

A BIBLIOMETRIC ANALYSIS OF INCORPARATING AI INTO ENTERPRISES MANAGEMENT SYSTEMS

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ABSTRACT

The growing importance of artificial intelligence at all sector levels it is demonstrated both by researchers and daily life. The transformational impact of AI is accelerating the continuous change of today's society, having effects on multiple sectors, including human beliefs. This paper is a bibliometric examination of incorporating AI into enterprises management systems. To evaluate the implications of the academic papers, it was used the Web of Science Database for the keywords "AI" OR "artificial intelligence" AND "enterprises management systems" for the years 2022-2024. This bibliometric research is focused on evolution of research over time, geographical spread, co-autorship and journal map, most cited scientific articles, affiliation, categories, keyword analysis, between others.*

KEYWORDS: *artificial intelligence, bibliometric analysis, enterprise management system, research articles.*

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1. INTRODUCTION

Artificial intelligence is a popular concept both inside the scientific researchers' group of people and outside, due to its potential to transform aspects from diverse sectors of the world (Farina et al., 2022), it can be used as a strategical tool in various industry sectors (Kim et al., 2024). AI success is supported by the ICT – Information and Communication Technology development knowledge (Igna & Venturini, 2022). There is a growing focus on transparency related with AI, researchers are trying to find methods of increasing it, particularly in the education department (Rachha & Seyam, 2023), to support the learning of artificial intelligence tools for different domains. The automation of industries can bring questions related with regulation, security and human control (Farina et al., 2022). Therefore, it brought the necessity to create proactive AI regulations (Gstrein et al., 2024), an example of this can be the European Unions' AI Act's (AIA).

The scope of this paper is to perform a bibliometric analysis of incorporating AI into enterprises management systems. The main objective of the study is to determine if there are any scientific connections in published scientific papers by analysing the key terms AI and enterprises management system. In order to explore the topic, we follow the next steps: first we analyse the theoretical background, then we set methodology details and collect data, and then we analyse the gathered data and emphasize findings with illustrations. The following questions will be answered: *Q1: Is the production of scientific research altered by the concepts of incorporating artificial intelligence into management systems?*

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2. ANALYSIS AND DISCUSSIONS

2.1 Theoretical background

Artificial intelligence is nowadays more and more present in the life of the clients, because it is present at the foundation of multiple services and products (Sanda, 2022). AI can be found at the intersection of industry, service and technology (Petrescu et al., 2022), supporting enterprises in their innovation development. Researchers Igna and Venturini (2022), state that the novel technologies succeed today because of the past knowledge foundation. Boussioux et al. (2024) demonstrated in their paper that AI can lead to effective innovations, having an unexplored potential for problem solving. Chatterjee et al. (2022) evaluated that adopting AI into business systems presents advantages in relation with performance and satisfaction of the organisation. Tuncalp (2024) is raising a concern about the small and medium enterprises access to artificial intelligence technology, encouraging the use of AI for sustainability and competitiveness.

Governance details are an important part of incorporating AI into different systems, researchers focusing on the fact that regulations should not be left behind technological advancement (Gstrein et al., 2024). Ethics is another element to be taken into consideration by the artificial intelligence advancement, in order to preserve the morals and interests of people (Baum & Owe, 2022). Its growing incorporation into diverse sectors calls for ethical practices within management practices (Agbese et al., 2024). Researchers Loureiro et al. (2022) presents both facets of incorporating AI into workplace, both positive under a form of motivation and negative under a form of stress. Pentina et al. (2023) identified in their paper three main areas of the relationship AI - human being, respectively interactions, media and communications, psychology. Inequality is not increasing due to the presence of AI into enterprises (Acemoglu, 2024) compared with the levels of previous technological advances.

Due to the usage of artificial intelligence, organizations are creating diverse advantages such as financial benefits and sustainability (Tairov et al., 2024), but even if business are integrating AI technology, researchers Zebec and Stemberger (2024) state that these companies don't have the expected results in terms of investment value. Generative AI is widely used in business research and can be an useful tool for generation of ideas, writing and communication, as per the study employed by Benmamoun (2024).

There are different keywords used for the wide range of bibliometrics analysis such as: scientometrics, webometrics, informetrics and others (Fassin & Rousseau, 2023), but the term bibliometrics is the most used for quantitative analysis. These types of research analysis registered an increase (Krymskaya, 2023) in multiple domains of academic works, including management and business fields. Bibliometric analysis refers to the specialised field of measuring the research papers and their application to academic review (Fassin & Rousseau, 2023).

2.2 Methodology and data collection

In this bibliometric analysis the scope is to further examine the concepts of AI and enterprises management systems by investigating the modality on which they are used in the academical scientific papers, developing relationships between them and other secondary concepts that will be evidenced after performing the analysis. We follow the steps presented by Öztürk et al. (2024), their paper has the goal to provide the framework of bibliometric research, respectively following the next stages: study purpose, data gathering, visualization analysis and outcome interpretation.

Table 1. Methodological Framework

Web of Science Database	
Keywords	AI" OR "artificial intelligence" AND "enterprises management systems*"
Search filters	Title, abstract, key terms of the papers
Research type	Articles
Years	2022 - 2024
Number of analysed documents	121.089
Analysis type	Evolution of research over time, geographical spread, co-authorship map, journal map, most cited scientific articles, affiliation, categories, keyword analysis, between others.
Software	VosViewer 1.6.20 (Van Eck & Waltman 2023)

Source: authors, using Web of Science Database

Web of Science Database was used to collect data for the bibliometric analysis of this paper, the keyword used in searching the academic works were: "AI" OR "artificial intelligence" AND "enterprises management systems*". Based on the details mentioned in the above table, after filtering the keywords, setting the type of documents to only articles and coverage to 3 years, starting with 2022 until 2024, the final number of analysed documents is 121 089. Database was downloaded in text format .txt and processed in VosViewer 1.6.20 program developed by Van Eck & Waltman, 2023 version. This paper has various bibliometric objectives, such as: evolution of research over time, geographical spread, co-authorship map, journal map, most cited scientific articles, affiliation, categories, keyword analysis, between others. Besides VosViewer program, Web of Science Analysis tool was also used to achieve our objectives, together with Excel and Word editing tools.

2.3 Data analysis

Considering the transforming impact of AI towards multiple dimensions (Farina et al., 2022), many sectors will change in the future, following the past and present growing trend. The number of articles has an increasing trend over the analysed years, 2024 having the biggest percentage of published articles, 38.26% from the total of 121.089, respectively 46.324 articles published. It can be seen that there is an increase with 3.96% in 2023, compared with 2022 and from 2023 to 2024 an increase of 5.41%. Taking into consideration the evolution of research in the three years of analysis, we can anticipate that year 2025 will keep the ascendent trend, with an increase bigger than last year. Therefore, we can see that the two main concepts grow in importance over the years, as AI information is more and more present in the life of the entire globe (Gstrein et al., 2024). As Farina

et al. (2022) are saying, the trend will continue to be increasing also in the next years taking into consideration the potential of artificial intelligence in enterprises overall and in management systems.

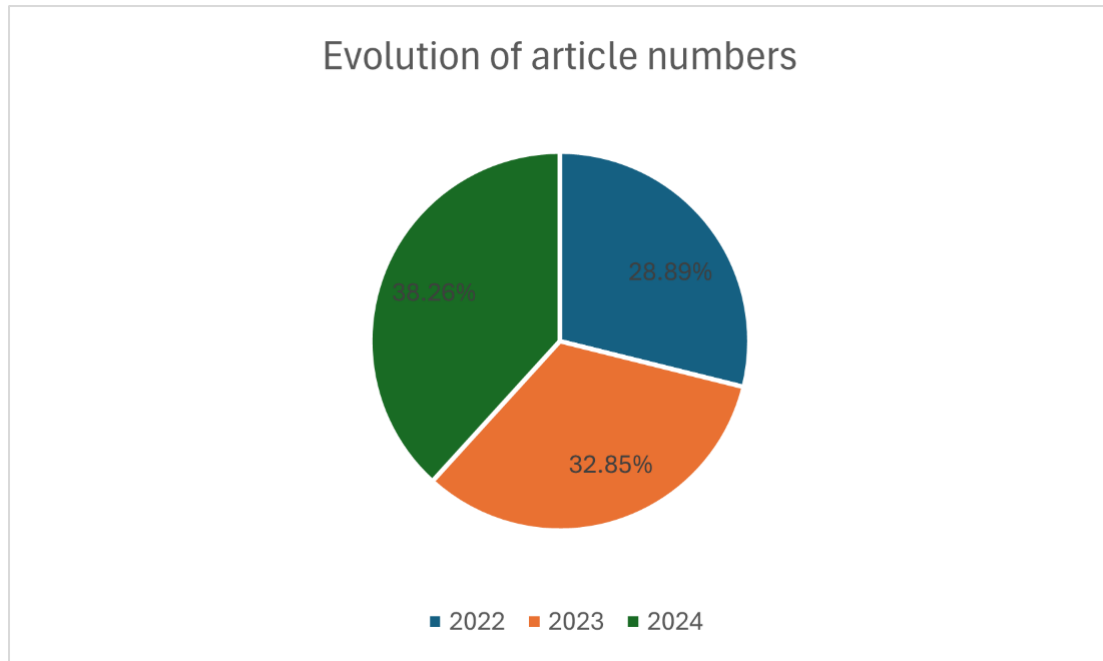


Figure 1. Evolution of research in the 3 years of analysis
 Source: Data processing by authors using Web of Science database

In table 2 it can be seen the geographical spread by number of publications, focusing on the first 10 countries with biggest number of published articles in the analysed field. China ranks first with 33.405 articles published over the three years, having the biggest focus on the incorporating AI into enterprises management systems in the entire world. USA with 26.150 articles is doing a significant contribution in the research field as well.

Table 2. Geographical spread of countries taking into consideration the publications number

Country	Number of publications	%
China	33.405	27.587
USA	26.150	21.596
England	8.955	7.395
Germany	7.825	6.462
India	7.203	5.949
South Korea	7.195	5.942
Russia	6.794	5.611
Italy	5.909	4.880
Japan	5.738	4.739
Spain	5.370	4.435

Source: authors, using Web of Science Database

The first two countries produce more articles than all the other countries from the top 10. From Europe, England, Germany, Italy, and Spain are major contributors in the field, summing in total

28.059 published articles. In table 3, we can see that the first 5 authors are from China, supporting the data from the previous table.

Table 3. Authors ranking

	Authors	Number of articles
1	Wang, Y.	1168
2	Zhang, Y.	1127
3	Liu, Y.	1014
4	Zhang, L.	865
5	Zhang, L.	829

Source: authors, using Web of Science database

Chinese academical scientists are the main contributors in this field, Wang, Y., Zhang, Y. And Liu, Y. are in the top of the rank with over 1000 published articles each.

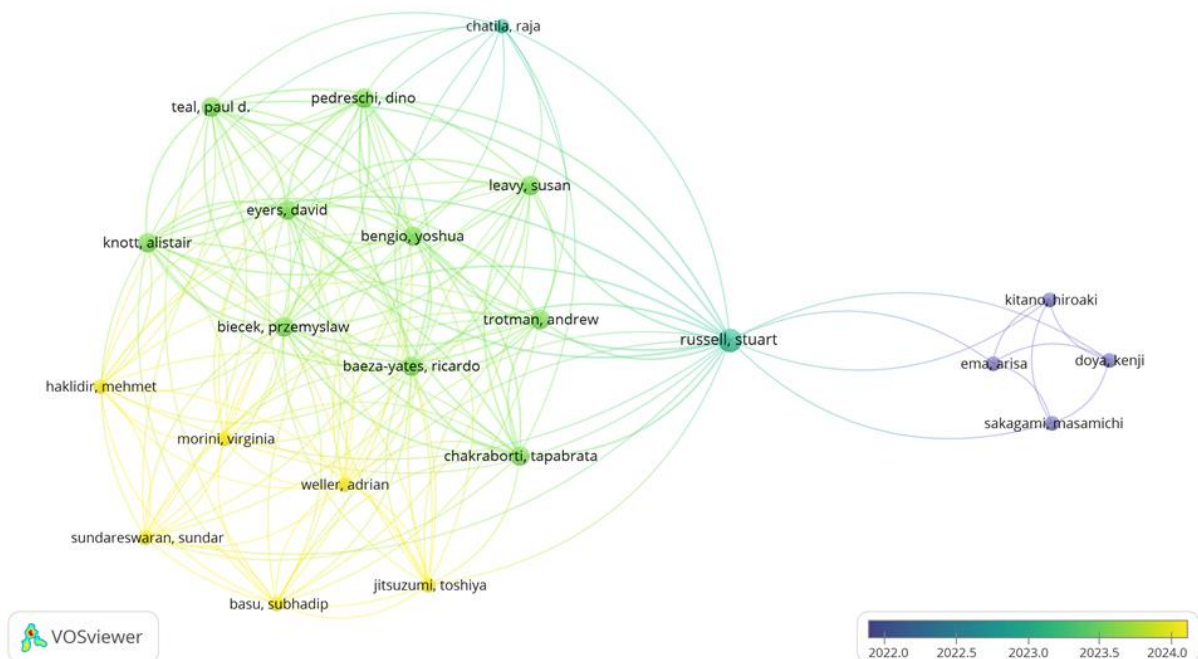


Figure 2. Co-authorship map

Source: authors using Vos Viewer program (Van Eck & Waltman, 2023)

In figure 2, authors generated a co-authorship map which shows the collaboration of authors in certain domains (Ranjbar-Sahraei, B. & Negenborn, R., 2017) related with the field of study, showing 22 items, 3 clusters, 157 links and 212 total link strength.

Citation report tool from Web of Science database was used to analyse the most cited articles that can be find in the below table 3. It can be seen that the first 5 most cited articles have the same number of citations, 123, at the moment of checking the database (01.08.2024). Article of Chan, C.K.Y and Hu, W.J. (2023) are the first in the below rank. Their paper evaluates how university students perceive AI technologies, such as ChatGPT, with emphasis on integration advantages and obstacles (Chan & Hu, 2023), focusing on technology in the education area. Vaishya, Misra, and Vaish (2023) investigate in their article the correctness of ChatGPT usage in healthcare area. Paper

of Chowdhury et al. (2023) emphasis on challenges of incorporating artificial intelligence into human resources management systems. Dwivedi et al. (2023) article has the focus on explaining AI in order to be better understood and used by people. Liang, W. et al. (2022) article with 122 citation is studying data privacy and reliability of blockchain business.

Table 3. Top 10 most cited articles

Rank	Number of citations	Research name	Authors	Journal
1	123	Students' voices on generative AI: perceptions, benefits, and challenges in higher education	Chan, C.K.Y and Hu, W.J. (2023)	International Journal of Educational Technology in Higher Education
2	123	ChatGPT: Is this version good for healthcare and research?	Vaishya, R., Misra, A. and Vaish, A. (2023)	Diabetes & Metabolic Syndrome – Clinical Research & Reviews
3	123	Attention is not all you need: the complicated case of ethically using large language models in healthcare and medicine	Harrer, S. (2023)	Ebiomedicine
4	123	Global investments in pandemic preparedness and COVID-19: development assistance and domestic spending on health between 1990 and 2026	Micah, A.E., Bhangdia, K., Dieleman, J.L. (2023)	Lancet Global Health
5	123	Unlocking the value of artificial intelligence in human resource management through AI capability framework	Chowdhury, S., Dey, P., Truong, L., et al. (2023)	Human Resource Management Review
6	122	Explainable AI (XAI): Core Ideas, Techniques, and Solutions	Dwivedi, R., Dave, D., Ranjan, R., et al. (2023)	ACM Computing Surveys
7	122	Association of COVID-19 With Major Arterial and Venous Thrombotic Diseases: A Population-Wide Cohort Study of 48 Million Adults in England and Wales	Knight, R., Walker, V., Sterne, J.A.C. (2022)	Circulation
8	122	Spin-Polarized Photocatalytic CO ₂ Reduction of Mn-Doped Perovskite Nanoplates	Lin, C.C., Liu, T.R., Chen, C.W. (2022)	Journal of the American Chemical Society
9	122	Data Fusion Approach for Collaborative Anomaly Intrusion Detection in Blockchain-Based Systems	Liang, W., Xiao, L.J., Li, K.C., et al., (2022)	IEEE Internet of Things Journal
10	122	Transformer-based unsupervised contrastive learning for histopathological image classification	Wang, X.Y., Yang, S., Han, X. (2022)	Medical Image Analysis

Source: authors, using Web of Science database citation analysis tool

All articles analysed were first published in diverse publications and after that linked with Web of Science database, in table 4 we have the first 10 publications as per the number of articles. It can be seen that the first five, respectively Ieee Access, Scientific Reports, Sensors, Applied Sciences Basel and Sustainability represents 66% of total number of published articles from the top 10 and

5.06% from the total of analysed articles, with the first journal publishing 1873 articles between 2022 and 2024.

Table 4. Journals ranking

	Publication title	Number of articles
1	Ieee Access	1873
2	Scientific Reports	1556
3	Sensors	999
4	Applied Sciences Basel	988
5	Sustainability	716
6	Frontiers in robotics and AI	664
7	Plos One	656
8	Cureus Journal of Medical Science	648
9	Nature Communications	646
10	Ai Society	541

Source: authors, using Web of Science database

Figure 3 illustrates the journal map of our analysis, showing the relationships between major journals, based on co-citation data from Web of Science. The colourful dots indicate the group of journals with high bibliographic linkage (Ranjbar-Sahraei, B. & Negenborn, R., 2017), in the below map there are presented 69 items, 4 clusters, 2274 links, 85768 total link strength.

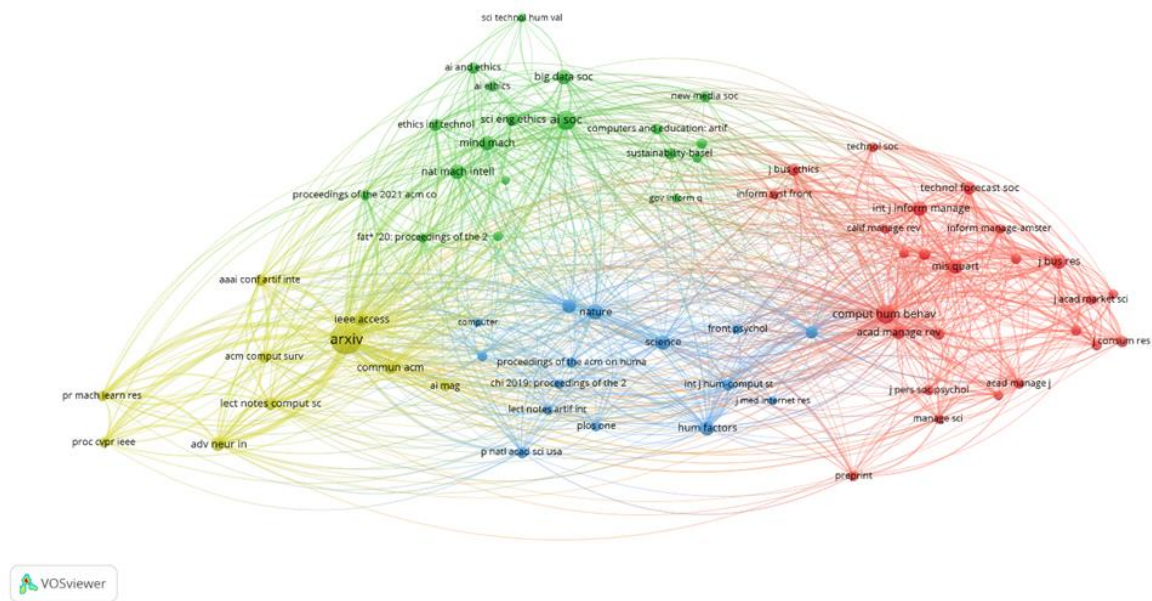


Figure 3. Journal map

Source: authors using Vos Viewer program (Van Eck & Waltman, 2023)

Another analysis is targeting the affiliation of the authors from the field, respectively the institutions with the highest number of contributions. With 3.767 articles, Chinese Academy of Sciences is having the first place, followed by Russian Academy of Sciences and University of California system. It can be observed that the first 10 institution published articles representing 20,31% from the total of analysed articles of 121.089. In this top we can encounter two institutions as well from Europe, respectively University of London with 2.156 articles and Centre National de la Recherche Scientifique CNRS with 1.838 published articles in the field. In top 5 funding agencies there is

National Natural Science Foundation of China NSFC, United States Department of Health Services, National Institutes of Health Services, National Institutes of Health NIH USA, European Union EU, National Science Foundation NSF (Web of Science database analysis tool, 2024).



Figure 4. Affiliation

Source: Web of Science database analysis tool

In figure 5 it can be observed that the analysed topic of AI incorporation in management systems has multiple research areas of interest, such as engineering, computer science, science technology, ecology, business economics, education, energy fuels, psychology, agriculture, health sciences, between others. Discipline of engineering with a total of 22,856 publications and computer science with a total of 21,150 were found to be the most frequent from all categories, this can be explained also by main elements standing at the base of artificial intelligence. Health sciences category is also present with various disciplines in the figure below and business economics gathered several 3,497 scientific publication in the three years, followed by education area with 2,545 publications. In the figure 5 were emphasized first 25 categories using Web of Science database, in order to offer a broad image of disciplines interested in the research field.

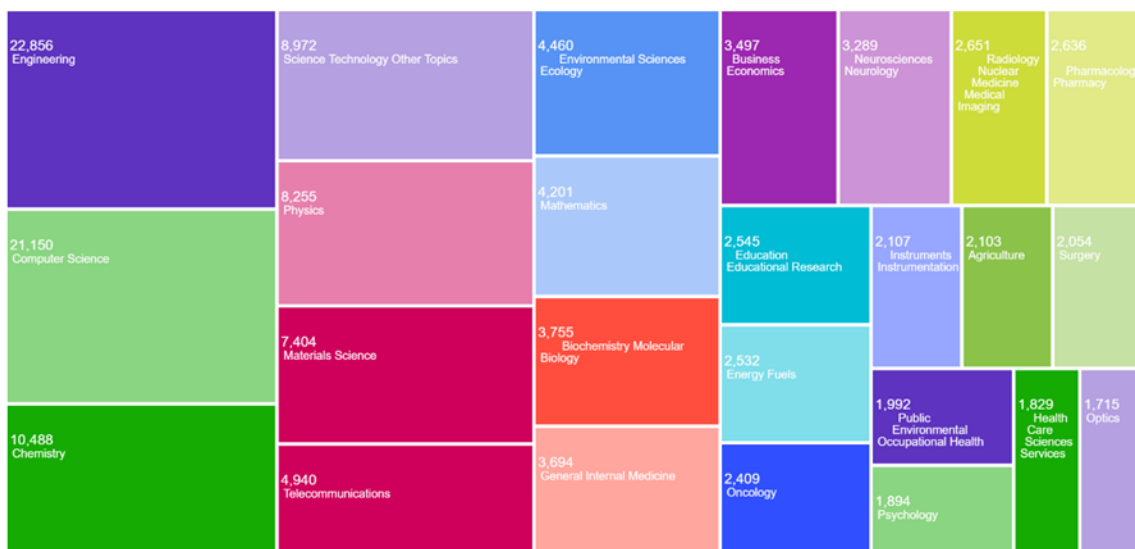


Figure 5. Categories

Source: Web of Science database analysis tool

After analysing the evolution, geographical spread, citation, journals, affiliation and area of interest, we are now analysing the keywords, which is the final objective of this paper. In Vos Viewer program were introduced all data consisting into 121.089 published articles between 2022 and 2024, following the steps: create a map based on text data (Bunea, 2021) – read data from bibliographic database files – Web of Science upload files – title and abstract fields. A number of 11.240 relevant topics were found for our concepts, therefore we set the minimum number of occurrences of the term to 10.

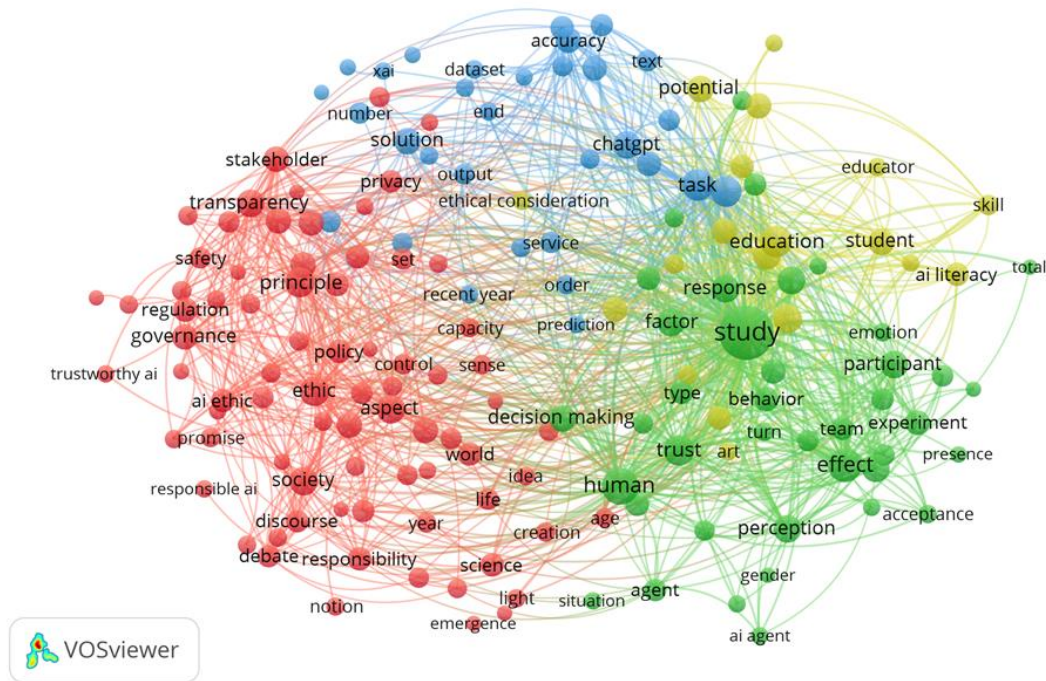


Figure 6. Keyword map

Source: authors using Vos Viewer program (Van Eck & Waltman, 2023)

As a result, a number of relevant terms of 167 keywords were selected and illustrated in the below map. No term was excluded from the Web of Science database, neither categorization was done, because we want to show the full picture of keyword and the connections between them. Therefore, in the figure 6 there are 167 items, grouped in 4 clusters highlighted in different colours, 8396 links and 18.739 total link strength. Principle is the most used keyword in the first cluster having links with keywords as transparency, ethic, governance, society, responsibility, stakeholder, regulation, between others, which emphasis that the regulation of incorporating AI in management system was challenging. In the second cluster the main keyword is study linking with keywords such as decision making, human, trust, perception, effect, survey, behaviour. This can be evaluated that the survey and studies were bringing together AI incorporation in different management systems. Keywords task, ChatGPT, performance, accuracy, solution from cluster number 3 demonstrated the interest of researchers on evaluation the elements of popular AI tools. Education is the main keyword in the centre of the cluster number 4, linked with student, activity, educator, ai literacy, learning which draws attention to the importance of educated population in order to be able to benefit from the advantages of incorporating AI into diverse management systems.

In figure 7, we have the same keywords, but with overlay visualization, processed as well with Vos Viewer program 2023, we can observe the progress of the keyword over time. The timeline has 4 different periods highlighted with different colours. Therefore, in the first quarter of 2023 the focus was on terms such as accuracy, transparency, principle, regulation, continuing with evaluation, study, task human. On third quarter keywords such as effect, society, ethic, student, experiment was having popularity, finalizing with keywords such as education, generative ai, ChatGPT, ai literacy. The overlay visualization is emphasizing the interest of researchers over time, showing how the focus was shifted between areas of study of the research field.

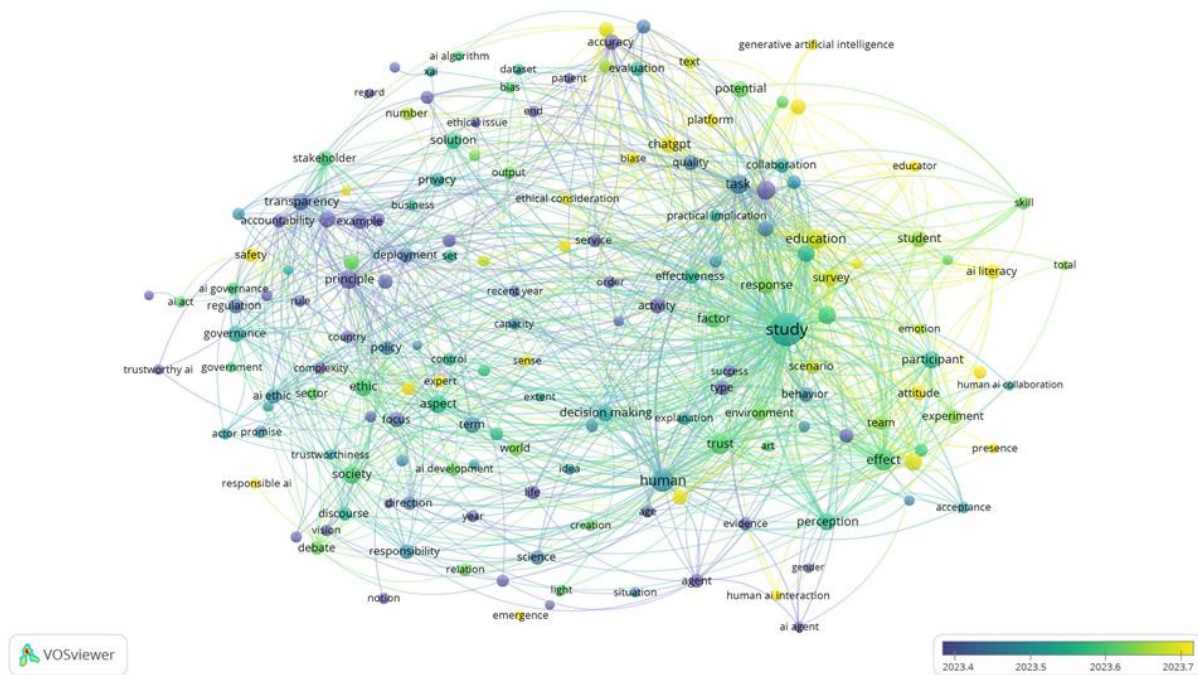


Figure 7. Overlay visualization

Source: authors using Vos Viewer program (Van Eck & Waltman, 2023)

3. CONCLUSIONS

We are living in a world which is in a continuous change, AI with its transformational impact accelerating it. Artificial intelligence has the power of impacting multiple sectors, including human values and the trend is expected to continue in the future (Farina et al., 2022). The bibliometric study demonstrated that the highest number articles were published in 2024, maintaining the ascending growing trend over the 3 years. The two main countries of contributors are China and United States of America with a number of 33.405 and 26.150 articles. The author with highest number of published papers is Wang, Y. with 1168 and the highest number of citations is 123, number achieved by the following 5 authors: Chan and Hu (2023), Vaishya, Misra and Vaish (2023), Harrer, (2023), Micah, Bhangdia and Dieleman, (2023), Chowdhury et al. (2023). IEEE Access journal is a top publication in the field, Chinese Academy of Sciences is ranked as the first institution and categories are diverse, with engineering at the top of areas of interest from the field of study. Moreover, while analysing the keywords there were discovered new dimensions of the field of study such as behaviour survey, performance, evaluation, education and regulation of AI

highlighted in the keyword map. The multidimensions of the research and the impacts on different areas of interest have drawn the attention of scientific writers to study in depth AI incorporation into enterprises management systems.

This paper uses quantitative methods of bibliometric research in order to find connections between artificial intelligence and enterprises management systems, resulting in a new study in this field which can be useful for other researchers and students interested in this domain. The limitations of this paper are specific to the general limitations of quantitative research studies. In the future we plan to extend the study to a bigger timeframe, focusing on the evolution over time, adding more variables into the research and developing complex analysis using bibliometric programs together with statistical analysis of the selected documents.

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