

A Bibliometric Analysis of Human Resource and COVID-19 Studies in Hospitality and Tourism Domain

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Abstract This study adopted the bibliometric approach to examine 141 articles published on 'Human resource' and 'COVID-19' to unveil the most contributing authors, countries, most frequently used keyword, most cited articles and current research trend in the hospitality and tourism domain. The Scopus database is used to extract the data for bibliometric analysis and NVivo software used for the formulation of word cloud on the basis of occurrence of keywords. The existing literatures focused on 'Human Resource' and 'COVID-19' came into existence in 2020 and recorded growth in the consecutive year. The findings show that Morrison, A.M., United States and International Journal of Hospitality Management are the most contributing author, country and journal, respectively. Moreover, the terms COVID-19, Employees and Hospitality are the most frequently used keywords. The result of this study facilitates scholars to obtain relevant information and knowledge of research trends in 'human resource' and 'COVID-19' studies in hospitality and tourism domain.

Keywords: Bibliometric, Human Resource, COVID-19, Hospitality, Tourism

INTRODUCTION

The COVID-19, or severe acute respiratory syndrome, has altered the workplace. It has had a significant impact on economies, civilizations, workers, and organisations (Hamouche, 2021). The tourism and hotel industries have experienced a global economic collapse as a result of the COVID-19 pandemic. According to Yang et al. (2020), since the industry relies on population mobility and personal services provided by employees, lockdowns and social distances norms have caused a steep recession in the hospitality and tourism industry. The hospitality and tourism industry will however, have to adopt more innovative practices in order to cope with the COVID-19 pandemic.

Prior to the COVID-19 pandemic, the hospitality and tourism industry around the world had to deal with severe crises like terrorist attacks, natural catastrophes, wars, political unrest, economic downturns, disease outbreaks, and risks to biosafety and food safety (Alegre & Sard, 2015; Chen, 2011; Go & Martins, 2017; Sawalha et al., 2013). Additionally, scholars have relevantly studied crises and disaster in the industry (Dombey 2003; Faulkner, 2001; Israeli & Reichel, 2003; Chien & Law, 2013; Mckercher & Chon, 2004; Evans and Elphick, 2005; Novelli et al., 2018; Samitaset al., 2018). For instance, Chien and Law (2003) studied the impact of severe acute respiratory syndrome (SARS) on Hong Kong's hotel industry. Again, Evans and Elphick (2005) studied the impact of the Gulf War in 1991 on tourists visit to the Middle East and the eastern Mediterranean.

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Among the issues of concern discussed in various scholarly fora during an outbreak of this nature, is the critical role of Human Resources Management (HRM) in crises situations (Su, Tra, Nguyen & O'Mahony, 2021). Boselie et al. (2021) define HRM as a collection or system of practices, forming employment relationships in and around organizations. "Emerging HRM issues can be quite diverse in this present environment with the industry being challenged with problems arising from performance adjustment and employee wellbeing" (Carnevale & Hatak, 2020); "the struggle of companies to pay same remuneration to staff" (Demyen & Lala-Popa, 2018); "difficulty in instilling confidence in employees" (Montague et al., 2016); and "increased internal and external conflict during such an unexpected global public health crisis" (Marchington, 2015). As argued by Wang, Ban and Kim (2022) HRM should therefore, take the helm and develop capabilities to face these unprecedented changes. Gerdeman (2020) finds that organizations are revising and initializing new practices and seeking leadership for survival in these current trends and crisis. Wang et al. (2022) further add that HRM places much consideration on providing employees (internal) and the customers (external) with the preconditions for satisfaction. They further propose that the current COVID-19 crises affecting hospitality and tourism industry requires more studies on HRM strategies and practices.

Although studies have explored the impacts of the current pandemic from the perspective of human resources. However, as posit by Wenham et al. (2020), much of the work is still underpaid. Therefore, this paper presents an in-depth bibliometric analysis of COVID-19 research on HRM in the hospitality and tourism industry. "Bibliometric research study provides a comparative quantitative evaluation technique that uses bibliographic data of published academic literature. It involves various bibliographic analyzes such as number of publications, citations, social networking (co-authorship), authors keywords and key trends of themes" (Farrukh, Raza, Ansari & Bhutta, 2021). Hence, the study will inspire future studies, help scholars to obtain relevant information and gives insight to the researchers in this subject domain. This paper however, answers the current trends in the Human Resource research trends amidst COVID-19 in the Hospitality and Tourism domain.

Research studies on COVID-19 took its course from the year 2020. Therefore, there are numerous studies conducted on COVID-19 and human resources in the Hospitality and Tourism industry. Statistics from bibliometric studies on COVID-19 show that research publications on COVID-19 begun to rise from the year 2021. Figure 1 presents the number publication structure of sampled articles (141 articles) use for this study. The number of publication measures productivity. It is evident that few articles on the subject

domain were published at the initial year. Nonetheless, from the sampled articles the year 2021 recorded the highest number of publications, with 101 articles (71.63%) of 143 total publication

The study further uses NVIVO (version 12) software to analyze the most frequently use words that appear in titles, abstracts and keywords. In a frequency of words analysis, the larger the size of the text, the greater the frequency. According to Rusydiana (2021), predominant words are place in the middle for easy visibility. Figure 2 presents a visualization of the word cloud showing the most frequently used words. Employees, pandemic, COVID, hospitality and hotel were found to be the most frequently used words.

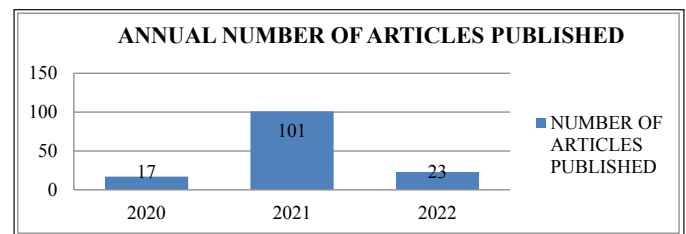


Fig. 1: Annual Number of Articles Published on Human Resource and COVID in Hospitality and Tourism Domain

In order to identify the various terms used in COVID-19 and Human Resources in the Tourism Hospitality and Tourism industry, the NVIVO software was further used to track the evolution and use of terms based on abstracts. It was found that COVID, employees, hospitality, hotel and tourism are the greatly use keywords in the subject domain since 2020. Figure 3 provides the evolution of these terms. Even though these terms received little concentration at the early year (2020). However, it is evidence from the figure below that there is an increase in the use of these keywords from the year 2021.



Figure 2: Word Cloud with the use of NVIVO 12

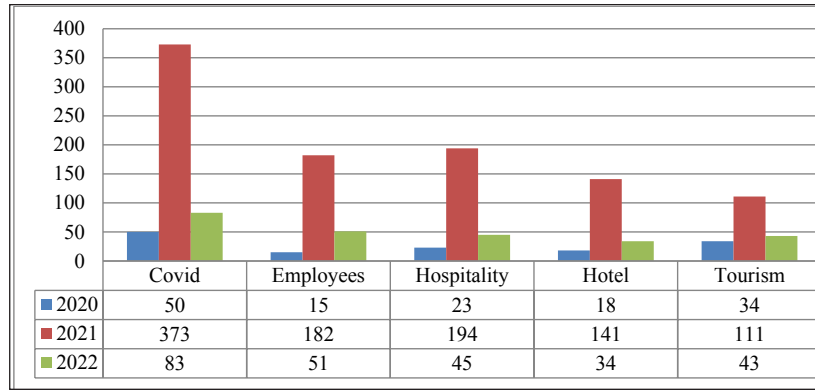


Figure 3: Development in the use of keywords COVID, Employees, Hospitality, Hotel and Tourism

We further developed a citation structure analysis by using several citation thresholds. As shown in Table 1, 36.9% of the articles have received at least 1 citation, 14.2% have at least 10 citation and 9.2% has received at least 20 citations. However, only 3 articles have received at least 50 citations and 4 articles have received at least 100 citations. Regarding the annual citation structure of the published articles sampled for this study, Table 2 shows the evolution of citations with six citation categories. It was found that that 34.8% of the sampled articles have received no citation. 36.9% have received at least 1 citation, 14.2% have recorded at least 10 citations, 9.2% have scored at least 20 citations. Articles with at least 50 citations stand at 2.1% and articles with at least 100 citations also, stand at 2.8%. The year 2021 recorded the highest Total Citations of 1002, with the main authors being (Kaushal & Srivastava, 2021; Sharma, Thomas & Paul,

2021). In this particular year, two manuscripts reached the over the 100 citations threshold.

Table 1: General Citation Structure (Source: Scopus Database)

NO. OF CITATION	TP	%
≥100	4	2.84
≥50	3	2.13
≥20	13	9.22
≥10	20	14.18
≥1	52	36.88
0	49	34.75
TOTAL ARTICLES	141	100

Note: TP - Total Publications.

Table 2: Annual citation structure on Human Resource and COVID studies in Hospitality and Tourism Domain (Source: Scopus Database)

YEAR	TP	TC	≥100	≥50	≥20	≥ 10	≥1	≥0
2020	17	474	2	1	3	4	6	1
2021	101	1002	2	2	10	16	41	30
2022	23	12	0	0	0	0	5	18
TOTAL	141	1488	4	3	13	20	52	49
%	100%		2.8%	2.1%	9.2%	14.2%	36.9%	34.8%

Note: TP – Total Publications and TC - Total Citations; ≥ 0, ≥1, ≥10, ≥20, ≥50, ≥100- Number of publications with equal or more than 100, 50, 20, 10, 1 and 0 citations.

The study in addition identifies the most cited articles. This offers a good indicator of the most influential and significant paper. Nonetheless, according to Mulet-Forteza, et al. (2019), the most cited documents are not always the most relevant. Table 3, provides an overview of the top 10 most influential articles. Interestingly, all top 10 articles have recorded more than 30 citations. The articles titled “Hospitality and tourism industry amid COVID-19 pandemic: Perspectives on challenges and learnings from India” by Kaushal and Srivastava (2021) and “Reducing perceived health risk to attract hotel customers in the COVID-19 pandemic era:

Focused on technology innovation for social distancing and cleanliness” by Shin and Kang (2020) recorded the highest citations. Both articles recorded a total citation of 113 respectively. The third article has 101 citations and was authored by Baum, Mooney, Robinson and Solnet (2020) which provides a framework for reviving the tourism industry post- COVID-19. Interestingly, all top 10 articles are multi-authored. These top influential articles help to better understand the development and research themes of the subject domain in recent years.

Table 3: Top ten most cited articles (source: Scopus database)

S No	TC	Title	Authors	Year	20 20	20 21	20 22	TC/ Y
1	113	Hospitality and tourism industry amid COVID-19 pandemic: Perspectives on challenges and learnings from India	Kaushal V., Srivastava S.	2021	2	79	32	113
2	113	Reducing perceived health risk to attract hotel customers in the COVID-19 pandemic era: Focused on technology innovation for social distancing and cleanliness	Shin H., Kang J.	2020	1	86	26	56.5
3	110	COVID-19's impact on the hospitality workforce - new crisis or amplification of the norm?	Baum T., Mooney S.K.K., Robinson R.N.S., Solnet D.	2020	8	82	20	55
4	101	Reviving tourism industry post-COVID-19: A resilience-based framework	Sharma G.D., Thomas A., Paul J.	2021	0	72	29	101
5	74	Comparing crisis management practices in the hotel industry between initial and pandemic stages of COVID-19	Lai I.K.W., Wong J.W.C.	2020	0	55	19	37
6	59	COVID-19: The effects of job insecurity on the job engagement and turnover intent of deluxe hotel employees and the moderating role of generational characteristics	Jung H.S., Jung Y.S., Yoon H.H.	2021	2	37	20	59
7	58	Creating a safe haven during the crisis: How organizations can achieve deep compliance with COVID-19 safety measures in the hospitality industry	Hu X., Yan H., Casey T., Wu C.-H.	2021	1	35	22	58
8	49	Effects of tourism CSR on employee psychological capital in the COVID-19 crisis: from the perspective of conservation of resources theory	Mao Y., He J., Morrison A.M., Andres Coca- Stefaniak J.	2021	2	33	14	49
9	41	Do job insecurity, anxiety and depression caused by the COVID-19 pandemic influence hotel employees' self-rated task performance? The moderating role of employee resilience	Aguiar-Quintana T., Nguyen H., Araujo- Cabrera Y., Sanabria-D��az J.M.	2021	0	18	23	41
10	40	Responding to a major global crisis: the effects of hotel safety leadership on employee safety behavior during COVID-19	Zhang J., Xie C., Wang J., Morrison A.M.,	2020	1	28	11	20

Note: TC- Total citations. TC/Y- Average number of citations of the article post publication.

The study further uses bibliometric techniques to identify the top ten most productive authors with their respective institution/organization and country. Morrison A.M emerged as the leading author with four publications. Followed by Baum T and Chen M.H, with 3 publications respectively. However, in terms of citations, Baum T is the most influential

author, recording 126 citations. Of the top ten contributing authors only two have received more than 100 citations. Regarding their h-index, one author has an index of four, seven authors record two index and one author records an index of one.

Table 4: Top ten most contributing authors (Source: Scopus database)

S.NO.	AUTHOR	TP	UNIVERSITY	COUNTRY	TC	H	TC/TP
1	Morrison, A.M.	4	National Kaohsiung University of Hospitality and Tourism	Taiwan	122	4	30.50
2	Baum, T.	3	University of Strathclyde, Glasgow	United Kingdom	126	2	42.00
3	Chen, M.H.	3	Nanjing Xiaozhuang College, Nanjing, China	China	43	2	14.33
4	Adam, I.	2	University of Cape Coast Ghana	Ghana	0	0	0.00
5	Beck, M.J.	2	The University of Sydney Business School, Sydney, Australia	Australia	5	2	2.50
6	Cheng, M.	2	Curtin University, Perth, Australia	Australia	21	2	10.50
7	Chi, H.	2	Nanhua University Taiwan, Chiayi, Taiwan	Taiwan	32	2	16.00
8	Coca-Stefaniak, J.A.	2	University of Greenwich, London, United Kingdom	United Kingdom	60	2	30.00
9	Gupta, V.	2	Amity University, Noida, India	India	5	1	2.50
10	Gursoy, D.	2	Washington State University, Pullman, United States	United States	9	2	4.50

Note: TP- Total Publications and TC- Total Citations; H- index h.

Table 5: Top ten most contributing countries (Source: Scopus database)

COUNTRY	TP	TC	TC/TP	H	%/141	≥ 100	≥ 50	≥ 10	≥ 1	≥ 0
United States	29	310	10.69	10	20.57%	1	0	9	12	7
China	25	261	10.44	12	17.73%	2	1	9	10	3
United Kingdom	24	534	22.25	10	17.02%	0	0	10	8	6
India	17	293	17.24	5	12.06%	2	0	3	6	6
Australia	15	241	16.07	6	10.64%	1	1	3	8	2
South Korea	11	262	23.82	6	7.80%	1	1	4	2	3
South Africa	10	123	12.30	3	7.09%	1	0	0	4	5
Turkey	10	26	2.60	3	7.09%	0	0	1	4	5
Taiwan	9	154	17.11	6	6.38%	0	0	5	1	3
Hong Kong	8	89	11.13	4	5.67%	0	0	4	3	1

Note: TP and TC- Total Publications and citations; H- index h; ≥ 0, ≥ 1, ≥ 10, ≥ 50, ≥ 100- Number of publications with equal or more than 100, 50, 10, 1 and 0 citations.

Among the top ten contributing countries, Table 5 provides general picture of the most productive countries based on the total number of publications and total citations received. The United State contributed the highest number of publications (N. of publications = 29). This was followed by the China, with 25 TP, United Kingdom with 25 TP and India with 17 publications. According to the figures presented in the above table, the United Kingdom recorded the highest total citation (N. of total citation = 534) whereas the United State was a distant second with 310 total citations. China on the other hand recorded the highest h-index (h-index = 12). Interestingly, among the top ten dominant countries, there has been a good representation of publications from all continents of the world. Notwithstanding, five countries from Asia; India, South Korea, Turkey, Taiwan and Hong

Kong secured their position in the top ten contributing countries.

It was realized that at the early year (2020), the United Kingdom was the leading country in terms of number of publications, with a total of four articles published. Followed by China, India, Australia, South Korea, South Africa and Taiwan, with two publication each in 2020. The United State in 2020 published no article in the subject domain. However, in 2021 the United State published more papers (TP = 25) than the United Kingdom (TP = 19). As at 16th March, 2022 when data for this study was extracted, China stands for having more publications in 2022 (TP = 5). Followed by the United State and India, with four published articles each. See Table 6.

Table 6: Evolution over time of publication by countries (source: Scopus database)

COUNTRY	TP		
	2020	2021	2022
United States	0	25	4
China	2	17	5
United Kingdom	4	19	2
India	2	11	4
Australia	2	12	1
South Korea	2	6	3
South Africa	2	8	0
Turkey	1	7	2
Taiwan	2	6	1
Hong Kong	1	5	2

Note: TP- Total Publications.

The study further carried an analysis on the leading journals to published articles on the topic, Human Resource and COVID-19 in the hospitality and tourism domain, based on the Scopus database. The analysis was done to measure the total publication, total citation, total publication/total citation, and the h-index. It was revealed that “The International Journal of Hospitality Management” was the

most influential with a TP of 33, TC of 681 and an h-index of 14. This was followed by “The International Journal of Contemporary Hospitality Management” (TP = 15; TC = 307; h-index = 7) and “The Current Issues in Tourism” (TP = 9; TC = 105; h-index = 5). Surprisingly, “The Journal of Human Resources in Hospitality and Tourism” with a TP of five, recorded no citation. See Table 7.

Table 7: Citation structure of the Journals that published the most

JOURNAL	TP	TC	TC/TP	H	%	≥ 100	≥ 50	≥ 10	≥ 1	≥ 0
International Journal Of Hospitality Management	33	681	20.64	14	23.4%	2	2	14	10	5
International Journal Of Contemporary Hospitality Management	15	307	20.47	7	10.6%	1	1	5	4	4
Current Issues In Tourism	9	105	11.67	5	6.4%	0	0	4	2	3
Journal Of Hospitality And Tourism Management	7	31	4.429	3	5.0%	0	0	2	3	2
Journal Of Hospitality And Tourism Insights	5	5	1	1	3.5%	0	0	0	1	4
Journal Of Human Resources In Hospitality And Tourism	5	0	0	0	3.5%	0	0	0	0	5
Journal Of Sustainable Tourism	4	50	12.5	3	2.8%	0	0	2	2	0
African Journal Of Hospitality, Tourism And Leisure	3	4	1.333	1	2.1%	0	0	0	2	1
Journal Of Hospitality Marketing And Management	3	34	11.33	2	2.1%	0	0	1	2	0
Journal Of Public Affairs	3	49	16.33	2	2.1%	0	0	2	1	0

Note: TP and TC- Total Publications and citations; H- index $h; \geq 0, \geq 1, \geq 10, \geq 50, \geq 100$ - Number of publications with equal or more than 100, 50, 10, 1 and 0 citations.

Source: Scopusdatabase.

On analyzing the evolution over time of journal publication, it was revealed that in 2020, “The International Journal of Contemporary Hospitality Management” was the most influential, contributing to five published articles on the subject in the said year. In the year 2021 a significant number of articles were published. The International Journal of

Hospitality Management published the most articles (TP = 26). However, as at the time data for this study was extracted from the Scopus database, “The International Journal of Hospitality Management”, remains the most influential in 2022. See Table 8.

Table 8: Evolution over time of publication by Journals (source: Scopus database)

JOURNAL	TP		
	2020	2021	2022
International Journal Of Hospitality Management	1	26	6
International Journal Of Contemporary Hospitality Management	5	8	2
Current Issues In Tourism	1	6	2
Journal Of Hospitality And Tourism Management	0	5	2
Journal Of Hospitality And Tourism Insights	0	3	2
Journal Of Human Resources In Hospitality And Tourism	0	5	0
Journal Of Sustainable Tourism	2	2	0
African Journal Of Hospitality, Tourism And Leisure	1	2	0
Journal Of Hospitality Marketing And Management	0	2	1
Journal Of Public Affairs	2	1	0

Note: TP- Total Publications.

Graphic Analysis with VOSviewer

Bibliographic coupling is used to analysis the connection among the objects and measured on the basis of the number of common references. The coupling connection is directly proportional to number of citations received as the coupling connection strengthens when a document receives more citations. Also, bibliographic coupling identifies the relatedness among documents, sources, authors, organizations and countries.

Figure 4 shows the results of bibliographic coupling of authors and the name of authors who represents the most. In term of authorship, the author strength link is analyzed on the basis of document and citation per author. The figure shows the connection between the articles, the analysis identified

20 clusters and their color represents the concentration of connection among the authors such as red color represents the higher concentration of connection. The figure depicts that Chi H., Nguyen D.V., Nguyen N.P., Vo-Thanh T., Vu T.-V., and Zaman M. secured top most rank and received 2004 TLS followed by Chen M.-H. and Morrison A.M. has received 1586 and 1559 total link strength respectively.

The bibliographic coupling of countries is displayed in the figure 5, the most linked countries published articles on human resource and COVID-19 in hospitality and tourism domain are United Kingdom, United States, China, Turkey, and India with total link strength of 5228, 5180, 4930, 2368, and 2339 respectively. Also, the figure shows the relationship among countries such as countries close to each other implies greater connections.

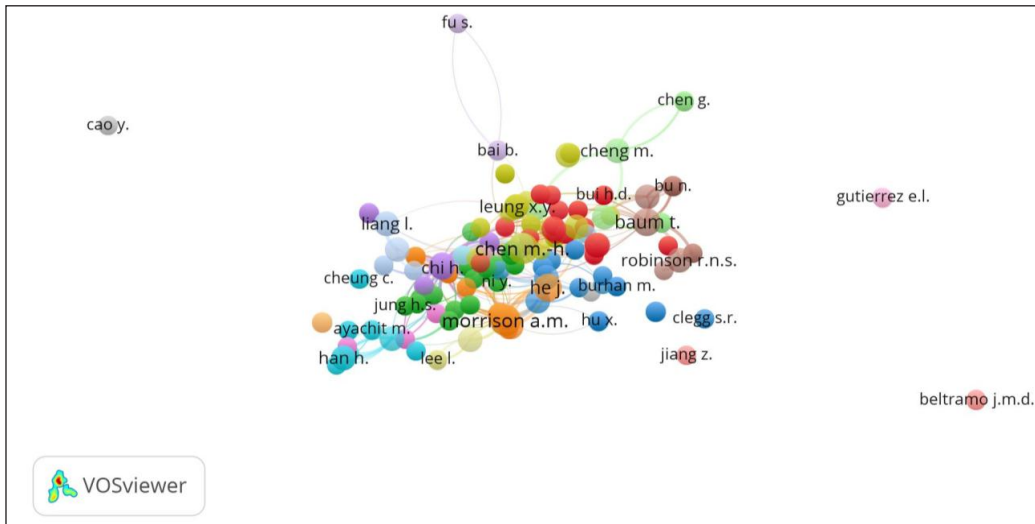


Figure 4: Bibliographic coupling of authors

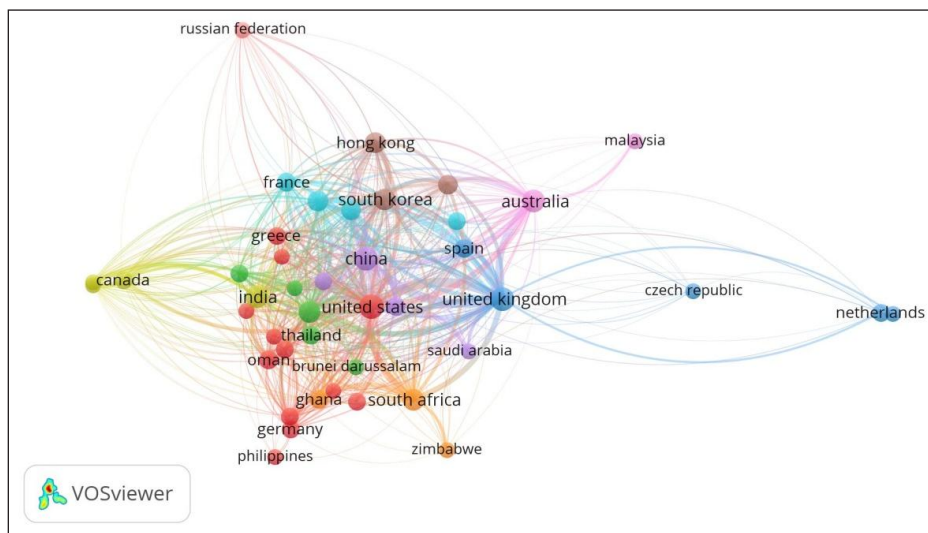


Figure 5: Bibliographic coupling of countries

Figure 6 displays the co-authorship by countries, which presents the name of countries with great influence and degree of communication among them. Although the bibliographic coupling is similar to figure 5, while the connection can be different. In figure 6, the larger nodes signifies the countries with great influence such as name top 10 countries with

number of publications are United States (29), United Kingdom (24), China (24), India (17), Australia (15), South Korea (11), South Africa (10), Turkey (10), Taiwan (9), and Hong Kong (8) and total of 5228, 5180, 4930, 2368, and 2339 respectively. However, the connecting lines represent the co-operations among the countries.

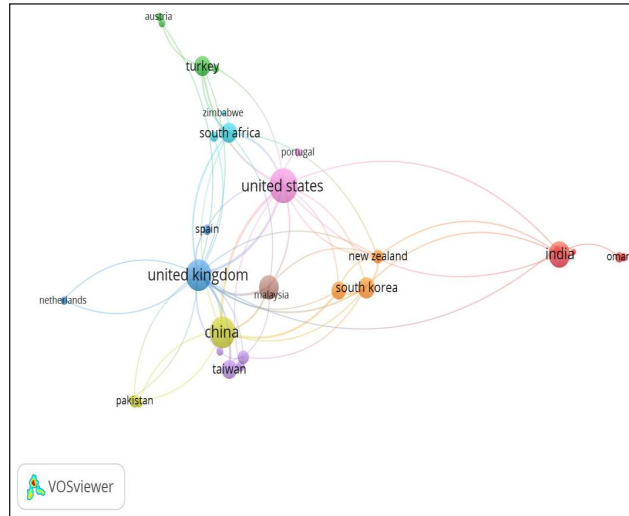


Figure 6: Co-authorship by countries

Moreover, Figure 7 displays the prominent keywords used in the study. The topmost keywords that were used maximum number of times in the studies were COVID-19, hospitality, hospitality industry, COVID-19 pandemic, job insecurity, tourism, resilience, crisis, crisis management, and hotel employees. While, Table 9 shows the top most co-occurred author’s keywords and their total strength of connection. The analysis found that COVID-19, hospitality, hospitality

industry, COVID-19 pandemic, job insecurity and tourism are the most common author’s keywords and their total link strength 344, 54, 52, 44, 41 and 41 respectively. While, Table 9 shows the most co-occurred authors keyword and their total strength of the connection. The analysis found the COVID-19, hospitality, hospitality industry, COVID-19, job security and tourism are the most common authors keyword.

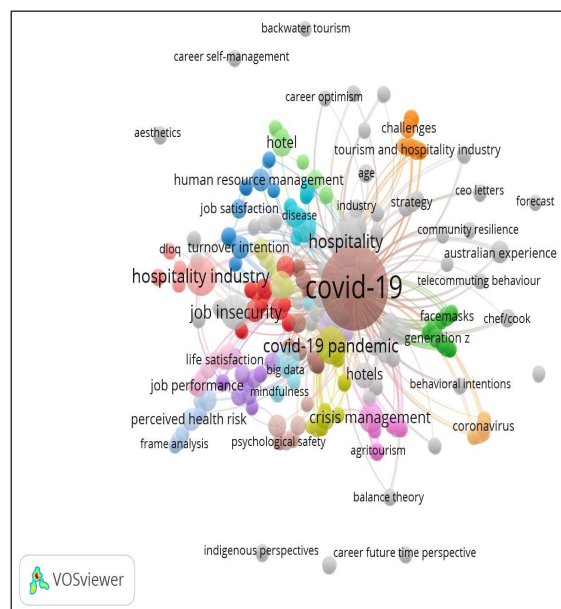


Figure 7: Co-occurrence of author keywords

Table 9: Authors Keyword (source: Scopus database)

Authors Keyword	Occurrences	Total Link Strength
COVID -19	75	344
hospitality	12	54
hospitality industry	11	52
COVID-19 pandemic	10	44
job insecurity	8	41
tourism	8	41

DISCUSSION AND CONCLUSION

The research on “Human Resource” and “COVID-19” in hospitality and tourism domain has started since 2020 after the outburst of unprecedented COVID-19 pandemic. There was very limited study that focused on this domain. While, the increase has been noticed in the number of publications year by year. Also, the COVID-19 outbreak has propelled the increase in the number of researches in the hospitality and tourism domain. The quantitative and qualitative researches have been notified focused on the emerging issues in hospitality and tourism industry amidst COVID-19 (Sigala, 2021). In, the same vein, the present study retrieved the studies that focused on workforce of hospitality and tourism industry. The existing literatures revealed that COVID-19 has not only shaken the tourism economy but as well as adversely impacted the employment. Moreover, the studies also identified that COVID-19 has impacted the mental health and increased the stress level among the employees of hospitality and industry. Many researchers around the world shed the light on the impact of pandemic on human resource of hospitality and tourism industry and unveiled the financial and physical health of hospitality employees. While Srivastava, Gupta, and Management (2022), study examined the association among workplace spirituality and employees wellbeing during COVID-19. Moreover, some studies have focused on the strategies and tactics adopted by the hotel employees in the crisis situation (Atasoy, Türkay, Şengül, & Insights, 2022; Šuligoj, 2022) and many authors shed light on the role of leadership and leadership challenges faced by hospitality industry personnel (Benjathikul & Issues, 2021; Högberg & Management, 2021; Kloutsiniotis, Mihail, Mylonas, & Pateli, 2022; Ruiz-Palomino, Yáñez-Araque, Jiménez-Estévez, Gutiérrez-Broncano, & Change, 2022; Sarkar & Clegg, 2021; Shukla, Sufi, Joshi, Sujatha, & Insights, 2022; Xue, Mo, Liu, Gao, & Insights, 2021; Yuan et al., 2021; Zhang, Xie, Wang, Morrison, & Coca-Stefaniak, 2020)

Also, the study of Kim, Wong, Han and Yeung (2022), examined the job related stress among airline crew and their outcome during pandemic. The finding of the studies

revealed that employees of hospitality and tourism sector have been gone through under the worst circumstances during COVID phase as the employees have faced financial and mental health issue due to the unstable job and job insecurity (Begum, Shafaghi & Adeel, 2022; Kim et al., 2022; Tu, Li & Wang, 2021).

CONCLUSION

This study adopted the bibliometric approach to analyze the researches published on ‘COVID-19’ and ‘Human Resources’ in hospitality and tourism domain. The Scopus database is used to retrieve the data and VOS viewer and NVIVO software were used for the analyses of citation structure, co-citation, bibliographic coupling, co-authorship, co-occurrence and word cloud. The finding shown that articles focused on ‘COVID-19’ and ‘Human Resources’ in hospitality and tourism domain came into existence in 2020. Also, the continuous growth has been noticed in the number of articles published since 2020. This study extracted total 141 articles after filtration of irrelevant articles. Further, the application of NVIVO unveiled the prominent keywords used in the studies and formed a word cloud on the basis of the frequency of the keyword occurred in the articles. The results shown that the most frequently used keywords were COVID, Employees, Hospitality and Hotel.

Regarding the implications of this study, the analysis results may be used by researchers for better understanding and for the sake of knowledge. This research provides the comprehensive overview of the most prominent researches and journals published on “COVID-19” and “Human Resources” in hospitality and tourism domain as well as the study highlighted the research trends and the paradigm shift in research.

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