A COMPREHENSIVE ANALYTICAL MAPPING STRATEGY FOR LITERATURE ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR: A BIBLIOMETRIC ANALYSIS

Section A-Research paper

A COMPREHENSIVE ANALYTICAL MAPPING STRATEGY FOR LITERATURE ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR: A BIBLIOMETRIC ANALYSIS

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ABSTRACT

Organizational Citizenship Behaviour (OCB) is a developing idea that looks at how and why individuals effectively add to their associations outside of their characterized proficient jobs; It's an idea that has detonated in fame as of late. Bibliometric examination of articles in this scholarly field is driven by the developing acknowledgment, prevalence, and significant increment of distributions in OCB. To present an overview of the current research situation in the OCB region, the report uses a bibliographic knowledge mapping approach. This study combines a variety of bibliometrics and network analysis tools to identify the most influential research studies, major journals, and key authors. In addition, by thoroughly investigating these research studies, we will identify various loopholes and propose practical topics for next-generation research.

KEYWORDS: OCB, Bibliographic knowledge.

INTRODUCTION

OCB is defined as the random behavior of an individual or an entire organization in research. It is intended to exceed the expectations and benefits of existing roles or the benefits of the organization [2]. All of these OCB variants have the essential characteristic of being separated from the officially recognized job in the workplace compensation system, which in that sense it has its own track record and considerable public interest. Characterized as a unique theoretical structure with the results of Industry activity [11]. OCB is that this behavior can vary from person to person as it can be instinctive or acquired[13]. OCB research has focused on why people want to do OCB and the consequences [26]. Organizational Citizenship Behaviour (OCB) is a collaborative system and the willingness of people to contribute and work in a collaborative system is an absolute requirement for an organization [14]. An overall picture of OCB trends can guide further researchers finding for new areas of OCB research [10]. The OCB

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Trends Overview can serve as a guide for further researchers in finding new areas of OCB research. Forgiveness and reconciliation were found to be useful alternatives to retaliation for instances of harassment in the workplace [17].

Scholars, organizations and business leaders may find this article helpful. The discussion in this document has several purposes: to explore key trends in the OCB literature, to publicize the contributions of active scientists, countries, and organizations, and to explore terminology, concepts, and topics of interest; It provides a new understanding of potential international cooperation between countries and future destinations. Economic instability serves as a situational constraint on the association between attitudes-based commitments and citizens' intentions but in the respective context's obligations and costs-based commitments, organizations and unions [1].

TABLE 1. Article Selection and Search criteria

Filtering Criteria	Reject	Accept
Search Criteria		
Web crawler: Scopus		
Search Date: 20 Dec 2021		
Search term: " (“organizational citizenship behavior” OR “organizational citizenship behavior” OR “OCB" OR "organizational Citizenship behavior” OR "organizational citizenship behavior")		
		5494
Subject Branch: ‘‘Business, management, and accounting’’, "Psychology", ‘‘Social sciences’’, and ‘‘Arts and humanities’’	1709	3785
Document Type: ‘‘Articles’’, ‘‘Conference papers’’, and ‘‘Reviews’’	102	3683
Article choice		
Language screening: Include documents in English only	72	3611
Year (2021 to 2012)	995	2616
content screening: Include articles if ‘‘Titles, abstracts, and keywords’’ indicate relevance to the scope of the study (i.e., OCB in HR and OB) only	926	1690
Quality screening: Include records in journals positioned "A*", "A", or "B" in the Australian Business Deans Council (ABDC) 2019 Journal Quality List in particular	886	804

Table 1 shows systematic article selection criteria which are recognized as an essential component of the bibliometric review process. This includes a systematic search of studies and is intended to achieve a transparent report on the identification of studies so that the reader can understand the work done to define the research and its results. How the results of the review relate to relevant evidence. From the area of Subjects: ‘‘Business, management, and accounting’’, "Psychology", ‘‘Social sciences’’, and ‘‘Arts and humanities’’ 1709 articles were rejected and 3785 were accepted and on the other hand of ‘‘Articles’’, ‘‘Conference papers’’, and ‘‘Reviews’’ 102 were rejected and 3683 were accepted. 3,611 articles were screened with Language Selection: Includes English-only documents. With Quality Control Analysis: Includes articles in diaries appraised 'A*', 'A' or 'B' on the Australian Business Science Council's 2019 Journal Quality List (ABDC), just 804 archives are acknowledged.

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The evaluation of this study has been done on the basis of the following questions:

1. What are the current trends in the area of OCB?
2. Which are the leading, influential and impactful sources and contributors to extend the literature?
3. Which are the leading, influential authors and most cited articles in the area of OCB?
4. What are the leading countries where most of the research domain is carried out?

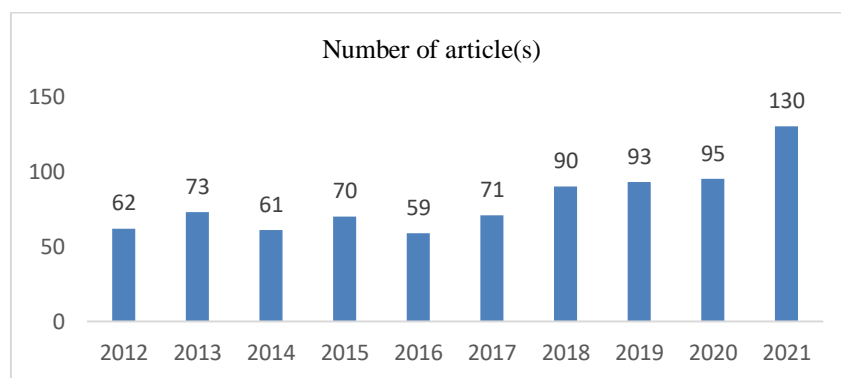**Current Trends in the Area of Organizational Citizenship Behaviour (OCB)**

Figure 1. Publication trend of Organizational Citizenship Behaviour

The performance in Table 2 derives from the propensity to disclose organizational citizenship behavior. In the literature, organizational citizenship behavior is defined as a multidimensional construct that encompasses all organizationally meaningful positive behaviors of organizational members, including behaviors in the role of traditional roles, organizational behaviors, and political behaviors such as full and responsible participation [19]. It's been clearly seen from the table that there is an increase in the publication trend of OCB from 2012 which was 62 to 2021 which was 130. Successful organizations have people who are free to dedicate their time and energy to successfully completing their assigned tasks beyond their formal job responsibilities. It is demonstrated that a strong commitment to the well-being of their organization and are available to help when their family support supervisor is in need. In this regard, employees will increase organizational commitment and strengthen OCBS [6].

Leading, Influential Authors and Most Cited Articles in the Area of OCB

TABLE 3. Top Articles on Organizational Citizenship Behaviour

1	Tourigny L., Baba V.V., Han J., Wang X. (2013)	Emotional exhaustion and job performance: The mediating role of organizational commitment	340
2	Wei X., Qu H., Ma E. (2012)	Decisive mechanism of organizational citizenship behavior in the hotel industry - An application of economic game theory	269
3	Caldwell C., Floyd L.A., Atkins R., Holzgrefe R. (2012)	Ethical Duties of Organizational Citizens: Obligations Owed by Highly Committed Employees	216
4	Carter M.Z., Armenakis A.A., Feild H.S., Mossholder K.W. (2013)	Transformational leadership, relationship quality, and employee performance during continuous incremental organizational change	188
5	Kim A., Kim Y., Han K., Jackson S.E., Ployhart R.E. (2017)	Multilevel Influences on Voluntary Workplace Green Behavior: Individual Differences, Leader Behavior, and Co-worker Advocacy	186
6	Halbesleben J.R.B., Wheeler A.R. (2015)	To Invest or Not? The Role of Co-worker Support and Trust in Daily Reciprocal Gain Spirals of Helping Behavior	183
7	Clark M.A., Robertson M.M., Carter N.T. (2018)	You Spin Me Right Round: A Within-Person Examination of Affect Spin and Voluntary Work Behavior	180
8	Palanski M.E. (2012)	Forgiveness and Reconciliation in the Workplace: A Multi-Level Perspective and Research Agenda	171
9	Schleicher D.J., Smith T.A., Casper W.J., Watt J.D., Greguras G.J. (2015)	It's all in the attitude: The role of job attitude strength in job attitude-outcome relationships	171
10	Lee A., Willis S., Tian A.W. (2018)	Empowering leadership: A meta-analytic examination of incremental contribution, mediation, and moderation	168
11	Akoto E.O. (2014)	Contexts of the commitment-citizenship link: A test of economic volatility in a dual organization setting	167

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12	Sharma D. (2018)	When Fairness is Not Enough: Impact of Corporate Ethical Values on Organizational Citizenship Behaviours and Worker Alienation	151
13	Choi J., Kim A., Han K., Ryu S., Park J.G., Kwon B. (2018)	Antecedents and consequences of satisfaction with work-family balance: A moderating role of perceived insider status	146
14	Bolino M.C., Klotz A.C., Turnley W.H., Harvey J. (2013)	Exploring the dark side of organizational citizenship behavior	143
15	Eby L.T., Butts M.M., Hoffman B.J., Sauer J.B. (2015)	Cross-lagged relations between mentoring received from supervisors and employee OCBs: Disentangling causal direction and identifying boundary conditions	139
16	Debusscher J., Hofmans J., De Fruyt F. (2016)	The effect of state core self-evaluations on task performance, organizational citizenship behavior, and counterproductive work behavior	137
17	Trougakos J.P., Beal D.J., Cheng B.H., Hideg I., Zweig D. (2015)	Too drained to help: A resource depletion perspective on daily interpersonal citizenship behaviors	128
18	Sobaih A.E.E., Ibrahim Y., Gabry G. (2019)	Unlocking the black box: Psychological contract fulfillment as a mediator between HRM practices and job performance	122
19	Podsakoff N.P., Podsakoff P.M., Mackenzie S.B., Maynes T.D., Spoelma T.M. (2014)	Consequences of unit-level organizational citizenship behaviors: A review and recommendations for future research	121
20	Van Dijke M., De Cremer D., Brebels L., Van Quaquebeke N. (2015)	Willing and Able: Action-State Orientation and the Relation Between Procedural Justice and Employee Cooperation	120

Table 3 reveals the top 20 Articles on Organizational Citizenship behavior. [23] , shows the result of disproportionate relationships in social exchanges between individuals and organizations. This lack of balance is expressed in betrayal and, consequently, in aversion to the organization and the desire to leave it. As per [3] The beginning of OCB comes from the possibility that glad specialists should be useful laborers. This objective arranged methodology better coordinates studies on the connection between procedural reasonableness and representative participation in self-guideline with work inspiration writing. It additionally gives associations another viewpoint on the way in which procedural decency can be powerful in working with participation among representatives by giving components that will assist representatives with accomplishing their objectives [8]. As per [5]

Organizational Citizenship (OCB) Individuals add to an association's capacity to make riches; however, they likewise bear

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a complicated arrangement of moral obligations to an association. Partners' interest in OCBI is attached to representatives' backing for associates. This is then decidedly combined with trust and afterward corresponding OCB in an example steady with asset obtaining cycles [12]. At the individual level, the confidence and psychological empowerment of leaders affected the Els's relationships with task performance, organizational behavior, and creativity [16]. Therefore, Involvement in the OCB is perceived to be very enthusiastic about the organization and

leads to positive consequences such as being popular and suspected of being involved in the OCB for altruistic reasons [7]. If an organization becomes aware that it is in breach of a psychological contract (CP), it can curb OCB and reduce its contribution. [22]. As denoted by [18] OCB and results at the gathering or unit level, the vast majority of the examinations answered to date in the writing have not explored the middle people or arbitrators of the connection among OCB and results.

Leading, Influential, and Impactful Sources and Contributors to Extend the Literature
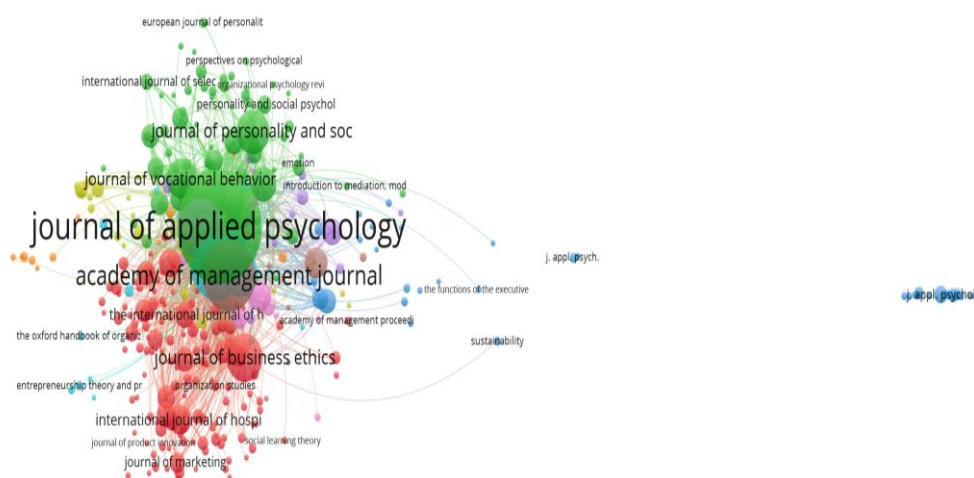
TABLE 4. Most frequent Journals

Journal	Total Articles	H index	TC	First P	Last P
Journal of Business Ethics	45	187	1867	2012	2021
International Journal of Human Resource Management	38	114	1361	2012	2021
Personnel Review	35	71	361	2012	2021
Journal of Applied Psychology	28	284	1416	2012	2021
Journal of Business and Psychology	25	75	424	2012	2021
Journal of Management and Organization	20	33	292	2012	2021
Journal of Organizational Behavior	18	177	1197	2012	2021
Journal of Managerial Psychology	18	80	227	2012	2020
Journal of Management	17	224	1034	2012	2021
International Journal of Organizational Analysis	17	25	137	2013	2021

Note. TC= Total Citation; First P: first research paper: Last P: last research paper

Table 4 shows the most frequently accessed journals based on the total number of papers, H index, total citations, first scientific papers, and latest research papers. It can be seen from the table as well that the journal of business ethics has a maximum of its total articles that is 45 with 187 as H index and 1867 total citations. It has its first paper in 2012 and last now in 2021. Similarly, all other journals as revealed in the table were having their last paper in 2021 except the journal of managerial psychology.
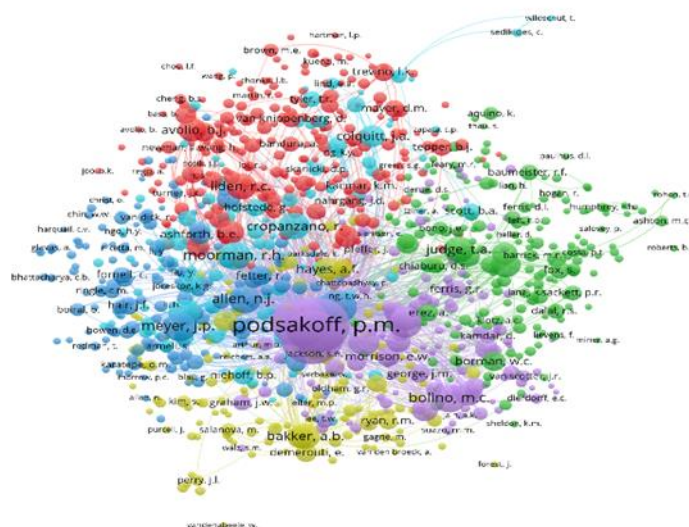
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Co-Citation Analysis

On the basis of Sources.

One approach was used to rate journals. If a journal often publishes retrospective articles, the journal does a great job of selecting and publishing original articles. If many papers are cited after a journal, the journal is influential and does a very good job. Therefore, we performed a bibliographic analysis based on sources and found that journals of applied psychology were most relevant to other prominent journals. The number of journals was to check their realness. One famous bibliographic marker, the Journal Impact Factor (JIF), is basically the number of follow-up references got from the normal article. It will probably assist specialists with understanding the worth of content distributed in one diary contrasted with others in a specific field. The higher the score, the more prominent the impact of the diary.

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On the Basis of Authors

Here, bibliographic analysis on the basis of authors is great for discovering and analyzing large volumes of scientific data. This allows us to reveal the evolving nuances of a particular region, while also highlighting emerging areas within that region. However, its application in commercial research is relatively new and in many cases it is underdeveloped.

Therefore, we attempt to present an overview of the bibliometric method, with particular emphasis on its different techniques, and to analyze the association with different authors. As shown in Podsakoff has links with many other authors.

Leading Countries where most of the Research Domain is Carried Out

TABLE 5. Citation based on Countries

Country	Documents	Citations
United States	307	8973
China	117	3053
Australia	73	1967
Canada	61	1911
United Kingdom	75	1687
South Korea	48	1266
Hong kong	31	873
Singapore	18	676
Netherlands	36	663
Germany	26	611
Taiwan	42	554
Belgium	21	503

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Turkey	21	420
Pakistan	27	348
France	15	300
Malaysia	21	294
Norway	10	216
Sweden	6	209
United Arab Emirates	14	166
Switzerland	9	154

Citation analysis has been done on the basis of countries where the United States accounts for the maximum number of citations with 307 documents and on the other hand Switzerland is having the least number of citations that is 154 with 9 documents.

DISCUSSION

The outcomes of [25] show that representatives' sub-errands (like OCB) generally rely upon their unique assignments, (for example, responsibility and significance of job journey). In spite of the fact that advisors have a recorded relationship with worker perspectives and result important to the association, the causal connections and limit conditions for the connection among experts and the OCB populace have not been completely researched [9]. The three elements of the OCB are generated from the game theory model used to explain the OCB generation and decision mechanism. The study shows its more validity with an exploration of current trends in the area of OCB, its leading, influential and impactful sources, and contributors to extend the literature, leading, influential authors and most cited articles in the area of OCB, leading countries where most of the research domain is carried out. Workers need to decide whether to assume mandatory responsibilities or OCBI that has an impact beyond their intrinsic responsibilities [24].

Organizational Citizenship (OCB) Individuals add to an association's capacity to make riches; however, they additionally have complex moral obligations to the association [4]. Motivational processes that link personality traits and behaviors apply to both service behaviors inside and outside of roles [15]. [20] predicted that job satisfaction is more closely related to work performance, OCB, and employee retirement at high JAS. Strong alignment between employee and organizational ethical values will lead to superior employee performance results in[21]. In fact, OCB researchers have requested a study of specific mechanisms by which certain types of OCB occur.

CONCLUSION

Discussions and analyses provided insights into the evolution of organizational civic behavior based on relevant studies in the Scopus database. This summary reviews the literature, clarifies assumptions, creates an environment for OCBs, and strengthens workers' and employers' ability to maximize civilian behavior for greater benefit. Throughout the long term, OCB's development rate has developed quickly as seen by its individuals. Examination shows that the United States and China are significant nations in the field of OCB research. The United States is additionally the most firmly related nation in this field of study. Different nations are urged to

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work universally with key significant nations to grow their exploration region. OCB is dynamic in the fields of the executives and economy.

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