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Social Media Usage and Employee Well-Being: A Systematic Literature Review Using Bibliometric Analysis and the TCCM Framework

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Systematic Review

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Abstract

The growing integration of social media into institutional environments has essentially transformed workplace communication, collaboration, and knowledge exchange. Initiative social media platforms have evolved beyond communication tools to become strategic organizational resources that influence employee interactions, organizational learning, social capital development, and employee well-being. To address these gaps, this study presents a systematic literature review integrating bibliometric analysis with the Theory, Context, Characteristics and Methodology (TCCM) framework. Following the PRISMA 2020 guidelines, 122 Scopus-indexed journal articles published between 2015 and 2025 were systematically identified, screened, and analysed. The findings further reveal that enterprise social media usage contributes to employee well-being by strengthening social media capital, facilitating knowledge sharing, improving organizational communication, and enhancing social support. Based on these findings, this review develops a comprehensive future research agenda organized according to the TCCM framework and proposes a conceptual framework positioning work-related social media usage and social-related social media usage as antecedents of international social media capital, which subsequently enhances employee well-being. The review contributes to digital workplace research by providing an integrated synthesis of the literature and identifying promising avenues for future theoretical development and empirical investigation.

Introduction

The rapid evolution of digital technologies has significantly changed organizational communication, collaboration, and knowledge management (Leonardi et al., 2013; Leonardi & Vaast, 2017; Cao et al., 2016; Nisar et al., 2019 ; Garcia-Morales et al., 2018; Warnakulasuriya & Jayasinghe, 2025). The enterprise social media allows employees to communicate instantly, create and share content, and openly exchange information across different departments in the unlike old communication systems (Leonardi et al., 2013; Leonardi & Vaast, 2017; Razmerita et al., 2016; King & Lee, 2016; Nisar et al., 2019; Garcia-Morales et al., 2018). As a result, initiative social media not only improves structural performance but also supports the employees social and psychological experiences at work (Cao et al., 2016; Bodhi, 2025; Zhu et al., 2024).

Many organizations now use these platforms to encourage collaboration, innovation, employee participation, and organizational resilience with the development of Enterprise Social Media. Employees can easily attach with the colleagues, exchange their ideas, discuss work-related issues and work together regardless of their department or location. This creates a more attachment and collaborative work environment where employees actively participating and contributing in achieving organizational goals (Leonardi & Vaast, 2017; Garcia-Morales et al., 2018; Bodhi, 2025).

Unlike old message systems such as emails, phone calls, or printed documents, for the improvement of workplace communication and collaboration, initiative Social Media offers many types of advanced features. These types make information more accessible, improve their transparency, and help

employees to stay informed about structural activities (Leonardi et al., 2013; Leonardi & Vaast, 2017; Razmerita et al., 2016).

The communicative nature of Enterprise Social Media encourages employees to share knowledge, ask questions, provide feedback, and solve problems together. As a result, organizations become better at managing knowledge, improving decision-making, and responding to workplace challenges and Originality Social Media therefore plays an important role in improving teamwork, communication, and collaboration across the organization (King & Lee, 2016; Nisar et al., 2019; Garcia-Morales et al., 2018).

Enterprise Social Media also influences employee's social and psychological experiences at work for improving in organizational processes and those employees who regularly interact and cooperate through these platforms often feel more allied with their co-workers and the organization. Therefore, Enterprise Social Media contributes not only to organizational effectiveness but also to creating a +ve and supportive digital work environment for employees (Cao et al., 2016; Bodhi, 2025; Zhu et al., 2024).

Despite of these positive results, scholars have also identified several challenges associated with the excessive or inappropriate use of Enterprise Social Media. In addition, Enterprise Social Media can fade the boundaries among work and personal life because employees often remain connected to work even after office hours. These findings suggest that while Enterprise Social Media delivers many valuable benefits, organizations should also manage its use carefully to minimize its potential negative effects on employees (Haun et al., 2022; Newbold et al., 2022; Asif, 2026).

Overall, the existing literature suggests that Enterprise Social Media is a powerful organizational tool that supports interaction, cooperation and shaqring of knowledge, innovation, and participation of employees. Therefore, to understanding the role of Enterprise Social Media while promoting employee well-being has become an important area of study, particularly in modern workplaces where digital technologies are extensively integrated into daily organizational activities.

A developing concept that clarifies these connections is social media capital, which signifies the important social assets employees cultivate through online interactions that span organizational and geographic limits (Ellison et al., 2014; Nahapiet & Ghoshal, 1998; Leonardi & Vaast, 2017). Enterprise social media provides employees with professional knowledge, collaborative connections, informational assets, trust, mutual support, and emotional backing that enhance workplace relationships and promote employee well-being (Razmerita et al., 2016; Berraies et al., 2020; Guo et al., 2026).

Despite significant growth in research on enterprise social media over the past ten years, the literature continues to be disjointed regarding theories, research settings, and methodological strategies (Leonardi & Vaast, 2017; Nisar et al., 2019). Recently feedbacks Current reviews mainly deals with the knowledge management, organizational communication, or implementation of technology (Razmerita et al., 2016; Garcia-Morales et al., 2018), whereas fewer studies merge with analysis of bibliometric with a systematic qualitative synthesis that can concurrently explore the theoretical underpinnings, attributes

for research, contextual frameworks, and methodological advancements (Donthu et al., 2021; Paul & Rosado-Serrano, 2019).

To overcome these constraints, the current investigation combines bibliometric analysis with the Theory–Context–Characteristics–Methodology (TCCM) framework to conduct a systematic review of 122 journal articles which were scopus indexed (Donthu et al., 2021; Paul & Rosado-Serrano, 2019). This study adds to the body of knowledge in 3 significant ways. It offers thorough synthesis of studies on workplace social media and employee well-being by combining bibliometric analysis with the TCCM framework (Donthu et al., 2021 ; Paul & Rosado-Serrano, 2019).

Literature Review

Enterprise Social Media

Enterprise social media (ESM) has emerged as a vital element of contemporary organizations by enabling communication, collaboration, and knowledge exchange across functional and geographical barriers (Leonardi et al., 2013; Leonardi & Vaast, 2017; King & Lee, 2016; Razmerita et al., 2016). In contrast to conventional communication systems, ESM facilitates immediate interaction, content created by users, visibility of communication, and open information sharing, which enhances organizational learning, employee connections, and teamwork processes (Leonardi et al., 2013; Leonardi & Vaast, 2017; Treem & Leonardi, 2013). Tools like Microsoft Teams, Slack, Yammer, and Workplace enhance both formal and informal communication, rendering them essential organizational assets that promote coordination, creativity, and overall effectiveness (King & Lee, 2016; Garcia-Morales et al., 2018; Nisar et al., 2019; Warnakulasuriya & Jayasinghe, 2025).

Work-related Social Media Usage

Work-related social media usage relates to employees utilizing enterprise social media for performing structural duties, sharing of work-related info, coordinating with the projects, addressing the issues, and aiding decision-making (Cao et al., 2016; Leonardi et al., 2013; Leonardi & Vaast, 2017 King & Lee, 2016; Garcia-Morales et al., 2018; Nisar et al., 2019).

Social-related Social Media Usage

Beyond work-related activities, enterprise social media also supports the informal interactions, build their relationship, and emotional support for the employees (Leonardi & Vaast, 2017; Pekkala et al., 2025). The Study suggests that the social-related social media usage enhances trust, social support, organizational documentation, partnership, and employee connectedness by strengthening interpersonal relationships and facilitating the exchange of knowledge exchange (Ellison et al., 2014; Razmerita et al., 2016; Berraies et al., 2020; Pekkala et al., 2025). Nevertheless, excessive informal usage may also contribute to distractions, social comparison, reduced productivity, and blurred work–life boundaries (Haun et al., 2022; Newbold et al., 2022; Asif, 2026).

Social Media Capital

Social media capital has emerged as an important mechanism it explaining how enterprise social media influences organizational results (Nahapiet & Ghoshal, 1998; Ellison et al., 2014; Leonardi & Vaast, 2017; Berraies et al., 2020). Social media capital refers to the social resources employees acquire through digitally mediated interactions that extend across organizational, geographical, and cultural boundaries builds on Social Capital Theory, (Nahapiet & Ghoshal, 1998; Putnam, 2000; Ellison et al., 2014). It facilitates the communication and cooperation across digital workplaces because resources include professional networks, informational support, trust, reciprocity, collaborative relationships, and shared organizational knowledge (Leonardi & Vaast, 2017; Razmerita et al., 2016; King & Lee, 2016).

Employee Well-being

Employee well-being has become a major research focus because of its influence on organizational performance, innovation, employee engagement, and sustainable organizational development (Danna & Griffin, 1999; Warr, 1987; Page & Vella-Brodrick, 2009; Grant et al., 2007). It encompasses employees' psychological, emotional, social, and occupational experiences within the workplace (Ryff, 1989; Warr, 1987).

Existing Review Studies and Research Gap

The previous research review studies have primarily focused on technology adoption, organizational communication, knowledge management, digital transformation, and enterprise collaboration because enterprise social media has received considerable scholarly attention, (Leonardi & Vaast, 2017; Razmerita et al., 2016; Nisar et al., 2019; Garcia-Morales et al., 2018; Pekkala et al., 2025; Bodhi, 2025; Zhu et al., 2024; Guo et al., 2026).

To examine the theoretical foundations, research characteristics, contexts, and methodologies of workplace social media research (Paul & Rosado-Serrano, 2019; Donthu et al., 2021) the present study integrates bibliometric analysis with the Theory–Context–Characteristics–Methodology (TCCM) framework (Donthu et al., 2021; Paul & Rosado-Serrano, 2019) by synthesizing evidence from 122 Scopus-indexed articles.

Research Methodology

Data Collection

This study adopts a systematic literature review (SLR) integrated with bibliometric analysis and the Theory–Context–Characteristics–Methodology (TCCM) framework to study the ROL on workplace social media usage, international social media capital, and employee well-being, While compared with the old narrative reviews, SLRs offer a transparent, rigorous, and reproducible approach by employing predefined strategies for search, selection criteria for selection, and systematic analytical procedures (Tranfield et al., 2003; Snyder, 2019; Paul et al., 2021; Kitchenham & Charters, 2007).

To study about the trends of publication the influential authors influential authors, journals, countries, patterns for citation, collaborative networks, co-occurrence of keywords, and evolution of thematic, thereby mapping the knowledgeable structure and development of the study field, as the Bibliometric analysis was employed (Donthu et al., 2021; Aria & Cuccurullo, 2017; Zupic & Čater, 2015; Cobo et al., 2011; Paul & Rosado-Serrano, 2019; Paul et al., 2021).

Research Design

To investigate on the literature review on workplace social media usage, international social media capital, and employee well-being, for that this research follows a systematic literature review (SLR) integrated with the bibliometric analysis and the Theory–Context–Characteristics–Methodology (TCCM) framework (Tranfield et al., 2003; Snyder, 2019; Paul et al., 2021; Kitchenham & Charters, 2007).

To study about the trends of publication the influential authors influential authors, journals, patterns for citation, networks for collaboration, keyword co-occurrence of keywords, and thematic evolution, by mapping the intellectual structure and development of the research field, for that the bibliometric analysis was employed (Donthu et al., 2021; Aria & Cuccurullo, 2017; Zupic & Čater, 2015; Cobo et al., 2011). The review process followed the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA 2020) guidelines to ensure transparency, methodological rigor, and reproducibility throughout the identification, screening, eligibility, and inclusion stages (Page et al., 2021; Liberati et al., 2009; Moher et al., 2009).

TITLE-ABS-KEY ("enterprise social media" OR "workplace social media" OR "internal social media" OR "enterprise social networking" OR "social media usage" OR "work-related social media usage" OR "social-related social media usage") AND ("employee well-being" OR "employee wellbeing" OR "workplace well-being" OR "workplace wellbeing" OR "social media capital" OR "social capital" OR "knowledge sharing") AND PUBYEAR > 2014 AND PUBYEAR < 2026 AND (LIMIT-TO (DOCTYPE,"ar")) AND (LIMIT-TO (LANGUAGE,"English")) AND (LIMIT-TO (SUBJAREA,"BUSI")

Table 1. General Summary

Criteria	Quantity
Articles	122
Journals	75
Authors	470
Countries	144

Source: The authors.

Results

The findings of the citation analysis, co-citation analysis and co-occurrence of keywords are given in this section by adopting the rigorous approach of bibliometric analysis.

General Summary

The bibliographic characteristics of the reviewed literature showed by Table 2. The finalized of dataset comprised 122 Scopus-indexed journal articles published across 75 journals by 470 authors representing 144 countries. Its highpoints the multidisciplinary and global nature of workplace social media research, reflecting increasing scholarly interest in its implications for social media capital and employee well-being for the diversity of journals, authors and the countries.

Citation Analysis

By examining the impact of published studies, citation analysis provides an indication of the scientific influence and intellectual development of a research field. The reviewed articles have accumulated 4,144 citations, with an average of 34.82 citations per article (calculated from records with citation data) based on the available citation data in the dataset. The most highly cited article received 755 citations, demonstrating that several foundational studies have had a substantial influence on subsequent research.

Most Globally Cited Documents on Social Media Usage and Employee Well Being

The most influential and globally cited studies in the domain of social media usage, digital interaction, and wellbeing are summarized below, reflecting foundational contributions that have shaped subsequent research:

Most Distinguished Authors

While reflect on their scientific impact within the field this section identifies the most influential authors in workplace social media and employee well-being research based on publication output and total citations. Paul Best, Roger Manktelow, and Brian John Taylor were the most distinguished authors, each contributing two publications with a total of 808 citations as shown in Table 4. They highlighting their significant contributions to enterprise social media and organizational communication research and they were followed by Ine Beyens, Eline Frison, and Steven Eggermont, whose publication received 567 citations, while Paul M. Leonardi and Emmanuelle Vaast accumulated 464 citations,

Table 2
Top Ten Distinguished Authors Based on Total Citations

Rank	Author	Documents	Citations
1	Best, Paul	2	808
2	Manktelow, Roger	2	808
3	Taylor, Brian John	2	808
4	Beyens, Ine	1	567
5	Frison, Eline	1	567
6	Eggermont, Steven	1	567
7	Leonardi, Paul M.	1	464
8	Vaast, Emmanuelle	1	464
9	Bruine de Bruin, Wändi	1	145
10	Parker, Andrew M.	1	145

Most Distinguished Journals

As shown in Table 5, this subsection identifies the most influential journals in workplace social media and employee well-being research based on publication output and total citations. By highlighting its central role in the field, Computers in Human Behaviour was the leading journal, publishing 14 articles that received 1,147 citations, Children and Youth Services Review ranked second with 755 citations, followed by Academy of Management Annals with 464 citations.

Table 3
Top Ten Distinguished Journals Based on Total Citations

Rank	Journal	Documents	Citations
1	Computers in Human Behaviour	14	1,147
2	Children and Youth Services Review	1	755
3	Academy of Management Annals	1	464
4	Proceedings of the ACM on Human-Computer Interaction	6	218
5	Psychology and Aging	1	145
6	Journals of Gerontology: Series B	4	141
7	Journal of Computer-Mediated Communication	3	77
8	British Journal of Social Work	2	64
9	Journal of the Association for Information Science and Technology	1	60
10	Personality and Social Psychology Review	1	59

Source: The authors

To examine the intellectual structure of workplace social media and employee well-being research co-citation analysis was conducted by using VOS viewer. To identify relationships among influential authors and journals and to visualize the intellectual structure of a research field co-citation analysis is widely used. (Small, 1973; White & Griffith, 1981; Zupic & Čater, 2015).

Co-citation Analysis of Authors

The author co-citation network consists of several interconnected clusters representing the major intellectual foundations of workplace social media research as shown in Figure X. The filed social media is usually influenced by the experts in organizational communication, information systems, psychology, and social media research, reflecting the interdisciplinary nature of the field (White & Griffith, 1981; Zupic & Čater, 2015; Donthu et al., 2021).

Co-citation Analysis of Journals

Figure Y presents the journal of co-citation network, which basically identify the most crucial papers on workplace social media research. These interconnected clusters provide a a strong foundation to understand the workplace social media research and there impact on employees (Van Eck & Waltman, 2010; Cobo et al., 2011; Donthu et al., 2021).

Co-occurrence of Keywords

A Keyword co-occurrence analysis was showed to identify the main study topics themes and the relationships within workplace social media literature. This technique usually helps researchers to know about the most significant themes in a field of study by analysing its keywords and their relationships (Callon et al., 1983; Cobo et al., 2011). Overall, the keyword network reflects the multidisciplinary evolution of the field, with employee well-being and social support emerging as its primary research focus (Aria & Cuccurullo, 2017; Donthu et al., 2021).

Thematic Mapping

The thematic map classifies research themes based on centrality and density, enabling the identification of mature, emerging, and peripheral topics within workplace social media research (Callon et al., 1983; Cobo et al., 2011). Overall, the thematic map highlights employee well-being as the core research focus while demonstrating the continued evolution of workplace social media research toward broader psychological and organizational outcomes (Aria & Cuccurullo, 2017; Donthu et al., 2021; Zupic & Čater, 2015).

TCCM Framework

The scholars wanted to understand the studies which are existing on workplace social media usage and employee well-being. It gives a clear image of review of literature and helped them to identify various themes of research, gaps of research and opportunities for future research (Paul & Rosado-Serrano, 2019; Paul et al., 2021; Lim et al., 2022).

Theory Analysis

To explain workplace social media usage and employee well-being the studied literature draws upon diverse theoretical perspectives from organizational behaviour, information systems, communication, psychology, and human resource management (Leonardi et al., 2013; Leonardi & Vaast, 2017; Cao et al., 2016; Razmerita et al., 2016; Nisar et al., 2019).

Table 4
Theory Analysis

Cluster	Theoretical Perspective	Representative Theories
Cluster 1	Social Capital and Relationship Theories	Social Capital Theory, Social Network Theory, Relational Coordination Theory
Cluster 2	Psychological and Behavioral Theories	Uses and Gratifications Theory, Social Exchange Theory, Job Demands–Resources Theory, Conservation of Resources Theory, Self-Determination Theory
Cluster 3	Communication and Knowledge Management Theories	Communication Visibility Theory, Media Richness Theory, Knowledge-Based View, Organizational Communication Theory
Cluster 4	Technology Acceptance Theories	Technology Acceptance Model (TAM), Unified Theory of Acceptance and Use of Technology (UTAUT), Affordance Theory
Cluster 5	Organizational and Strategic Theories	Dynamic Capability Theory, Organizational Support Theory, Resource-Based View, Institutional Theory
Cluster 6	Well-being and Human Resource Theories	Employee Well-being Theory, Positive Organizational Behavior, Psychological Safety Theory, Boundary Theory

Source: The authors

To explain workplace social media usage and employee well-being the reviewed of literature employs diverse theoretical perspectives from organizational behaviour, communication, information systems, and psychology (Leonardi et al., 2013; Leonardi & Vaast, 2017; Cao et al., 2016; Nisar et al., 2019). Other frequently adopted theories include Social Network Theory, Uses and Gratifications Theory, Social Exchange Theory, Job Demands–Resources Theory, Technology Acceptance Model (TAM), Unified Theory of Acceptance and Use of Technology (UTAUT), Communication Visibility Theory, and Organizational Support Theory, which explain employees' technology adoption, communication behaviour, knowledge sharing, and well-being (Treem & Leonardi, 2013; Leonardi & Vaast, 2017; Cao et al., 2016; Razmerita et al., 2016; Garcia-Morales et al., 2018; Nisar et al., 2019; Haun et al., 2022; Pekkala et al., 2025). Future research should therefore develop integrated theoretical models to better explain these complex relationships (Paul & Rosado-Serrano, 2019; Donthu et al., 2021)

Characteristics Analysis

This characteristics analysis investigates the principal constructs and relationships examined in the revised studies. (Leonardi et al., 2013; Leonardi & Vaast, 2017; Garcia-Morales et al., 2018). The most frequently examined consequence variables include employee well-being, knowledge sharing, employee engagement, job performance, organizational commitment, innovative work behaviour, and social capital (Cao et al., 2016; King & Lee, 2016; Nisar et al., 2019; Berraies et al., 2020; Guo et al., 2026; Zhu et al., 2024).

The dominant antecedents comprise enterprise social media usage, work-related social media usage, social-related social media usage, organizational communication, communication visibility, social support, trust, leadership, job autonomy, and organizational culture (Leonardi & Vaast, 2017; Treem & Leonardi, 2013; Cao et al., 2016; Razmerita et al., 2016; Garcia-Morales et al., 2018; Warnakulasuriya & Jayasinghe, 2025). Despite the diversity of constructs, relatively few studies have integrated work-related social media usage, social-related social media usage, international social media capital, and employee well-being within a single conceptual model, highlighting an important avenue for future research (Pekkala et al., 2025; Bodhi, 2025; Zhu et al., 2024; Guo et al., 2026).

Table 5
Major Outcome Variables and Their Antecedents in Workplace Social Media Research

Outcome Variables	**Frequently Examined Antecedents**
Employee Well-being	Work-related social media usage, social-related social media usage, social support, organizational communication, digital collaboration, social media capital, job autonomy, organizational support
Social Media Capital	Enterprise social media usage, knowledge sharing, communication visibility, trust, collaboration, organizational communication
Knowledge Sharing	Enterprise social media usage, communication quality, organizational culture, trust, leadership, digital collaboration
Employee Engagement	Organizational communication, perceived organizational support, social media usage, communication transparency, leadership
Innovative Work Behaviour	Knowledge sharing, social capital, organizational learning, communication visibility, collaboration

Source

Authors' synthesis based on the reviewed literature (n = 122).

Context Analysis

The context analysis examines the geographical, organizational, industrial, and participant settings of the reviewed studies. Most research has been conducted in China, the United States, the United Kingdom, Australia, South Korea, and other European countries, reflecting the widespread adoption of enterprise social media in technologically advanced economies (Cao et al., 2016; Leonardi & Vaast, 2017; Razmerita et al., 2016; King & Lee, 2016; Garcia-Morales et al., 2018; Guo et al., 2026). Overall, by highlighting the need for greater contextual diversity and cross-cultural investigations in future research the workplace social media research remains concentrated in developed economies and digitally intensive industries (Paul & Rosado-Serrano, 2019; Donthu et al., 2021).

Table 6
Contexts Examined in Workplace Social Media Research

Context	Major Research Areas
Geographical Context	China, United States, United Kingdom, Australia, South Korea, Europe
Organizational Context	Private organizations, public organizations, multinational corporations, universities
Industrial Context	Information technology, healthcare, education, finance, hospitality, manufacturing
Employee Context	Knowledge workers, managers, healthcare professionals, university employees, administrative staff
Digital Work Context	Remote work, hybrid work, virtual collaboration, enterprise social media environments

Source

Authors' synthesis based on the reviewed literature (n = 122).

Methodology Analysis

For the adoption of reviewed studies the methodology analysis evaluates the research designs and analytical approaches. Structural Equation Modelling (SEM), particularly PLS-SEM, is the most widely used analytical technique, followed by CB-SEM, regression analysis, mediation and moderation analysis, and PROCESS Macro.

Qualitative and mixed-method studies stays limited, with qualitative research primarily comprising interviews and case studies. To improve the generalizability of future findings these methodological limitations suggest the need for more longitudinal, mixed-method, multilevel, and cross-country research to strengthen causal inference.

Table 7
Methodological Characteristics of Workplace Social Media Research

Methodological Dimension	Dominant Approaches
Research Design	Quantitative, Qualitative, Mixed Methods
Data Collection	Questionnaire surveys, Interviews, Case studies
Research Design Type	Cross-sectional, Longitudinal, Experimental
Sampling Techniques	Convenience sampling, Random sampling, Purposive sampling
Statistical Analysis	PLS-SEM, CB-SEM, Regression, PROCESS Macro, CFA, EFA
Software	SmartPLS, AMOS, SPSS, R, VOSviewer, Bibliometrix

Source

Authors' synthesis based on the reviewed literature (n = 122).

Discussion and Conclusion

To synthesize research on workplace social media usage and employee well-being this study methodically reviewed 122 Scopus-indexed journal articles (2015–2025) by using bibliometric analysis and the TCCM framework. Basically, this study provides a comprehensive synthesis of the literature while proposes a conceptual framework and future research agenda, and offers the practical insights for organizations for seeking into leverage enterprise social media to enhance the organizational performance and employee well-being.

Limitations

This journal has several limitations apart from its offerings. In first, the analysis was limited to Scopus-indexed, English-language journal articles, potentially without relevant studies from other databases and non-English publications. Secondly, conference papers, book chapters, and without the other forms of grey literature, which may have omitted emerging study. Third, the journal covered publications from 2015 to 2025, limiting the inclusion of earlier initial studies.

Future Research Directions

For the better explanation of workplace social media and employee well-being the upcoming study should give more attention on integrating integrating Social Capital Theory with complementary perspectives. Methodologically, upcoming studies should employ longitudinal, experimental, mixed-method, and cross-country designs to strengthen causal evidence and advance understanding of how enterprise social media and international social media capital influence employee well-being.

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Figures

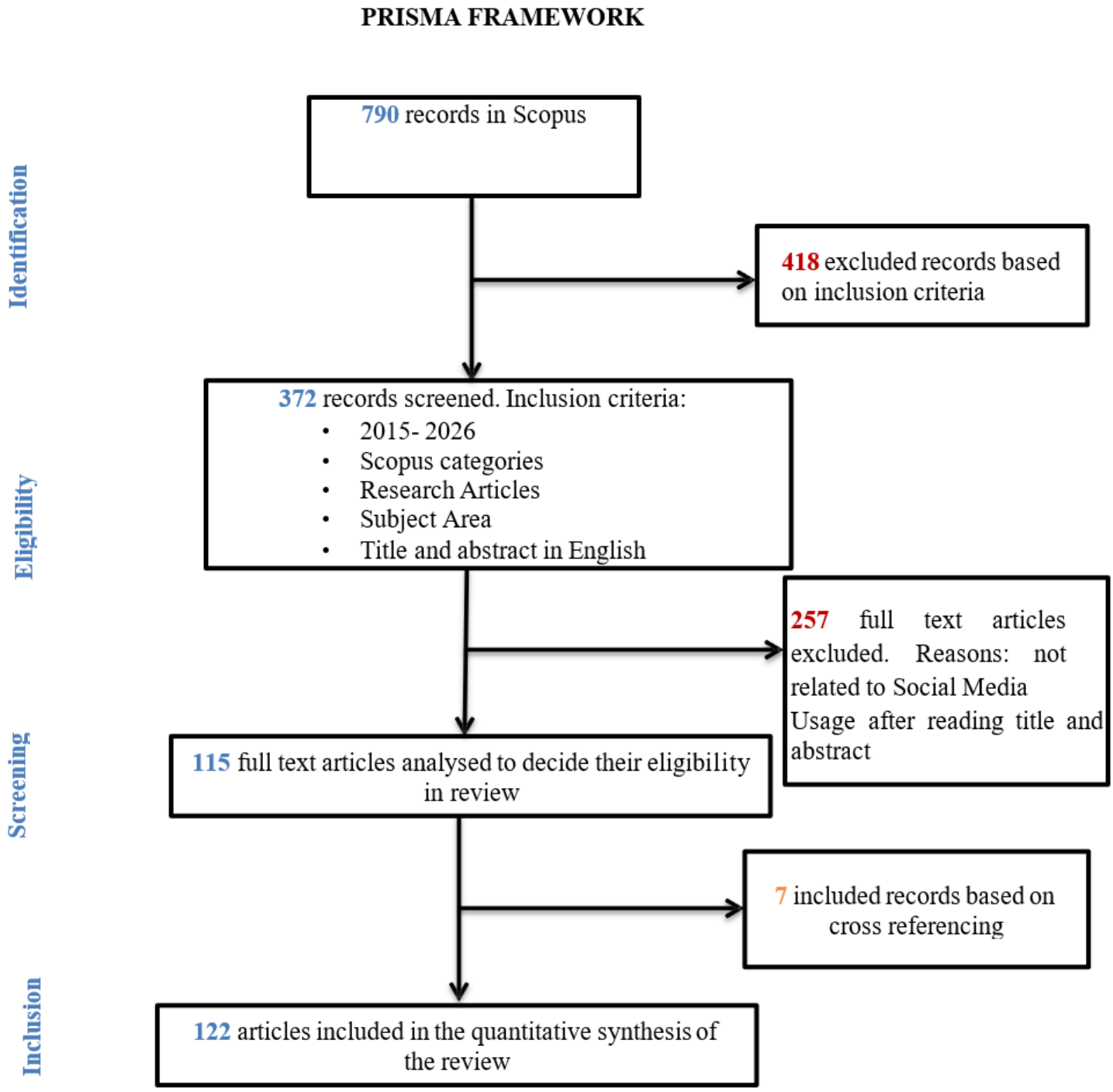


Figure 1

Source: Framework copied by the Researcher from PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyse

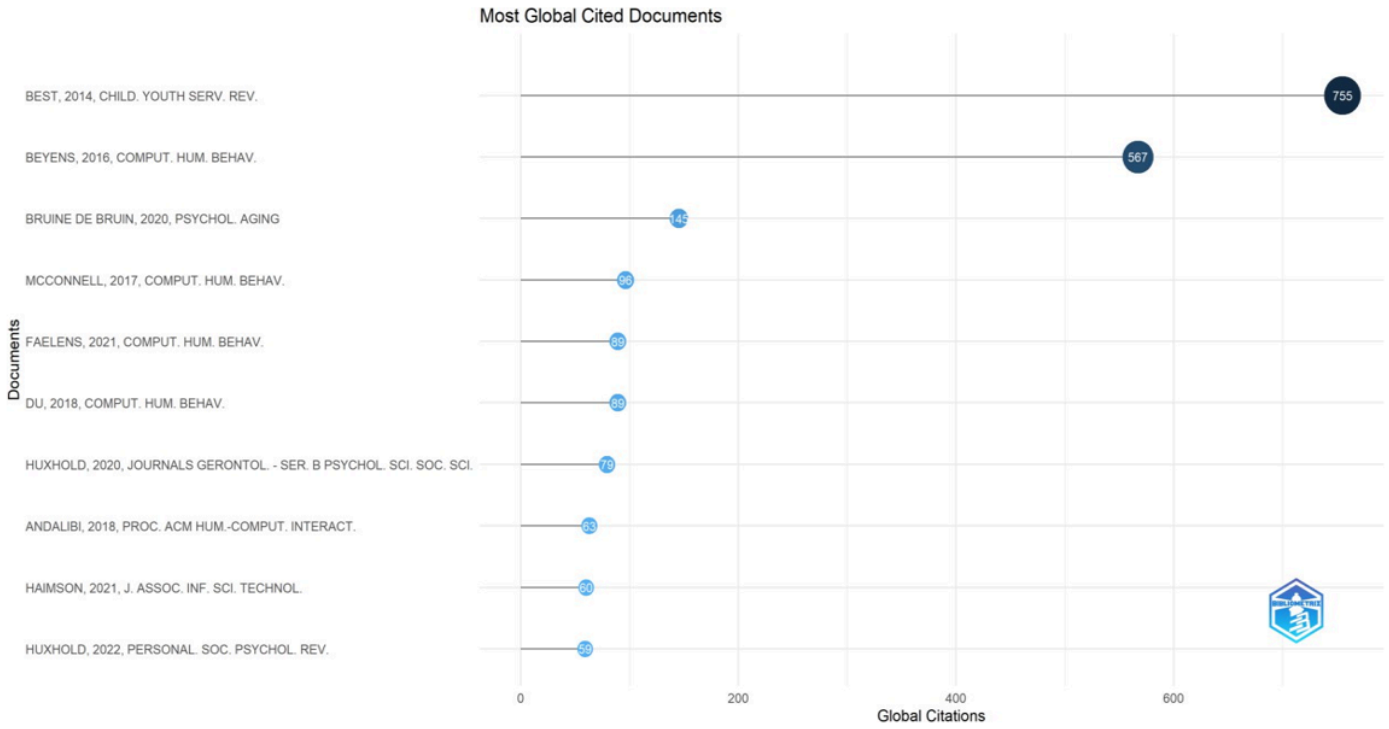


Figure 2

Most Global Cited Documents

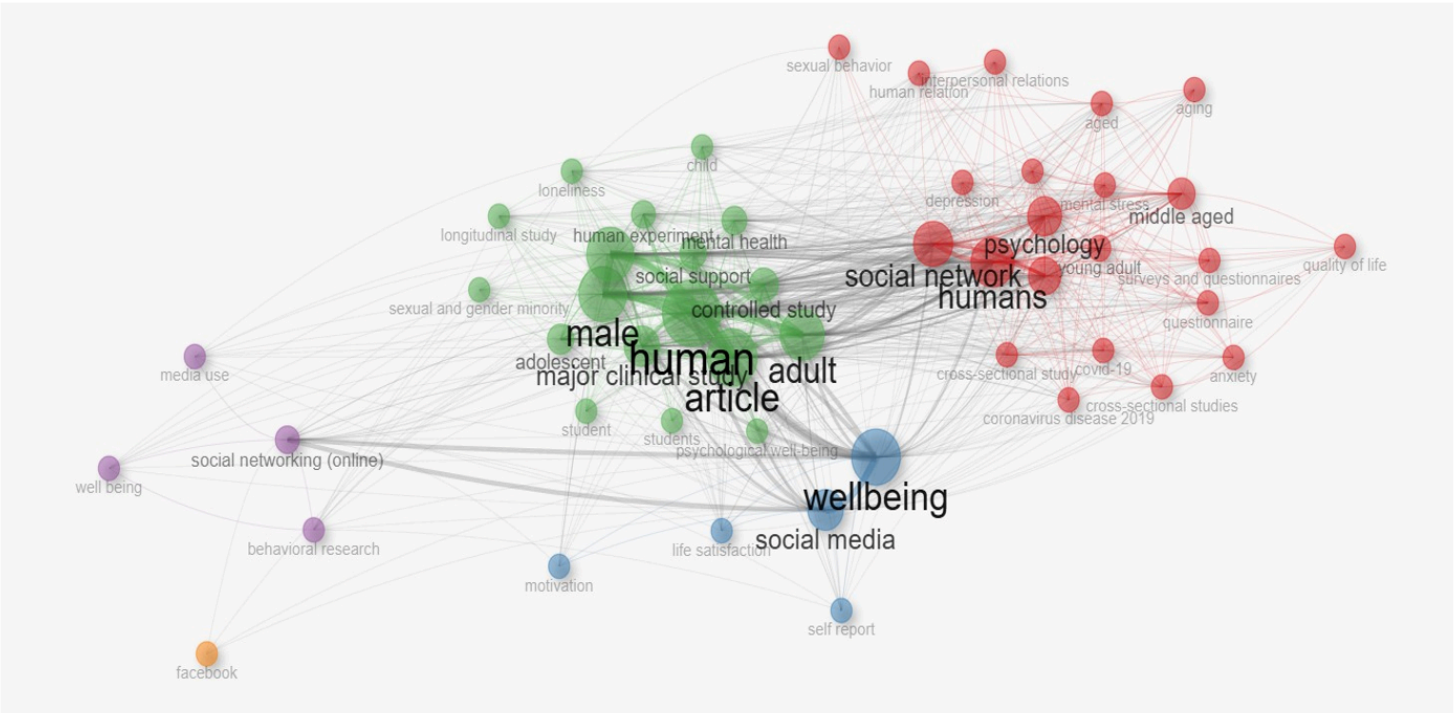


Figure 3

Co-occurrence of Keywords

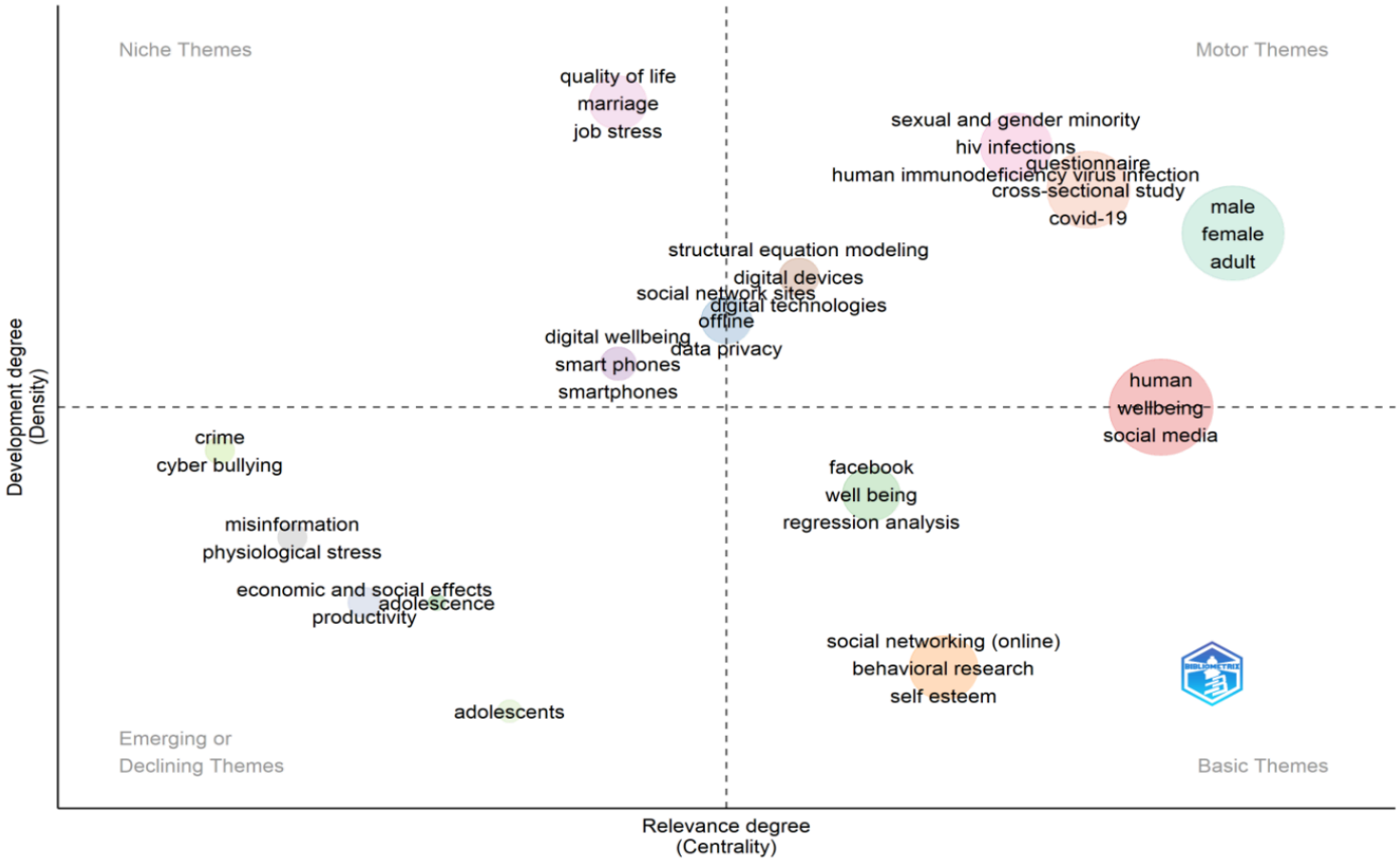


Figure 4

Thematic Mapping