

Research Article

Exploring The Influence of Work Stressors on Psychological Well-Being and Job Performance: Takeaway from Food Delivery Gig Workers

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Abstract: **Purpose** -This study seeks to undertake a rigorous systematic literature review combined with a bibliometric analysis to explore the key determinants of work-related stress among gig workers, specifically emphasising the food delivery sector. It further examines the impact of stressors on job performance and psychological well-being along with creating a link to the interconnections among these variables and pinpoints potential areas for future research within the domain. **Design/methodology/approach** A comprehensive bibliometric analysis was conducted using Scopus data from 2000 to 2024, encompassing 151 publications and 354 documents authored by 159 researchers from 67 countries as a whole. The annual publication trends revealed a marked increase after 2018, peaking in the early 2020s, reflecting the renewed academic focus on gig work stress in these years. **Findings** -The co-citation analysis of journals identified distinct clusters centred on occupational health, psychology, and public health, reinforcing the interdisciplinary nature of research on gig work stress. Foundational texts and high-impact journals were identified as critical reference points, that reflect the research community's concentrated consideration to examine several effects of work stress within the gig economy. The findings underscore a persistent and growing scholarly engagement with the subject, emphasising its significance to workplace well-being, public health, and broader social science inquiries. **Originality /Value** The present study is unique in its comprehensive approach to examining the topic of the Digital workforce from all pertinent perspectives, making a compelling case for its unique and thorough exploration of the subject.

Keywords Work Stress; Psychological Well-Being; Job Performance; Bibliometric Analysis; Bibliographic Coupling; Citation Analysis, Co-Occurrence Analysis; Systematic Literature Review.

INTRODUCTION

Due to changes in customer tastes and technical improvements, the online meal delivery sector has increased in recent years. The importance of online food delivery executives in assuring prompt and effective meal delivery to clients grows as this business continues to expand. However, this rigorous and fast-paced work atmosphere can put executives under stress, which might influence how well they do their jobs. Smith et al. (2021). Both organizational and personal reasons frequently bring on stress. Stress is the cognitive and biological condition that arises whenever an individual's assets are inadequate to cope with the expectations and stresses of the circumstances MacEachen et al. (2022). The different stress-reduction strategies are available, but the choice completely depends upon the person. People who use positive stress coping strategies can better manage their stress, which boosts their level of enjoyment and productivity at work (Johnson, A. 2020). Our impulsive lifestyle has driven us to adopt an online existence. Even food has been delivered to our doorsteps with a simple tap, making life more comfortable (Pearsall et al,2009). The current study is being conducted to measure the benefits and downsides of workplace stress, the impact of management tactics, and operational job performance in the context of online meal delivery services,

specifically.

At the time of COVID-19, the value of food delivery transactions increased by 43% from 2019 to 2020, reaching USD 9.24 M. Despite the market expansion, delivery workers are facing challenges with their working conditions, including low pay and working late into the night. This has led to further discussions about how to improve their working conditions. Additionally, it was mentioned that gig workers do not operate in a formal setting, therefore their working conditions are subpar. Moreover, it is crucial to acknowledge their position and improve their working conditions. Chapell and Craig (2019). Gig employment has grown in popularity recently, particularly in the food delivery industry, as technological improvements and lifestyle changes drive demand for on-demand services (Iancu, 2022). Platforms such as Uber Eats, DoorDash, and Zomato have grown globally, providing convenient options for consumers while allowing gig workers to earn money with flexible hours (Woodcock, 2021). Despite these advantages, working circumstances and the mental health of gigs received significant attention. Stress has greatly impacted humans as they are social, cognitive, and logical (Everly, 2019). Stress is an unavoidable component of everyday life, and its presence in organisational settings, in particular, presents a

substantial barrier to many personnel fulfilling their tasks (Amankwah, 2023). According to the National Crime Records Bureau, 1,64,033 suicides were reported in India in 2021, with 1.6% attributed to professional/career issues (Team, 2022, NCRB Report 2021). Most studies on job stress discovered that it produces problems for individuals and organisations (Chung et al., 2017; Giorgi et al., 2017; Wen et al., 2020). Long absenteeism from work is most often caused by mental health concerns, exhaustion, and burnout (Salvagioni et al., 2017). Even in developed countries, mental health issues are now more common than physical ones when it comes to long-term disability or illness (Johnson et al., 2018).

The logistics industry for online retailers has undergone transformative changes due to the proliferation of digital platforms (Gao et al., 2022; Kuhn & Galloway, 2019). Zodi and Torok (2021) describe a digital platform as a mechanism that enables the exchange of information and materials, facilitates business transactions, and creates value by connecting service providers and users in a virtual environment. Kuhn and Galloway (2019) further argue that gig employment via digital platforms provides startups with a competitive edge over established businesses by lowering market entry costs. Platform workers typically engage in non-standard forms of employment, such as temporary work, dispatched labor, and multi-party employment arrangements. As part of the growing digital workforce, gig workers operate in a framework where, as Wang and Chaolu (2022) define, gig work is "labor income based on a digital platform without signing employment contracts."

Concerns over the mental and physical well-being of freelance workers have also arisen in light of the growing gig economy. People in the gig economy often feel pressured to work long hours or in physically demanding conditions due to the competitive nature of the industry. According to Prassl (2018). This relentless speed, along with inadequate access to mental health treatments and workplace safeguards, can lead to a cycle of stress that harms both individual well-being and overall industry efficiency (Quick and Henderson, 2016). Recognizing the need for a healthier work environment, some researchers and policymakers have begun advocating for the implementation of support systems for gig workers, such as health benefits, psychological counselling, and fair labor practices, which can reduce stress and foster positive mental health.

BACKGROUND OF THE STUDY

The gig economy has transformed employment in the twenty-first century, with temporary, flexible occupations conducted by independent contractors or freelancers. The gig frugality (also known as the "sharing economy" or "on-demand economy") is a business model in which online platforms link workers and independent service providers with customers and consumers via digital devices (Harris, 2017; Tran and Sokas, 2017). According to research undertaken for the United Kingdom government, gig work is referred as the exchange of labor for payment between

individuals and organizations via digital platforms that intentionally foster short-term, task-by-task connections between service providers and customers. (Warren 2021). Gig jobs are temporary or project-based positions that do not offer steady hours, income, fringe benefits, or obvious professional growth opportunities (Dunn, 2018). Workers are hired to complete a specific activity or for a set period, and their hours and pay are inconsistent. Gig workers are also not properly supervised. Gig workers are divided into two categories: those with high skills and those with poor skills. Low-skilled gig workers include those who work in delivery and transportation services such as Uber and Grab, personal and domestic services such as TaskRabbit, and high-skilled gig workers include those who work in specialized services such as Medicast and GlamSquad, creative and technical freelancing such as Labmate and Freelance. (Van Slageren and Herrmann, 2024; Watson et al., 2021).

Traditional ideas of work are called into question by the distinctive traits acquired by gig economy workers. The demand for gig workers' services can fluctuate, making their work schedules unpredictable, according to a previous study (Harvey et al., 2017). Due to the time-sensitive nature of on-demand labor, adaptability and efficiency are of the utmost importance. Academic research on the gig economy has been slow to keep up with popular interest. A functional model for comprehending gig economy involvement and the potential effects of gig work on worker health and well-being was constructed by Keith et al. (2020) using organizational theory and research. They provide a comprehensive definition of the gig economy and put forth a model for comprehending the motivations behind people's participation in it.

The inability to strike a good work-life balance is a potential drawback of gig workers. After surveying 374 workers at a pharmaceutical company in Spain, Mas-Machuca et al. (2016) found that this balance was attached to greater levels of job satisfaction. Consequently, job satisfaction is higher among workers who are capable of striking a positive balance between personal and professional life. Gig work is marketed as a flexible and independent job path. However, it occurs in the absence of the more common safeguards seen in typical job contexts. WLB (work-life balance) may be influenced by the erratic nature of work hours and compensation, as well as job intensification and financial difficulties (Warren, 2021). Working in the gig economy may make it difficult to get enough sleep, keep a healthy work-life balance, and complete other everyday tasks (Rasheed et al., 2020). Gig operators in Malaysia should always treat their employees well, regardless of whether they are independent contractors or freelancers because Zulkefli and Omar (2023) show that all factors, including income WLB, and mental health, significantly impact performance among gig workers. They should get raises from time to time, and their mental well-being and capacity to balance jobs and life should be closely watched at all times.

The concept of stress has become a frequent expression in

daily conversation, albeit with different interpretations by individuals. Workplace stress is caused by people attempting to manage the responsibilities, commitments, and other sorts of pressure linked with their jobs while encountering difficulties, tension, anxiety, and fear (Lazarus, 2020). Occupational stress has a significant and negative impact on the level of job satisfaction that employees experience (Dartey-Baah et al., 2020;

Tongchaiprasit and Ariyabuddhiphongs, 2016). Employees are stressed out due to an excessive workload (Asadullah, 2024) and a disconnect between their personal and professional lives (Naru and Rehman, 2020). Furthermore, occupational stress and work-life imbalance are associated with symptoms of depression among those employed in the food delivery sector (Peng et al., 2022).

The purpose of the bibliometric paper is to review and synthesize current literature on the factors that cause work stress among gig workers in the food delivery industry, assess their impact on job performance, and investigate the link between work stress, psychological well-being, and job performance. The project aims to add to a comprehensive knowledge of work-related stress in the gig economy and its implications for both workers and service providers by identifying major trends, patterns, and influential publications in the field. As a result, it provides significant insights for stakeholders ranging from platform businesses to politicians on how to improve gig workers' job satisfaction and well-being while supporting optimal job performance. The study will map the current knowledge landscape using a bibliometric approach, highlighting research gaps, and recommending areas for further investigation to create a more sustainable and supportive environment for gig workers in the food delivery sector. Based on the above gap, the following research questions were obtained:

- Q1. What are the main factors contributing to work stress among gig workers in the food delivery sector?
- Q2. What are the prevailing trends and patterns in research focused on work stress, psychological well-being, and job performance among gig workers?
- Q3. What is the geographical and thematic distribution of existing studies on work stress, psychological well-being, and job performance among gig workers?
- Q4. Who are the most influential authors, and what are the leading journals and publications on work stress and job performance?
- Q5. What methodological approaches are used in research on work stress, mental well-being, and job performance of gig workers?
- Q6. What are the key findings, research gaps, and future research opportunities about job stress, psychological well-being, job performance of gig workers?

Using a mix of visual bibliometrics and theme analysis, this study delves deep into the origins and development of the idea of work-life dynamics in the academic setting. The ever-changing visualisations, output, and influence of the academic environment can be better understood using bibliometric analysis, a quantitative review of scholarly publications. Visual bibliometrics reveal patterns in co-authorship, citation networks, and citation trajectories.

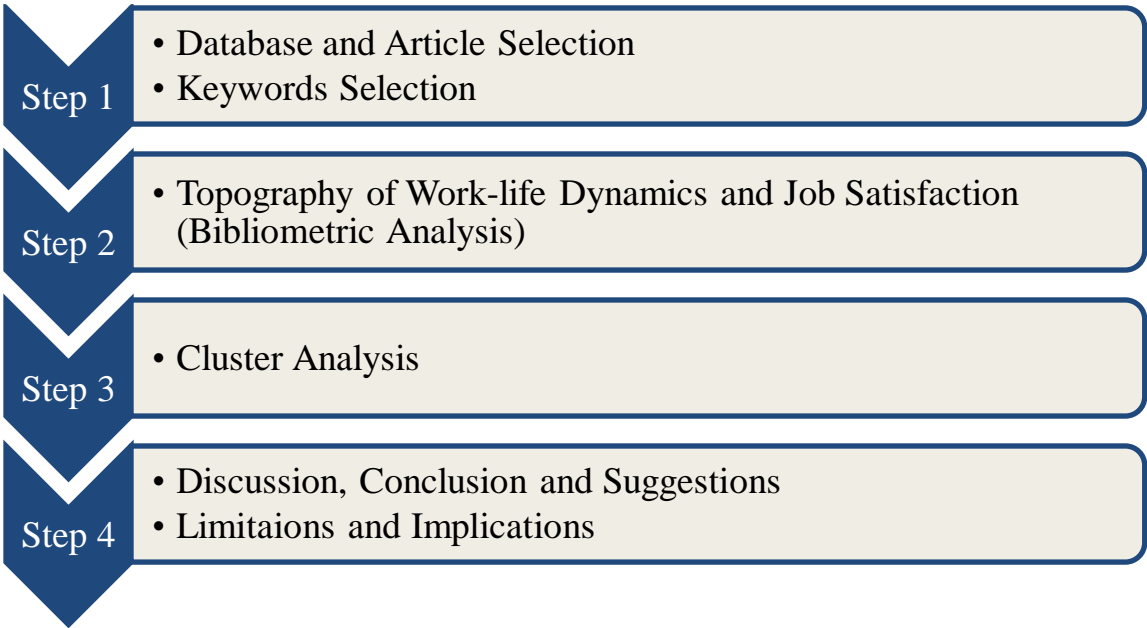


Figure 1: Methodology used for bibliometric analysis of Work-life Dynamics and Job Satisfaction

RESEARCH METHODOLOGY

Numerous methods exist for doing systematic reviews. Some examples are bibliometric reviews, framework-based reviews, and meta-analyses (Elsamani et al., 2023; Gutiérrez et al., 2020; Li et al., 2021). This also pertains to the thoroughness and scope of how researchers analyze and understand data. The intuitive interface that allows users to access the co-citation network

is a defining feature of bibliometric analysis.

In order to conduct fundamental research, bibliometrics frequently use citation analysis. A study issue's many facets are examined according to the particular unit of analysis. Popular units of research analysis include authors, journals, publications, keywords, institutions, organizations, and nations. The premise of citation analysis is that writers cite or discuss works they consider significant (De Bellis, 2009). The intellectual structure of many fields, including science and others, can be uncovered using author co-citation analysis, which examines the interdependence of successive publications (Chen et al., 2024; Marchiori et al., 2021; Simao et al., 2021). Choosing a database, analysing bibliographic material, and making it more accessible are the methods involved in developing bibliometric data. The next step is to choose the program and choose a way to show the results.

The PRISMA flow diagram (Figure 2) depicts the step-by-step methodology for a bibliometric analysis aimed at identifying key factors causing work stress and their impact on job performance, as well as the relationship between work stress, psychological well-being, and job performance among gig workers in the food delivery sector. Initially, Scopus discovered 375 items spanning articles from 1982 to 2024. These records were subjected to a preliminary screening, and 363 were chosen based on particular eligibility criteria, which included characteristics such as topic relevance and alignment with study aims. During the screening phase, 12 records were eliminated since they were published before 2000, limiting the focus to more recent investigations. Additionally, 9 records were excluded because they did not match the language inclusion requirements, as the study was limited to English-language publications. Following these exclusions, the remaining 363 records' abstracts were evaluated to confirm they fit the study's eligibility requirements. Following this thorough examination, 354 documents were deemed appropriate for inclusion. These 354 records were then employed in the bibliometric synthesis, which served as the foundation for a full analysis of work stress factors and their impact on the specified sector. This methodical technique ensures that only the most relevant and high-quality studies are included finally, thus increasing the dependability of the study findings.

Inclusion Dates:

The inclusion dates refer to the period in which research or publications were chosen for inclusion in the study. The study's inclusion dates ranged from 2000 to 2024, suggesting that only articles published between 2000 and 2024 were included for analysis.

Inclusion Searching Keywords:

In bibliometric research, inclusion searching keywords are used to identify relevant material methodically. In the context of the study article "Identify the Key Factors Causing Work Stress and their Impact on Job Performance and Relationship between Work Stress, Psychological Well-Being and Job Performance", inclusion searching would involve establishing keywords and search phrases that are –

Search string: “Work Stress,” “Psychological Well-Being” and “Job Performance.”

Inclusion Document Type:

The inclusion document type refers to articles that have been included or considered for bibliometric analysis. "Articles, reviews, books, book chapters, conference papers, conference results, and trade publications" that investigate or evaluate the connection between work-life dynamics and job satisfaction in organizations will be included in the study.

Inclusion Language Type:

Inclusion Language Type is most commonly used to describe the technique of picking articles, papers, or sources for study to ensure diversity and comprehensiveness in language representation. The study selects research papers, articles, and other publications that are solely published in "English".

Tool (Software) Used:

As part of the bibliometric analysis and synthesis process, distance-based co-occurrence maps were constructed using VOSviewer. These maps show the relative frequency of phrases extracted from titles, abstracts, and keywords, organized into groups according to a similarity matrix.

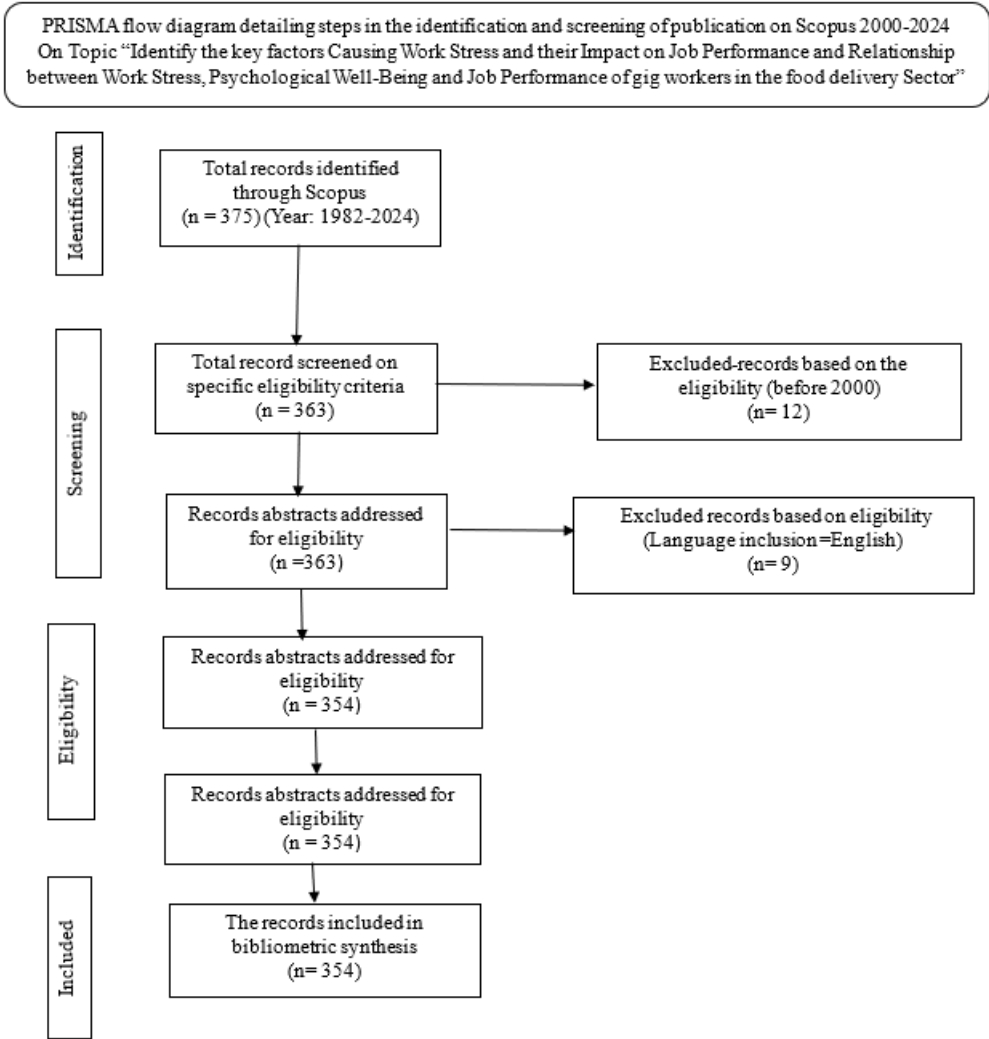


Figure 2: Methods for Data Collection Using PRISMA Guidance

Source: Designed by Author

BIBLIOMETRIC ANALYSIS AND RESULTS

Outlook and Summary of Scopus Data:

Table 1 summarizes Scopus data utilized in a bibliometric analysis, encompassing publications from 2000 to 2024. A total of 151 publications were discovered, leading to a total of 354 research papers. These documents were written by 159 different people, demonstrating a wide spectrum of contributions to the research area. The analysis includes work from 67 different nations, demonstrating the field's global appeal and collaborative nature. The data covers over two decades, indicating a long-term and growing study focus, with contributions continually contributed over time, highlighting trends and advances within the issue under investigation.

Table 1: Summary of Scopus Data for Bibliometric Analysis

Description	Results
Publication	151
Total research documents	354
Total author	159
Total countries	67
Period	2000-2024

Source: Author’s illustration based on Scopus Data.

Publication Trends:

Table 2 shows the trends in the number of publications produced annually from 2000 to 2024. Recent years have seen a substantial increase in publication activity, with 2022 leading the way with 39 publications, closely followed by 2021 with 35 and 2024 with 33. A clear increasing trend began around 2018, indicating a recovery in publishing numbers following a mild

period from 2009 to 2017 when the count typically ranged between 7 and 20 articles each year. Before 2009, the numbers were lower, with most years producing less than ten publications, except a little boom in 2009 with ten. The steady increase in publications after 2018 indicates an increasing interest or development in the topic throughout this time, peaking in the early 2020s. Conversely, the data suggests to modest academic activity in the early 2000s, showing a gradual build-up over the last two decades.

Table 2: Number of Publications Per Year

Year	No. of Publication	Year	No. of Publication
2024	33	2011	9
2023	25	2010	7
2022	39	2009	10
2021	35	2008	7
2020	31	2007	8
2019	15	2006	8
2018	20	2005	5
2017	20	2004	7
2016	10	2003	5
2015	11	2002	7
2014	12	2001	5
2013	10	2000	3
2012	12		

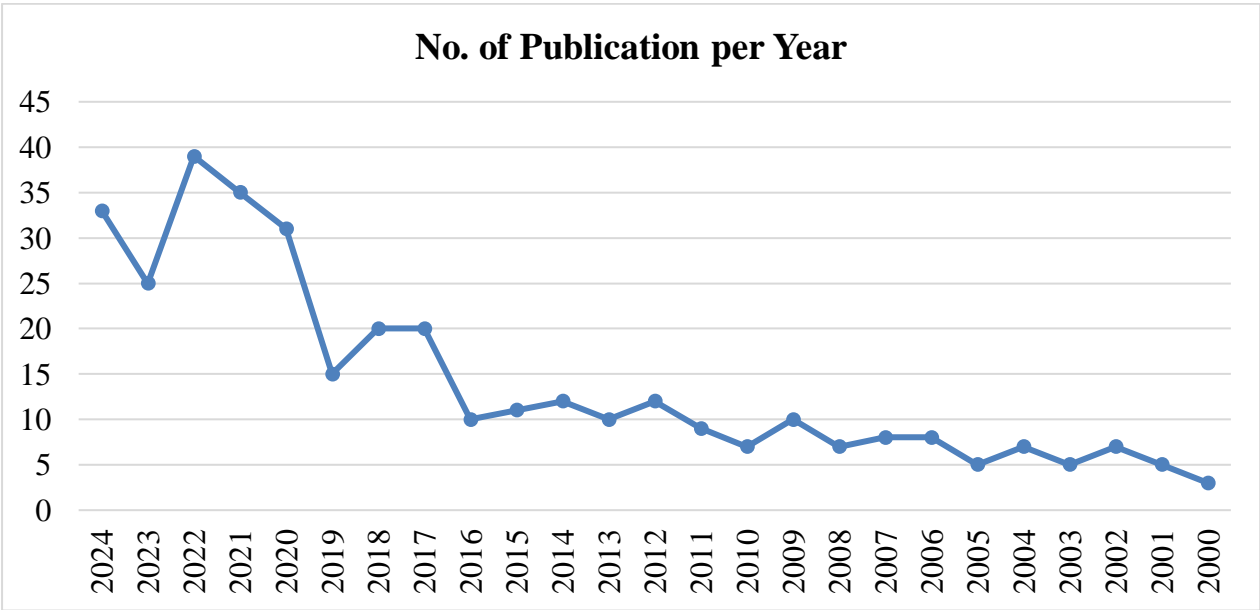


Figure 3: Number of Publications Per Year

Source: Author’s illustration based on Scopus Data.

Outlook of Highly Prominent Author:

Table 3 presents an overview of the field's most prominent authors based on their scholarly achievements, as measured by the total number of papers published and the total number of citations received. Among the authors, Bakker, A.B. stands out with three works that have received a total of 3,143 citations, suggesting a strong influence and recognition in the subject. Similarly, Demerouti, E., with two documents and 3,011 citations, has a substantial influence despite having fewer publications. Kawakami, N. and De Jonge, J. both authored 5 documents, with De Jonge's work obtaining more citations (409) than Kawakami's (247), implying a higher citation impact per publication for De Jonge. Other significant authors are Sonnentag, S., and Dollard, M.F., who have 3 and 4 documents, respectively, with 657 and 255 citations, demonstrating consistent participation in their research areas. On the lower end, authors such as Feller, G. and Feller, L. have produced two documents but garnered only 23 citations, showing a weaker influence than their colleagues. The table emphasizes the diverse citation effect and production of these experts, indicating both the breadth and depth of their contributions to the research community.

Table 3: Outlook of Highly Prominent Author

Author Name	Total	Total	Author Name	Total	Total
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	Documents	Citations		Documents	Citations
Kawakami, N.	5	247	Sonnentag, S.	3	657
De Jonge, J.	5	409	Watanabe, K.	3	70
Dollard, M.F.	4	255	Alessio, F.	2	517
Bakker, A.B.	3	3143	Arcangeli, G.	2	517
Burke, R.J.	3	62	Bowling, N.A.	2	226
Cooper, C.L.	3	105	Daniels, K.	2	115
Fiksenbaum, L.	3	62	Demerouti, E.	2	3011
Imamura, K.	3	70	Elovainio, M.	2	59
Schaufeli, W.B.	3	270	Feller, G.	2	23
Shimazu, A.	3	190	Feller, L.	2	23

Source: Author's illustration based on Scopus Data.

Outlook of Highly Prominent Journals:

Table 4 depicts the publication landscape among highly prestigious journals, emphasizing both the diversity of journals and the distribution of documents (Doc) throughout many disciplines, with a primary focus on occupational health, public health, psychology, and other topics. The International Journal of Environmental Research and Public Health, published by MDPI, has the most contributions (27), indicating a significant focus on environmental and public health issues. This is closely followed by the American Psychological Association's Journal of Occupational Health Psychology, which contains 26 documents and reflects a prominent level of interest in the field. Other prominent publications include PLOS ONE and Stress and Health, both of which have ten documents, indicating a balanced approach to health-related stress research. Journals with a focus on workplace health and occupational medicine, such as Work and Stress (8 documents) and Occupational Medicine (7 documents), make smaller but significant contributions. The table also includes several journals with three or fewer documents, demonstrating the breadth of disciplines covered, such as nursing, management, surgical education, and social sciences, with publishers such as Elsevier, Wiley, and Emerald adding to the diversity of perspectives in these specialized areas. This distribution emphasizes the multidisciplinary nature of research in health, psychology, and occupational studies, covering a wide range of respectable publishers and scientific communities.

Table 4: Outlook of Highly Prominent Journals

Journal	Publisher	Doc	Journal	Publisher	Doc
International Journal of Environmental Research & Public Health	"MPDI"	27	"International Journal of Nursing Studies"	"Elsevier"	3
Journal of Occupational Health Psychology	"The American Psychological Association"	26	International Journal of Workplace Health Management	"Emerald"	3
Plos One	"Public Library of Science"	10	"Journal of Applied Psychology"	"The American Psychological Association"	3
Stress And Health	John Wiley & Sons Inc	10	"Journal of Nursing Management"	"John Wiley & Sons"	3
"Work And Stress"	Taylor & Francis	8	"Journal of Surgical Education"	"The Association of Program Directors in Surgery"	3
"Occupational Medicine"	"Oxford University Press"	7	"Scandinavian Journal of Work Environment And Health"	Nordic Association of Occupational Safety and Health"	3
"Work"	"IOS Press BV"	6	"Social Science And Medicine"	"Elsevier"	3
"Journal of Occupational And Environmental Medicine"	"Lippincott Williams & Wilkins"	5	"Annals of Surgery"	"The American Surgical Association"	2
"International Journal of Stress Management"	"The American Psychological Association"	4	"BMC Health Services Research"	"BioMed Central"	2
"Journal of Advanced Nursing"	"Wiley-Blackwell Publishing Ltd"	4	"BMC Psychiatry"	"BioMed Central"	2
"Journal of Medical	"JMIR"	4	"Chest"	"The American	2

Internet Research”				College of Chest Physicians”	
“BMC Public Health”	“BioMed Central”	3	“Healthcare Switzerland”	“Multidisciplinary Digital Publishing Institute (MDPI)”	2
“BMJ Open”	“BMJ”	3	“Industrial Health”	“National Institute of Industrial Health”	2
“Frontiers in Psychology”	“Frontiers Media”	3	“International Archives of Occupational And Environmental Health”	“Springer Science + Business Media”	2

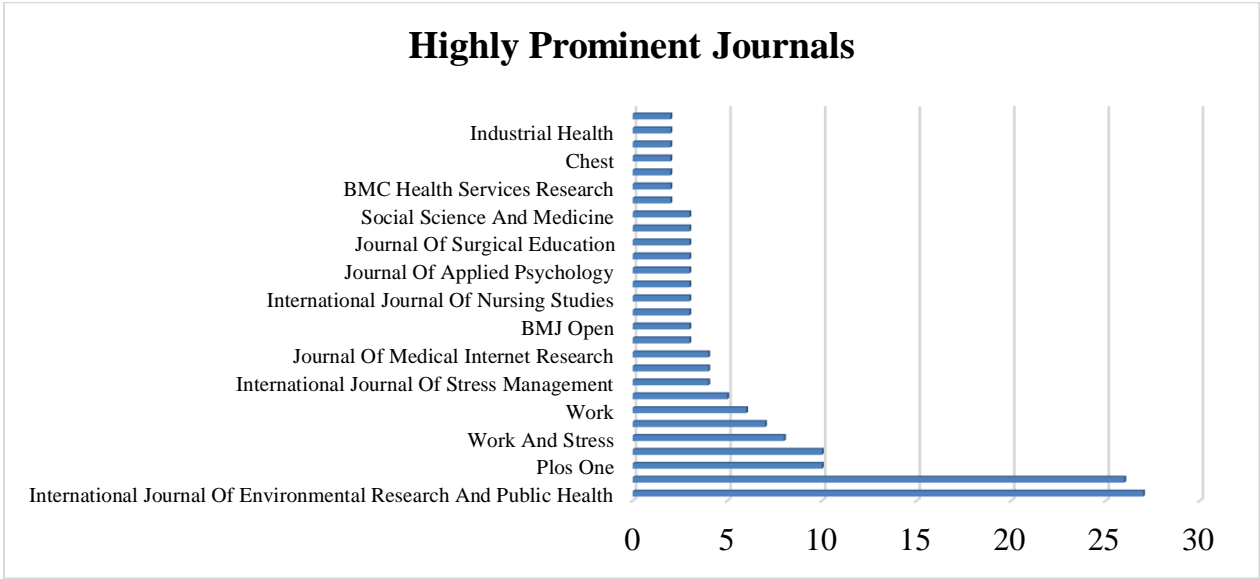


Figure 4: Outlook of Highly Prominent Journals

Source: Author’s illustration based on Scopus Data.

Outlook of Highly Prominent Document:

Table 5 summarizes the most often mentioned texts on workplace well-being, stress management, and related psychological aspects, as reported in various scholarly articles and reviews. The table covers notable publications that have received significant attention in their respective domains, each adding to our understanding of occupational health psychology and workplace dynamics. The most cited publication, written by Bakker and Demerouti (2017), provides the Job Demands-Resources hypothesis, which was published in the Journal of Occupational Health Psychology and received an astonishing 3,006 citations, demonstrating its important influence on the field. De Lange follows this et al.'s (2003) study on the Demand-Control-(Support) Model, which received 851 citations in the same journal and focused on the longitudinal examination of work stress components. Other well-cited studies include investigations into COVID-19's impact on front-line nurses' mental health (Labrague & De los Santos, 2020) and the validity of stress measurements in occupational settings (Elo et al., 2003), which emphasize the wide range of topics that intersect with workplace well-being. These prominent publications are routinely published in journals such as the Journal of Occupational Health Psychology and the Scandinavian Journal of Work, Environment, and Health, demonstrating their importance as research dissemination platforms. The range of document types—from empirical articles to reviews and editorials—demonstrates the various approaches scholars take when investigating complex workplace phenomena, such as resilience in healthcare settings and the role of organizational support in stress reduction and employee well-being. The persistent citation of these publications underlines their foundational relevance in understanding and improving workplace conditions, especially given the recent worldwide health issues.

Table 5: Outlook of Highly Prominent Document

Most cited paper	Types of Documents	Journal	Top Cited Paper
Job demands-resources theory: Taking stock and looking forward	Article	“Journal of Occupational Health Psychology”	3006
The Very Best of the Millennium: Longitudinal Research and the Demand-Control-(Support) Model.	Article	“Journal of Occupational Health Psychology”	851

How to Cite: Sharma, Nisha, and Pooja Tiwari. "Exploring the Influence of Work Stressors on Psychological Well-Being and Job Performance: Takeaway from Food Delivery Gig Workers." *Journal of Marketing & Social Research*, vol. 2, no. 2, 2025, pp. 563–580.

COVID-19 anxiety among front-line nurses: Predictive role of organisational support, personal resilience, and social support.	Article	"Journal of Nursing Management"	645
Validity of a single-item measure of stress symptoms	Editorial	"Scandinavian Journal of Work, Environment and Health"	611
"Relationships among organizational family support, job autonomy, perceived control, and employee well-being	Review	"Journal of Occupational Health Psychology"	536
"COVID-19-related mental health effects in the workplace: A narrative review	Review	"International Journal of Environmental Research and Public Health"	509
"Consequences of workplace bullying with respect to the well-being of its targets and the observers of bullying	Article	"Scandinavian Journal of Work, Environment and Health"	403
Recovery, health, and job performance: Effects of weekend experiences	Article	Journal of Occupational Health Psychology	356
Raising Voice, Risking Retaliation: Events Following Interpersonal Mistreatment in the Workplace	Article	Journal of Occupational Health Psychology	349
Going to Work Ill: A Meta-analysis of the Correlates of presenteeism and a dual-path Model	Article	Journal of Occupational Health Psychology	320
The state of the heart: Emotional labor as emotion regulation reviewed and revised	Article	Journal of Occupational Health Psychology	310
Psychological Detachment from Work During Leisure Time: The Benefits of Mentally Disengaging from Work	Article	Current Directions in Psychological Science"	271
Bus driver well-being review: 50 years of research	Article	Transportation Research Part F: Traffic Psychology and Behaviour"	254
A meta-analytic examination of the potential correlates and consequences of workload	Article	Work and Stress	226
Resilience and well-being in palliative care staff: A qualitative study of hospice nurses' experience of work	Article	Psycho-Oncology	215
A comprehensive review and meta-analysis of randomized controlled trials on mindfulness training in the workplace	Article	Journal of Occupational Health Psychology	213

Source: Author's illustration based on Scopus Data.

Outlook of Type of Document:

Table 6 summarizes the categories of documents examined in the study, finding that the majority are articles, accounting for 275 of the total documents, indicating a strong emphasis on scholarly publications as the primary means of dissemination. Reviews are the second most popular genre, with 39 documents, indicating a significant contribution to summarizing and synthesizing previous research. Conference papers have 18 items, indicating a reasonable representation of research presented in professional forums. Both book chapters and editorials are represented equally, with six texts each, showing a small but significant contribution from these genres. Books, notes, letters, and brief surveys are the least represented, with 3, 2, and 1 document(s) each, indicating their minimal influence on the overall body of literature. The presence of a single erratum indicates that the papers under examination have received limited corrections or revisions. This distribution emphasizes the dominance of journal articles and reviews in the academic scene, while other formats contribute to varying degrees.

Table 6: Outlook of Type of Document

Type of Documents	No. of Documents
Article	275
Review	39
Conference Paper	18
Book Chapter	6
Editorial	6
Book	3
Note	3
Letter	2
Erratum	1
Short Survey	1

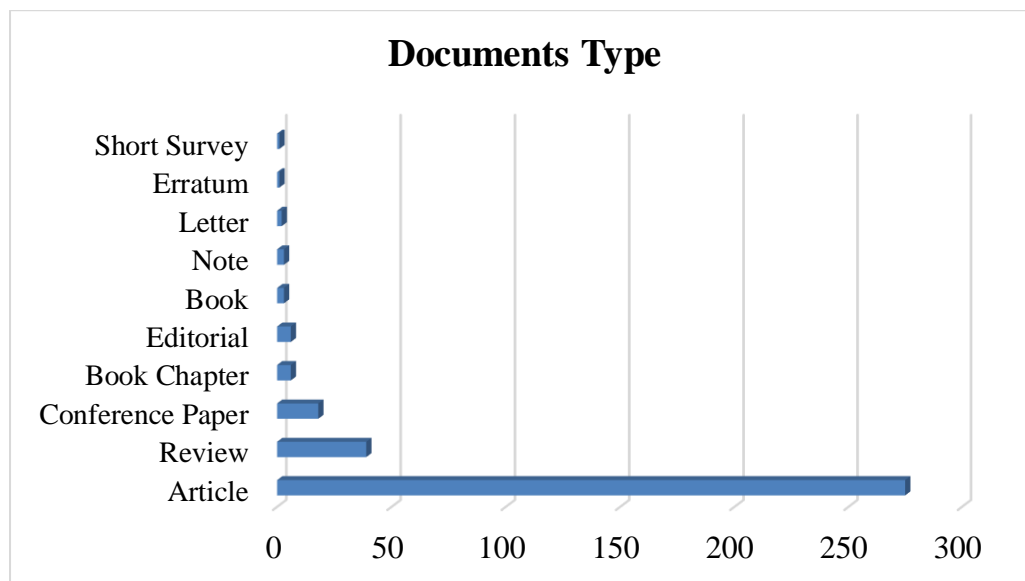


Figure 5: Outlook of Type of Document

Source: Author's illustration based on Scopus Data.

Outlook of Highly Prominent Countries:

Table 7 summarizes the distribution of research documents across various countries and territories, showing the top contributors in terms of publication volume. The United States is the most prolific, with 80 documents, much ahead of other countries. The United Kingdom and Australia follow with 46 and 40 documents, respectively, demonstrating a considerable presence in academic or scientific activity. Canada, Germany, and Italy also made significant contributions, with 29, 26, and 20 documents, respectively. Several other countries, like the Netherlands, China, and Spain, have a mid-range output, with document counts ranging from 15 to 19. A considerable number of countries, like Nigeria, Portugal, and Saudi Arabia, generated only four documents, indicating a moderate level of engagement. The remaining countries, included in groupings of one to three documents apiece, exhibit a diverse range of global engagement, including countries from South America, the Middle East, and Africa. This dispersion demonstrates a global interest in the issue. However, the concentration of publications is larger in Western and English-speaking countries, particularly the United States, indicating potential regional discrepancies in research production and academic influence.

Table 7: Outlook of Highly Prominent Countries

Country/Territory	No. of Doc.	Country/Territory	No. of Doc.	Country/Territory	No. of Doc.
United States	80	Nigeria	4	Bulgaria	1
United Kingdom	46	Portugal	4	Croatia	1
Australia	40	Saudi Arabia	4	Ecuador	1
Canada	29	Brazil	3	Egypt	1
Germany	26	Jordan	3	Ghana	1
Italy	20	Norway	3	Greece	1
Netherlands	19	Pakistan	3	Iraq	1
China	16	Romania	3	Jamaica	1
Spain	15	Singapore	3	Kuwait	1
Finland	13	Switzerland	3	Lebanon	1
Japan	10	Turkey	3	Luxembourg	1
South Africa	10	Viet Nam	3	Macao	1
India	9	Chile	2	Myanmar	1
Malaysia	9	Colombia	2	Namibia	1
Sweden	9	Iran	2	New Zealand	1
Taiwan	7	Israel	2	Oman	1
Denmark	5	Poland	2	Paraguay	1
Indonesia	5	South Korea	2	Peru	1
Belgium	4	Thailand	2	Philippines	1
France	4	Armenia	1	Russian Federation	1
Hong Kong	4	Austria	1	Tunisia	1

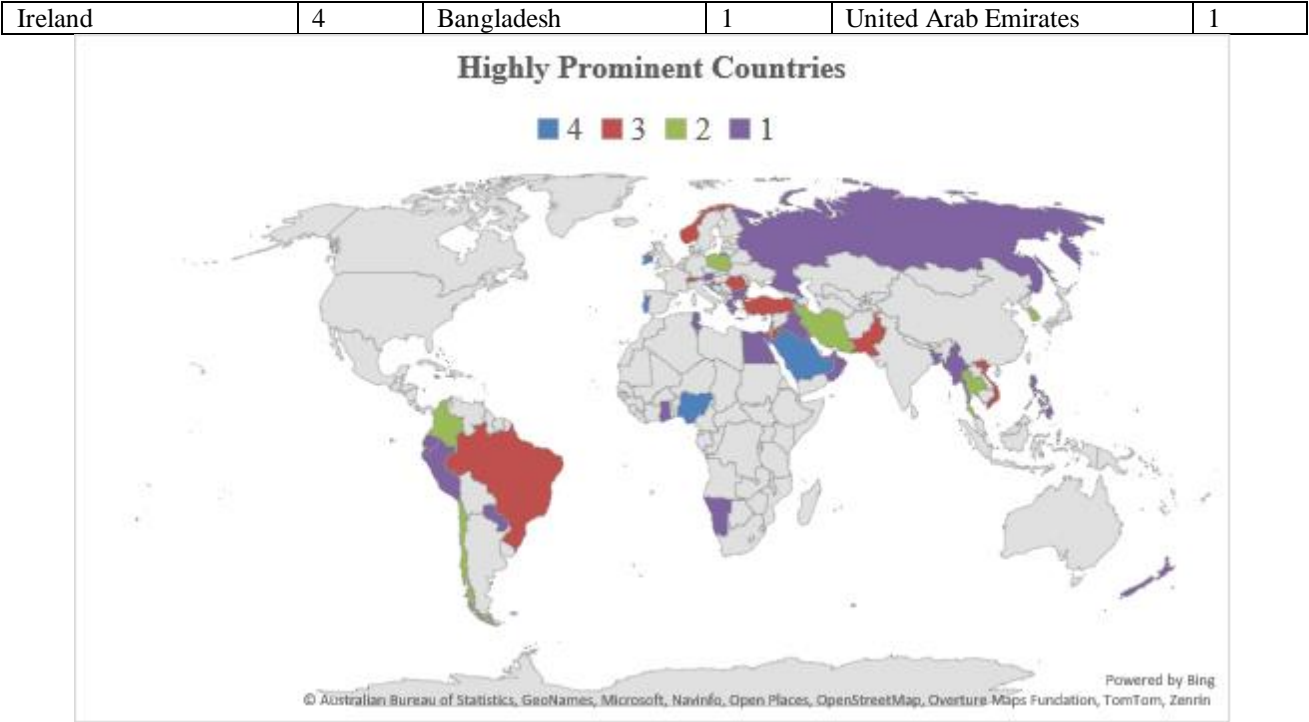


Figure 6: Outlook of Highly Prominent Countries

Source: Author’s illustration based on Scopus Data.

CLUSTER ANALYSIS

Author Co-Citation Analysis:

The author's Scopus co-citation network was the primary objective of the co-citation analysis. The most significant aspect of author co-citation analysis is to determining which authors to map. As previously stated, co-citation analysis can reveal the intellectual structure of a topic or sector. Scopus uses author co-citation analysis to follow the thinking processes of authors who are regarded as notable contributors due to the number of papers they publish on a certain topic. Through the analysis of co-citation reference data from our 354 articles, a sample of 1339 writers were derived. Following that, three writers with at least two citations met the requirement. Co-citation analysis was applied to these contributions, and the resulting network, which includes the formation of unique clusters, is shown in Figure 7. A co-citation analysis revealed two different clusters: the red cluster is on the left, and the green cluster on the right. Each cluster included both the inventors of the Scopus dimensions and people from other fields who had a significant impact on the development of Scopus research.

The red cluster consists of authors such as “*Imamura Kotaro, Watanabe Kazuhiro, and Tsutsumi Akizumi.*” This implies that these writers are closely related in terms of shared research themes or joint studies. The extensive links within this red cluster indicate a substantial overlap in the material they generate or reference, focusing on comparable fields of study, and certainly including Japanese scholars given the name patterns.

The green cluster, consisting of “*Schaufeli Wilmar B., Bakker Arnold B., and Demerouti Evangelia,*” is representative of a different but related body of work, most often focused on psychological or organizational studies of workplace behavior, engagement, or well-being. This group has a more dispersed structure, with interwoven but less firmly knit relationships than the red cluster, implying a broader or more interdisciplinary research focus.

The linkages between the clusters, shown by lighter lines, demonstrate some citation crossover between the two groups, showing that while the subjects are different, there is an exchange of ideas or concepts relevant to both clusters. The presence of bridging writers such as Shimazu Akihito in the red cluster, which connects to the green cluster, implies that some themes may serve as a common ground between the various research focuses, incorporating insights from both. Overall, the representation captures thematic divisions and occasional crossings across different but related disciplines of research.

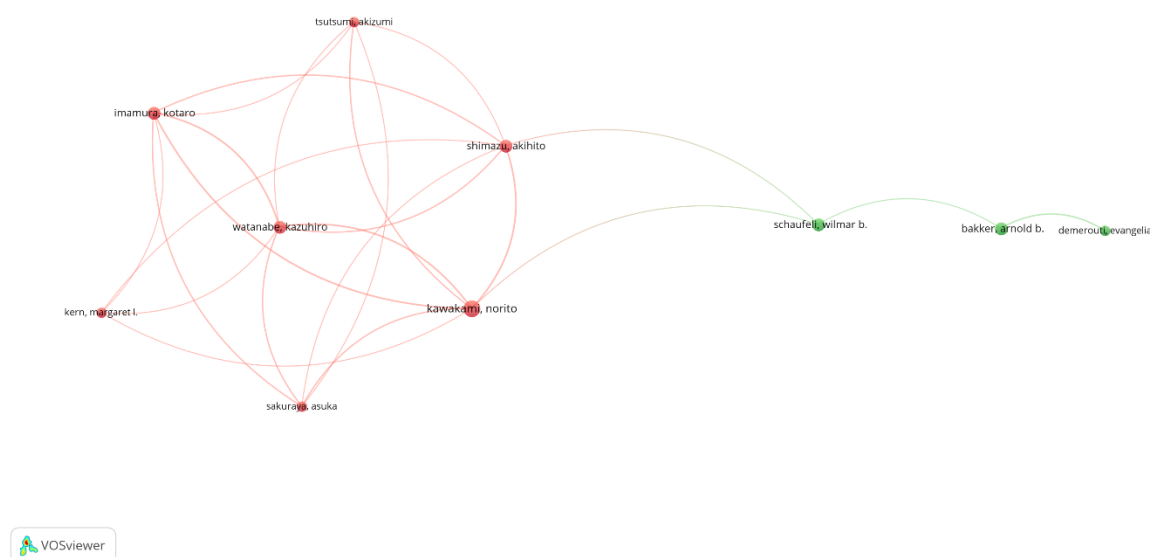


Figure 7: Co-Citation Analysis of Author

Source: Author's illustration based on VOSviewer.

Journal Co-Citation Analysis:

The authors analysed Scopus' journal co-citation network. A total of 220 sources were found, with at least two. Of the 220 sources, 21 meet the criteria, which require a minimum of three sources per document and two citations. Each node indicated a source, and its size corresponded to the number of citations. A link between two components indicates a co-citation relationship. The nodes were sorted based on their similarity, which means that the sources in a comparable cluster (colour) were closer together than those in a dissimilar cluster.

The red cluster is centred around journals like the “*International Journal of Environmental Research and Public Health and PLoS One*”. The focus is on environmental health, public health, and general scientific study in occupational and environmental medicine. The interconnection within this cluster shows a strong overlap in the themes they address, with emphasis on occupational health risks and environmental factors influencing workplace health.

The green cluster, centred on the “*Journal of Occupational Health, includes journals like Work and Stress and Occupational Medicine*,” reflecting a research focus on occupational health, work-related stress, and other social sciences relevant to occupational well-being. This cluster's rich connections indicate a high emphasis on the psychological and social aspects of occupational health.

The blue cluster, which includes journals like “*Journal of Occupational and Environmental Medicine and Frontiers in Psychology*,” looks to focus on psychological and multidisciplinary aspects of occupational health. The linkages here indicate a link between mental health studies and their consequences for workplace safety and health.

The presence of smaller clusters, such as the yellow and purple ones, suggests niche areas of research focusing on specialized occupational problems or specific interdisciplinary links, such as those between psychology and occupational health. The network represents the primary subject divisions in the literature, demonstrating how environmental, psychological, and occupational health concerns are interconnected while maintaining discrete areas of attention within the academic community. The graphic emphasizes the diversity and integration of study fields relevant to workplace health and well-being.

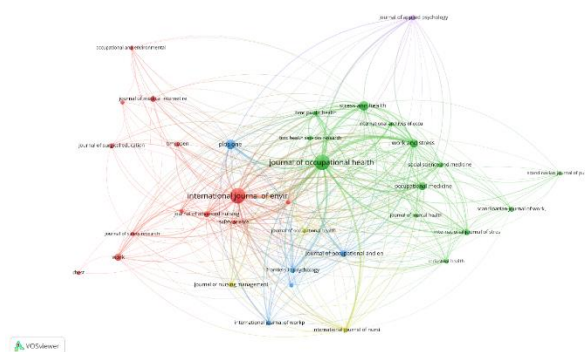


Figure 8: Co-Citation Analysis of Journal

Source: Author's illustration based on VOSviewer.

Co-Citation of Highly Prominent Documents:

The authors analysed Scopus' journal co-citation network. 145 of the 354 papers passed the threshold for at least 25 citations (Figure 9). The third co-citation study looked at the network of documents citing Scopus. Document co-citation analysis is an excellent method for determining the intellectual structure of numerous works on a given topic. Color-coded clusters represent groups of highly co-cited articles that have thematic or conceptual commonalities. As a result, the analysis will allow us to better understand which works constitute Scopus' conceptual framework.

For example, **Bakker (2017)**'s primary prominence indicates that it is a seminal work in this topic, functioning as a vital reference point for numerous other works. Interconnected clusters surround **Bakker (2017)**, with the green cluster signifying research based on specific theoretical frameworks or approaches relevant to Bakker's contribution. The red cluster may indicate complementary studies that broaden or critically engage with Bakker's findings. Similarly, additional coloured clusters (e.g., purple, yellow) reflect subfields or unique but related domains of knowledge, with papers such as **Labrague (2020)** serving as focus points for diverse yet interconnected research strands. The density and overlap of edges between clusters indicate a prominent level of interdisciplinary influence or topic convergence, demonstrating how many disciplines together create the research environment. This network reflects the intellectual organization and major research themes of the researched field.

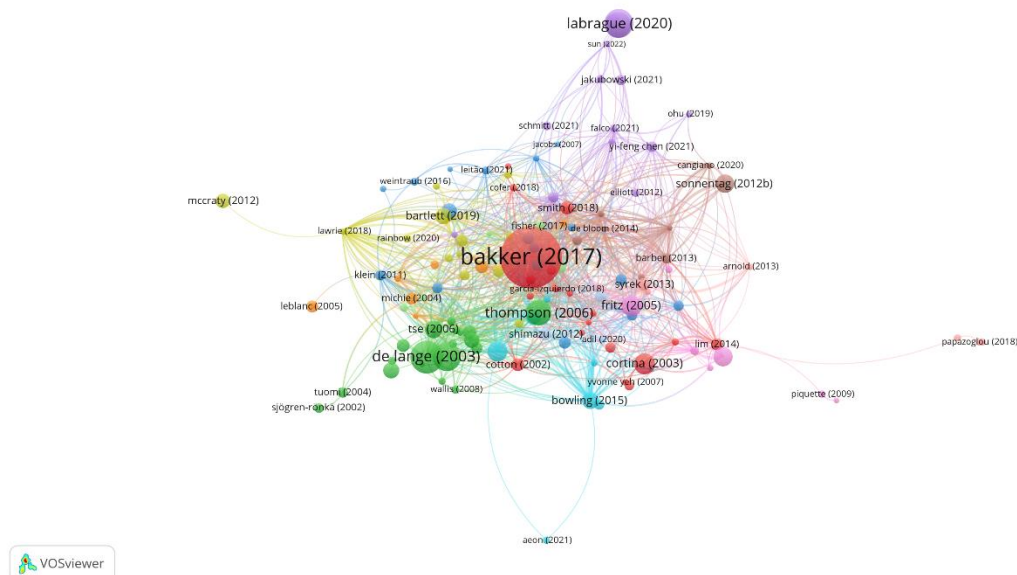


Figure 9: Co-Citation of Highly Prominent Document

Source: Author's illustration based on VOSviewer.

Co-Citation of Highly Prominent Countries:

Co-Citation of Highly Prominent Countries. The authors used Scopus to examine the country's co-citation network. 39 of the 69 countries meet the requirement of having at least 5 papers per nation. The fourth co-citation study investigated the nations from which publications were published in Scopus.

The bibliometric visualization map depicts a co-citation study of countries, with nodes representing countries and edges denoting co-citation relationships between their scholarly contributions. The size of the nodes represents a country's dominance in the area, with the **United States and United Kingdom** emerging as the most central and prominent contributors, as demonstrated by bigger node sizes and dense connections. Color-coded clusters identify groups of countries with intricately connected research cooperation or subject overlaps.

The red cluster could reflect countries whose research closely resembles that of the **United Kingdom**, with a concentration on unique geographical or methodological methods. Similarly, the green cluster is likely to indicate countries that have heavily collaborated on subjects impacted by the **United States'** intellectual output. Other clusters, such as blue and yellow, may represent regional research networks or growing economies that contribute to particular subfields. The interconnection of clusters emphasizes the global aspect of research collaboration, with core countries such as the United States and the United Kingdom serving as bridges, promoting knowledge transfer across regions and fields. This image emphasizes the geopolitical dynamics and intellectual effect of countries on the research landscape.

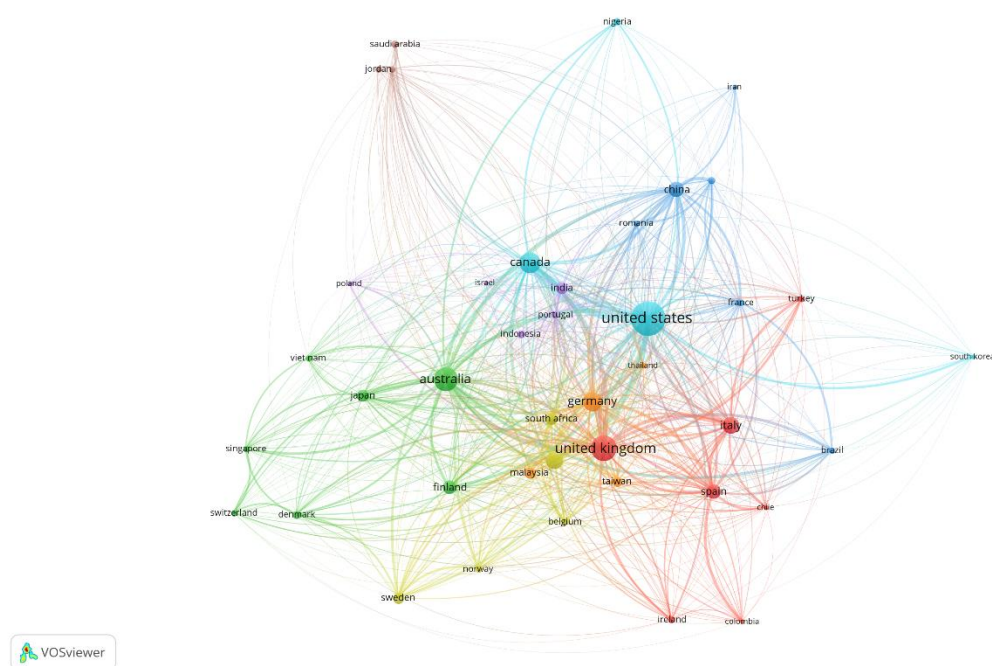


Figure 10: Co-Citation of Highly Prominent Countries

Source: Author's illustration based on VOSviewer.

Co-Citation of Highly Prominent Author Keywords:

The authors used Scopus to analyze the Author Keywords network. With a minimum of three keywords and a total of 976 Author keywords, 82 satisfy the criterion. The sixth co-citation study investigated the author keywords in texts published on Scopus.

The bibliometric visualization map depicts a co-occurrence analysis of author keywords, with nodes representing keywords and edges indicating their co-occurrence in academic publications. The size of the nodes indicates the frequency of the keywords, with **"Well-Being," "Mental Health," and "Burnout"** showing as the most prominent and central phrases. The color-coded clusters represent different theme groups within the research subject.

The red cluster focuses on basic **"Mental Health and Well-Being"** issues, such as psychological and emotional dimensions. The green cluster may focus workplace-related aspects such as **"Work Engagement, Job Satisfaction, and Organizational Behavior"**, whereas the blue cluster may investigate broader systemic or contextual elements influencing **"Mental Health"**. The purple cluster is likely to focus on **"Emotional Intelligence and Coping Strategies,"** whereas the yellow cluster may focus on positive interventions like **"Mindfulness or Resilience."** The tight links between these clusters reflect the interdisciplinary nature of this research, which includes overlapping themes such as **"human well-being, organizational dynamics, and broader societal ramifications."** This map emphasizes the major areas of concentration and collaborative nature of research activities in mental health and well-being.

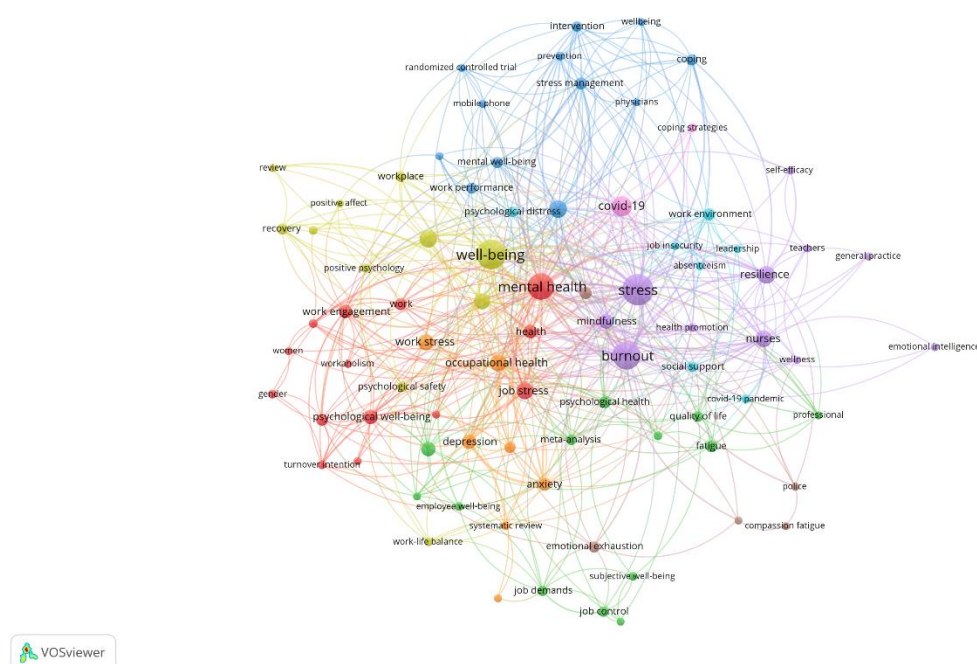


Figure 11: Co-Citation of Highly Prominent Author Keywords

Source: Author's illustration based on VOSviewer.

DISCUSSION, CONCLUSION AND SUGGESTIONS

The bibliometric study of research on work stress, psychological well-being, and job performance among gig workers, particularly in the food delivery industry, reveals a dynamic and interdisciplinary research topic. The Scopus data, which spans 2000 to 2024, demonstrates the expansion of academic interest in this field, with a significant increase in publishing activity after 2018. This increase reflects the growing understanding of occupational stress issues in gig economies, particularly in the food delivery industry, which has grown in popularity in recent years. The multinational breadth, with contributions from 67 countries, demonstrates a broad, cross-cultural interest in understanding and resolving workplace stress and its consequences. Furthermore, famous authors such as Bakker and Demerouti, who have made significant contributions through highly cited publications, underline the importance of major ideas like the Job Demands-Resources model in defining current research directions. These seminal works serve as essential reference points, allowing future study to build on established frameworks.

The examination of publications demonstrates a broad disciplinary scope, ranging from occupational health to public health and psychology, reflecting the diverse nature of workplace well-being research. Journals such as the *International Journal of Environmental Research and Public Health* and the *Journal of Occupational Health Psychology* have been recognized as key platforms, demonstrating that research on gig worker well-being frequently overlaps with environmental and psychological perspectives. Furthermore, the co-citation network analysis

reveals unique clusters of authors and publications, highlighting key research streams in the literature. For example, the red and green clusters demonstrate dense networks around major scholars and publications focused on occupational health and stress-related research, indicating high theme coherence in investigating the psychological and health effects of job conditions on gig workers. This grouping exposes not only the richness of the research field, but also its branching into specialized subdomains, allowing for subtle insights into the interaction of work stress, psychological well-being, and job performance.

The study indicates that the field of occupational stress among gig workers, notably those in food delivery, has grown significantly in recent years. Key scientists and foundational theories have made important contributions to the knowledge of how stressors affect gig workers' psychological well-being and job performance. The importance of foundational works, as indicated by the co-citation analysis, shows that future research will continue to draw on established frameworks such as the JD-R theory while investigating fresh stresses specific to the gig economy. The findings also reveal a gap in region-specific studies, highlighting the need for more inclusive research that considers varied work contexts and cultural factors influencing gig workers. The influence of occupational stress on psychological well-being and job performance among gig workers is now well-documented, with a growing body of evidence indicating that work-related stress is not just a predictor of poor job performance, but also a predictor of overall health outcomes. However, the geographical focus of research, particularly in Western contexts, necessitates a broader examination into

underrepresented locations. Furthermore, interdisciplinary collaboration is critical for properly understanding the emotional, economic, and organizational components of stress in gig employment.

Future gig economy study should widen its geographical scope to include varied non-Western locations, allowing for a better understanding of cultural, economic, and social implications on gig workers' stress levels and job performance. Given the dynamism of the gig economy, it is critical to investigate emerging stresses such as algorithmic management, job insecurity, and customer evaluations, all of which might have an impact on workers' psychological health. Interdisciplinary collaboration in domains such as occupational health, psychology, and social sciences would provide a more thorough understanding of job stressors. Furthermore, establishing personalized therapies to address specific issues, such as irregular scheduling and physical demands in food delivery, could help gig workers manage stress more effectively. Methodological advancements, such as mixed-method and longitudinal research, would provide a better understanding of long-term stress effects. Finally, investigating technology's dual position as a stress cause and a mitigation tool can provide insights into efficiently managing stress in gig work contexts.

LIMITATIONS OF THE STUDY

The study contains various limitations that must be addressed in order to provide a fair evaluation of the results. Primarily, the analysis is based only on data gathered from Scopus, a single bibliographic database. Scopus is thorough, but it may not include all relevant publications, especially those in non-English journals or regional databases. This may result in biases in the selection of influential authors, journals, and nations, limiting the generalizability of the findings. Second, the time frame chosen (2000-2024) is two decades long, which, while providing a long-term perspective, may overlook the quick developments in the gig economy and food delivery sector, especially in recent years. Third, the methodology relies on citation counts to assess the effect of publications, authors, and journals. Citation-based metrics might be distorted by self-citations, a topic's popularity, or established authors who are cited for their prominence rather than the content's relevancy. Finally, the co-citation analysis, which reveals theme clusters, may oversimplify the linkages between study topics because it relies on co-occurring citations. It may not adequately depict the complexities and intricacies of how the various research disciplines intersect.

IMPLICATIONS OF THE STUDY

Despite these limitations, the bibliometric study's findings have several key implications for understanding work stress and job performance among gig workers in the food delivery industry. For starters, the increasing number of publications since 2018 demonstrates a scholarly interest in gig workers' psychological well-being and employment dynamics, implying that this is an issue of growing academic and practical importance. This tendency is consistent with broader social acknowledgment of the gig economy's impact on employment and well-being,

indicating a dynamic research landscape that researchers and policymakers should continue to follow. The multidisciplinary nature of the subject, as evidenced by the range of journals that contributed to the research, emphasizes the necessity for a comprehensive approach to addressing work stress in gig workers. Occupational health, psychology, environmental science, and public health insights all point to the need for multidimensional interventions that consider not only psychological issues but also social, environmental, and organizational implications on gig workers' well-being. Furthermore, the geographical distribution of research, with a focus on Western countries, indicates a potential knowledge gap in non-Western contexts. Future studies should broaden the scope of research by investigating how cultural, economic, and policy variables affect work stress and job performance across areas. Expanding the geographical breadth could provide more globally relevant insights and help shape international policy frameworks for gig employment regulation. Finally, the co-citation clusters suggest distinct yet related bodies of knowledge, particularly around psychological well-being, and occupational health, indicating that the research community is exploring both specific stress factors and broader health implications. Bridging these clusters by encouraging interdisciplinary collaboration could lead to a more comprehensive understanding of gig workers' challenges, fostering innovative solutions that address both immediate stressors and systemic issues affecting gig employment. This approach could lead to more effective organizational practices, rules, and support systems customized to the specific context of gig employment.

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