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BIBLIOMETRIC MAPPING: RESEARCH DEVELOPMENT ON THE TOPIC OF QUALITY MANAGEMENT ON GOOGLE SCHOLAR USING VOSVIEWER

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Abstract

This research aims to map the development of quality management research indexed in Google Scholar and analyze topics related to this topic. By adopting a qualitative descriptive method, it was carried on through three stages: (1) indexed journal with the help of Google Scholar PoP (Publish or Perish) software; (2) journals were saved as an RIS (Research Information System) file; and (3) bibliometric analysis was performed using VOS viewer. This search focused on articles discussing quality management topics in the period 2010–2023, with a limit on the number of documents of 900. The research results showed that the amount of research on quality management had fluctuated. The most publications occurred in the specified year range, namely 83 articles. The topics most discussed were quality management systems, performance, top management, education, total quality management, relations, and improvement, while those that were still very few were distance education, skills, conflict management, competence, social development, information management, and career adaptability. Therefore, these topics were likely to be of concern to the latest research on quality management in the future because there was still very little research on them.

Keywords: *Bibliometric; Quality Management; VOSviewer.*

A. Introduction

Education quality management is becoming a top priority for educational institutions all around the world. The future of society is significantly influenced by the quality of education, in addition to the extent to which individuals learn (Purwananti, 2016; Ulya, 2018; Adam, 2021). As maintained by Arbangi (2016), the knowledge that educational institutions' efficiency may be evaluated by how well they execute quality management methods, much like in the business world, highlights the significance of quality management in education. In essence, the systems, procedures, and methodologies employed in educational institutions have a direct bearing on the quality of education (Baro'ah, 2020).

According to Gaol (2023), the field of quality management in education is dynamic and constantly changing, despite its indisputable importance. Ruskandi et al., (2021) state that the environment of quality management is always shifting as methods of instruction develop, adapt to shifting societal needs, and advance technologically. This topic offers many prospects for research and discovery due to its constant evolution. However, it also presents particular difficulties, such as the wide range of studies in the area of quality management, with many areas still requiring in-depth research (Muhammad et al., 2022). As claimed (Fauz, 2020), unexplored regions in quality management have a lot of potential to be used as sources and references in the future. Therefore, understanding the breadth and depth of these studies and identifying key focus areas is crucial for advancing the field and ensuring continuous improvement in educational practices.

A methodical mapping strategy is needed to ensure the depth of current knowledge and precisely identify the target areas of quality management in education. This strategy makes use of bibliometric analysis, which leverages pertinent data from academic literature and publications (Tupan, 2016). According to Chen et al. (2014), bibliometrics is a potent statistical technique used in academic research to systematically and quantitatively examine research papers and publications about particular themes or fields of study (Herawati et al, 2022). As defined by Devos (2011),

bibliometrics is a discipline that focuses on quantifying and evaluating many facets of academic communication. This idea is used as a tool to illustrate how written communication has changed over time, including the different forms and purposes it might take (Grosseck et al., 2019). In short, bibliometrics offers a structured, data-driven approach to understanding research dynamics in a particular field.

In the context of bibliometric analysis, tools like VOSviewer play a crucial role. The viewing and interpretation of bibliometric data are made easier by the use of specialist software called VOSviewer (Ho, 2020; Husaeni & Husaeni, 2022). Utilizing this tool, relationships between research papers, authors, and keywords are graphically shown. A field's rising research trends can be more easily identified, influential authors and publications can be found, and linked research groups can be distinguished (Karim & Soebagyo, 2021; Wijaya, 2022). Additionally, VOSviewer provides advantages for user-friendly data manipulation that let academics improve their analysis and extract valuable information from sizable datasets.

Furthermore, VOSviewer is frequently used with databases like "Publish or Perish", which can compile a sizable number of academic publications and offer built-in analytic tools. Search results from "Publish or Perish" can be exported to VOSviewer for more in-depth study by researchers. The collaboration of databases and visualization tools streamlines bibliometric research and improves the academic community's access to insightful data. Overall, bibliometrics constitutes a potent method for scholars to traverse and uncover the abundance of knowledge in their particular fields of study when combined with tools like VOSviewer (Khoirunissa & Winoto, 2022).

Over the last 13 (thirteen) years, research on quality management has continued to be carried out, following advances in the use of information technology and unlimited information needs. Mapping the development of quality management research requires analysis of bibliometrics. It should be noted that bibliometric analysis has gained wide recognition and is used in many influential research studies (Jeong & Koo,

2016). Bibliometric analysis is intended to determine the development of publications research for the 2010-2023 period, knowing the direction of scientific concepts, as well as knowing quality management network based on keywords (Co-occurrence), articles that are widely cited, and publishers publish the most articles in the field of quality management. So it can measure and analyze various research papers in the field of quality management.

B. Method

To give a comprehensive overview of the research findings, this study employs a qualitative descriptive methodology (Moelong, 2005). By adopting a qualitative descriptive method, it is carried on through three stages: (1) indexed journal with the help of Google Scholar PoP (Publish or Perish) software; (2) journals were saved as an RIS (Research Information System) file; (3) perform bibliometric analysis using VOSviewer. Seen in Figure 1 below:

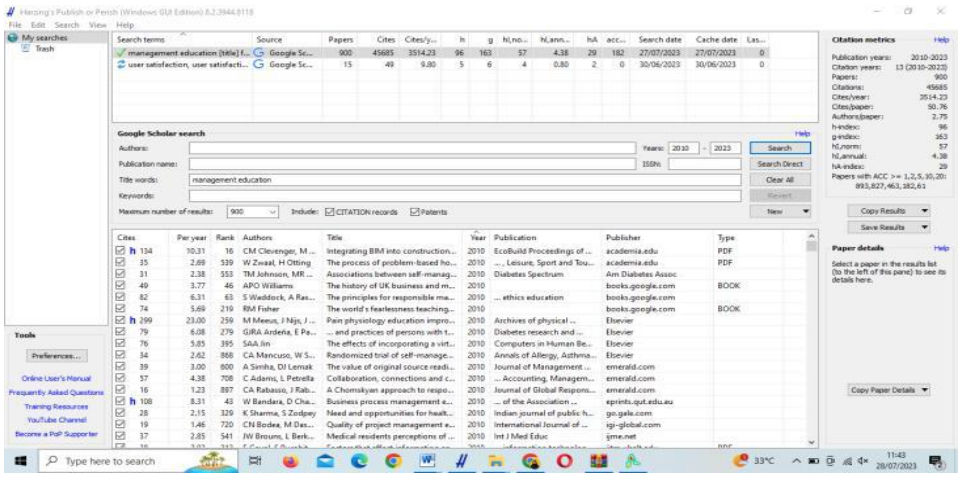

Figure 1. Search method via Publish or Perish (2023)

The search for bibliographic data is limited to four aspects, namely: (1) scientific works only the type or type of journal is selected; (2) in the PoP application to search for the title or word title what is included is "management"; (3) in the keyword or Keyword search column what is

included is "quality management"; and (4) this search is limited to 900 papers and focuses on articles that cover the subject of quality management between the years 2010 and 2023.

The data entered into the Publish or Perish application is subsequently stored as an RIS (Research Information System) file. This file is then imported into VOSViewer software to visually represent network patterns or connections among bibliometric data, which are categorized into three main types: network visualization, overlay visualization, and density visualization.

The analysis is carried out utilizing the VOSviewer program when the data has been correctly collected. To comprehend and analyze the relationships between subjects in the field of quality management, this research makes use of VOSviewer to produce visualizations. As a result, the goal of this study is to focus the search and identify essential themes in the literature on quality management. With the use of this technique, researchers may create a more comprehensive framework for comprehending the advancements and trends in quality management research over the course of the research while also emphasizing crucial areas that need more focus.

C. Result and Discussion

1. Result

Based on data obtained from searching the Publish or Perish software, 881 articles were found from the 900 documents entered. The Google Scholar database shows that the development of quality management research during 2010-2023 experienced fluctuating conditions. The development of quality management research increased in 2013-2018 as can be seen in Table 1. After that, there were ups and downs in the number of scientific publications on quality management. A drastic decline occurred in 2022, and in 2023 it is expected that there will be a rapid increase in quality management scientific publications.

Table 1. Development of quality management research publications

Publication Year	Total
2010	48
2011	58

Publication Year	Total
2012	60
2013	52
2014	59
2015	60
2016	62
2017	82
2018	83
2019	79
2020	83
2021	74
2022	58
2023	23
Total	881

Source: *Publish or Perish* (2023)

In Table 1, in the last three years, namely 2020-2023, research in the field of quality management has experienced a decrease in the number of documents, namely from 83 articles in 2020, decreasing to 74 articles in 2021, and decreasing to 58 articles in 2022, and in mid-2023 there will still be 23 articles published. Even though it has decreased in recent years, there are still many people interested in conducting research in this field. The growth of publications on quality management indexed by Google Scholar can be seen in Figure 2.

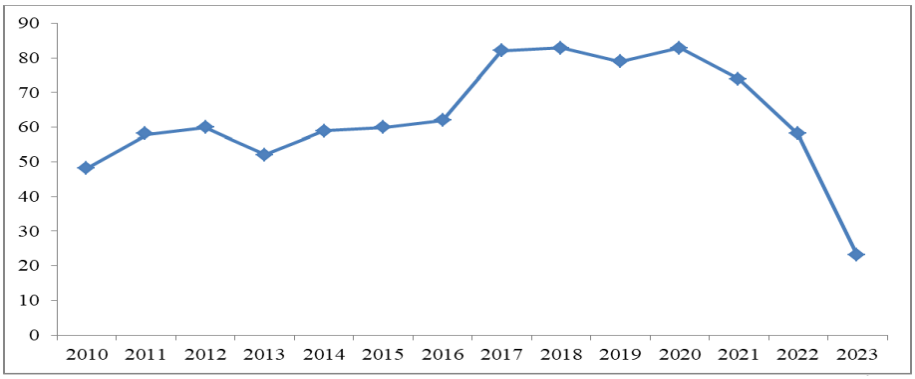

Figure 2. Development of quality management research publications of Google Scholar

The following is a list of the most cited quality management articles seen in Table 2.

Table 2. Most quoted quality management articles

No.	Citation	Title	Source	Year
1.	2821	Sustainability a systematic review with a focus on quality management	Wiley Online Library	2020
2.	1562	Management education for sustainability: A web-based content analysis	Elsevier	2011
3.	523	Who built Maslow's pyramid? A history of the creation of management studies' most famous symbol and its implications for management education	journals.aom.org	2019
4.	432	The decreasing value of our research to the quality of management	Elsevier	2015
5.	208	Responsible management education for a sustainable world: The challenges for business schools	emerald.com	2019

Source: *Publish or Perish* (2023)

Based on Table 2, it can be seen that the topics that are being widely cited are in the scope of focus on quality management (Figueiró & Raufflet, 2020; Muhammad, 2022), education management (Wu et al., 2011) and (Bridgman et al., 2019), quality management (Pearce & Huang, 2015; Nurdin et al., 2022; Rizal et al., 2023), and school management (Storey, 2019). Next is the scientific journal publisher data which can be seen in Table 3.

Based on 900 research articles obtained from database searches, 881 article titles were selected. Of the 881 articles, there are the top 10 core journals in quality management publications on Google Scholar which are listed in Table 3 below:

Table 3. Top ten publishers of quality management scientific journals

No.	Publication Name	Total
1.	Elsavier	258
2.	Journals.sagepub.com	124
3.	Taylor & Francis	72
4.	Springer	50
5.	Emerald.com	47
6.	Hindawi	43
7.	Ieeexplore	40

No.	Publication Name	Total
8.	JSTOR	34
9.	Willey Online Library	34
10.	Cambridge.org	20

Source: *Publish or Perish* (2023)

Table 3 displays the leading 10 journals that disseminate research findings related to quality management. Elsavier takes the top spot with 258 articles, followed by Journals.sagepub.com with 124 articles, Taylor & Francis with 72 articles, Springer with 50 articles, Emerald.com with 47 articles, Hindawi with 43 articles, Ieeexplore with 40 articles, JSTOR with 34 articles, Willey Online Library with 34 articles, and Cambridge.org with 20 articles.

Top Ten Publishers of Quality Management Scientific Journals

The progression of research in applied mathematics has been analyzed and visualized using VOSViewer 1.6.16. Researchers opted to generate a map utilizing text-based data to track this development. Below are the network visualization outcomes specific to quality management.

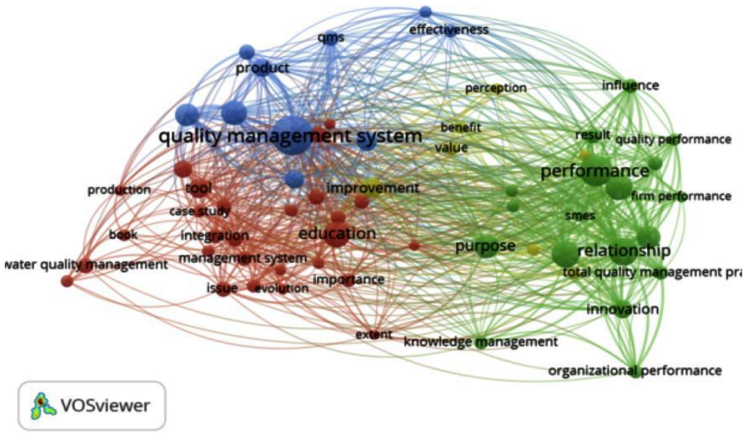

Figure 3. Network visualization of quality management

There are 73 items divided into 7 clusters. Cluster 1 consists of 20 items consisting of *an application, data quality management, evaluation, education, field, integration, problem, quality assurance,* quality *control, quality management model, quality management tool, top management, useless, academic, customer focus,*

obsession with quality, scientific approach, teamwork, covid, and *process*. Meanwhile, cluster 2 has 15 items consisting of *impact, effect, innovation, knowledge management, organizational performance, quality management practice, quality performance, quality practice, supply quality management, total quality management, management, quality, training,* and *system integrity*. Cluster 3 has 13 items consisting of *customer satisfaction, development, product quality, quality management system, organization, leadership, organizational commitment, decision-making, data management, progress, culture, management skills,* and *the knowledge worker*. Cluster 4 consists of 10 items consisting of *programs, improvement, organizational culture, value, perception, effectiveness, intelligence, comparative, self-management,* and *management system*. Cluster 5 has 7 items consisting of *learning, community participation, business school, distance education, skills, conflict management,* and *competence*. Cluster 6 has 5 items consisting of *crisis, social development, information management, career adaptability,* and *exploratory*. Meanwhile, in cluster 7 there are 3 items consisting of *support, achievement*, and *learning*.

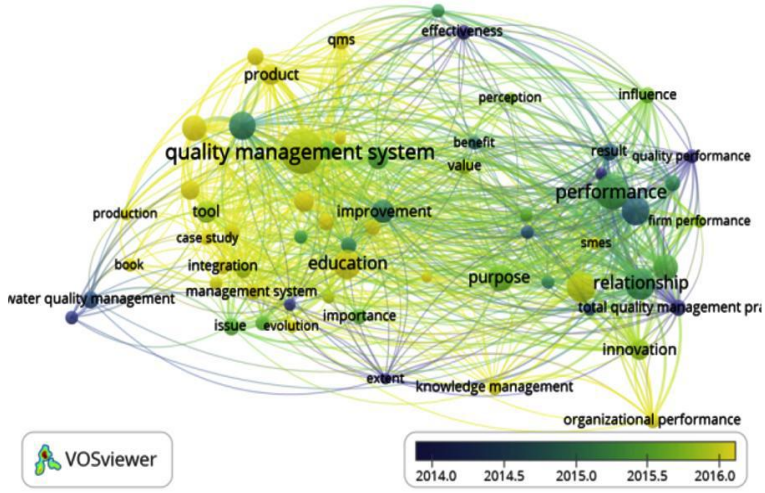

Figure 4. Overlay visualization of quality management

Figure 4 illustrates the quality management field, which is interconnected into seven distinct clusters. Within quality management, some of the most robust associations can be observed with terms such as *improvement, quality management itself, education, knowledge management,*

customer satisfaction, top management, and *management systems.* Conversely, links that exhibit weaker connections include terms like *perception, supply chain quality management,* and others. They are relatively less pronounced and denoted by small circles. These smaller circles indicate domains with comparatively fewer research findings, thereby highlighting opportunities for further exploration and the potential for new studies to be undertaken.

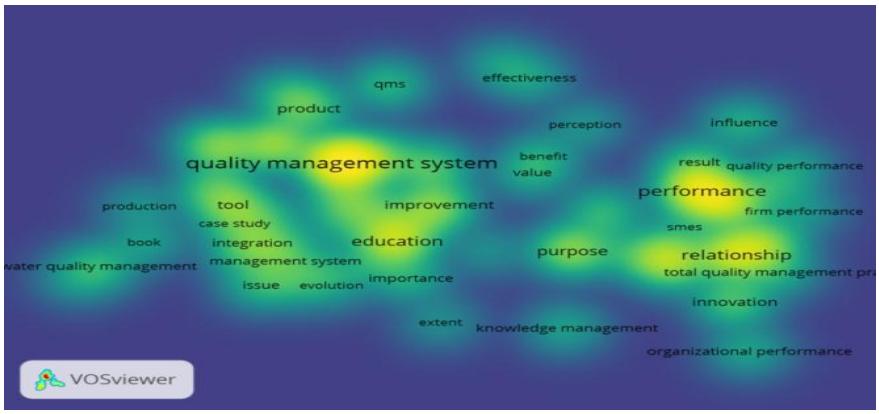

Figure 5. Density visualization of quality management

The density display mode above shows that the most research related to quality management is *quality management systems, top management, performance, education, total quality management, relations,* and *improvement* marked in bright yellow. The brighter the color, the more research there is. There is still very little research on *perception, supply chain quality management*, and others marked with a color that does not light up. Consequently, these less explored areas present opportunities for further research and potential advancements in the field.

2. Discussion

a. Publication Trends or Publication Development

This research focuses on mapping a field of science. In its definition, science mapping is a method that allows the visualization of research in a particular scientific field through the creation of representations such as maps (Tupan et al., 2018). In this visual framework, a variety of research

activities can be documented, making it a valuable resource for reporting research efforts and facilitating structured and systematic analysis of research activities (Adhi, 2021).

Furthermore, the mapping in this research was carried out based on keywords. Sulistyo-Basuki (2004) provides insight into co-word-based mapping, which involves assessing the frequency of words in a document (either in the title, abstract, or full text) as a basis for mapping (Tupan, 2016). The frequency of word repetition serves as an indicator of the extent to which the information is linked to the subject matter discussed in the document. In essence, the more often a word appears, the stronger its association with a particular subject. This principle is reinforced by the explanation of (Kevork & Vrechopoulos, 2009) who underline that co-word analysis is used to measure how often keywords appear together in research documents. The frequency of co-occurrence of keywords can then be used as a measure of the level of relatedness between the documents examined (Tupan, 2016; Jaelani et al., 2024).

Based on the results of the studies presented, it can be identified that the amount of research focused on quality management has fluctuated over time. It was noted that peak publications occurred in 2018 and 2020, with a total of 83 articles published in each of those years. In the context of this research, there are two researchers, namely PS Figueiró and E Raufflet, who received recognition with the highest number of citations for their research results. Apart from that, it can be seen that the main focus of research in the field of quality management is on topics such as quality management systems, performance, top management, education, total quality management, relations, and improvement, which are marked with yellow, which is the brightest color. On the other hand, there are topics such as perception, supply chain quality management, and others that still have minimal exploration, marked with darker colors. This also illustrates that there are significant opportunities for further research to explore and develop knowledge in the field of quality management, especially by digging deeper into these topics because they are still rarely studied.

It is worth noting that bibliometric analysis has gained widespread recognition and is used in many influential studies (Van Eck & Waltman, 2010; Jeong & Koo, 2016; McAllister et al., 2022). One of the main advantages of bibliometrics is its ability to assess the quality of studies in a particular field (Kevin et al., 2009; Hariyanto & Hamzah, 2022). Through metrics and quantitative analysis, researchers can identify influential works, prolific authors, and trends in citation patterns (Kurdi & Kurdi, 2021). This quality assessment includes evaluating the impact of the research and recognizing important contributions. In addition, bibliometrics allows identifying the main areas of research focus within a particular domain. By analyzing citation networks and co-citation patterns, this research reveals central themes, topics, and subfields in which researchers are actively engaged, thereby highlighting the intellectual evolution of the field.

In addition, bibliometrics has the extraordinary ability to predict future study directions and emerging research trends (Dharmani et al., 2021; Muhammad & Triansyah, 2023). This predictive power is derived from the analysis of citation patterns and the identification of rising stars, that is, authors or publications that are gaining attention in the academic community. This allows researchers and institutions to anticipate research directions and make informed decisions regarding research priorities and collaboration.

b. Scientific Field in Quality Management

Scientific developments in the field of quality management, are interconnected into seven different groups (figure 5). In quality management, some of the strongest associations can be observed with terms such as improving quality management itself, education, knowledge management, customer satisfaction, top management, and management systems.

In quality management, this term is the scientific field that is most studied and interested in research. This is proven in the Elsavier journal which has published more than 250 articles that cover the field of management specifically in the field of education, companies, and other agencies. However, it cannot be denied that there is still little scientific

research in the field of quality management, this could be used as a new scientific basis for research in the field of quality management.

D. Conclusion

Based on the findings, it can be deduced that research activities in the field of quality management have exhibited fluctuations over time. The highest number of publications was recorded in 2018 and 2020, with both years seeing 83 articles published. Also, the researchers whose work received the most citations in these publications were Figueiró and Raufflet. The topics most closely associated with quality management, such as *the quality management system, performance, top management, education, total quality management, relations, and improvement*, are represented by a bright yellow color on the visual display. Conversely, areas such as *perception* and *supply chain quality management,* among others, are depicted with colors that are not as vibrant, signifying a relative scarcity of research in these domains.

Building upon these conclusions, it is recommended that future research efforts in the field of quality management should prioritize topics like distance education, skills, conflict management, competence, social development, information management, and career adaptability. These areas still lack substantial research, making them valuable prospects for expanding the body of knowledge in quality management.

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