussed from visualization of Co-Authorship, Co-Occurrence, and grouped top 10 articles.

RESULTS AND DISCUSSION

The results of literature review taken from 30 journals from 2 databases show that keywords ``Work Engagement" or "Employee Engagement " are used in analysis bibliometric with the VOSviewer software. The result depicted through visualization related topics with Work Engagement from Co-Authorship and Co- Occurrence. Besides results visualization bibliometrics also analyzed with citation of top 10 journals.

1) Co-Authorship

**Figure 2. Visualization Network from Co-Authorship**
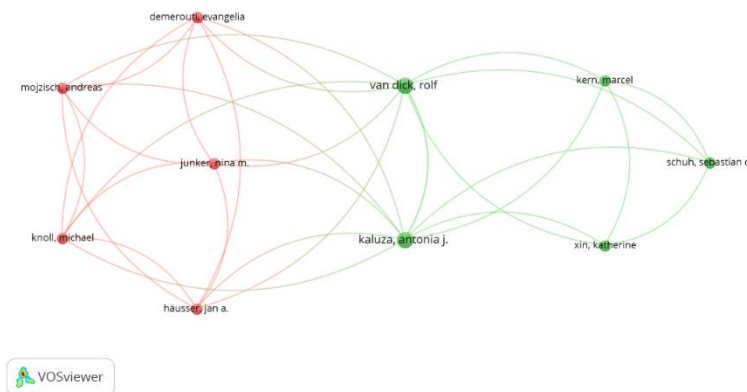
Analysis of the Co-Authorship aims to describe connection collaboration from a number of discussing authors on the topic of work engagement. Figure 1 shows connection writers with 2 networks colored green and red, that is two strongest networks. From circles connected by a network there are ten discussing authors.

2) Co –Occurrence

Figure 3. Networking Visualization of Co -Occurrence
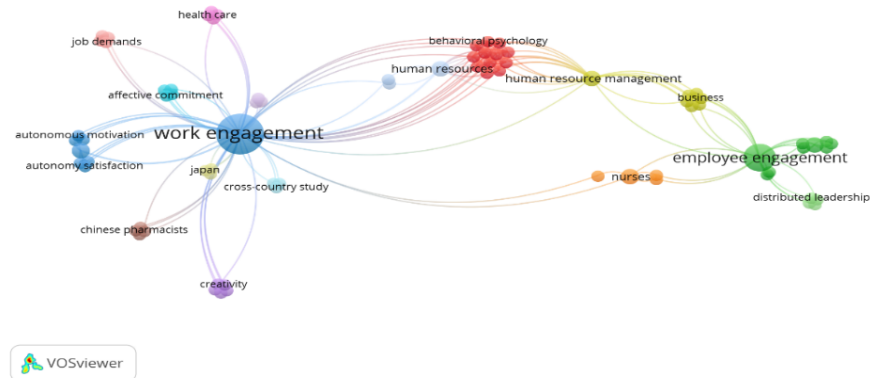
Analysis from Co -Occurrence aims to describe how many clusters studied about work engagement. Besides it, also develop more detail about topics. Analysis results showing visualization from Figure 3 that variation of keywords is the biggest point that relates with work engagement that is behavior psychology.

Figure 4. Overlay Visualization of Co -Occurrence
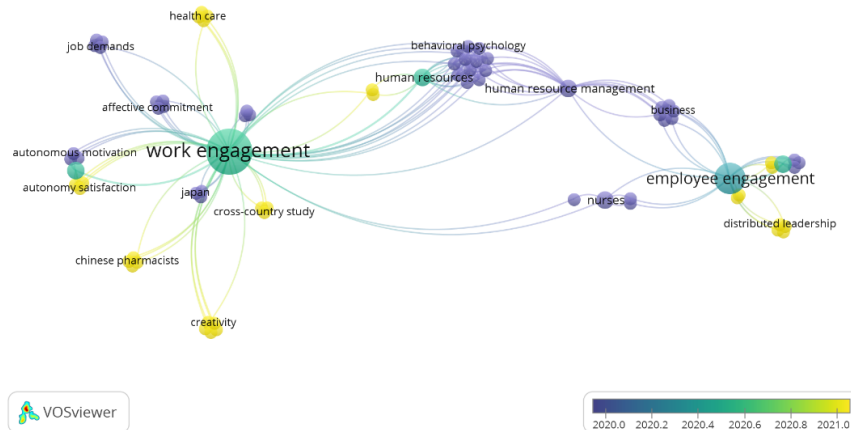
Co - Occurrence analysis seen from aim overlay visualization for see topics this study from period writing. Analysis results showing period from cluster color. Period clusters study longest colored blue, and for period latest showed color green until with color yellow. Figure 4 shows a lot of literature regarding work engagement researched in 2020, for 2021 research many discussed from topics other relate with work engagement. From the results Co- Occurrence analysis will reference for further literature, topics the work engagement developed with relevant keywords in the future.

3) Citation

Citation addressed for analyzing articles that are widely quoted by other studies that discuss work engagement or relevant topics. Citation taken from lots of articles referred to a total of 10 articles.

Table 1. Citation Analysis Results

No	year	title	Author	Journals	Cites	Publishers
1.	2020	Leadership Styles, Work Engagement and Outcomes Among Information and Communications Technology Professionals: A Cross-National Study	Lee, J & Gemeda, HK	Heliyon	120	CellPress
2.	2020	Psychosocial Work Environment, Work Engagement, and Employee Commitment: A Moderated, Mediation Model	Theo. STT et al	International Journal of Hospitality Management	101	Elsiever
3.	2019	The Mediating Role of Organizational Commitment Between Calling and Work Engagement of Nurses: A Cross-Sectional Study	Cao, Y et al	International Journal of Nursing Sciences	69	Elsiever
4.	2020	Employee Engagement as an Antecedent of Organizational Commitment- A Study on Indian Seafaring Officers	Rameshkumar, M	The Asian Journal of Shipping and Logistics	64	Elsiever
5.	2020	The Nexus Between HRM, Employee Engagement and Organizational Performance of Federal Public Service Organizations in Ethiopia	Tensay . AT & Singh, M	Heliyon	51	Cellpress
6.	2020	Wearables in The Workplace: The Brave New World of Employee Engagement	Maltseva, K	Kelley School of Business	42	Elseiver

7.	2020	Structural Empowerment, Psychological Empowerment, and Work Engagement: A Cross-Country Study	Amor, AM et al	European Management Journal	42	Elseiver
8.	2019	Linking Transformational Leadership, Patient Safety Culture and Work Engagement in Home Care Services	Ree , E & Wiig, S	Nursing Open	38	Wiley
9.	2019	Well-Being Champion Impact on Employee Engagement, Staff Satisfaction, and Employee Well-Being	Wieneke, C. K et al	Mayo Clinic	27	Wiley
10.	2020	Relationship of Workplace Exercise With Work Engagement and Psychological Distress in Employees: A Cross-sectional Study From the Myls Study	Jindo, T et al	Preventive Medicine Reports	26	Elsiever

The Citation results shown in Table 1 are order articles that have the most citations. The first article by research (Gemeda & Lee, 2020) study carried out in Ethiopia and South Korea were referred to 120 citations, researched related connection between leadership styles, work engagement and work outcomes is determined from innovative performance and behavior. Study (Niswaty et al., 2021) showing that work engagement takes effect significantly in achieving work outcomes. Besides that, identify that work engagement as variable mediation between leadership styles and work outcomes (Aboramadan et al., 2022b). Connections between work engagement and leadership styles are the same with results study (Al-Omar et al., 2019; Klasmeier & Rowold, 2022; Quek et al., 2021; Ree & Wiig, 2020; van Dorssen-Boog et al., 2021).

Second article from study (Teo et al., 2020) study at hospital in USA, research this referred 101 citations. The study discusses work engagement as variable mediation among role work systems and commitment. Deep psychology companies must give perspective to wellbeing to employee engagement (Garg et al., 2021). Pressure psychology in work can be reduced with work engagement with a training program (Jindo et al., 2020; Maltseva, 2020). Psychology employee capable influence role employee in something profession in line with study (Amano et al., 2020; Engelbrecht et al., 2020; Junker et al., 2021; Monje Amor et al., 2021; Wieneke et al., 2019)

Third article research by(Cao et al., 2019) referred 69 citation times research at hospital in China discuss related role mediation of organizational commitment for support work engagement. Study (Jin & Tang, 2021) commitment organization will recognize employees that accept support from organizations to increase involvement. Research that discusses organizational commitment

on work engagement(Kang et al., 2020; Rameshkumar, 2020; Voogt et al., 2019; Zeijen et al., 2020)

Besides the top 3 articles, work engagement is also related to other topics. HRM practice will increase performance of employees mediated by work engagement (Stirpe et al., 2022; Tensay & Singh, 2020). (Moore et al., 2020) work engagement will increase when employees feel satisfied with HRM practices, in line with study (Dlouhy & Casper, 2021). Furthermore, work engagement is also related with system work (Maltseva, 2020). System work will help the work engagement process (Garg et al., 2021).

Discussion

Work engagement becomes a topic of interesting discussion for further research. Many studies discuss various countries and object to diverse research. Connection with various variables between work engagement (Rameshkumar, 2020). From the article reference top showing that work engagement could help to increase employee performance through style leadership, behavior psychology, commitment organization, and systems work.

Connection between work engagement and style leadership many researchers who discuss, proved with study (Gemeda & Lee, 2020) about style lots of leadership and work engagement referred in a few research. Leadership style could manage power work and give attention related behavior, attitudes, and psychology so that it will impact on productive performance shown with employee engagement at an organization (Niswaty et al., 2021). Empowerment psychology employees could create mechanisms that affect work engagement (Monje Amor et al., 2021). Lack of work engagement in some companies will risk the psychology of employees who are increasingly decreasing (Junker et al., 2021). Management companies must focus on emotional well-being that will increase satisfaction and work engagement (Engelbrecht et al., 2020).

Work engagement is formed from commitment organization and support organization (Zeijen et al., 2020). Support organizations perceived by employees give perception to them for having work engagement (Jin & Tang, 2021). Support organization very effective for increasing focus and control over profession (Voogt et al., 2019). Besides it also has work engagement connection with system HRM work and practice of something company. System HRM work and practices will give the role more performance (Stirpe et al., 2022).

CONCLUSION

Work engagement is topics discussion that has connection with topics discussion other including style leadership, behavior psychology, organizational commitment, HRM practices, and systems work. This study used analysis bibliometrics using VOSviewer software, there are 30 articles indexed Scopus taken from 2019-2022. Analysis results bibliometrics of the Co-Authorship there are 10 groups discussing authors related topics, Co -Occurrence variable work engagement and employee engagement have connection with other variables and are growing in each period. Based on results analysis could made reference for study in the future come related with work engagement.

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