Twenty Years of Workplace Diversity Research in Hospitality and Tourism:
A Bibliometric Analysis

Abstract

Purpose – This paper charts the development of diversity research in hospitality and tourism (H&T) as a field of study. We are interested in how diversity has been studied, where diversity scholarship has been published, who are the leading diversity scholars, and whether their work has been influential. In addition, we identified the institutions and countries that contribute significantly to diversity scholarship in H&T.

Methodology – We draw from the Web of Science Core Collection, Scopus, and Australian Business Dean's Council Journal Quality List covering 109 journals to identify the relevant articles on workplace diversity in H&T. We conducted evaluative and relational bibliometric techniques to assess the prominence of diversity scholarship in the field.

Findings – Diversity research in H&T did not gain traction until 2005. Using *Equality, Diversity and Inclusion: An International Journal* as a benchmark, we found that diversity research in H&T closely tracked the diversity topics in general organization and management literature. However, H&T lagged in race and ethnic, as well as gender identity research. A majority of diversity research is published in leading (top-ranked) journals, signifying the value of diversity scholarship in H&T. Hospitality journals published the most articles, while tourism journals reported the highest impact. Scholars based in the US, China, and the UK contributed the most diversity articles but one researcher, Osman M. Karatepe (Turkey), stood out as the most productive and influential diversity scholar in H&T.

Originality – Given an absence of prior review and diversity research has only gained ground in the H&T literature since 2005, this bibliometric study offers a fossil record and documents the trajectory of diversity scholarship in H&T, identifies the scholars who are active in this area of research, and highlights institutions and countries where diversity research is conducted.

Implications – The insights from this study aid H&T scholars in identifying trends and opportunities in diversity research, assessing the productivity and impact of various journals and databases, locating collaborative opportunities (through co-citations and highly productive and influential institutions and scholars), and benchmarking their own work.

Keywords: diversity, hospitality and tourism, workplace, bibliometric analysis

1. Introduction

The hotel and tourism (H&T) industry relies on the effective utilization of a diverse workforce to remain productive and profitable (Kim, 2006; Saxena, 2014). We know from past research that workforce diversity, when properly managed, is associated with positive outcomes such as increased employee organizational embeddedness (Jolly and Self, 2020), propensity to innovate (Söllner, 2010), and decreased turnover (Peretz *et al.*, 2015). An absence of diversity may also suggest poor employment practices, such as a failure to provide fair treatment to employees from diverse backgrounds and needs.

Given its importance, it is no surprise that the issue of workplace diversity (both its characteristics and composition) is identified as a major research theme in the H&T literature (Baum *et al.*, 2016a; Mooney and Baum, 2019). However, we know little about how diversity has been studied in H&T, where diversity research has been published, who are the diversity scholars in our field, and if their work has been influential. This leaves present and future scholars with little guidance on how and where to pursue diversity work in the H&T field. H&T scholars should also be informed if diversity work in our field is keeping pace with broader diversity discourse in the organizational and management literature.

The purpose of this paper is to chart the development of diversity scholarship in H&T as a field of study. The knowledge generated here will assist present and future scholars to identify trends and opportunities on diversity research in H&T; position their work in outlets that are impactful, and locate collaborative opportunities, and locations where diversity work is undertaken in H&T.

Workforce diversity is the degree to which a workplace is comprised of people with different backgrounds and characteristics, including age, race and ethnicity, gender, sexual orientation and identities, abilities, backgrounds, and other relevant individual and group differences (Peretz *et al.*, 2015; Saxena, 2014). Given its prominence, diversity management has rapidly diffused across national borders and into different industries, including H&T, as a result of globalization, talent migration, and greater awareness of individual needs and differences (Kalantzis and Cope, 2006).

In our review of 20 years of H&T publications, there has been few reviews undertaken on diversity research in H&T outlets. For example, Manoharan and Singal (2017) offered a review on several dimensions of diversity (race, ethnicity, and gender) in the hospitality industry but found research in this domain to be fragmented and underdeveloped. Likewise, Higgins Desbiolles (2020), and Kalargyrou and Costen (2017) share similar observations, with Higgins Desbiolles (2020) noting the interconnectivity of several dimensions of diversity and oppression. Some reviews (e.g., Solnet and Hood 2008; Sakdiyakorn and Wattanacharoensil, 2018) were also restricted to generational issues, ignoring other dimensions of diversity. An analysis of past diversity research in H&T can help us document more broadly the multiple dimensions of diversity in both hospitality and tourism settings.

In this regard, a compelling case can be made for extending supplementing past reviews with bibliometric analysis, to offer readers a "dashboard" view. This approach offers several advantages, including tracking research trends, assessing journal and author impact, and identifying institutions and countries with a high level of diversity scholarship, that are not available in previous reviews. We thus extend previous work (e.g., Higgins Desboilles, 2020; Kalargyrou & Costen, 2017) with additional insights and spotlight impactful scholars and works that influence our field (see Donthu et al., 2021 on value of bibliometric analysis). As the first bibliometric analysis, it also offers a fossil record of diversity work in H&T.

In order to chart the development of diversity research in H&T scholarship, we explore the three research questions, as follows:

1. **What diversity scholarship has been undertaken in H&T:** what diversity topics have been researched, what are the trends, which H&T journals publish diversity work, and which journals are most impactful;
2. **Who engages in diversity work:** who are the most productive and impactful scholars, and which are the most impactful articles;
3. **Which institutions and countries contribute most to diversity scholarship:** which institutions are active in diversity research, and which countries are represented in diversity scholarship.

The paper is organized as follows. We first set out the purpose of the paper in the introduction section, above. Following this, we describe our methodology, including our sample selection and analytical techniques. We the discuss the significant findings and offer suggestions for future work emanating from our analyses. We then conclude and acknowledge of the limitations of our work.

2. Methodology

Given the multipronged nature of our inquiry, we approached our research questions using bibliometric techniques. Bibliometric analysis is a popular technique for exploring literature and massive data over a period of time to elucidate trends and track changes in a particular scientific field (Benckendorff and Zehrer, 2013; Rey-Mart et al., 2016). The application of bibliometric techniques enables us to identify trends in the field, journal performance, collaboration patterns, and popular research topics, as well as establish the knowledge base of diversity research in the existing literature (Donthu et al., 2021). To explore our research questions, we conducted both *evaluative bibliometric anal*ysis, to assess the impact of the works under investigation, and *relational bibliometric analysis*, to uncover the multifaceted relationships that exist between topics, scholars, and institutions.

2.1. Database and Journal selection

We first draw from the Web of Science (WoS) Core Collection as our initial database for our bibliometric analysis. The WoS database offers several advantages as it covers over 21,000 journals (10-12 percent for SCIE, SSCI, and Arts and Humanities). It also uses a common and

efficient search language, is easy accessibility by authors and institutions, provides citation details, and is updated frequently (Harzing and Alakangas, 2016; Web of Science platform, 2021; Zhu and Liu, 2020). From the WoS database, we selected "Hospitality, Leisure, Sport, and Tourism" (HLST) as a category of journals, as it mirrors our research scope. We then added in journals from the Australian Business Dean Council's (ABDC) "Marketing and Tourism" (MT) category, as well as the Scopus "Tourism, Leisure, Hospitality and Marketing" (TLHM) category to broaden our list of journals, as the WoS excludes other high-quality outlets that do not meet its indexing criteria. Our selection from the three categories yielded a list of 222 journals.

We also excluded sports journals (outside our scope), and after removing duplicates from the three lists of journals (WoS, ABDC, Scopus), 109 journals were used for our analysis (see Table 1). We also distinguish between high quality journals from the rest (rated A*/A on the ABDC list and Q1 in WoS and Scopus) to enable our analysis. This yielded 31 journals, which we refer to as "leading journals." To provide a comparative review, we benchmarked our findings against *Equality, Diversity, and Inclusion: An International Journal* ("*EDI Journal*"), a specialized journal that is focused on diversity research. *EDI Journal* provides a current and comprehensive coverage of diversity and equal opportunity issues in organizations and management, and it is presently indexed under the Emerging Sources Citation Index (ESCI) in WoS as well as SCOPUS. Our scope of investigation spans 20 years' (2001-2020) of research publications. Data collection occurred between November and December of 2021.

Insert Table 1 here

2.2. Publication extraction and export

We followed six steps to facilitate the retrieval of articles from the WoS Core Collection. First, we selected topics that fall under the domain of diversity research from *EDI Journal* to construct our keywords. Given the expansive number of diversity topics, only the eight most significant topics by publication count were considered, as the publication count for subsequent topics became insignificant (n<50). Age and generation, as well as race and ethnicity were combined into a single topic category. The eight topics are: (1) age (including generation), (2) disability, (3) gender equality, (4) gender identity (including sexual orientation), (5) origin, (6) race and ethnicity, (7) religion, and (8) work/life balance. We assigned a set of search terms based on the literature for each topic to use for conducting searches within the title, abstract, author keywords, and keywords plus. We selected publications that directly addressed our eight diversity topics by screening search results. Second, we only considered contributions that pertain to diversity issues from the workplace perspective (i.e., workers, employees, workplace), excluding those that are not related to work (e.g., customers, suppliers/vendors). Third, we restricted the search for publications in the WoS HLST category, Scopus TLHM category, and the Australian Business Dean's Council MT list. Duplicates and sports related journals were excluded. Fourth, we considered publications from 2001 to 2021 to offer a 20-year longitudinal review. Finally, only English articles were considered. Automatic search tools returned 1,332 articles for screening.

In addition, we chose the EDI journal as a benchmarking resource to contrast the findings of H&T scholarship in diversity with those found in other fields. We used the same refinement procedure to search the results as explained above. Only the fourth step was restricted to *EDI Journal* publications. Automatic search tools returned 379 articles for screening.

The authors independently read the abstracts of the automatic search results from both H&T journals and EDI journal to narrow down the search to ensure accuracy. This resulted in a final sample of 761 articles. Article title, abstract, year of publication, author information, source, publisher, keywords plus, author's keywords, WoS category, research area, references, and citations were downloaded for analysis. Our data refinement process is depicted in a PRISMA flowchart (see Page *et al*., 2021) in Figure 1. The collection of data occurred between November and December of 2021.

Insert Figure 1

2.3. Analytic Procedure

We undertook both evaluative and relational bibliometric analyses to approach our research questions. The evaluative analysis focuses on productivity and impact measures, while relational analysis focuses on identifying networks (see Benckendorff and Zehrer, 2013). To complete the analysis, three analytical tools were employed. First, we used the Power BI program to evaluate the number of articles, trends, authorship, and citation analyses, and to rank publication sources, institutions, and countries, in assessing productivity and impacts. Second, Microsoft's Power BI is a user-friendly business intelligence solution for analysing and displaying big data in order to deliver actionable insights (Becker and Gould, 2019). Also, all data cleaning and preparation were undertaken within Power BI. We used VOSviewer (see Eck and Waltman, 2018), which is a well-known piece of bibliometric software (Donthu et al., 2021), to locate how authors and articles in H&T journals are linked to each other. The relationship between the diversity keywords within the abstract was completed through Dcipher Analytics.

Finally, we used Dcipher Analytics is an online platform committed to enhancing the process of extracting insights from unstructured text ("The Dcipher Analytics Platform," n.d.). Dcipher Analytics is used to content analyse our abstracts. On this platform, Natural Language Processing (NLP) is employed for text analysis. Two stages of text analysis were performed; the first step involves data preparation. Complex and unstructured data were first identified in the raw files. Dcipher's "replace pattern" operation was used to replace unfavourable formats and regular expressions in this case. The preparation wizard removed duplicates and URL tags. In addition, smart segmentation was used to divide the text into coherent sections, which is a critical aspect of text analysis. Smart segmentation examines the contextual similarity of adjacent sentences and the references between them. The second stage was tokenization. Tokenization is a method for decomposing text into smaller chunks called "token." Tokens are discovered by translating words to their roots; the most significant parts of speech, such as

nouns, adjectives, and proper nouns, are retained; and phrase detection is used to discover meaning by looking for word sequences rather than individual words.

For clarity, we use the term "article" to refer to the number of papers published over the last 20 years (2001-2020) covering diversity topics within H&T domain. C_{norm} or Citation$_{norm}$ is the number of citations for each work normalized, by dividing the number of citations by the number of authors for each paper; TC_{norm} represents the total number of Citation$_{norm}$ for an author or institution; TC denotes the total number of citations; age denotes the number of years since the publication year; and "all journals" refers to 109 journals listed in WoS (HLST), Scopus (TLHM) and ABDC's (MT) categories, while "leading journals" refers to 31 journals listed in either WoS or Scopus Quartile 1 or A*/A on the ABDC list.

3. Findings

3.1. Diversity Scholarship in H&T

3.1.1. What diversity topics are researched in H&T scholarship and how does this compare with general management and organization?

We used the eight most popular diversity topics by count (i.e., age and generation; disability; gender equality; gender identity; origin, race, and ethnicity; religion; and work/life balance) published in *EDI Journal* as our benchmark to assess the gaps in coverage of diversity topics in H&T journals. The "peaks" and "valleys" identify for us areas in which diversity research in H&T maps with organization and management literature. In general, H&T journals match closely to the management field, with two notable exceptions (Figure 2). Race and ethnicity, and gender identity are understudied in H&T. The three most popular diversity topics in H&T scholarship are work/life balance, gender equality, and age and generation research. *EDI Journal* reports race and ethnicity, and gender identity (in addition to gender equality) as among the top three most published topics. This suggests a research gap between H&T and general organization and management literature.

Insert Figure 2

Strikingly, a large majority (78%) of diversity work appeared in leading H&T journals (i.e., those ranked on the WoS Q1, Scopus Q1, and ABDC A*/A). This is indicative of the value of diversity scholarship in the foremost H&T outlets. Work/life balance, gender equity, age, and national origin dominate diversity research, accounting for 82.8 percent of all diversity research in H&T over the past 20 years. Research on disability (3.8%), religion (2.3%), and gender identity (1.2%) received the least attention in H&T.

3.1.2. What are the trends in H&T diversity research?

Next, we used a stacked chart (Figure 3) to document the trend of diversity research over the 20 years. First, there was almost little diversity research (article) within WoS prior to 2006. Diversity scholarship in H&T scholarship only gained traction after 2006 and climbed steadily to 72 articles/year by 2020 (exceptions noted in 2014 and 2017). Significantly, 75 percent of

diversity work has appeared in the most recent 5 years. Work/life balance, gender equality, and age and generation-focused articles account for more than half of all articles. Consistent with Table 1, gender identity, religion, and disability are among the subjects that received the least attention from H&T scholars. The sharp rise suggests the growing importance of diversity in H&T, even if some topics (e.g., gender equality, race and ethnicity, and gender identity) lagged the general organization and management field.

Insert Figure 3

3.1.3. How are diversity topics studied together?

To gain a better view of the diversity topics researched, we conducted a network analysis as a relational technique to uncover the network of diversity keywords in H&T context. Dchiper software was used to complete co-occurrence analysis. Four hundred and thirty-one abstracts were analysed, and the results are visualised using a contextual word cloud (Figure 4). A contextual word cloud is a network in which the nodes represent words and the connections between them show the strength of the relationships. The cloud organises words according to their frequency of occurrence, revealing the frequency and the context in which they are used. By examining how frequently terms are used in conjunction with one another, we can gain further insights into the research context. The words that are linked have a contextual relationship, which means they appear in the same or similar context. Different similarity measures can be used to determine the contextual connection between two words in the network. The CKC (Constrained K-means Clustering) similarity metric determines both words co-occurrence and whether they appear in a similar context. The context for each record is the abstract. As the network was dense, the filtering threshold was set to 0.75 to retain strong connections and the individualization level was increased to 0.8 to maintain larger nods with strong connections (see The Dcipher Analytics Platform, n.d.). Nodes with no connections were omitted.

Insert Figure 4

Figure 4 illustrates the most influential keywords (identified as the bigger nodes on the network), as well as the relationships among them. The words belonging to the same clusters were studied together in H&T research. The dominance of keywords such as "employee," "work," "gender," "hospitality and hotel industry," and "workplace" is depicted in the network. "Employee" is a prominent term connected with several other topics in H&T industries, their relationships with managers, psychological effects, and performance. A smaller cluster covered employees with disabilities, physical constraints, hiring issues, ethics, and inclusivity. Additionally, employees were linked with migrant workers and migration. Likewise, "work," another prominent keyword, is frequently associated with "employee" and "employment," and "gender concerns" such as women, career, equality, limitations, female and male workers, men, and workplace expectations highlighting the unifying connotation within the context of how these words were studied together. Age, education, and a few other demographic variables were also categorized in a cluster. Finally, there was a cluster on the co-occurrence of topics related to discrimination, identity, national bias, and equality in the workplace. The clusters of the

network demonstrate which and how diversity topics were studied together in H&T scholarship, useful in assisting future researchers for conducting literature reviews.

3.1.4. Which H&T journals publish the most diversity research and are most impactful?

We further identified journals that provide the most exposure to diversity scholarship, both in terms of the number of articles published and their impact. In following Chen et al. (2017), only journals with ten or more articles are considered for productivity (as a reasonable accounting for the state of the literature). To determine a journal's impact, both the total citations across all articles and the average citations are calculated. Figure 4 charts H&T journals with significant diversity articles. The *International Journal of Hospitality Management* (ranked 4th in the WoS and Scopus categories, but not listed on the ABDC list) and the *International Journal of Contemporary Hospitality Management* (ranked 6th in Scopus and 16th in WoS, but not listed in the ABDC) are two of the most significant journals, containing 40 percent of all articles on diversity over 20 years. The topics covered include work/ life balance, age and generation, followed by gender equality, and race and ethnicity. All the leading journals published on work/life balance, as well as age and generation. Gender identity was only published in three leading journals: the *International Journal of Hospitality Management, Cornell Hospitality Quarterly,* and the *International Journal of Tourism Research.* While the top two journals received the most citations, the total **average** citation indicated on the left-axis indicates that *Tourism Management* was cited more frequently, despite the journal's limited coverage of diversity topics (notably for religion, gender identity, and disability). The top 10 H&T journals for yield and impact also appear in Q1 of the H&T journal rankings (Figure 5).

Insert Figure 5

3.1.5. Which journals are semantically related to H&T journals for diversity research?

In addition to a journal's citation analysis, we also conducted a co-citation analysis as a relational technique to uncover the intellectual network of diversity work in H&T. Leong, Hew, Tan, Ooi, and Lee (2020) define co-citation as "an occurrence wherein two journals are referred to by a common third journal" (p. 4). The co-citation analysis was conducted using a threshold of 30 citations (see Eck and Waltman, 2018). There were 126 co-cited journals, with a total of 5,094 co-citations among the published articles. The distance between the two journals indicates their topical relationship with each other. In general, when two authors, articles, or journals are cited together, it is indicative that their topics relate to each other (Eck and Waltman, 2018). Two journals located closely to one another indicate a strong relationship and publish more similar topics. The thickness of the links represents the strength of co-citation. Four distinct clusters are created.

Cluster one (yellow) with the highest total link strength indicates the prominence of this group of journals for diversity research in relation to other groups of journals. The dominant publication in this cluster is the *International Journal of Hospitality Management* (Figure 6), which is comprised of hospitality management journals. Cluster two (green) with a focus on

psychology and marketing, has the second highest link strength. This cluster is centred around the *Journal of Applied Psychology*. The third cluster (red) is comprised of tourism management journals. This cluster is dominated by *Tourism Management* and *Annals of Tourism*. The final cluster (blue) encompasses broader management journals centering around the *Journal of Organizational Behaviour, Journals of Management*, and the *Academic Management Journal*. The outcome of Figure 6 is consistent with the outcome of Figure 5, which identifies the most cited journals.

Insert Figure 6

3.2. *Diversity scholars in H&T*

3.2.1. *Who are the most productive and impactful diversity scholars in H&T?*

We extended our analysis to identify the most productive and influential diversity scholars in H&T. Due to a lack of space, only authors with three or more publications are illustrated when determining author productivity. The approach involved creating a Citation$_{norm}$ variable to determine impact by dividing the number of citations in an article by the number of authors in that article to normalise the citations for each author. It should be noted that the number of citations does not always reflect an article's true impact, as it can be influenced by factors such as the author's popularity (Rey-Marti *et al*., 2016). Figure 7 shows the top authors who were active and influential in publishing on diversity based on productivity and impact. Osman M. Karatepe contributed most to diversity research with a total of 11 articles. (He) also recorded a higher Citation$_{norm}$ for both the total and average citations (508.6 and 46.2, respectively) putting his impact ahead of other H&T scholars.

Insert Figure 7

3.2.2. *What is the intellectual network of diversity scholars?*

In order to map the intellectual network of diversity scholars in H&T, the relationship between the most cited authors is mapped through co-citation analysis. This analysis takes the citation analysis a step further by identifying authors who are frequently cited in an article. The intellectual network (using 30 co-citations as a lower limit) is depicted in Figure 8. A total of 37 most cited authors are extracted, but due to the output of WoS, only the first authors of each article are generated for this analysis. The location of authors conveys the relationship of authors within the network. Authors who are located close to one another tend to have related thoughts. The link thickness shows the strength of the co-citation, and the nodes represent the number of citations for each author. The first cluster (red) centred around Osman Karatepe, who is identified earlier as the most productive and most cited author for diversity research. He was linked with Xinyuan Zhoa, Jeffrey Greenhaus, and Michael Frone who wrote on human resource management (HRM).

Insert Figure 8

3.2.3. Which are the most impactful diversity articles in H&T?

Our next analysis shows that more than 83% of articles had multiple authors (averaging 2.6 authors). The most impactful co-authored articles are listed in Table 2, where the rank, authors, affiliations, citations, year, the ratio of citations and academic age are presented for each article. Although there is an even distribution of the significant works over a two-decade period, eleven articles have 100+ citations, all published prior to 2015. This is not surprising as Wang (2013) observes that publications average three to seven years before receiving a significant number of citations. "Generational differences: An examination of work values and generational gaps in the hospitality workforce" tops our list with 266 citations and an average of 20.5 annual citations, followed by papers authored by Karatepe and colleagues in 2007 (146 citations) and 2006 (128 citations). Our analysis also shows that highly cited articles are written by scholars based in tourism, hospitality, or leisure schools rather than business or marketing schools.

Insert Table 2

3.3. Institutional and national contributions to diversity scholarship

3.3.1. Which institutions are active in diversity scholarship?

The next set of analyses identifies institutional contributions to diversity research in H&T from a productivity and impact perspective. The top ten institutions with the highest number of publications are listed to determine the most productive institutions. Citation$_{norm}$ is used to calculate the impact of each institution based on collaborative work between institutions by dividing total citations by the number of institutions associated with each work. Figure 9 highlights the leading institutions active and influential in diversity scholarship. Two institutions from Asia, Sun Yat Sen University and Hong Kong Polytechnic University ranked highest in terms of productivity (10.5%), while Eastern Mediterranean University and Washington State University ranked highest in terms of impact (Sum and Avg. of C$_{norm}$). Five of the top institutions are also ranked on the Shanghai Ranking 2021's top ten hospitality and tourism management schools, including Sun Yat Sen University (China), Hong Kong Polytechnic University (China), Griffith University (Australia), University of Surrey (UK), and Washington State University (US). The University of Nevada (US), the University of Houston (US), Bournemouth University (UK), and Pennsylvania State University (US) are among the top twenty universities on the Shanghai list (Global Ranking of Academic Subjects, 2021). In total, 453 institutions contributed to H&T diversity scholarship.

Insert Figure 9

3.3.2. Which countries are represented in diversity scholarship?

Figure 10 (Power BI) shows the most productive countries for diversity scholarship along with the number of articles. Countries are identified based on the author's institutional affiliation at the time of publication. While the US tops the list, the most productive countries included four in Asia, two in Oceania, and one in Africa. The US, China, and the UK collectively accounted for more than 60% of the total publications.

Insert Figure 10

Figure 11 illustrates the impact of country contributions to diversity scholarship, including the number of articles. The US leads in productivity and impact, which is unsurprising given the high level of academic activity in the country. To account for this bias, we calculated the ratio of TC_{norm} to the number of articles (TC_{norm}.avg.) to determine a country's average total citations. While the US, Turkey, the UK, and China received the highest TC_{norm} scores, Turkey, Spain, and Taiwan reported the highest average total citations. In short, the US is the most productive while Turkey is the most impactful based on average TC (adjusted for article count). A total of 65 countries contributed to diversity scholarship in H&T.

Insert Figure 11

3.3.3. Diversity research database

The three major (and popular) databases and lists H&T scholars utilize when researching or deciding where to publish are WoS ("Hospitality, Leisure, Sports, and Tourism" category), Scopus ("Tourism, Leisure, Hospitality, and Marketing" category), and the ABDC ("Marketing and Tourism") Journal Quality List. We explored the differences between the databases and list to help H&T scholars decide where to publish their research. The line of inquiry involves mapping of diversity topics in each of the databases/lists in Figure 12. Each square represents one percent, and the asterisks denote the leading journals for each database/list. Scopus, which covers 98% of articles, is the most extensive, followed by WoS and ABDC for diversity scholarship. Notably, although WoS is a popular platform for bibliometric studies, its HLST category is less comprehensive when compared to Scopus's TLHM category.

Insert Figure 12

We also examined the WoS and Scope databases and the ABDC list for the number of articles published and their impact over 20 years. The key findings are as follow: First, Figure 13a shows that the number of articles across all three databases/lists is increasing. Second, the impact of the articles (citations) is nearly identical across all three lists, even though Scopus has a larger number of publications (Figure 13b). This is because the articles in leading journals with the highest impact are mostly common across the three databases/lists. The number of citations was lower for more recent articles, consistent with Wang's (2013) observation that it takes time to build up citations. The number of citations increased significantly in 2006, which appears to be a watershed year where diversity scholarship gained interest and momentum in H&T literature.

Insert Figure 13 a & b

4. Discussion

4.1 Diversity Scholarship in H&T

Research on diversity in H&T has largely been ignored prior at the turn of the century but has gained popularity as evidenced by the numbers of paper published. Fewer than 10 papers were published prior to 2007, but the numbers increased exponentially to 72 papers by 2020. This growth is also accompanied by author productivity (discussed below) and impact. The expansion in diversity research in H&T may reflect increasing diversity in the workplace, and a growing awareness in the need to manage diversity to enhance workplace effectiveness.

Our content and frequency analyses identify work/life balance, gender equality, age and generation as the most popular diversity topics in H&T, and mirror those reported in Manoharan and Singal (2017), and Deery and Jago (2015). *EDI Journal* reports gender equality, race and ethnicity, as well as gender identity as the most researched topics in general management and organization literature, suggesting that issues related to race and ethnicity and gender identity have been under researched in H&T. In addition, disability, as identified by Kalargyrou and Costen (2017, 108), continue to be ignored and receive scant attention from H&T scholars. Our findings do point to research gaps but also opportunities for future work on these topics. We anticipate race and ethnicity as well as gender identity research to gain ground with social movements such as #BlackLivesMatter, #StopAsianHate, and increasing protection for LGBTQ individuals.

We also identify key H&T outlets for diversity scholarship – both in terms of the number of publications and their impact. The *International Journal of Hospitality Management* and the *International Journal of Contemporary Hospitality Management*, both account for 40 percent of all diversity research in H&T over our 20 year investigation. The *International Journal of Hospitality Management* also recorded the most citation, while *Tourism Management* recorded the highest average citation, despite publishing fewer but more influential articles. This also suggests that diversity scholarship is more prominent in hospitality management than tourism. There is also a greater number of citations from H&T sources (shirting away from general social science), indicative of a stronger establishment of diversity scholarship in H&T.

4.2. Diversity Scholars in H&T

We also find research on diversity in H&T to be collaborative, as multiple authorships (with 3 to 4 authors being the most frequent) are the norm. The interdisciplinary nature of H&T is evidenced by the co-citation maps. Our analysis identifies four distinct clusters, demonstrating the close relationships among tourism management, hospitality management, psychology, and business (organization and management) studies. This pattern (research area analysis) is logical considering diversity as a field of study sits within the social sciences. The strong and overlapping relationship with business studies is clear.

The most impactful works (by citations) emanate from hospitality scholars. We identify Osman M. Karatepe as the most productive and influential H&T diversity scholar, registering the highest h-index among our top authors' lists.

4.3 Institutional and National Contributions to Diversity Scholarship in H&T

The US, China, and the UK are among the top contributing countries to diversity research in H&T. US scholars dominate the space likely because the discourse on diversity was conceived in the US and was adopted later by other countries (Klarsfeld *et al.*, 2022). Although the US is prominent in diversity research, it is worth noting that works from Turkey registered the highest impact. In addition, new scholars are emerging from East Asia (China, Hong Kong, Taiwan). This demonstrates that, contrary to previous understandings, diversity scholarship is diffusing across continents, as equity concerns become increasingly prominent in the workplace (Manoharan and Singal, 2017).

5. Conclusion

Given rising concerns with workplace equity globally, there is an expectation of diversity management within H&T sector. In this regard, H&T scholars should be informed and keep current with the discourse on diversity that is taking place within H&T scholarship and broader organization and management literature. The present paper offers a bibliometric analysis to chart the development of diversity research in H&T over the past 20 years.

As the first bibliometric analysis, our paper offers a fossil record of diversity work in H&T. We document the trajectory of diversity scholarship in H&T, identify the scholars who are active in this area of research, and locate institutions and countries where diversity research is conducted. The knowledge generated in our paper aids scholars in identifying trends and opportunities (i.e., knowledge gaps) on diversity research, position their work in outlets (journals and databases) that are impactful, and locate collaborative opportunities (through co-citations and highly productive and influential scholars and institutions) and locations where diversity work is undertaken in H&T. Our study is also comprehensive, encompassing 190 journals and 1,779 articles drawn from three sources – WoS and Scopus databases, and the ABDC journal list, spanning 20 years. We also benchmarked our findings from H&T outlets with *EDI Journal,* a proxy journal for management and organization research focused on issues related to diversity and equity. In short, our paper offers a comprehensive survey of the diversity subfield within H&T.

Given our early work on capturing diversity scholarship in H&T, we recommend an updated review be conducted to extend our findings on the growing trends on diversity research within our field. We also suggest benchmarking the metrics from H&T outlets to a broader set of management and organization journals such as *Gender, Work and Organization*, *Gender in Management: An International Journal,* and *Sex Roles*. We also find diversity research in H&T workplace is limited to work/life balance, gender equality, as well as age and generation. We therefore encourage more H&T research attention to focus on race and ethnicity, gender identity and sexual orientation, religion, migrant workers, as well as workers with disabilities – other critical areas of diversity research identified through *EDI Journal.* This recommendation allows scholars to move the discourse on diversity from discrimination and fair treatment to inclusion of a broader group of H&T workers. Existing research have also been conducted by scholars located in the US, China, the UK, and Turkey, suggesting there is space for other scholars to engage in diversity scholarship.

Bibliometric analysis also has the potential to inform practitioners identify trends in diversity work in H&T. This knowledge can assist organizations, managers, and employers in enacting policies and practices to keep pace with current developments in the field.

A few limitations should be noted to put our findings in context. First, the data for the study is derived from WoS, which has several shortcomings. The pre-selected HLST category potentially excludes diversity articles in H&T but are published in journals outside its category. Second, we adopted a number of different approaches to improve our search yield, but in the absence of standardized keywords in WoS, we may not fully capture all the articles on a particular topic. Third, diversity research in H&T only gained traction after 2006, hence our review period of 20 years reflects the early stages of diversity scholarship in the field. Nonetheless, our paper offers a baseline and fossil record for future work in our field. In closing, the present paper generates several important insights that can offer scholars guidance on future diversity research in H&T

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