

AI Adoption affects Work Stress: A Bibliometric Review on Hospitality Industry”

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ABSTRACT

The integration of artificial intelligence (AI) is rapidly reshaping work design, employee roles, and performance management across industries, including hospitality [1]. While AI adoption offers benefits like enhanced efficiency, personalization, and operational optimization, it also presents psychosocial challenges that can impact employee stress, job security perceptions, and overall well-being [2,3]. This study is a bibliometric review to examine the evolving scholarly discourse on the relationship between AI adoption and work stress, with a specific focus on the hospitality industry.

Using Dimensions.AI and the PRISMA framework, we retrieved literature from UGC-CARE Group II indexed sources, including the Scopus and Web of Science databases, covering publications from 2009 to 2026. A final dataset of 154 peer-reviewed articles was subjected to bibliometric mapping using VOSviewer (version 1.6.20). This mapping identified publication trends, citation structures, keyword co-occurrence networks, and dominant research clusters within the AI–work stress [96] domain. Recognizing the limited number of hospitality-specific studies, the bibliometric analysis incorporated cross-industry research to establish broader theoretical pathways linking AI implementation to employee stress outcomes.

This study fills a significant research vacuum on the effects of AI on job stress in the hospitality industry and adds to the expanding multidisciplinary understanding of AI-enabled work environments by analysing large-scale bibliometric mapping. The results offer practical implications for hospitality firms looking to strike a balance between technology adoption, employee well-being, and sustainable workforce management, as well as a structured basis for further empirical research..

Keywords: Artificial Intelligence, Work Stress, Technostress, Hospitality Industry, Bibliometric Analysis, Thematic Analysis, Employee Well-being, Automation..

INTRODUCTION

Artificial Intelligence (AI)

Artificial intelligence (AI) technologies are rapidly evolving and increasingly integrated into daily life (4,5). These advancements enhance efficiency, lower costs, and reduce human error in many sectors. Although AI offers numerous advantages, some remain uncertain about its wider effects [6]. The rise of artificial intelligence (AI) and automation is ushering in a new era for global employment, driving significant changes in job structures, economic productivity, and the skills needed in today's labor markets [7]. According to a McKinsey Global Institute report, AI-driven changes in the labor market may require 75 to 375 million workers—roughly 3–14%

of the global workforce—to switch occupations or acquire new skills [8,9].

The rapid adoption of AI technologies is transforming organizations and employee experiences [10,11,12], making it crucial to investigate its effects on employee perspectives and behaviors [13,14]. Driven by the goals of securing competitive advantages and increasing efficiency [15,16], AI integration automates tasks, optimizes decisions, and enhances operational effectiveness [17]. Research on AI adoption examines its catalysts, obstacles, and impacts on organizational and employee dynamics [18,19,20], and its implications remain a critical area of inquiry [18,21]. Recent multilevel reviews have further emphasized how AI is reshaping organizational dynamics across individual, team, and organizational levels [22,23,24], necessitating new approaches to understanding employee responses to these

technologies. As organizations navigate various stages of AI readiness and adoption, the human dimensions of technological transitions have emerged as critical factors determining adoption success [25]. AI introduces both opportunities and challenges [26,13], requiring analysis of its psychological, social, and administrative impacts [27,28,13]

AI in Hospitality

Artificial intelligence (AI) has emerged as a transformative force within the hospitality industry, reshaping operational processes, service delivery, and customer engagement [29,30]. Hospitality organizations function in highly competitive environments characterized by fluctuating demand, elevated customer expectations, and the imperative for efficient service delivery [31,32,33]. To address these challenges the hospitality sector has rapidly adopted artificial intelligence (AI) technologies in recent years, integrating them into customer service, operations, and workforce management [34,35,36,37]. AI applications in hospitality include intelligent service robots, automated reservation systems, predictive analytics, personalized recommendation engines, and digital customer service platforms [38,39,40,41]. These technologies enable organizations to streamline routine tasks, optimize resource allocation, and deliver more personalized services to guests [39, 41, 42, 43, 44].

One of the most prominent applications of AI in the hospitality sector is the utilization of intelligent automation to support front-line service operations. Service robots and virtual assistants are increasingly deployed in hotels and restaurants to perform tasks such as check-in assistance, concierge services, room delivery, and information provision [48,49,50]. These technologies help organizations reduce operational costs while maintaining service consistency and efficiency [51,52]. Furthermore, AI-powered chatbots and virtual agents facilitate real-time customer interaction, allowing guests to access information, make reservations, and resolve service inquiries through digital platforms. Such innovations contribute to improved customer convenience and service responsiveness. AI technologies also play a critical role in data-driven decision-making within hospitality organizations. Through machine learning algorithms and predictive analytics, firms can analyze large volumes of customer data to identify behavioral patterns, forecast demand, and optimize pricing strategies [53,54]. These capabilities allow organizations to improve revenue management and tailor services to individual customer preferences.

While early research depicted AI primarily as a tool to enhance productivity, current studies increasingly suggest that AI adoption represents a broader socio-technical transformation. This transformation affects employee roles and workplace control structures [55]. Researchers now argue that the impact of AI should be evaluated not only through efficiency metrics but also in relation to employee psychological outcomes.

This perspective is particularly relevant in hospitality, where service delivery relies heavily on direct human interaction. Given that hospitality jobs combine emotional

labor, performance monitoring, and time-sensitive service delivery, technological interventions tend to directly influence employee well-being [56,57,58]. Therefore, AI adoption in hospitality is more than a technological upgrade; it represents a restructuring of work design that can reshape employee stress experiences.

Work Stress

Workplace stress has received abundant literature in several disciplinary fields such as management, psychology, sociology, and economics [59,60]. This can be explained by the heavy consequences of this phenomenon on the behavior, health, well-being, and commitment of employees, as well as on the performance of organizations [61,62,63,64].

Work-related stress refers to an individual's emotional and physical responses to perceived threats in the workplace [65,66,67]. This type of stress arises when individuals believe that work demands surpass their available resources and coping abilities [68,69,70]. The term "stress" was initially introduced to science in the 17th century by biologist and physicist Robert Hooke. Hooke's law described how an external force applied to a spring causes tension (stress), leading to elongation and deformation (strain) [71]. Another biological perspective defines stress as an organism's automatic response to environmental demands [73], with Selye arguing that this response is consistent across all individuals facing a stressful environmental threat.

Later, psychology adopted the concept of stress to describe the interaction between individuals and their environment [74]. Individuals unconsciously assess situations, and stress emerges when environmental demands outweigh available personal resources. Thus, stress can arise from the interaction between an individual and their environment [74].

Traditionally, work stress in hospitality has been explained through job-demand pressures such as workload fluctuations, customer incivility, emotional exhaustion, and irregular working schedules [13,18]. However, as AI-based systems increasingly mediate service workflows, scholars argue that conventional occupational stress frameworks alone are insufficient to capture emerging employee strain.

Instead, recent literature suggests that digital transformation introduces technology-specific stressors that operate alongside traditional job demands [15]. Thus, rather than replacing established stress models, AI-induced pressures should be conceptualized as an additional structural layer intensifying existing workplace challenges. This shift moves the analytical focus toward technologically mediated stress processes within service organizations.

In the hospitality industry, AI-induced stress is defined as the psychological stress and emotional burden experienced by employees or managers as a result of the implementation of AI technology [23,62,78]. Research indicates that AI-induced stress elevates the probability of negative work behaviours among hotel employees [23, 76]. Specifically, a significant positive correlation exists between work stress and negative work behaviours in this

sector [77]. Furthermore, AI-induced stress may contribute to heightened emotional instability and negativity among hotel employees, potentially motivating them to engage in behaviours detrimental to the organization [78]. Work engagement, characterized by a positive, energetic, and focused mental state at work [79,80], is not only crucial for the growth of hospitality enterprises but also directly impacts their core competitiveness and sustainable development [80]. Consequently, investigating the mechanisms through which AI-induced stress affects work engagement is of considerable importance. Within this evolving discussion, technostress has emerged as a central theoretical mechanism linking AI adoption to employee stress outcomes. Technostress refers to the psychological strain experienced due to technology use, technological change, and digital work environments (81).

Scholars consistently argue that AI systems increase techno-complexity, as employees must learn new algorithm-driven platforms and automated service interfaces. At the same time, AI-enabled workflow optimization often accelerates performance expectations, thereby generating techno-overload [82, 95]. Importantly, the literature increasingly interprets technostress not merely as a usability challenge but as a manifestation of broader organizational restructuring enabled by digital control systems.

From this perspective, AI technologies function simultaneously as operational tools and governance mechanisms that reshape accountability, task visibility, and performance expectations.

Employee Wellbeing

Employee well-being is a broad, multidisciplinary notion that includes both intangible components like motivation, belonging, and happiness as well as tangible ones like money and social advantages [83]. These elements have a major impact on workers' social, familial, and personal fulfilment in addition to their performance [84]. Employee well-being is unavoidably impacted by technology-driven societal transformation [85]. Artificial intelligence (AI) is changing organisations and, in turn, the working conditions and experiences of employees. Significant workplace concerns include automation, labour replacement, job displacement, skill reallocation, and the demand for new competences [86].

AI's impact on professional settings is complex: it enables some employees to focus on strategic and creative tasks by freeing them from monotonous activities, while others fear job loss and instability [72]. In conclusion, while AI can improve employee well-being by increasing job satisfaction, promoting better health, and reducing stress, it also presents significant challenges that could negatively affect the workforce.

Methods

In this study data has been researched and collected from Dimensions.Ai in February 2026. The focus has been on the topic search criterion which primarily focusses on the topic name and abstracts in order to ensure thorough accuracy and coverage. The search query has been focussed primarily on keywords such as ("artificial

intelligence" OR "AI" OR "AI Adoption") AND ("job stress" OR "work stress" OR "occupational stress" OR "technostress" OR "employee wellbeing" OR "Employee Mental Health" OR "Employee Health" OR "employee stress"). A total of 656 papers published between 2000 and 2026 were collected based on the type of literature shown in the table below.

Table 1- Types of Documents for publications

Sno	Classification	Nos	%
1	Article	339	52
2	Chapter	224	34
3	Proceeding	50	7.6
4	Preprint	29	4.4
5	Edited Book	11	1.7
6	Monograph	3	-

A deeper search into the Hospitality Industry with the query ("artificial intelligence" OR "AI" OR "AI Adoption") AND ("job stress" OR "work stress" OR "occupational stress" OR "technostress" OR "employee wellbeing" OR "employee mental health" OR "Employee Health") AND ("hospitality industry" OR "hotels") revealed only 15 publications and the bifurcations are mentioned in the table below:-

Sno	Classification	Nos	%
1	Article	13	86
2	Chapter	2	13

These 15 articles will form the basis of systematic review. Regarding the systematic review, we conducted a thorough and detailed qualitative analysis of the articles related to our research domain

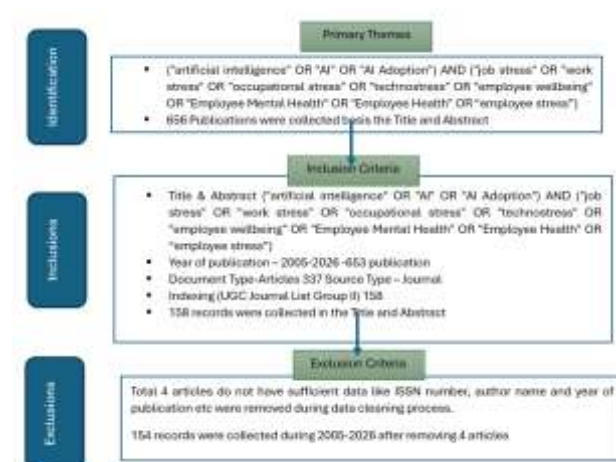


Figure 1: PRISMA framework for compiling publication information regarding inclusion and exclusion conditions

Analysis Method

The year-wise distribution of publications shows that research on artificial intelligence and work-related stress

remained very limited in the initial period from 2009 to 2019, with only isolated contributions of one to four papers annually, indicating that the topic had not yet developed into a well-defined research stream. From 2020 onward, a gradual rise in scholarly output becomes visible, increasing from 4 publications in 2020 to 7 in 2021 and continuing to grow in subsequent years. A notable acceleration occurs after 2022, with publications rising sharply to 15 in 2023, 37 in 2024, and peaking at 61 in 2025, reflecting a rapid expansion of academic interest. This surge likely corresponds with the widespread organizational adoption of AI technologies and increasing concern about their implications for employee well-being and workplace stress. The lower count observed for 2026 (15 publications) is most plausibly due to incomplete database indexing for the ongoing year. Overall, the data indicate a clear and strong upward publication trend, confirming that AI and work stress has evolved into a rapidly growing contemporary research area

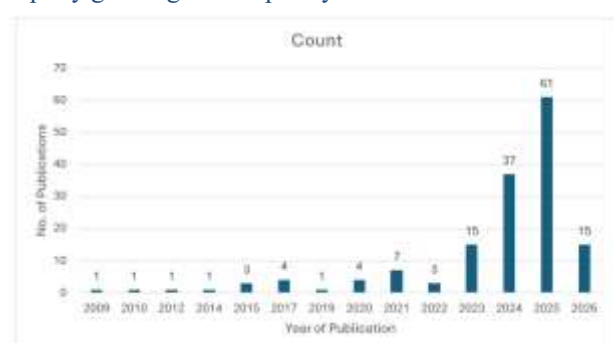


Figure 2 : Annual Publications

Data Analysis

Co-Authorship Analysis

Co-authorship analysis is a major technique in bibliometric research that evaluates the collaborative links among authors within a particular body of literature. It consists of of authors organisation and countries as a unit of analysis in VOS Viewer. Co-authorship analysis maps and visualises networks based on shared publications using tools like VOSviewer, where links denote co-authored works and nodes represent authors. Researchers can discover important contributors, collaborative clusters, and the general structure of research communities within a topic by analysing the strength of these relationships, which represent the frequency of collaboration. This analysis provides insights into the social dynamics of scientific research by illuminating patterns of knowledge diffusion, the development of academic networks, and the degree of interdisciplinary collaboration.

Authors

Top 10 authors publications, citations and average citation per article

Rank	Author	Publication	Citations	Average Citation per article
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In this analysis 539 authors are found by ignoring documents with 25 maximum number of authors per document. Only 23 authors meet the threshold with 2 minimum number of documents and citation by author. Out of 23, 6 authors have largest set of connected items as shown in figure 3

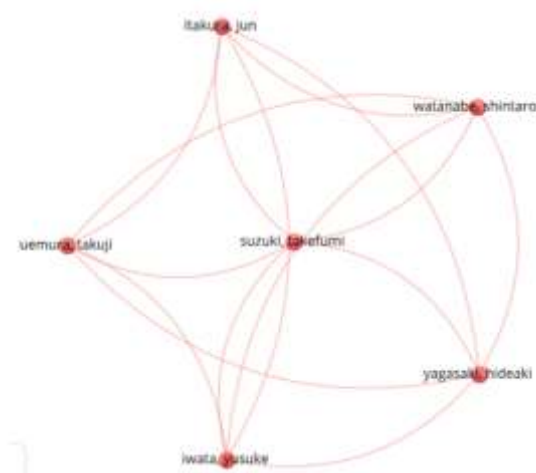


Fig 3: Screenshot of the bibliometric map created based on co-authorship with network visualisation mode based on author as unit of analysis

The below provided data in Table 3 presents a ranking of top 10 authors based on publications, citations and average citations per author. The author-level bibliometric analysis of publications on AI adoption and work stress reveals a fragmented yet emerging research landscape characterized by moderate productivity and uneven citation impact. Byung-Jik Kim ranks as the most prolific contributor with four publications and 95 total citations, indicating sustained engagement and strong scholarly recognition within the field. Although Julak Lee and Helmi Issa each produced three publications, Julak Lee demonstrates substantially higher citation influence, suggesting greater academic visibility of his contributions. Among authors with two publications, Cong Doanh Duong records the highest average citations per article, reflecting particularly strong article-level impact, followed closely by Som Sekhar Bhattacharyya and Chan Huang, whose works also show notable citation performance relative to output size. In contrast, some contributors such as Munaza Bibi and Jun Itakura exhibit comparatively low citation counts, highlighting variability in research diffusion and scholarly uptake across the domain. Overall, the distribution suggests that research on AI-driven workplace transformation and employee stress is still developing, with influence dispersed across multiple scholars rather than concentrated among a few dominant authors. This pattern is typical of an interdisciplinary and evolving field, where emerging themes such as technostress, automation anxiety, and digital work restructuring continue to attract diverse academic contributions.

1	Byung-Jik Kim	4	95	23.75
2	Helmi Issa	3	38	12.66667
3	Julak Lee	3	86	28.66667
4	Gumhee Baek	2	32	16
5	Som Sekhar Bhattacharyya	2	57	28.5
6	Munaza Bibi	2	2	1
7	Chiyoung Cha	2	32	16
8	Cong Doanh Duong	2	82	41
9	Chan Huang	2	55	27.5
10	Jun Itakura	2	4	2

Organisations (Affiliation)

In this analysis 316 organisations are found by ignoring documents with 25 maximum number of authors per document. Only 23 organisations meet the threshold with 2 minimum number of documents and 2 minimum citations of an organisation. Out of 316 only 23 have largest set of connected items as shown in figure 4

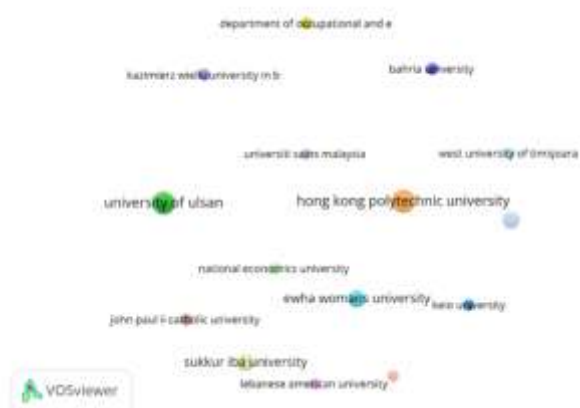


Figure 4 A screenshot of the bibliometric map create based on co-authorship with network visualisation mode based on organisation as unit of analysis

The data in Table 4 illustrates ranking of organisations based on their publications citations and average citation per article within the context of AI adoption and Work

Stress. The organizational analysis of publications on AI adoption and work stress indicates a dispersed yet globally distributed pattern of institutional contributions, reflecting the interdisciplinary and emerging nature of this research area. The University of Ulsan and Hong Kong Polytechnic University rank as the most productive institutions, each contributing four publications, with the University of Ulsan achieving slightly higher citation totals and average citation impact, suggesting stronger scholarly influence. Among institutions with three publications, Sukkur IBA University stands out with the highest total citations and the strongest average citations per article, indicating particularly high-impact research output relative to its size. Chung-Ang University and Ewha Womans University also demonstrate strong academic presence with substantial citation counts, highlighting their active role in advancing research on technological transformation and workplace outcomes. Sapienza University of Rome and Yonsei University contribute moderate publication output with comparatively lower citation intensity, suggesting steady but less influential dissemination. Institutions with two publications, including the John Paul II Catholic University of Lublin and the Sichuan Science and Technology Staff University, record high average citations, reflecting impactful yet selective contributions. Overall, the findings reveal that institutional leadership in this domain is internationally spread, underscoring the global relevance of AI-driven workplace stress research.

Table 4: Top 10 organisation publications, citations and average citation per article

Rank	Organisation	Publication	Citations	Average Citation per article
1	Hong Kong Polytechnic University	4	88	22
2	University Of Ulsan	4	95	23.75
3	Chung-Ang University	3	86	28.66667
4	Ewha Womans University	3	67	22.33333
5	Sapienza University Of Rome	3	30	10

6	Sukkur Iba University	3	109	36.33333
7	Yonsei University	3	47	15.66667
8	Bahria University	2	2	1
9	Department Of Occupational And Environmental Health, Sichuan Science And Technology Staff University, Chengdu, Sichuan, China	2	55	27.5
10	John Paul Ii Catholic University Of Lublin	2	63	31.5

Country (Affiliation)

In this analysis 51 countries are found by ignoring documents with 25 maximum number of documents of a country per document. Only 29 countries meet the threshold with 2 minimum number of documents of a country and 2 minimum citations of a country. Out of 51 only 25 have largest set of connected items as shown in figure 5.

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6	Sukkur Iba University	3	109	36.33333
7	Yonsei University	3	47	15.66667
8	Bahria University	2	2	1
9	Department Of Occupational And Environmental Health, Sichuan Science And Technology Staff University, Chengdu, Sichuan, China	2	55	27.5
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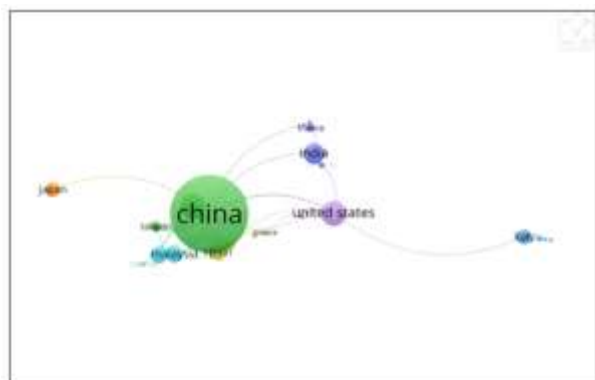


Figure 4 A screenshot of the bibliometric map create based on co-authorship with network visualisation mode based on country as unit of analysis

The data in Table 5 illustrates ranking of countries based on their publications citations and average citation per article within the context of AI adoption and Work Stress.

The country-level bibliometric analysis of research on AI adoption and work stress demonstrates a globally distributed yet uneven pattern of scholarly productivity and impact. China leads in publication volume with 37 articles and the highest total citations, indicating its central role in advancing empirical and technological workplace research in this domain, although its average citation per article suggests moderate per-study influence. [97,98,99] South Korea and the United States follow with 12 publications each; however, South Korea records a notably higher average citation rate, reflecting comparatively stronger article-level impact and research visibility. India stands out despite a slightly lower publication count, achieving exceptionally high total and average citations per article, suggesting that its contributions are particularly influential and widely referenced in discussions of AI-enabled work transformation and employee stress outcomes. Mid-level contributors such as Pakistan and Japan demonstrate balanced productivity with solid citation performance, indicating growing academic engagement. In contrast, countries including Malaysia, Spain, and Italy show modest citation penetration relative to output, implying emerging but less consolidated research influence. Poland maintains stable productivity with comparatively strong citation averages, highlighting impactful selective contributions. Overall, the findings confirm that scholarship on AI-driven workplace stress is internationally dispersed, with influence shaped by both research volume and citation intensity across regions.

Table 5: Top 10 country publications, citations and average citation per article

Rank	Country	Publication	Citations	Average Citation per article
1	China	37	510	13.78378378
2	South Korea	12	226	18.83333333
3	United States	12	145	12.08333333
4	India	10	388	38.8
5	Malaysia	8	30	3.75
6	Pakistan	8	121	15.125
7	Spain	8	24	3
8	Italy	7	33	4.714285714
9	Japan	7	123	17.57142857
10	Poland	7	115	16.42857143

DISCUSSION

In this review paper AI Adoption affects Work Stress: A Bibliometric Review on Hospitality Industry, we conducted a comprehensive analysis of scholarly publications to explore the evolving research landscape at the intersection of AI Adoption and Work Stress in the hospitality industry . Our findings underscore that this

topic is an emerging and increasingly international field, yet remains fragmented in terms of author, institutional, and geographical collaboration. The findings reveal that scholarly influence is unevenly distributed, with publication productivity not necessarily corresponding to citation impact. China demonstrates the highest research output, while India records comparatively fewer publications but substantially higher average citation

impact, highlighting the influence of research quality and visibility alongside productivity. At the institutional level, leading universities contribute significantly to the knowledge base, although high-impact research also emerges from institutions with relatively limited publication output. The limited concentration of authors within connected collaboration networks further suggests opportunities for stronger interdisciplinary and cross-national research partnerships. The emerging emphasis on technostress, automation anxiety, and digital work restructuring indicates a shift from viewing AI solely as a technological innovation toward understanding its implications for employee well-being and work experiences. For hospitality, these findings highlight the need to examine AI adoption alongside job demands, changing roles, employee adaptation, and psychological outcomes.

CONCLUSION

This bibliometric study provides a comprehensive overview of the evolving relationship between AI adoption and work stress in the hospitality industry. The findings demonstrate that AI-related research is expanding internationally, reflecting growing scholarly interest in the implications of technological transformation for employees and organisations. However, the fragmented author and institutional collaboration networks indicate that the research domain is still developing and would benefit from stronger interdisciplinary and cross-national collaboration. The analysis also reveals that research productivity does not necessarily correspond with scholarly impact, with substantial variations in citation influence across countries, institutions, and authors. Importantly, the increasing focus on technostress, automation anxiety, digital work restructuring, and employee well-being suggests a shift from examining AI primarily as a technological innovation toward understanding its broader human and organisational consequences. For the hospitality industry, where technology increasingly influences service delivery and job roles, these findings emphasise the importance of balancing technological efficiency with employee well-being. Future research should therefore adopt integrated perspectives that examine AI adoption, changing job demands, employee adaptation, and work stress to support sustainable technology-enabled transformation in hospitality sector.

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