Technostress and Emotional Intelligence: A Bibliometric Analysis Using Dimensions Database

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Abstract

Purpose – The objective of this study is to apply bibliometric analysis to provide a thorough overview of the research landscape surrounding technostress and emotional intelligence. By examining the literature, the analysis aims to identify key trends, and areas of growing interest in this field.

Design/methodology/approach – This study used bibliometric analysis to explore the relationship between technostress and emotional intelligence from the study 2015 to 2025, applying the Dimensions database and VOSviewer software. The research analyzed 700 open-access articles to map key trends, influential authors, and emerging areas in this field. It used citation network analysis, co-authorship analysis, and trend analysis to examine collaboration patterns and the growth of research over time.

Findings – The findings of the study showed a steady increase in research on technostress and emotional intelligence from 2015 to 2025, with a sharp rise post-2020, likely influenced by the COVID-19 pandemic. Key contributors to the field include foundational studies on technological addiction and mental health, with later research building on these topics to address issues like workplace burnout and remote work. The co-authorship network highlighted strong international collaboration, with notable clusters in Western countries, East Asia, and the Middle East, suggesting a global interest in these topics. The citation network analysis identified influential studies and emphasized the ongoing relevance of early research, while the bibliographic coupling revealed a growing focus on workplace stress, digital technology's impact, and emotional intelligence in managing technostress.

Conclusion – The bibliometric analysis advocates a significant shift in academic focus towards technostress and emotional intelligence, particularly after 2020, driven by digital work transformation and the COVID-19 pandemic. The increase in publications reflects growing recognition of the psychological impact of technology on mental health, especially in remote work, with EI emerging as a key tool for managing technostress.

Originality/value – This research adds new insights to the field by examining the interconnections between emotional intelligence, technostress in the context of digital transformation and remote work.

Keywords – Bibliometric analysis, Digital age, Dimension database, Emotional intelligence, Technostress

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1. Introduction

In the 21st century, technology has become an integral part of daily life, fundamentally transforming the way we work, communicate, and engage with the world. As digital tools and systems continue to proliferate, organizations have increasingly turned to Information and Communication Technology (ICT) to maintain competitiveness in fast-evolving markets and to create new opportunities (Urukovičová et al., 2023). The digital transformation has brought major changes to the work environment that affect people in their professional activities. The educational system underwent a complete transformation because of this transformation which has made knowledge and learning opportunities available to all people through inexpensive internet access and portable devices to the extensive (Ewers & Kangmennaang, 2023). The wide range of technology applications produces positive results for most situations. The advantages of better productivity and stronger connections become clear when they reach their maximum potential. The ability to connect people through technology has always served as a fundamental cause of mental health issues.

People experience psychological problems when they use technology through the process of technostress which has become a major concern during recent times. The issue of technostress has evolved into a major concern which continues to grow at an alarming rate. Technostress brought about situation that became so complex that understanding the core concept proved difficult because the negative emotional and psychological and behavioral reactions of people emerged because technology required increasing amounts of their time and effort (Tarafdar et al., 2007). As for offices and institutions of work, this ongoing problem creates workplace stress because employees must stay connected all the time while dealing with excessive digital work and learning new technology at a fast pace (Khlaif et al., 2023).

People who work in education sectors experience this type of stress at the highest levels because they must handle multiple digital platforms and stay current with all new tools (Ragu-Nathan et al., 2008). People who experience technostress develop anxiety and burnout which leads to reduced work performance and negatively affects their mental health and job satisfaction (Pansini et al., 2023). Through excessive reliance on ICT, the boundaries between professional duties and home responsibilities and emotional health have started to merge into a single indistinct area which demonstrates the worsening technostress condition. The problem of technostress creates an outcome which results in people losing their ability to create personal connections while their professional boundaries become indistinguishable. People can protect themselves from technostress effects by developing emotional intelligence which consists of skills that help individuals recognize their feelings and others' emotions while learning to control these emotions (Goleman, 1995). With emotional intelligence people develop the ability to manage various negative effects which stress produces. People experience technostress as a result of psychological and social problems which stem from their digital device usage habits. Users encounter psychological and social problems because they monitor digital activities in real-time (Salanova et al., 2011). The study concludes that workers with high emotional intelligence can better manage difficult situations, cultivate connections with clients, and handle emotional dynamics - all of which enhance service delivery (Chaudhary et al., 2024). Although there is growing recognition of the importance of emotional intelligence in coping with stress, research exploring its specific role in managing technostress remains limited, particularly in the context of rapidly evolving digital environments.

The number of people who recognize emotional intelligence as a useful tool for stress management continues to rise. The research about her role in managing technostress during rapid digital changes remains in its early stages. However, as technological advancement is becoming a core aspect of both work and academic settings, the knowledge of the role that

emotional intelligence plays in alleviating technostress has been recognized as an increasingly significant issue within the area of research. The current research aims to be a part of the existing knowledge by conducting a bibliometric study to illustrate the research extent of the interplay between technostress and emotional intelligence. Researchers have been utilizing bibliometric techniques across different fields to uncover the themes of the studies, the main authors, and the most influential journals, which can, thereby, provide preliminary directions across the scientific domain (Brahimi & Abbas, 2022).

Here, the research makes use of the Dimensions database to advance its investigation. Dimensions is a reputable scholarly articles resource that offers an extensive range of research materials as well as a user-friendly interface facilitating pattern recognition and trend spotting in the literature (Bota-Avram, 2023). The main objective of this bibliometric analysis demands a full examination of all existing research about technostress and emotional intelligence relationships. The analysis through literature-review is at effort to discover prominent research themes, as well as the topics that are to be found in this domain, that are gaining more and more attention.

2. Review of Literature

Technostress is complex, with several dimensions that contribute to the complete experience of stress in technological environments. These dimensions include techno-overload, techno-invasion, techno-complexity, techno-insecurity, and techno-uncertainty (Ragu-Nathan et al., 2008). The different elements function as separate stress origins which need identification to understand how various technological interfaces cause workplace stress. The management of digital task overload and permanent work connectivity requires distinct approaches from those used to handle job security fears and technological advancement anxiety. The identification of these dimensions allows researchers and practitioners to gain a deeper understanding of technostress which helps them develop more effective coping strategies. The psychological toll of technostress is well-documented, with mutual effects together with anxiety, burnout, and a reduction in job satisfaction (Ayyagari et al., 2011). The psychological consequences lead to adverse behavioral patterns which result in employees losing their dedication and producing lower work results. The full impact of technostress on people requires knowledge about how it affects their mental processes and emotional experiences during extended periods. Stress from technology use creates physical health problems which include tiredness and heart issues and additional long-term bodily conditions (Salanova et al., 2011).

The emotional aspect of technostress holds a great importance because people face ongoing technology requirements which create emotional distress and frustration and feelings of powerlessness (Maier et al., 2015). People who experience technostress at work feel emotionally drained which generates complications for their relationships with coworkers and damages their emotional state at work. Organizations that want to create a positive work environment need to understand how technostress affects employee emotions. Organizations that create successful coping systems and train employees in emotional resilience will be able to reduce the emotional burden of technology-related stress. Digital tools have become so common at work that employees find it hard to keep their work duties separate from their personal time. Employees face work-life balance issues because their continuous connection to work tasks creates conflicts between their professional duties and family life while also causing stress (Barley et al., 2011). The merging of these boundaries leads to exhaustion and burnout because workers find it difficult to handle their professional duties alongside their personal commitments. However, people who work in technology or IT related organizations usually get employee-friendly policies such as flexible working hours, compressed work weeks, telecommuting, and work from home which also develop stronger attachments with the organization,

resulting in reduction of employee turnover. Moreover, flexible work arrangements provide autonomy, independence, and freedom that save employee efforts, creating a feeling of obligation that lowers employee turnover (Shilpakar et al., 2024). Addressing the connection between work-life balance and technostress is crucial for organizations to ensure that their employees maintain a healthy work-life dynamic, which is essential for long-term well-being and productivity. Technostress is not only a personal issue but also has profound implications for organizational culture. In workplaces where technology is heavily integrated, employees may find it difficult to cope with the demands of new technologies and the constant pressure to stay updated (Tarafdar et al., 2007). This can lead to reduced productivity, higher turnover, and lower employee morale. Organizations must proactively manage technostress by providing support for employees to cope with technological change, offering training programs, and nurturing a culture that values work-life balance and emotional well-being.

EI stands as a personal ability which enables individuals to recognize emotions while understanding them and managing their own feelings and others' emotional states (Salovey & Mayer, 1990). EI exists in two distinct forms according to Ability EI which represents performance-based evaluations and Trait EI which represents self-assessed behavioral tendencies and personal beliefs about emotional abilities. According to Cooper and Petrides (2010), people who possess Trait EI abilities can handle their emotional and mental responses to technology which helps them manage any stress that might occur. The research has focused on the importance of EI in alleviating stress and enhancing the use of the right coping strategies, especially in situations where there is a lot of pressure, e.g., the education sector and healthcare (Sudrajat, 2021).

According to the study, people with high EI are able to manage their stress and regulate their emotions well. As a result, they are less likely to experience the harmful effects of technostress (Hashmi et al., 2024). EI employees in the company could lessen the impact of technostress through the creation of a positive organizational climate (Ghobbeh & Atrian, 2024). Nugraha (2024) stressed the importance of emotional intelligence in lowering the teacher's burnout and the staffs' stress levels. Besides that, EI individuals become more resilient to stress and their job satisfaction is likely to increase, along with a decrease in their intention to leave the organization. Employees who possess high emotional intelligence (EI) skills develop better strategies to handle the emotional difficulties that arise from technological requirements which results in decreased employee turnover and improved employee wellness (Mérida-López & Extremera, 2017). Employees who possess lower emotional intelligence levels experience difficulties when managing technostress which results in rising emotional distress and escalating employee turnover rates (Begum et al., 2020). Organizations that depend more on technology need to establish training initiatives which develop emotional intelligence skills because these programs serve as essential solutions to decrease technostress effects while building employee strength (Abusweilem et al., 2019). These aspects determine the role of digital leadership in supporting employees' emotional well-being during age of technological transformation, as advocated by Ertiö et al. (2024).

3. Research Method

Research Approach and Design

The study used a bibliometric analysis approach to examine the relationship between technostress and emotional intelligence in the context of organizational studies. Bibliometric analysis is a quantitative research method that uses statistical tools to analyze a large volume of published scholarly articles. The primary objective of this approach is to map the intellectual landscape

of the topic by identifying key research trends, influential authors, significant journals, and emerging areas of study within the period under review. The study applies this method to investigate trends in research related to technostress and emotional intelligence from 2015 to 2025 published articles and all open access, utilizing the Dimensions database and VOSviewer software. The research design is descriptive, as it aims to systematically describe the trends, patterns, and relationships found within the literature without manipulating variables. The study uses bibliometric tools to visually represent the research landscape, including citation networks, and trend analysis.

Publicaton Dataset

The publication dataset for this study consists of scholarly articles published from 2015 to 2025 in peer-reviewed journals, edited books, conference proceedings, and other academic publications related to technostress and emotional intelligence. The total sample includes 1,988 documents retrieved from the Dimensions database comprising articles, book chapters, conference proceedings, monographs, and preprints. Of these, 1,207 are articles, 364 are edited books, 194 are conference proceedings, 105 are book chapters, 82 are monographs, and 36 are preprints. Given the research focus on articles related to technostress and emotional intelligence, the analysis is limited to 700 articles published between 2015 and 2025 and all open access, as these documents meet the research scope. This sample represents a more manageable subset of the total data set, allowing for a focused examination of the trends, authors, and research topics in the context of technostress and emotional intelligence.

Instruments/Measurements

The Dimensions database is the primary instrument used to collect and access scholarly publications. Dimensions offers a comprehensive and reliable collection of academic literature, including citations, keywords, and author information, which is essential for bibliometric analysis. The database is widely trusted by researchers, institutions, and libraries for its comprehensive coverage of multiple fields, making it an ideal resource for mapping the research landscape of technostress and emotional intelligence.

For the visualization and analysis of the bibliometric data, VOSviewer software is used. VOSviewer is an advanced bibliometric visualization tool that facilitates the construction and visualization of bibliometric networks. It allows for the mapping of co-authorship networks, citation analysis, and trend patterns. Using this tool, the study visualizes research clusters, trends, and relationships, making it easier to interpret large amounts of bibliometric data and identify key areas of focus within the research domain.

Data Collection and Analysis Procedure

The data collection for this study focused on identifying research articles related to the keywords "technostress" and "emotional intelligence" from the Dimensions database. The search was specifically limited to publications between 2015 and 2025, and all open access journals and from an initial pool of 1,988 documents, 700 articles were selected for detailed analysis. The selection criteria ensured that only the most recent and relevant studies on these topics were included in the dataset. Metadata for each of these articles, such as titles, authors, publication years, abstracts, and keywords, were then exported in a format compatible with VOSviewer, a software used for bibliometric analysis.

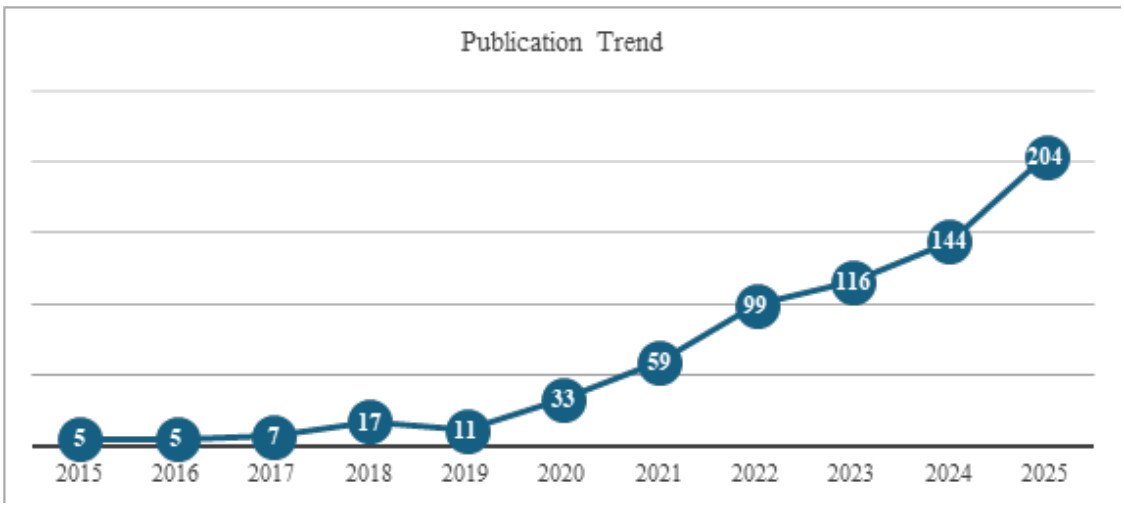
For the data analysis process, bibliometric techniques were applied using VOSviewer. A citation network analysis was performed to map the citation relationships highlighting key contributors to the field. A co-authorship analysis was used to identify collaboration patterns

among researchers. A trend analysis tracked the growth of publications in the area from 2015 to 2025, shedding light on the increasing importance of these topics. The findings were visualized through mapping research landscapes, which showcased different topics, authors, and journals are interconnected and identified gaps for future research in the domain.

4. Results

Trend of Publication

The publication trend from 2015 to 2025 shows a steady increase in research related to technostress and emotional intelligence. Between 2015 and 2019, the number of publications was relatively low, suggesting that these topics were not as prominent in academic discussions during those years. Nevertheless, starting around 2020, there is a sharp increase in the number of publications, likely influenced by the COVID-19 pandemic.

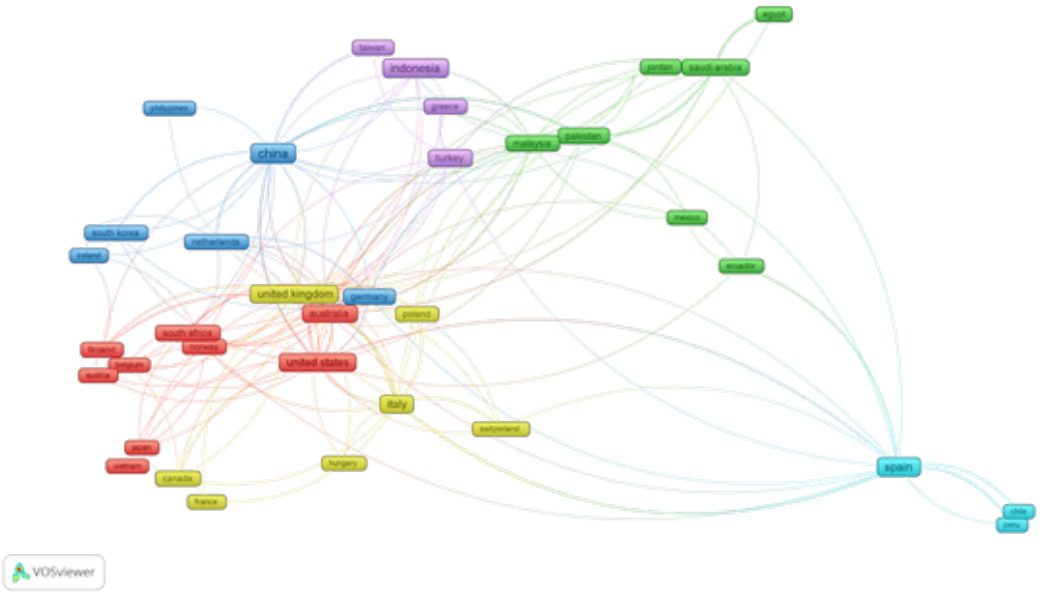


The shift to remote work, increased reliance on digital technologies, and a growing focus on mental health in the workplace during the pandemic likely triggered this surge in research. This upward trend continues well into 2023 and beyond, with publications remaining at a high rate. The sustained growth suggests that the academic community is increasingly addressing the psychological impacts of technology, particularly technostress and the role of emotional intelligence in managing these challenges. As we approach 2025, it is clear that these topics will remain central to ongoing research, driven by continued digital transformation and the evolving nature of work.

Co-authorship Countries

The co-authorship visualization map illustrates the international collaboration network among countries in research publications. Each node represents a country, while the size of the node indicates the volume of its co-authored publications. The connecting lines show the strength of collaborative ties, with thicker lines denoting more frequent partnerships. Distinct color clusters demonstrate regional and thematic collaboration patterns. The United Kingdom, United States, Australia, China, and Spain emerge as central hubs, indicating their strong global research connectivity. The red cluster, led by the United States, United Kingdom, and Australia, represents a Western collaboration network with contributions from South Africa,

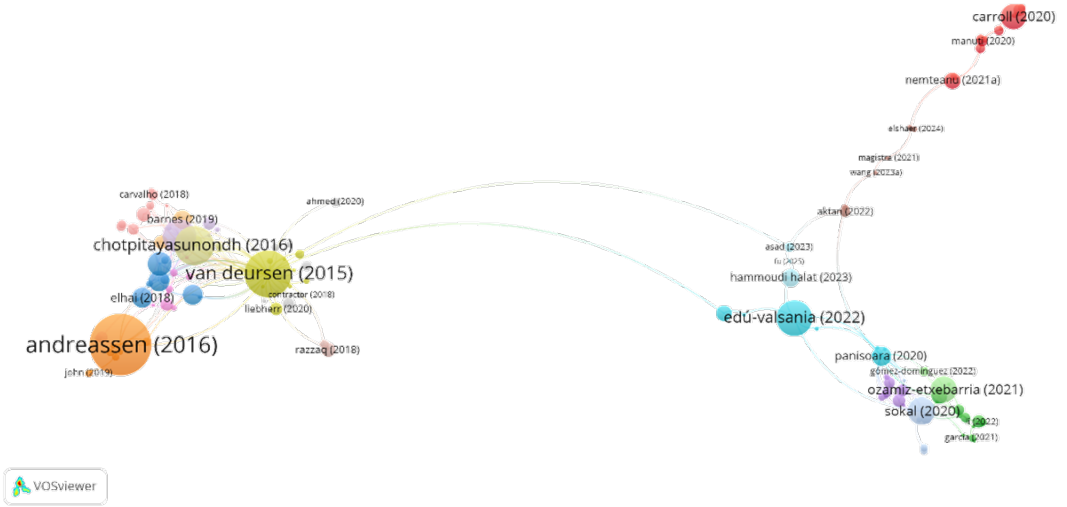
Norway, Belgium, Finland, and Japan, reflecting mature academic linkages across education and leadership research. The blue cluster centers around China, the Netherlands, South Korea, and Ireland, showing strong East Asian and European cooperation, often associated with technology-oriented studies.



The green cluster connects Malaysia, Pakistan, Saudi Arabia, Jordan, and Egypt, highlighting growing research engagement from Asian and Middle-East countries, with emerging ties to Latin America through Mexico and Ecuador. The purple cluster features Turkey, Indonesia, Greece, and Taiwan, forming a cross-regional bridge in social science collaborations. Meanwhile, the yellow cluster represents a European research core, including Italy, Germany, Poland, Hungary, Switzerland, France, and Canada, characterized by inter-European and transcontinental cooperation. The light blue cluster, led by Spain and extending to Chile and Peru, demonstrates strong Spanish-speaking collaboration.

Citation Network Analysis

In the citation network, foundational studies such as Van Deursen and Helsper (2015) and Chotpitayasunondh (2016) are central to understanding technological addiction behaviors, including smartphone use and social media addiction. These early works have played a pivotal role in highlighting the psychological impacts of technostress and social media addiction, which explains why they are frequently cited in later research. Building upon this foundational research, Andreassen et al. (2016) further explored the addictive use of social media and video games, directly linking these behaviors to mental health issues like anxiety, depression, and OCD. This connection emphasizes the lasting impact of the early studies in shaping current research on the relationship between technology and mental well-being.



The citation network states a shift towards examining the contemporary effects of technostress, particularly in response to the rise of online addiction and technology-induced stress. Studies by Halatet al. (2023) and Ozamiz-Etxebarria et al. (2021), specifically address the mental health challenges faced by teachers during the COVID-19 pandemic, particularly burnout and technostress in the context of remote learning and online teaching. This growing body of work emphasizes modern stressors aggravated by the pandemic, have heightened concerns about technostress as a major factor in the mental health landscape of the digital age. Panisoara et al. (2020) extend this discussion by exploring effect of technostress on teachers' motivation and career intentions during online-only teaching, aligning with findings from Carroll (2020). These studies, which focus on the psychological toll of technology on employees, show contribution of technostress to professional burnout and negatively impacts mental well-being, further establishing the relevance of early research in ongoing investigations into workplace stress (Hafeez et al., 2023). The studies like Sarhan (2024) have deepened our understanding of the psychological mechanisms behind smartphone addiction and its links to mental health issues such as depression and anxiety. These works have paved the way for more recent research, such as Wolniewicz et al. (2018), which delves into the psychological processes such as rumination that mediate the relationship between problematic smartphone use and mental health outcomes. This illustrates the continuing relevance of earlier studies in advancing our understanding of the connections between technology use and emotional distress.

The citation network also highlights the growing concern with digital technology's impact on workplace burnout. Sokal et al. (2020) explore the mental health challenges faced by teachers during the pandemic, identifying stress, burnout, and depression as key issues, particularly related to the shift to remote learning. This finding resonates with the work of Fu (2022), which examines the broader impact of technostress on professionals working remotely, reinforcing the critical role of technology in shaping modern workplace well-being. The literature on emotional well-being in the context of constant digital engagement is expanded by studies like Guazzini et al. (2019), which investigate phubbing the act of using a smartphone during social interactions and its negative effects on social connectedness. This research strengthens the argument that behaviors linked to excessive smartphone use contribute significantly to mental health issues such as anxiety and depression, further supporting the growing recognition of technostress as a significant source of emotional distress in our digital world (Sarhan, 2024).

Bibliographic Coupling Network

The bibliographic coupling network provides a straightforward perspective of linkage between various research publications by common references. Andreassen (2016), the primary node, stands out as a major fundamental research in the area of technostress and emotional intelligence, with many papers referencing it. This points to the ideas presented in Widely cited and influential in later work in the field, this research has shaped subsequent studies in the field. The green cluster centered around Andreassen (2016) comprises other significant publications such as Thomée (2018) and Schilhab (2018) continue to develop the early research and more investigate the link between technology and mental health.

The red and yellow clusters focus on the research by Carroll (2020), Halat et al. (2023), and Fu (2022) to reflect a change towards more modern issues. like remote work, burnout in the workplace, and the mental effects of digital technology, these recent studies demonstrate the research has grown to meet current problems as technostress is increasing relevance in digital environments and stress caused by rise in remote work.

5. Discussion

The bibliometric data analysis of the research papers on technostress and emotional intelligence state a striking surge in academic interest in these subjects, particularly since the beginning of the COVID-19 pandemic. Between 2015 and 2019, there were comparatively fewer papers on these subjects, i.e., the psychological effect of technology and the contribution of EI towards mitigating such an effect had not been a major area of study prior to this. However, though since 2020 there has been a sudden and sustained growth in publications, possibly prompted by the growing use of home working, greater dependence on digital technologies, and greater interest in work-related mental health matters, all of which were heightened during the pandemic. This increase in research indicates the increasing acknowledgement of technostress the stress that is caused by excess use of digital technology and its profound effect on the psychological health and well-being of staff.

The international collaboration analysis of the study attests to a dense set of academic relationships, with United Kingdom, United States, and Australia being at the hub of a Western collaborative cluster. The increasing visibility of Asian, Middle Eastern, and Latin American work is evidence of the global diffusion of technostress as a cause for concern. Nations such as China, Malaysia, and Saudi Arabia, among others, have created new alliances, which attest that the challenges of technostress are not Western but increasingly global. That there is such global

cooperation is evidence of a shared need to learn about the psychological impact of technology and an exhibition of moving beyond digital stressors and cultural boundaries.

The network of citations sheds light on the path-finding work of early research works, including Van Deursen (2015) and Chotpitayasunondh (2016), to lay the groundwork for current knowledge of technological addiction and its psychological impact. Subsequent works, including Andreassen et al. (2016), built upon these to include correlations with technology addiction and psychopathology like anxiety, depression, and OCD. These initial studies still determine technology use research inducing emotional distress. Subsequent work, especially by Halat (2023) and Ozamiz-Etxebarria (2021), has also persisted in examining technostress expression in home-based work environments, specifically academic professionals, and concluded pressures of online learning and teaching have amplified mental health issues, such as burnout.

The bibliographic coupling network analysis exposes the enduring impact of Andreassen (2016) as a field study to comprehend the psychological impact of technology use. The current research, for example, Carroll (2020), Fu (2022), and Halat (2023), draws upon these bodyworks by studies of the specific issues presented by telework and further integrating digital tools into workplaces. This study has defined technostress as personal challenge and organizational problem that has a negative impact on the motivation, performance, and well-being of employees. Emotional intelligence is therefore increasingly being placed as central strategy for countering the adverse psychological consequences of digital technology. EI, through its emphasis on emotion regulation, stress management, and developing resilience, is being placed as the central solution for technostress management, especially in remote and digital-first work environments.

6. Conclusion

The bibliometric mapping supports a radical change in scholarly interest in technostress and emotional intelligence, especially post-2020, fueled by workplace digitalization and the COVID-19 crisis. The rising publication rate is an evidence to increased awareness regarding the psychological effect of technology on mental health, especially remote work, with EI as the key driving force to reverse technostress. The expansion of global cooperation and ongoing dominance of root research led to the reality that such issues have assumed global proportions, moving away from the West into other parts of the world. While digital technology continues to advance and build working life, studies of technostress and EI will remain central to thinking through and dealing with issues of mental illness of the digital age.

7. Implication

Theoretical Implications

EI, which involves self-awareness, emotional regulation, and empathy, is increasingly recognized as an essential skill for individuals to navigate the complexities of a digitally driven environment. This emerging link between technostress and EI suggests that future theoretical frameworks should integrate emotional intelligence as a key factor in identifying individuals respond to technological pressures and adapt to the demands of the digital workplace. The study's findings highlight the global nature of technostress, indicating that this issue is not confined to Western societies but is a universal concern, as evidenced by increasing research in regions like Asia, the Middle East, and Latin America. This suggests that future theoretical models should consider cross-cultural differences in the experience and management of technostress, recognizing that the impact of digital technologies may vary depending on cultural, social, and economic

contexts. The theoretical shift from general technology addiction to more specific forms of stress, such as workplace burnout and online teaching-related technostress, signals a need for more refined models of technostress that focus on the diverse contexts in which it manifests. Research must continue to develop context-specific frameworks that account for factors such as job roles, work environments, and organizational structures, as these will influence of technostress on individuals and leveraging EI to alleviate its impact.

Managerial Implications

Managers should recognize technostress as a key challenge in the workplace, especially with the rise of digital tools and remote work. To mitigate its impact, they should incorporate emotional intelligence into leadership practices, create flexible work environments, and introduce mental health support programs. Managers can help employees cope with technostress by promoting emotional regulation skills, reducing digital overload, and creating a supportive, open environment for discussing technology-related stress. Researchers should further investigate the psychological mechanisms of technostress, especially in the context of digital work environments. Future studies should explore cross-cultural differences in experiencing technostress and emotional intelligence as buffering factor for its effects. Research on EI training programs and their effectiveness in reducing technostress will provide valuable insights for both theoretical development and practical interventions, particularly as remote and hybrid work models continue to evolve.

8. Limitations and Directions for Future Study

This study's limitations include its reliance on the Dimensions database, which may not capture all relevant research from other databases like Scopus and Web of Science. It also focuses on publications from 2015 to 2025, missing earlier foundational studies and emerging trends post-2025. The analysis of co-authorship and citation networks primarily highlights quantity over quality, potentially overlooking innovative but less-cited work. To address these limitations, future research could incorporate multiple databases, track emerging trends beyond 2025, and explore the quality of collaborations. Studies should consider methodological diversity, regional differences, and the role of emotional intelligence in addressing technostress, especially in remote and hybrid work settings. Finally, with the rise of emerging technologies like AI and VR, future research should examine their impact on technostress and the need for adaptive emotional intelligence frameworks.

Conflict of Interest

Authors declare no conflict of interest while preparing this article.

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