

A Scientometric Study of Emotional Labour: Mapping the Knowledge Landscape

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Abstract: This study aims to discover and provide insights on the evolving landscape of emotional labour research through a bibliometric analysis. A bibliometric analysis was conducted on data retrieved from Scopus database (time period ranging from 2015 till January 7, 2025 for carrying out quantitative research. Analysis revealed steady growth phase from 2015 to 2019 reflecting consistent growing interest in the research field, Peak in 2023 reflecting significant spike and decline in 2024 showing decline in publication activity, *Frontiers in Psychology* with its substantial impact and high number of publications is the largest contributor, Hur W-M and Yin H are prolific authors, USA appears to be the most cited country and this dominance reflects strong research infrastructure, high funding availability and a strong academic focus on emotional labour; emotional labour, emotions, gender and emotion management are motor themes.

Keywords: Emotional Labour, Bibliometric Analysis, Emotion Management, Thematic Trends, Citation Analysis

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