

# A Bibliometric Analysis of Workplace Deviance from 2004 to 2020

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## Abstract

**Purpose:** The primary goal is to offer a bibliometric study of the work on workplace deviation between 2004 and 2020 till December. 650 research publications were examined out of 292 finalised final considerations. The research aims to identify the most significant journals in this field, the most cited publications in a specific year, and notable authors. After that, an inter-country co-authorship network map is made available.

**Methodology:** Author used the Web of Sciences database to look at the information about the different papers in the study and also used the VOS viewer software to make maps of keyword occurrence, co-authorship network ship between countries, and maps of co-authorship.

**Findings:** The results of this study prove that the leading publication in the year 2017, the most influential journal, is the Journal of Business Ethics. The most cited paper is about developing a measure of workplace deviance. Furthermore, the most prominent authors are Bennett, R. J., and Robinson, S. L. (2000). The United States and the state university of Florida are the countries and schools with the most patents.

**Originality/Value:** This study provides comprehensive literature on workplace deviance and a reliable picture of this area using bibliometric techniques. The study results help future authors interested in researching this topic.

**Keywords:** Bibliometric analysis, Vosviewer, Workplace deviance

Management Insight (2023). DOI: <https://doi.org/10.21844/mijia.19.1.4>

## Introduction

Deviant workplace behaviour among employees is a common problem nowadays in an organization. Workplace deviance is "voluntary behavior that violates significant organisational norms and threatens the well-being of an organization, its members, or both" (Robinson & Bennett, 1995, p.556). Robinson and Bennett (1995) outline two types of deviance, namely minor and severe deviance and interpersonal versus organisational deviance. Examples of slight deviant behaviour include going slow, showing favouritism, and leaving the office early, whereas dangerous deviant behaviour includes stealing company assets, accepting kickbacks, and endangering co-workers (Bennett and Robinson, 2000). Deviant behaviour may also involve having supervisory privileges ( Ahmad and Omar, 2013). Other terms used to describe WDB besides "workplace deviance" include an ethical climate (Appelbaum, Deguire, and Lay 2005), workgroup structure, organisational justice, and anti-social behaviour (Giacalone & Greenberg, 1997), organizational cynicism (Giacalone & Greenberg, 1997), organisational cynicism (Giacalone & Greenberg, 1997)According to Appelbaum, Icon, and Matousek (2007), deviant behaviour is categorized into two types, namely constructive and destructive deviance. Constructive deviance leads to an employee being sufficiently motivated to perform for an

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**How to cite this article:** Verma U.K., Narayana A., Tripathi R. (2023). A Bibliometric Analysis of Workplace Deviance from 2004 to 2020, Management Insight, 19(1)37-50

**Source of support:** Nil

**Conflict of interest:** None

**Received:** 23.04.2023; **Accepted:** 02.06.2023; **Published:** 27.06.2023

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structure, and having supervisory privileges (Ahmad and Omar,2013). Other terms used to describe WDB include an ethical climate (Appelbaum, Deguire, and Lay 2005), workgroup structure, organisational justice, and anti-social behaviour (Giacalone & Greenberg, 1997), organizational cynicism (Giacalone & Greenberg, 1997), organisational cynicism (Giacalone & Greenberg, 1997)According to Appelbaum, Icon, and Matousek (2007), deviant behaviour is categorized into two types, namely constructive and destructive deviance. Constructive deviance leads to an employee being sufficiently motivated to perform for an

organization. In contrast, destructive deviance involves intentional engagement in behaviour that harms the organization and its members. Coffin (2003) stated that 33% to 75% of employees engage in deviant activities.

Research on WDB is an area of integrity in Western nations to comprehend the many causes and effects of deviant behaviour and its impact on organisational commitment and productivity. Diefendroff and Mehta (2007) estimate that workplace deviation causes firms to lose \$6–10 billion annually, accounting for 15–20 per cent of company failures.

Much like it is mentioned before, WDB and counterproductive behaviour are hot topics in Western academics, but they are lacking in the context of Asian nations and India. In India, it was also thought that theft, sabotage, information theft, and disrespectful behaviour were rising. Deviance behaviour can be aimed either towards organisations or individuals, with its effects on the overall organisation including poorer employee engagement and productivity as well as higher employee turnover and absenteeism (Bennett & Robinson, 2000; Hoel & Saline, 2003).

The employee dealing with such abnormal behaviour is more likely to quit and experience stress at work, which will ultimately cause him to lack confidence, feel more afraid, and experience psychological issues (O'leary-Kelly, Griffin, & Gilew, 1996).

#### **This paper tries to answer the following questions:**

Which journal has published the maximum number of papers on workplace deviance?

In which year has the maximum number of papers been published?

Which studies on workplace deviation are the most frequently cited?

Who is the most active writer?

Which nations and organizations are the most successful?

Which authors have collaborated with other writers the most?

#### **What keywords appear the most frequently?**

The current paper is broken up into four sections: The study methods and procedure are covered in Section 2, the results and conclusions of the analysis are examined in Section 3, and the discussion, conclusion, and limits are covered in Section 4.

#### **Research Methodology**

A bibliometric analysis was performed in this study to learn about the research done on workplace deviance from 2004 to 2020. A bibliometric analysis provides a network that can be visualised. For instance, in a network based on direct citation, there is often a large difference between nodes in the number of edges they have to other nodes, for instance, highly cited papers, publications, and most prolific authors. In this bibliometric analysis, one usually performs a normalization for these between nodes. Also, bibliometrics supports overlay visualization. In an overlay visualization, color indicates nodes that have a particular property. For example, nodes may highlight different journals, and colour represents the number of times a paper and journal have been cited (van Eck et al., 2013; Waltman et al. 2013; Vankaan et al. 2013; Klautz et al. 2013). Another visualisation is supported by Vos's density visualization. In this visualization, colours indicate how many nodes are distributed in the two-dimensional space underlying the visualization. The density visualisations immediately identify the dense area where many nodes are close to each other. For this study, the author used data from the Web of Science database. This data has a good scope of workplace deviance literature and is the most popular data source for bibliometric analysis. The database was used for searching papers related to workplace deviance published from 2004 to 2020. The Web of Science database is chosen because of its broader coverage area of quality journals. The keywords "workplace deviance" were used for searching the papers. These keywords were used to determine which papers only contained (workplace deviance) from research papers, articles, and title abstracts; after using the filter, 650 papers were reflected; authors confirmed that all of these papers were closely related to the searched keywords through manual review. It was found that out of 650 articles, 216 were unrelated to keywords or relatively different topics.

Hence they were excluded from this study. Only 292 papers were considered for this study.

- Journals with a maximum publication
- Year-wise publication
- The paper with the most citations
- The most prolific writers
- The most prolific countries and institutions
- Co-authorship network analysis

- Inter-country co-authorship network analysis
- Co-occurrence network analysis is a keyword.

The Vos Viewer 1.6.9 software was used for co-authorship network analysis, inter-country co-authorship network analysis, and keyword co-occurrence network analysis. Vos Viewer is a free software tool used for creating maps based on network data, and it also helps in visualising and exploring these maps.

## Result and findings

Journal with the maximum publication					
<b>16</b> JOURNAL OF BUSINESS ETHICS	<b>10</b> DEVIANT BEHAVIOR	<b>9</b> ACADEMY OF MANAGEMENT JOURNAL	<b>9</b> JOURNAL OF ORGANIZATIONAL BEHAVIOR		
<b>15</b> JOURNAL OF APPLIED PSYCHOLOGY	<b>10</b> JOURNAL OF BUSINESS AND PSYCHOLOGY		<b>7</b> HUMAN PERFORMANCE		<b>6</b> FRONTI- ERS IN PSYCHO- LOGY
	<b>10</b> JOURNAL OF MANAGEMENT		<b>7</b> PERSONALITY AND INDIVISUAL DIFFERENCES		

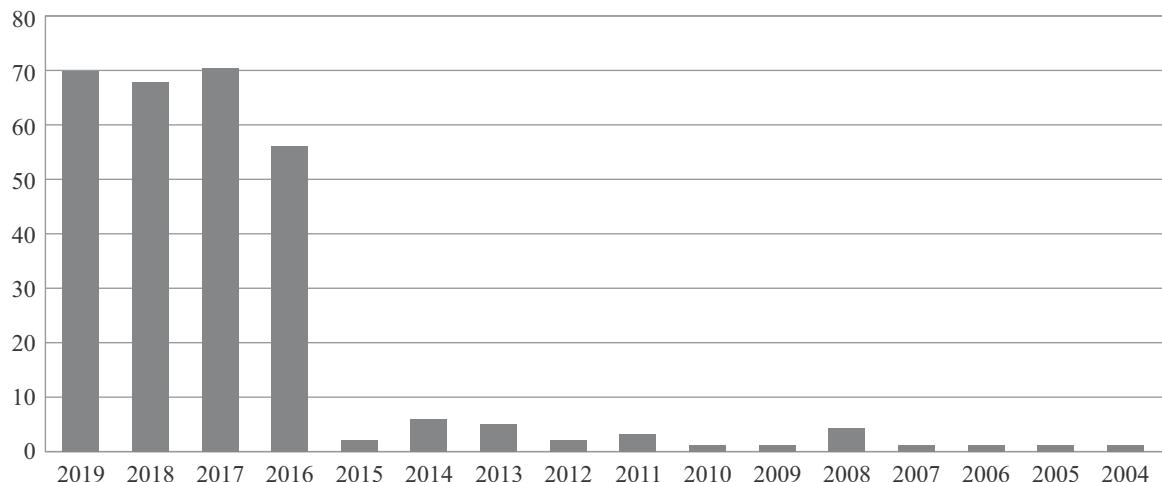
Figure 1- Journal with the maximum publication

All the 292 papers in this study belong to more than 55 journals, showing the top ten journals that published the maximum number of papers on workplace deviation. Two of these top journals belong to Taylor & Francis, and two belong to the Springer publishers. The rest of

the journals belong to other publishers such as APA Publications, Elsevier, Wiley, Academy of Management, Sage, Frontiers, etc. The top journal, the Journal of Business Ethics, has published 16 papers and belongs to the Springer publishers.

## Year Wise publication of papers

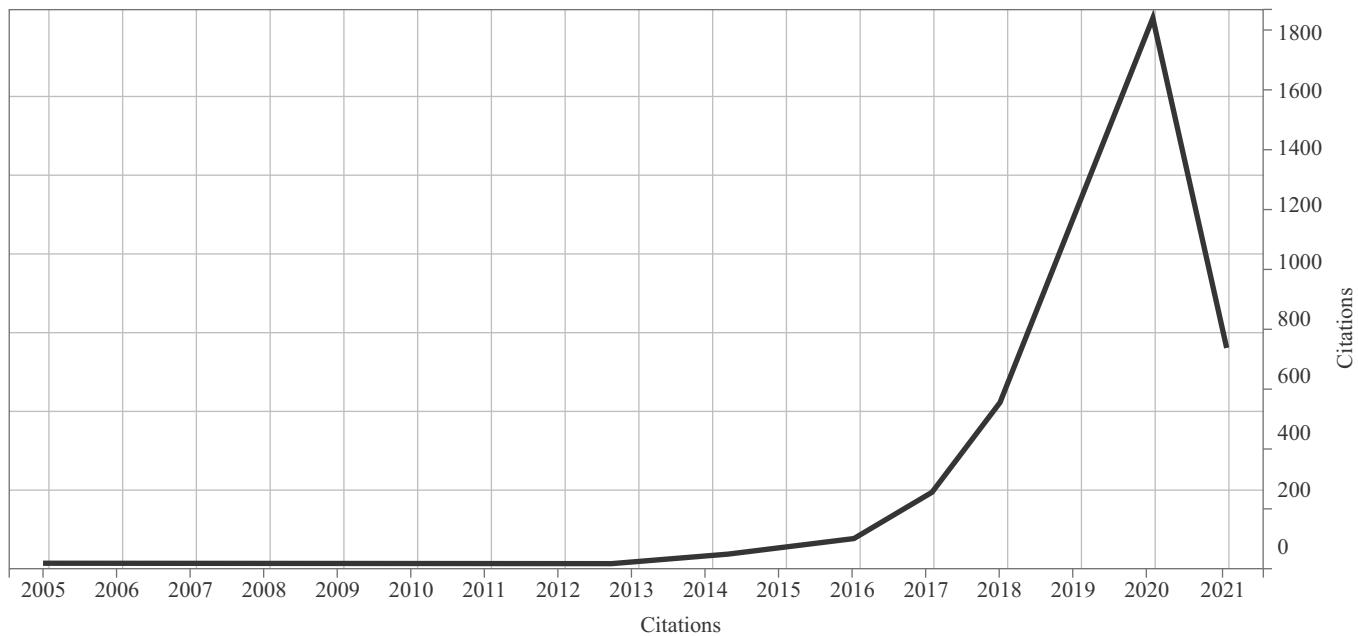
**Figure 2. Year Wise publication of papers**



From 2000 to 2018, the maximum number of published papers has been reached. It can be seen that the research on workplace deviance has been growing in the past few years. The number of published articles was very minimal from 2000 to 2007. Then, there was an impressive increase from the year 2014 to 2019. The number of documents rose from 1 to 71.

Furthermore, it can be seen that most papers have been published in the last four years. The number of documents exponentially increased from 5 to 71 from 2014 to 2019. This clearly shows that the interest of researchers has grown tremendously in this field in recent times.

## Most cited papers



**Figure 3. Most cited paper year wise**

Focusing on the Web of Science Database, a list of the ten most cited papers is presented. The most cited paper, totalling 3,294 citations, is "Development of a measure of workplace deviance" (Bennett, R. J., & Robinson, S. L. (2000)). This research paper initially developed a model of workplace deviance, which consists of a set of nineteen questions. Researchers across the globe widely use this questionnaire. The second most cited paper by Schilpzand, P., De Pater, I. E., & Erez, A. (2016) has 398 citations. This study was conducted in two parts. The first part consists of a review of the literature published

from 1999 to 2013, and the second part describes research findings published in various journals. Also, the researcher highlighted three types of incivility (experienced, witnessed, and instigated incivility). Further, the third most cited paper by Cropanzano, R., Anthony, E. L., Daniels, S. R., & Hall, A. V. (2017) has 352 citations. This study tested the social exchange theory, and it is exciting today. Also, social exchange theory is directly related to workplace behavior and also identifies four critical issues within social exchange theory

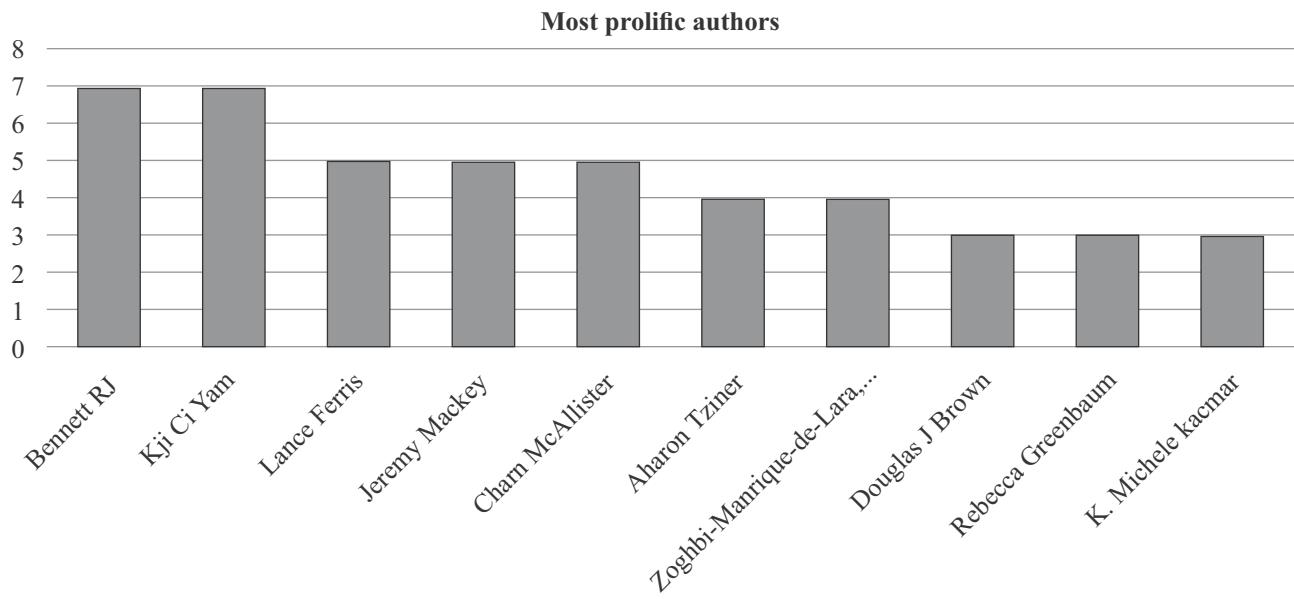
S.No	Author name	Paper Title	Year	Total citation
1	Bennett, R. J., & Robinson, S. L. (2000).	Development of a measure of workplace deviance.	2000	3249
2	Schilpzand, P., De Pater, I. E., & Erez, A. (2016).	A review of the literature and agenda for future research Workplace incivility	2016	398
3	Cropanzano, R., Anthony, E. L., Daniels, S. R., & Hall, A. V. (2017)	Social exchange theory: A critical review with theoretical remedies	2017	352
4	Treviño, L. K., Den Nieuwenboer, N. A., & Kish-Gephart, J. J.	(Un) ethical behavior in organizations.	2004	276
5	Tepper, B. J., Simon, L., & Park, H. M. (2017).	Abusive supervision	2017	224
6	Jetten, J., & Hornsey, M. J. (2014)	Deviance and dissent in groups	2014	195
7	Lim, Vivien K. G.; Teo, Thompson S. H. (2009)	Mind your E-manners: Impact of cyber incivility on employees' work attitude and behavior	2009	94
8	Zhang, Yucheng; Bednall, Timothy C. (2016)	Antecedents of Abusive Supervision: a Meta-analytic Review	2016	86
9	Jiang, Lixin; Lavayssse, Study Lindsey M. (2018)	Cognitive and Affective Job Insecurity: A Meta-Analysis and a Primary	2018	71
10	Mo, Shenjiang; Shi, Junqi (2017)	Linking Ethical Leadership to Employee Burnout, Workplace Deviance and Performance: Testing the Mediating Roles of Trust in Leader and Surface Acting	2017	55

Then, the fourth most cited paper by Trevio, L. K., Den Nieuwenboer, N. A., & Kish-Gephart, J. J. (2014), having 276 citations, examined the relationships between ethical and unethical behaviour in organisations, covering moral interpersonal influences, individual differences, and cognitive and affective processes. Furthermore, the fifth most cited paper by

Tepper, B. J., Simon, L., & Park, H. M. (2017) has 224 citations. This study reviews the causes and consequences of work organization, categorized into three sections. The first section consists of research trends and provides clarification; the second section highlights the implications of the problem of abusive supervision; and the third section explores the

antecedent conditions, explaining when abusive management is more or less likely to occur. Furthermore, the sixth most-cited paper by Jetten, J., & Hornsey, M. J. (2014) has 195 citations. This paper highlighted motivation as a tool to remove deviance and dissent's functional and dysfunctional effects. The seventh most cited paper by Lim, Vivien K. G., and Teo, Thompson S. H. (2009) has 94 citations; a study was conducted in the workplace of Singapore; data were collected from 192 employees to examine the impact on

employee job satisfaction, organisation commitment, quit intention, and workplace deviance. Further, the last three papers Zhang, Yucheng; Bednall, Timothy C. (2016) have 86 citations; Jiang, Lixin; Lavayse, Lindsey M. (2018) has 71 citations; Mo, Shenjiang; Shi, Junqi (2017) has 55 citations, find the antecedents of abusive supervision through meta-analytic review. Also, subsequent studies try to determine the ethical leadership role in employee burnout and reduce workplace deviance.

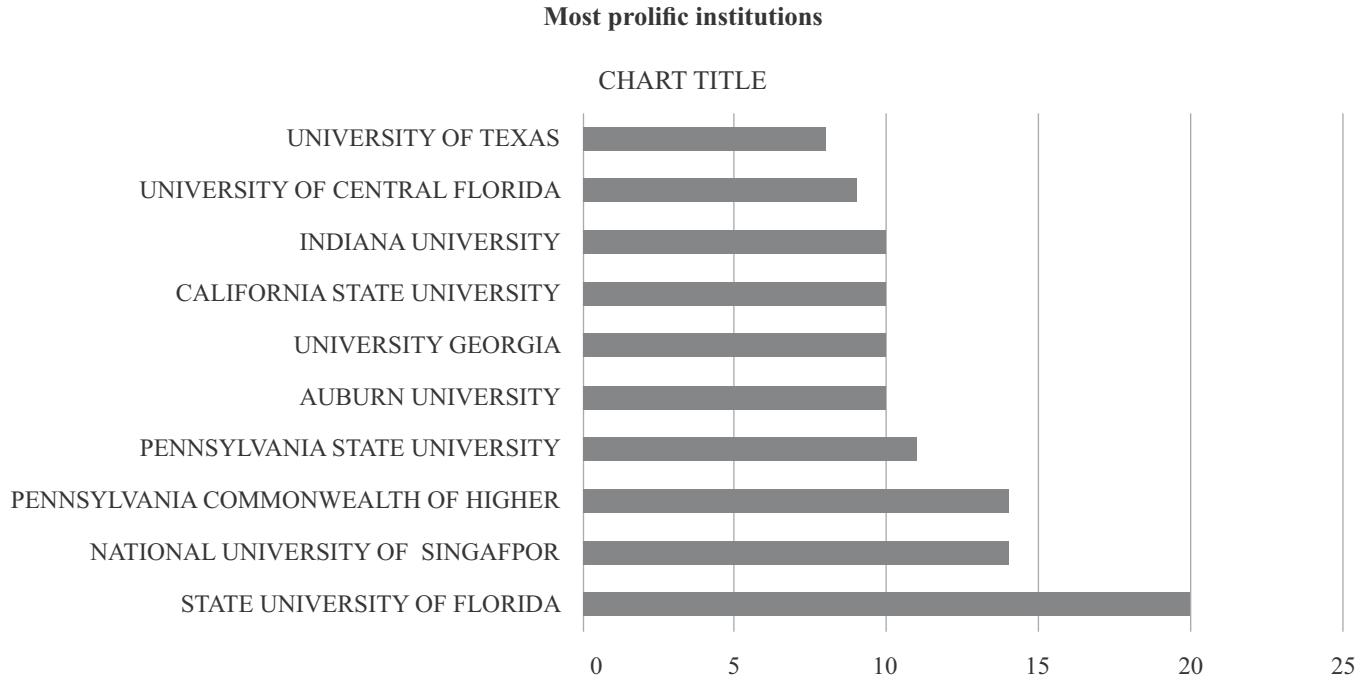


**Figure 4. Ten most prolific authors.**

The 682 writers of each of the 292 publications in the study are the owners of each one. After the data was analysed, a list of the top ten writers with the most publications was created. Further research revealed Prof. Bennett RJ to be the author of the most studies on workplace deviation, totaling seven. At the University of Central Florida, the author is an assistant professor of management at the moment. His areas of interest in research include disruptive behaviour at work and workplace deviance. Professor Kai Chi Yam comes in at number two with seven publications. At the moment, the author is a professor at the National University of Singapore. His research primarily focuses on organisational behaviour, social psychology, and corporate ethics. Lance Ferris, Jeremy Mackey, and Charn McAllister are the next three writers, and they each have five works on the web of science. A measure for measuring workplace ostracism has been created by Lance Ferris of Michigan State University's Eli Broad College of Business. Professor Jeremy Mackey teaches

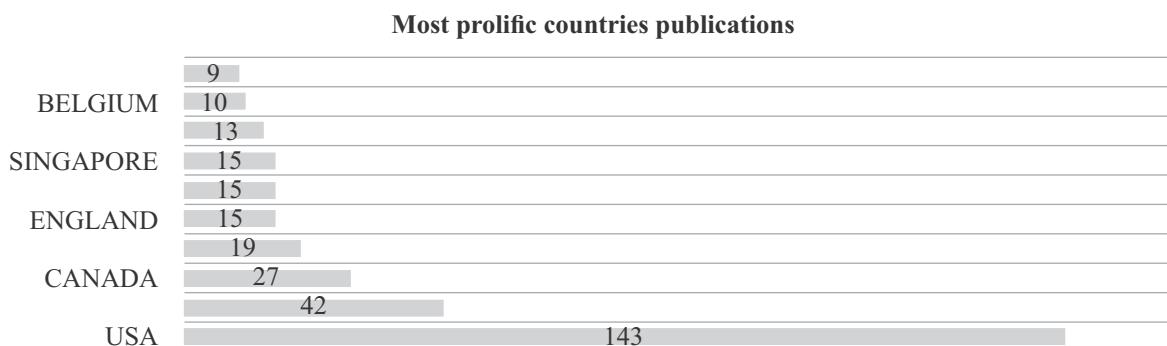
at Auburn University in the US. He researches abusive management and interpersonal mistreatment.

Aharon Tziner and Zoghbi-Manrique-de-Lara Pablo, who each have four works on the web of science, are the next two significant writers. Professor of organisational staffing and workplace attitude at Press Academic Center and Netanya academic colleges is Aharon Tziner. Zoghbi-Manrique-de-Zog Associate Professor Lara Pablo specialises in civic engagement and cyberloafing at the Universidad de Las Palmas de Gran Canaria. There are three papers by the final three authors, Douglas J. Brown, Rebecca Greenbaum, and K. Michele Kacmar. At the University of Waterloo, professor of psychology Douglas J. Brown specialises on organisational behaviour and leadership. Professor Rebecca Greenbaum studies business ethics and justice at Rutgers University. The final author, University of South Alabama professor K. Michele Kacmar, specialises in work-family, impression management.

**Figure 5: Most prolific institutions**

The top ten institutions with the maximum number of papers on workplace deviance are listed below. The most published institution for the paper, the State University of Florida, tops the list with 20 total articles. The top two countries, with fourteen publications each, are Pennsylvania State University and the National University of Singapore. Subsequent to the eleven papers published on workplace deviance by

Pennsylvania State University, the next leading institutions have published ten articles each, namely: Auburn University, University of Georgia, California State University, and Indiana University. Here is the most recent research paper that the University of Central Florida and the University of Texas have written about bad behaviour at work.

**Figure 6: Most prolific countries publications**

The Web of Science result shows the top ten countries with the maximum number of papers on workplace deviance. The first author's country was recognised as the country of origin for the paper. The United States of America tops the list with 140 total papers. China, Canada, Australia, and England are the top countries with the highest number of documents. It is essential to

notice that out of 434 articles in the study, more than half, i.e., 308 total papers, are contributed by the authors of the top ten countries. This highlights the various countries whose authors contributed more than two papers. Looking forward to the major institutions with a higher number of published articles on workplace deviance, the most crucial institute is the State

University of Florida, with a total of 20 papers. Figure 5 shows that the National University of Singapore, the Pennsylvania Commonwealth of Higher Education,

Auburn University, and the University of Georgia are among the other schools that have contributed more than ten papers.

### Co-authorship network analysis

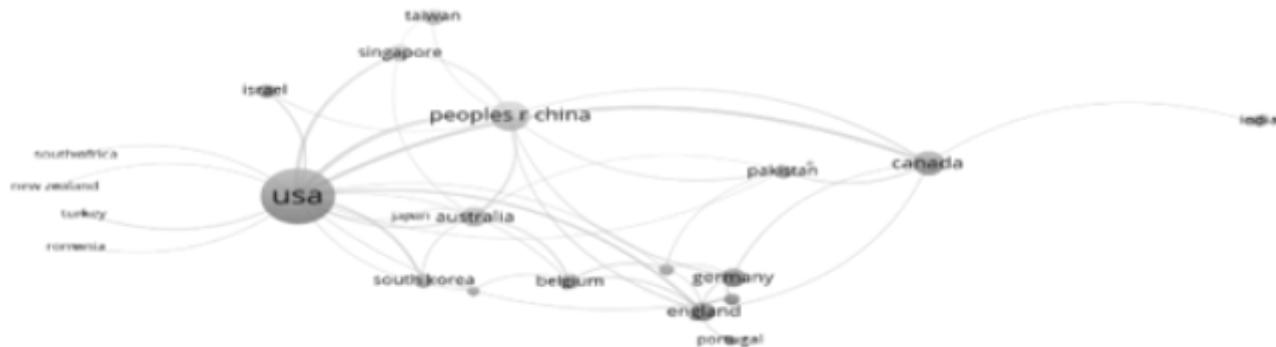


Figure 7

The VOSviewer 1.6.9 programme was used to analyse the co-authorship network. A tool called VOSviewer is used to create and display bibliometric maps. It can be applied to the creation of maps of journals, authors, or keywords based on co-citation or co-occurrence data (Van Eck et al., 2010). Visualization of Similarities is referred to as VOS. The programme uses the VOS mapping method (Van Eck and Waltman, 2007a,b). See Van Eck and Waltman (2009), Van Eck et al. (2010) for a thorough mathematical description of the VOS method and VOSviewer software (2010). The co-authorship network analysis helps identify the writers who have collaborated with the most other authors in the data set

by visualising the co-authorship networks among the different authors. There were 139 authors in the data set for the current study. The software only included authors who had co-authored with at least two additional authors in the data set. Following this criterion, the software discovered that the largest group of authors who had collaborated together consisted of 32 authors. The co-authorship network map created by the VOSviewer software is displayed in Figure 7. A number of lines connect the large and small circles that make up the figure. Larger circles are given to authors who have collaborated with more authors.

### Intercountry co-authorship network analysis



Figure 8. Intercountry occurrence map of various countries author, who researched workplace deviance

Inter-country co-authorship is discussed in this section. This analysis has to determine which countries have the maximum number of co-authored with other countries. There were a total of 38 countries in the data set. The Vos

viewer software has been used to find out how many countries have connected to each other; 31 countries were connected in terms of co-authorship. Also, it was found that authors from the United States of America, China, Canada, Australia, and England have co-

authored with the authors of other countries.

#### **Keywords co-occurrences network analysis**

<b>Keywords</b>	<b>O.C</b>
workplace deviance	1223
abusive supervision	659
performance	485
organizational citizenship behavior	461
work	444
deviance	443
counterproductive work behavior	408
model	405
moderating role	366
personality	351
consequences	304
job-satisfaction	271
antecedents	271
mediating role	267
Meta-analysis	248
perceptions	228
job-performance	224
workplace	223
behavior	198
citizenship behavior	197
leadership	187
justice	178
organizational justice	173
emotional exhaustion	173
aggression	165
leader-member exchange	162
impact	153
interpersonal deviance	149
organizations	147
procedural justice	143
ethical leadership	140
organizational deviance	134
social-exchange	132
perceived organizational support	116
employees	116

psychological contract breach	110
organizational citizenship	109
motivation	109
burnout	107
satisfaction	104
incivility	104
self	102
perspective	100
self-esteem	99
work behavior	98
attitudes	98
resources	96
management	93
self-regulation	93
individual-differences	93
commitment	91
dimensionality	90
trust	89
interactional justice	89
unethical behavior	76
outcomes	73
support	69
stress	68
dark triad	68
turnover intentions	66
stressors	66
citizenship	66
anger	65
identity	64
5-factor model	64
negative affect	63
mediation	63
social identity	62
behaviors	62
counterproductive work behavior	62
employee deviance	61
task-performance	61
negative affectivity	60
job satisfaction	60

destructive leadership	59
creativity	58
self-control	56
constructive deviance	56
work engagement	56
self-reports	56
ethical decision-making	55
emotional intelligence	55
job-attitudes	54
emotional labor	54
validity	52
counterproductive work behaviors	51
voice	51
ego depletion	51
autonomy	51
normative commitment	51
intrinsic motivation	50

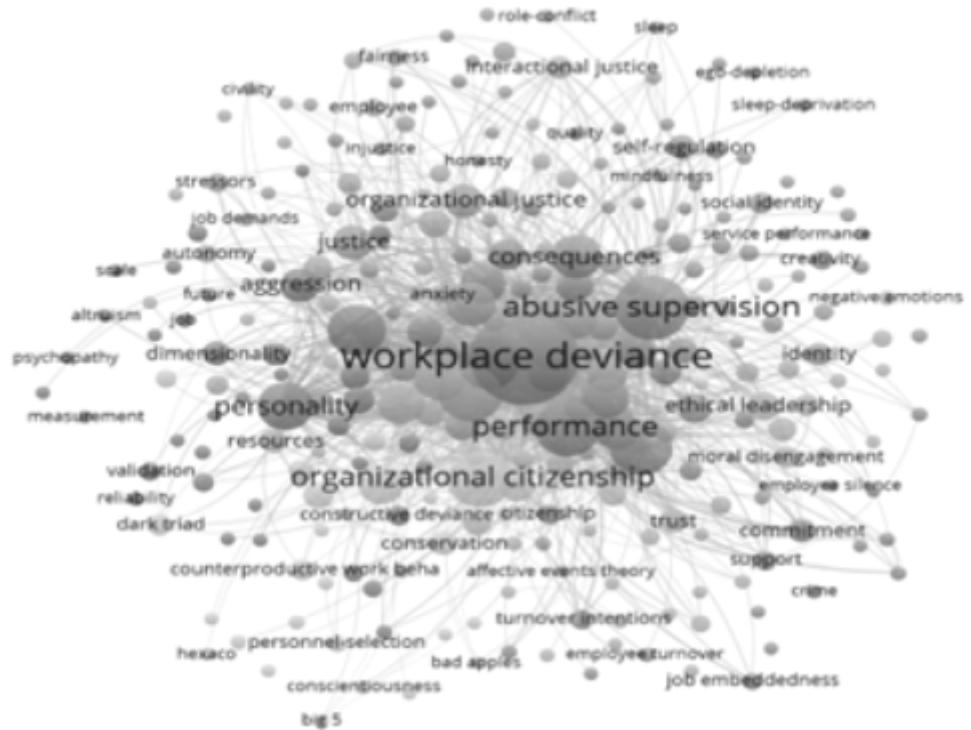
**Table 2. Keywords occurred a maximum number of times in various related to workplace deviance**

The keyword co-occurrence network analysis aims to find out which terms have been used frequently in the different papers in this study. This analysis aids in giving a more in-depth understanding of the subjects and ideas the scholars have primarily concentrated on in the current situation. To examining is a process that VOSviewer uses often. It makes a map where the distance between different terms is used to show how related different keywords are. The relationship between two or more words is stronger when there is less space between them. The cooccurrences in the articles were examined to ascertain how closely the periods were related (Van Eck et al., 2010). The top fifty terms that appeared the most frequently in the data set are listed in Table 1. The terms "workplace deviance" and "deviance" are used a combined 1223 times in the data collection. The data collection contained numerous other keywords that were interchangeable with "workplace deviance," such as "abusive supervision," "justice," "ethical leadership," etc. By totaling up all of these terms, it was discovered that the data set had 263 keywords with entrepreneurial objectives. This implies that, out of the 650 of the 292 papers included in the

analysis, 282 contain the keyword "workplace deviance" or similar terms. The network map of keyword cooccurrences is shown in Figure 9. The data collection had 550 keywords in total. Only the 263 terms that appeared more than three times in the data set were chosen to create the network map. The display multiples lines connecting various terms

The lines show that these keywords have appeared together in different papers in the data set. The network map (Figure 9) in the VOSviewer. The software was looked at more, and Table 1 had just about every other maxim. Figure 9's keyword occurrence shows that the words that are used together with "workplace deviance," "deviance," or "deviant" are used more often. This map can offer a quick glimpse into the many subjects, geographic regions, and study techniques the researchers are currently using. For instance, the fact that the terms "meta-analysis" and "mediating"

Business workplace deviance The words "antecedents" and "five factor model" bshow that researchers used SEM to make a model of bad behaviour at work.



**Figure 9. Keywords occurrence network, map of various keywords, which occurred in different Paper related to workplace deviance**



**Figure 10. Keywords occurrence network, highlighting various keywords, which occurred in different Paper related to workplace deviance**

## Discussion and Conclusion

This study shows that there has been a wide range of studies on workplace deviation over the last nineteen years. Based on the study's research questions, it was discovered that the Springer-published Journal of Business Ethics is the journal that has published the most articles on workplace deviation. The most research has been done in the previous six years, especially in 2017. The study with the most citations discusses creating a scale for workplace misbehaviour Bennett, R. J and Robinson, S. L., (2000). Most prolific authors are Bennett, R. J., and Robinson, S. L. (2000). The nation with the most papers submitted by its writers in the United States of America is Authors from the same nation have regularly collaborated with authors from other nations.

Additionally, the keyword co-occurrence network analysis revealed that "workplace deviance," "antecedents," "abusive supervision," "performance," and "consequences" are the keywords that appear most frequently. The limitations of this study might also be seen as suggestions for future research. First, this study has only considered papers that were published between January 2004 and November 2020. The breadth of prospective analysis can be increased. Second, because the Web of Science database was employed in this study's paper search, papers whose journals were not indexed in Scopus were left out of the analysis. In the future, other databases like Wiley and Inderscience will be able to perform comparable studies. Third, articles produced in other languages were not included in our analysis; only those papers written exclusively in English were. The next constraint is that no master's theses, doctorate dissertations, or unpublished publications on workplace deviance were included in the data set used in this study; instead, only the results from the Web of Science database were used as a source. As a result, in future studies, data gathered from such sources can be compared to outcomes of analysis. Despite this, it is still thought that a thorough bibliometric analysis was given, and numerous significant papers were included in this study. It is claimed that this research endeavour sheds fresh light on the literature on workplace deviation. This study is anticipated to be a useful source of knowledge for the scientific community interested in undertaking further

research in this field.

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