



## A bibliometric study of organizational citizenship behavior

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**Abstract.** There is limited literature on organizational citizenship behavior (OCB) studies. It is vital to do a bibliometric analysis to understand the study of OCB. The Scopus database was searched using a bibliometric study from the oldest publication in 1991 to the most recent issue in 2020. *Purpose.* A purpose of this bibliometric study is to evaluate researchers' contributions to OCB literature, leading journals on OCB studies, applications of OCB in various countries, and applications of OCB in different sectors, and the number of publications and total citations in the OCB study from 1991 to 2020. *Method.* To evaluate and interpret OCB, this study used a bibliometric method. This research is based on the Scopus database, Google Scholar, Mendeley, and literature. There were 120 papers in the Scopus database from 1991 to 2020. *Findings.* Various pioneering researchers made significant contributions to the OCB literature. The most productive journal was the Journal of Applied Psychology. According to the cite score 2019 analysis, the journal with the highest cite score was the Annual Review of Psychology. The leading countries in the OCB study are the United States and China. The education sector has gained more importance for the highest number of articles. The highest number of publications and citations are received in 2012 and 2001. *Value of results.* This study provides information and scope for future research. This research will enable the researchers and institutions in understanding the OCB study.

**Keywords:** bibliometric study, organizational citizenship behavior, organizational justice, organizational learning, perceived organization support, psychological contract.

### Introduction

Organizational citizenship behavior (OCB) is recognized as a significant factor in promoting efficiency and improving employee productivity in a workplace (Chhabra et al., 2014). Organizational citizenship behavior is a term that encompasses anything positive and constructive that employees do, of their own volition, which supports co-workers and benefits the company. Typically, employees who frequently engage in OCB may not always be the top performers, but they are the ones who are known to 'go the extra mile' or 'go above and beyond the minimum efforts required to do a merely satisfactory job. More than half a century ago, it has been indicated that individuals 'willingness to contribute cooperative activities' to the organization was indispensable for the achievement of organizational objectives (Barnard, 1938). Chester Barnard clarified that efforts must be made not only to perform the functions which contribute to the organization's goals but also to preserve the organization itself.

The notion of employees' extra-role activities is considered by D. Katz. He acknowledged that workers voluntarily devote extra resources to achieve the organization's efficiency (Katz, 1964). When designing his OCB system, D. W. Organ depended both on the principles of C. Barnard and D. Katz. Several extra-role performance behaviors are: assisting employees with an employment problem; tolerating temporary interference without complaints; maintaining the healthy and physical hygiene of the workplace; to promoting an atmosphere for work that is tolerable and minimizes interpersonal conflict distractions; and protecting and conserving organizational resources, etc. (Bateman, Organ, 1983). D. W. Organ asserted that OCB is considered essential to an organization's survival (Organ, 1988). He also developed a way to improve the efficiency and productivity of both the employee and the organization, which eventually leads to an organization's successful functioning. However, the present authors recognize that there is no research directly investigating the essence and scope of the OCB efficiency relationship, the accumulation of the positive impact of the organizational citizenship on the functioning of the organization (Wagner, Rush, 2000). OCB is also known as "in-role prescribed behavior" (Koopmans et al., 2011). According to researchers "people are motivated to choose behaviors that give them the best opportunity to achieve their future goals concerning work, which often reflects as OCBs" (Halbesleben, Bellairs, 2016). In certain situations, the goal of an individual may be to be perceived as a good citizen. When individuals believe that OCBs will be instrumental in achieving its objective, they are more likely to engage in citizenship behaviors.

The value of bibliometric OCB studies has been demonstrated by the study. Bibliometric studies are important in formulating syntheses about a broader and diverse range of authors, situations, and thoughts which together generate research results from various sources (Ahmadi, Forouzandeh, Kahreh, 2010). The bibliometric methods enable the study of important analytical contributions. The objective of this study was the identification and analysis of the 120 most cited papers in management literature published in the SCOPUS database from 1991 to 2020.

## Literature review

### Researcher's contributions on OCB literature

In improving the clarity of the concept along with the empirical implications of OCB, researchers have played a vital role. Personality measurements are not sufficient and acceptable proof of validity to predict job performance (Guion, Green, Couege, 1963). However, D. W. Organ has said that, when OCB provides a criterion to classify the impact of job satisfaction, it can establish the personality as an independent variable for employee contributions to an organization's effectiveness. This study aimed to find out if personality measures can be considered as a predictor for OCB. The findings reveal that personality was not a strong indicator of OCB. Therefore, personality in the workplace can not anticipate the behavior of an individual. While the theory and research in the field of organizational citizenship behavior have improved significantly, there produced some unfortunate consequences (LePine, Erez, Johnson, 2002). Some of the similarities and variations in OCB systems were not recognized. The results indicate that the differences between these constructs are completely ignored.

A meta-analytic relation between OCB and its antecedent was also recorded (Smith, Organ, Near, 1983). Empirical study focuses on four primary kinds of antecedents: characteristics of an individual employee, organizational features, task features, and leadership behavior. There was an investigation of the impact of organizational justice on OCBs two dimensions namely, Altruistic behavior that indirectly contributes towards the effectiveness of organization or Individual directed (OCBI) and benefit employees in the organization. General compliance behavior is directed towards the organization or Organization directed (OCBO) (Hassan, Azim, Abbas, 2016). It has been stated

that there is a significant and positive correlation between organizational justice and OCB (Hassan et al., 2016). In terms of OCB contributions, a fair environment workplace, this is stated with “fair distribution of the outputs in terms of pay, promotion, and incentives”.

The above study leads to construct validity of the OCB scale analyzed by (Hassan et al., 2016). To determine its reliability, he used confirmatory factors. By using three dimensions, OCB was measured such as civic virtue, sportsmanship, and helping behavior. Findings revealed that based on the modification indicators, the OCB scale was a better fit among items in helping behavior and sportsmanship. Employees’ perceived organizational support related to their OCB has been investigated (Osman et al., 2015). The perception of employees of being appreciated and esteemed by the organization is known as Perceived Organizational Support (POS). The potential relationship between the national culture of POS and OCB was hypothesized and confirmed by him. The Perceived Organizational Support (POS) and Organizational Citizenship Behavior (OCB) relationship is strengthened by power distance, higher level of collectivism, uncertainty avoidance.

This study enhanced the concept that in social exchange, self-interest plays a vital role between the organization and its employees. Findings revealed that employees were likely to act as best citizens for their interests to Perceived Organizational Support (POS) provided. The effect sizes for the POS-OCB relationship are enlisted by (Wayne, Shore, Liden, 1997). With the positive correlation between citizenship and organization support with mean corrected correlation  $r = 0.275$  ( $N = 21,838$  and  $k = 79$ ), and 80% credibility intervals exclude zero and 95% confidence. Thus, the correlation was statistically significant.

Furthermore, between Organizational Citizenship Behavior toward Organization (OCBO) and support, the measure was higher than Organizational Citizenship Behavior toward Individuals (OCBI). For OCBI, the estimate correlations were  $r = 0.264$  and for OCBO,  $r = 0.288$ , with 80% credibility intervals excluded zero and 95% confidence intervals. POS was positively correlated with citizenship ( $r = 0.355$ ). There were 80% credibility intervals and 95% confidence intervals. With the hypotheses, results were convincing which stated that national culture was the vigor of social exchanges, able to alter the potency, and where relevant.

Some researchers researched to investigate the impact of behavior, transformational leadership, and organizational learning on OC. The impact of Transformational leadership (TSL) and Organizational Learning (OL) on Organizational Citizenship Behavior (OCB) were examined. With Partial Least Square Structural Equation Model (PLS-SEM), data was analyzed. All the coefficients of the findings are positive ( $0.212 < \beta < 0.445$ ); the three variables  $T$  statistic (Organizational learning, OL, Transformational Learning, TL, and Organizational Commitment, OC) were above 1.96. The three variables’  $p$ -value was less than 0.05. These results indicate that the TLS and OL improved the OCB of women’s business associations.

There is an investigation of the interrelation by cross-validation of OCB and Psychological Contract (PC) (Chahar, 2019). Findings statistically confirmed that a variety of constructs of Psychological Contract (PC) affect OCB. Psychological Contract (PC) stated the belief and commitment of employees with the employer in a mutually reciprocal relationship (Dabos, Rousseau, 2004). The relationship of two constructs of Psychological Contract (PC): Transactional Contract and Relational Contract with five constructs of OCB: Altruism, Sportsmanship, Civic virtue, Compliance, and Courtesy has been examined (Chahar, 2019). Results indicate positive relatedness between Psychological Contract (PC) and Organizational Citizenship Behavior (OCB).

### **Top productive journals**

Among the top productive journals, the three leading journals were the American Psychological Association (APA), Elsevier, and Wiley-Blackwell, which were presented in total publishing rates.

Out of the seven publishers, Elsevier, SAGE Publications, and Wiley-Blackwell owned the greatest number of journals, where six out of ten journals are from these three publishers. The remaining four journals are published by the American Psychological Association, Academy of Management, Emerald Group Publishing Ltd., and Annual Reviews.

### **Applications of OCB in different countries**

The applications of Organizational Citizenship Behavior (OCB) in different countries are presented below: OCB has found applications in Malaysia, China, United States, Germany, India, Indonesia, Pakistan, Nigeria, Iran, and Canada. Some important studies of OCB have been presented in different countries.

#### ***OCB in Malaysia***

It has been studied OCB's re-conceptualization among 611 academicians in five of Malaysia's premier universities (Idrus et al., 2019). Their findings showed that academicians in universities regard themselves as competent, ethical, and organizational citizens who support the growth and development of their universities. Research conducted by administrative staff from private universities in Malaysia in a comparative study on work quality and OCB findings that OCB can be improved through a work-life quality system, which will increase employee satisfaction (Podgorodnichenko et al., 2019).

#### ***OCB in China***

During the past few decades, China has attracted more research attention. In this paper, a measure of OCB is developed in the Chinese context (Farh, Earley, Lin, 1997). He established an indigenous 20 items measure of OCB in Chinese society. Five dimensions of Chinese OCB have been identified as altruism, identification with the company, conscientiousness, interpersonal harmony, and resources. The five dimensions are compared with western OCB measures by J. L. Farh with colleagues and concluded that in Chinese society i.e., the two dimensions harmony and resources are unique and known as 'emic' dimensions (Farh et al., 1997). The other three dimensions are known as 'etic' dimensions. OCB plays a vital role in shaping the quality of service by nurses to improve the feeling of satisfaction. This research was conducted to explore the relationship between OCB, service quality, and patient satisfaction in the hospital sector. Findings revealed that there was a significant and positive connection between service qualities and OCB. Previous researches found a positive and stronger relationship between these two constructs (Boselie, 2010).

#### ***OCB in the United States***

The researchers compared the connection of dimensions of the OCB and years of experience of registered staff in the State of Texas. It has been shown that Civic Virtue is the only feature of OCB with positive relationships to work experience. Between working experience and other elements of OCB, there were no positive links (Kegans, McCamey, Hammond, 2012). Another research investigates the connection between OCB, hospital corporate image, and performance. The results indicated that through OCB and positive corporate image, hospitals can increase performance. There was negative covariance between hospital corporate image and OCB. OCB has played a vital role in the betterment of patients. Researchers also argue that citizenship behavior increases its efficiency (Tavazo, Taherparvar, 2016) and access to hospital goals. Thus, OCB increase patient satisfaction, service efficiency and result in the improvement of organizational performance. As compared to the findings of previous studies the result was consistent.

#### ***OCB in Germany***

OCBs for men and women in information technology are a developed economy in Poland and Germany. They examined two aspects of OCB: OCBI (Individual- and Organizational) (OCBO). In Poland and Germany, this study was conducted. The findings revealed that OCB and its two

dimensions: OCBI and OCBO affected by gender and country. Some other research shows there are differences between genders in connection to OCB (Lin, Chen, Chen, 2016).

### ***OCB in India***

Throughout the age of pre-liberalization, India had a closed economy and monopolistic market conditions. India liberalized and globalized its economy significantly after 1990. The country is now one of the most popular destinations for business transactions with a strong English-speaking workforce. India has the largest, qualified workforce with proper educational background, making it one of the most suitable outsourcing destinations (Haq, 2012). Another study was conducted to investigate the correlation of organizational citizenship behavior (OCB) with organizational commitment, job satisfaction, and turnover intentions. This study was carried out in the five universities of Punjab. 150 teachers have participated in the study. The data collection instrument was a questionnaire. Results indicated that there was a positive relationship between OCB with job satisfaction and organizational commitment (Aslam, 2012). But there was an insignificant correlation between OCB and turnover intentions. To analyze the data, regression and descriptive analysis were used.

Another study was conducted on the conceptual background of OCB. 264 respondents were selected from the banking sector in South Assam. The main contributing factors are Perceived Organizational Support (POS), OJ, and OC which affects Organizational Citizenship Behavior (OCB) at the workplace. To analyze data, factor analysis, Promax rotation method, and Kaiser Normalization technique were used. Findings revealed that there was a significant relationship between the variables (Mazumder, Barman, 2018).

### ***OCB in Indonesia***

A study was conducted to examine the impact of Organizational Justice, Personality, and Trust in Managers and Commitment towards OCB. In Makassar City Hospitals, this study was conducted to investigate the impact of Organizational Justice towards OCB mediated by Organizational Commitment and Trust towards nurses. Samples included 134 nurses with a questionnaire survey. Structural equation modeling was used. Findings revealed that OCB is affected significantly by Organizational Commitment, Trust in Managers, and Personality. The trust in managers and Organizational Commitment was affected significantly by Organizational Justice. Finally, results indicated that Organizational Justice and OCB are completely mediated by Organizational Commitment and the trust in managers (Sjahrudin, 2013).

In the banking sector which is connected to the employees' abilities, OCB addressed those employees who are needed to win the competition. This research has been conducted in the Islamic Bank of Bangka, Indonesia by taking 49 employees. The main purpose was to investigate the effect of employee satisfaction on attitudes of employees OCB. The level of employee satisfaction and work status affect the attitude of OCB. Findings revealed that among permanent employees and contract, there was no difference in satisfaction and OCB attitudes (Hamsani, Valeriani, Zuhri, 2019).

### ***OCB in Pakistan***

The study was conducted to examine the relationship of Supervisory Justice (interpersonal, informational justice) and Perceived Supervisor Support and OCB and Commitment. Supervisory trust acts as a mediating role. Samples including 350 employees. This study was conducted in the telecommunication sector of Pakistan. To test the model SEM technique was applied. The findings indicated that there was a positive and significant relation between Supervisory Justice and Perceived Supervisor Support with OCB and Commitment (Akram et al., 2018). Another study was conducted to measure OCB and Organizational Commitment of employees of Pakistan. The study was conducted in the Pakistan business market. To analyze data one-way ANOVA and *t*-test were applied (Nauman, Chaudhary, 2018).

### ***OCB in Nigeria***

The study was conducted to investigate the relationship between Job Satisfaction and OCB. The study was carried out among the library employees at the University of South-Western Nigeria (Ikonne, 2013). Another study investigated the relationship between OCB and the performance of govt-owned medical centers of Nigeria. This study has been conducted in the Edo state of Nigeria. A survey research design was used in the study. The findings reveal that there was a strong and positive relationship between Conscientiousness and Competitive advantage (Obiora, Okpu, 2015).

### ***OCB in Iran***

The study was carried out to evaluate the correlation between Workplace Spirituality, Intention to leave, and OCB. The study was conducted among nurses and OCB acts as a mediator between Workplace Spirituality and Intention to leave (Yusof, Yaacob, 2018). Another study has been conducted among the manufacturing industries of Iran. The goal of this research is to generate a plan to measure OCBs in the workplace. Samples including 114 employees. They were from various industries and organizations (Widyastuti, Qosasi, Nawasiah, Hilmiyah, 2017).

### ***OCB in Canada***

The study was conducted to investigate the impacts of Psychological Safety Climate on Work engagement and Organizational Citizenship Behaviors. Dedication, Absorption, and Vigour act as a mediator between Psychological Safety Climate, Altruism, and Compliance. Samples include 562 staff of the healthcare sector. However, there was no significant relationship between Climate and Altruism (Mansour, Tremblay, 2018).

### **Applications of OCB in different sectors**

OCB has found applications in Health Care Sector, Telecom Sector, Banking Sector, Education Sector, Manufacturing and Pharmaceutical Sector. We present only a few of these applications in the subsequent sections.

#### ***OCB in health care sector***

Recent health policies along with government-mandated hiring limits and early retirement plans have reduced the number of nurses and other healthcare professionals leads to increased job and organizational challenges. OCB has played an important part in improving patients and moral standards (Goudarzvandchegini, Gilaninia, Abdesonboli, 2011). Researchers also claim that the hospital objective is strengthened by citizenship and improvement (Chu et al., 2005).

Like other service-oriented institutions i.e., education, telecommunication, banks, insurance, etc., health care sectors face similar competition challenges. Where more emphasis is on customer-oriented marketing, healthcare is patient-oriented (Wu, 2011).

#### ***OCB in telecom sector***

A study was conducted to evaluate salary among employees of the telecom sector as a determinant of courtesy and altruism. Data have been evaluated by 650 employees of various telecommunications companies in Punjab. The findings showed that an important relationship was found between altruism and courtesy and wages. Altruism and courtesy were positive. The OCB in an organization can vary and is adopted differently in various cultural contexts with changed geographic backgrounds — it is called “a good citizen” (Purcarea, 2019).

#### ***OCB in banking sector***

In different contexts, on a variety of individuals, a wide range of research has been conducted on OCB from the last three decades. OCB of bank employees has been conducted on the undersigned citizens (Zhao, Peng, Chen, 2014). As compared to other industries the banking industry in Pakistan

has gained improvement and at an advanced level HR practices established. To strengthen their Human Capital Divisions, the banks are using different policies and HR tactics. The study was conducted to examine the relationship between job satisfaction, motivation, and five factors of OCB. A cross-sectional study was conducted. To test the conceptual model, SEM was applied. The findings revealed that there was a positive correlation between job satisfaction and all factors of OCB.

Another study investigates the relationship between four antecedents — emotional intelligence, self-esteem, job satisfaction, and transformational leadership in two semi-government organizations in Sri Lanka. Through a questionnaire-based survey, the primary data were gathered with a sample of 109 employees of the semi-government sector. The findings revealed that there was a positive correlation between self-esteem, job satisfaction, emotional intelligence, transformational leadership, and OCB.

### ***OCB in education sector***

The study investigates the association between altruism, civic virtue, and conscientiousness, three components of OCB, in higher education institutions of Pakistan. From various institutes of Pakistan, data was collected from ninety-five employees. Correlation coefficient and multiple regression analysis were used to analyze data. Under the broad spectrum of OCB, teacher's role breadth was examined in this study. Along with the stakeholders of schools in India such as teachers, principals, parents, and students, a qualitative evaluation of 40 interviews has been conducted. The findings reveal that the mean values of these constructs are 3.859, 4.290, 3.647, and 3.771 respectively. Between the ranges of 0.376 to 0.587, the standard deviations indicate how close the response values are towards their means. The findings reveal that there was a positive and significant relationship between Altruism and OCB. With the previous researchers i.e. (Bashir et al., 2012), the result is consistent.

### ***OCB in manufacturing sector***

The study examined wages as a determinant of altruism and courtesy among employees in the manufacturing sector. 650 workers of Punjab manufacturing firms participated in the assessment process. To find the relation among them Pearson's correlation was used. The basic pay should be revised for some time to ensure OCB, seniority compensation should be given to all employees and wages should be equal to other competitor organizations (Rahman, Chowdhuri, 2018). The results showed that the relationship between wages and altruism and courtesy was positive and meaningful. But between pay and courtesy and wages and altruism, there was a positive relationship. However, between altruism and courtesy, there was a high correlation.

### ***OCB in pharmaceutical sector***

The main objective of this study was to investigate the role of Talent Management on Affective commitment and OCB of the organization. Psychological Contracts act as a mediating role between OCB and Talent Management and Affective Commitment. Through a designed questionnaire the data has been collected from employees of the Pharmaceutical frontline. From 435 respondents, the data has been collected. Results revealed that on OCB and Affective Commitment, Talent Management has a significant impact. Organizational Citizenship is one of the new phenomena's that companies promote to have a greater effect on their investments. It seems to have become more prevalent and important in the pharmaceutical industry where work is more competitive and challenging for the workers. In the past, many researchers have argued that employees in the pharmaceutical industry have a good impact on the growth of customer services (Saengon et al., 2020).

### ***Number of publications and total citations in OCB study***

The papers published in 2012 are received the highest number of publications. The papers published in 1992 are received the lowest number of publications. The number of citations received for those papers published in specific years. The papers published in 2001 are received the highest number of citations. The papers published in 1991, 1992, and 1993 are received the lowest number of citations.

### **Problem statement**

In our bibliometric study, we aim to cover the last twenty-nine years of research on OCB. Research questions regarding the bibliometric study of OCB are as follows:

1. What are the researcher's contributions to OCB literature?
2. Determine the leading journals in the OCB study as seen from the total number of production (TP), Cite Score, and publishers?
3. Which are the countries that contributed most to the OCB study from 1991 to 2020?
4. Which are the sectors that contributed most to the OCB study from 1991 to 2020?
5. What are the numbers of publications and total citations in the OCB study from 1991 to 2020?

### **Methodology**

It is considered that bibliometric analysis assists in the analysis of topics of interest in fields and offers insight for future scholars. The bibliometric analysis makes possible a strict association of several studies. The study is based on the Scopus database, Google Scholar, Mendeley, and literature.

## **Results**

Table 1 presents various pioneering researchers' significant contributions to the literature of OCB. Significant studies and outcomes have been presented.

Table 1. Researcher's Contributions on OCB literature

Author	Significant Studies	Outcomes
Organ et al. (1992)	OCB and Personality	Personality is not a positive predictor of OCB.
Podsakoff et al. (2000)	A critical theoretical review and OCB empirical literature and predictions for the future study.	Conceptual uncertainty concerning OCB design and overlapping similarities.
Mohammad et al. (2010)	Organizational Justice and OCB at the institution of higher education.	A positive relationship was identified between procedural justice, interactional justice, and OCB. There is no positive relationship identified between distributive justice and OCB.
Rahman et al. (2013)	The construct validity has been analyzed with a confirmatory factor of OCB scale with samples of Indonesia.	The hypothesis test of the model of (CFA) is not appropriate to the chi-square data, CFI, GFI, and RMSEA.
Chiaburu, (2015)	Organizational Support and OCB: Meta-Analysis of Cross-Cultural.	There is no positive relationship identified between POS and OCB.
Kumar et al. (2016)	OCB and well-being of employees.	The results indicate the relations have taken place in the anticipated direction.
Yuliari, Darmanto, (2018)	Developing OCB in Women Entrepreneurs Business Community.	The findings reveal that organizational learning and transformational leadership had a significant effect on organizational commitment and OCB.
Chahar, (2019)	Psychological Contract and OCB.	There is a positive relationship identified between Psychological Contracts and OCB.

Table 2 presented the top ten productive journals with the total number of publications, cite score, and publishers.

Table 2. Leading journals on OCB Studies

Rank	Journal	TP	Cite Score 2019	Times Cited	Publisher
1.	Journal of Applied Psychology	98	10.7	1745	American Psychological Association (APA)
2.	Organizational Behavior and Human Decision Processes	86	5.4	1868	Elsevier
3.	Personnel Psychology	69	13.9	568	Wiley-Blackwell
4.	Annual Review of Psychology	58	38.2	683	Annual Reviews

5.	Journal of Vocational Behavior	58	6.3	770	Elsevier
6.	Academy of Management Journal	52	14.0	1032	Academy of Management
7.	Administrative Science Quarterly	42	13.1	761	SAGE Publications
8.	Journal of Management	33	4.7	540	SAGE Publications
9.	Journal of Organizational Behavior	23	9.7	629	Wiley-Blackwell
10.	Journal of Managerial Psychology	21	3.9	1762	Emerald Group Publishing Ltd

Table 3 presents the countries that contributed most to the OCB study from 1991 to 2020.

Table 3. Countries of the top-cited articles (1991 to 2020)

Rank	Countries	No. of articles
1	Malaysia	18
2	China	40
3	United States	125
4	Germany	2
5	India	7
6	Indonesia	5
7	Pakistan	11
8	Nigeria	1
9	Iran	25
10	Kuwait	3

Table 4 presents the sectors that contributed most to the OCB study from 1991 to 2020.

Table 4. Sectors of the top-cited articles (1991 to 2020)

Rank	Sectors	No. of articles
1	Health care	5
2	Telecom	4
3	Banking	8
4	Education	34
5	Manufacturing	7
6	Pharmaceutical	5

Table 5 presented the numbers of publications and total citations in the OCB study from 1991 to 2020.

Table 5. Number of Publications and Total Citations

Year	Number of publication	Total Citations	Year	Number of publication	Total Citations
1991	1	0	2006	15	4008
1992	0	0	2007	18	1487
1993	6	0	2008	20	717
1994	1	96	2009	21	1708
1995	2	151	2010	25	1066
1996	1	37	2011	27	521
1997	3	939	2012	41	936
1998	3	366	2013	30	1350
1999	2	583	2014	34	464
2000	2	879	2015	34	769
2001	8	5529	2016	19	283
2002	9	2372	2017	25	170
2003	3	762	2018	29	184
2004	9	371	2019	35	156
2005	10	926	2020	39	23

Figure 1 presents the numbers of publications in the OCB study from 1991 to 2020.

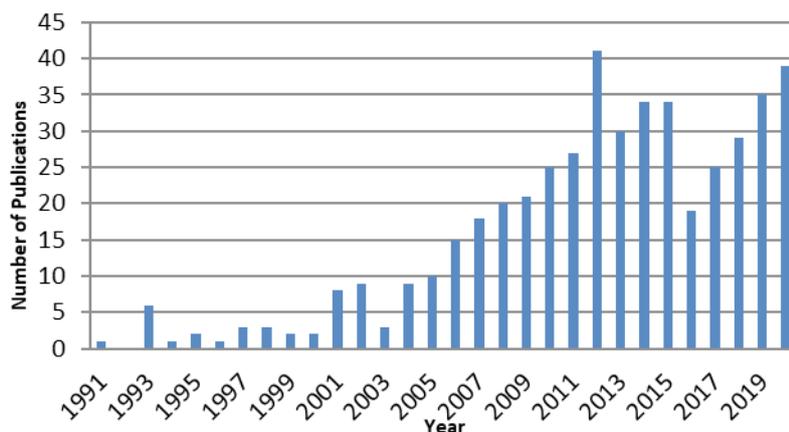


Figure 1. Numbers of publications in the OCB study from 1991 to 2020

Figure 2 presents the numbers of highly cited articles in the OCB study from 1991 to 2020.

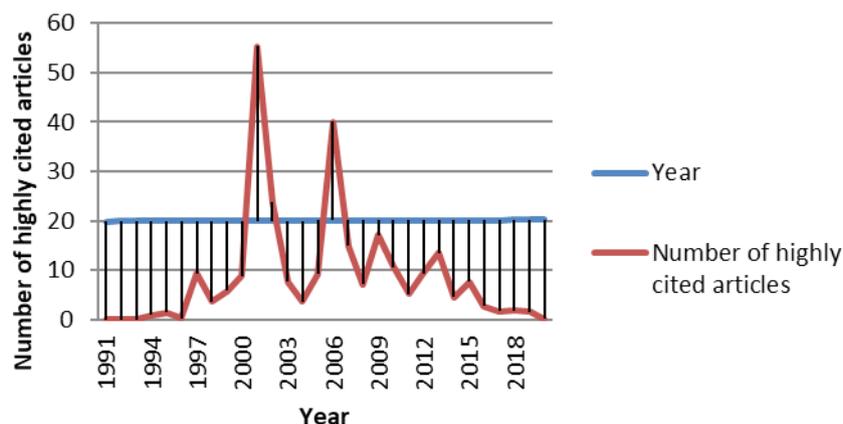


Figure 2. The numbers of highly cited articles in the OCB study from 1991 to 2020

### Discussion

In table 1, researchers like Organ, Podsakoff, Mohammad, Rahman, Chaiburu, Kumar, Yuliari and Darmanto, and Chahar have made significant contributions to the OCB study and found various outcomes. Table 2 determines the leading journals in the OCB study as seen from the total number of production (TP), Cite Score, and publishers. The most productive journal was Journal of Applied Psychology, where (98 journal articles), Organizational Behavior and Human Decision Processes (86 journal articles), Personnel Psychology (69 journal articles), Journal of Vocational Behavior (58 Journal articles), Annual Review of Psychology (58 journal articles), Academy of Management Journal (52 Journal articles), Administrative Science Quarterly (42 Journal articles), Journal of Management (33 Journal articles), Journal of Organizational Behavior (23 Journal articles) and Journal of Managerial Psychology (21 Journal articles) were published. According to the Cite Score 2019 analysis, the Journal with the highest Cite Score was Annual Review of Psychology (38.2), while the journal with the lowest Cite Score was Journal of Managerial Psychology (3.9). Cite Score has been viewed as one of the criteria for scholars in the process of selecting journals to publish their works (Gan, 2020).

Table 3 presented the countries that contributed most to the OCB study from 1991 to 2020. The leading countries in OCB studies are Malaysia, China, United States, Germany, India, Indonesia, Pakistan, Nigeria, Iran, and Kuwait. The highest numbers of articles were from the United States (125). The lowest numbers of articles were from Nigeria (1).

Table 4 presented the sectors that contributed most to the OCB study from 1991 to 2020. The leading sectors in OCB studies are health care, telecom, banking, education, manufacturing, and pharmaceutical. The education sector has gained more importance for the highest number of articles (34). The lowest numbers of articles were from the telecom sector (4).

Table 5 presented the numbers of publications and total citations in the OCB study from 1991 to 2020. The number of citations received for those papers published in specific years. The papers published in 2001 are received the highest number of citations (5529).

In figure 1, we can understand the number of papers is increasing year by year though there was a little bit fall. In figure 2, the numbers of highly cited articles were marked in brown color, and years were marked in blue color. The year 2001 is shown as the highest number of citations. The recently published last year (2020) papers might receive fewer citations because of the short period.

## Conclusion

This paper intended at capturing and portraying the different perspectives of organizational citizenship behavior and evaluating its application in various countries and various sectors. Country-wise segregation of research shows a dynamic adoption of the concept by scholars to evolve new dimensions and connections across organizational behavior and human resource management. Over the decades OCB has been investigated repeatedly with specific constructs by scholars on the healthcare sector, telecom sector, banking sector, education sector, manufacturing sector, and pharmaceutical sector. Research need to focus on the new parameters of OCB to cover the new trends in the organization.

### Limitations

The study uses 120 major contributions to OCB literature. More research is needed for assessing and predicting the magnitude of OCB. It is felt that the use of software in both deducting and synthesizing could have enriched the research in terms of bulk analysis and integration of a large number of research. Apart from the SCOPUS database, Google Scholar, Mendeley, and literature, the study can additionally use the WoS database in the future.

### Practical Implication

This work can benefit academics and organizations and can discover a new path and opportunities for future research to evaluate OCB literature.

### Social Implication

This bibliometric study can provide data contributing to a better understanding of the OCB research field.

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# Библиометрическое исследование организационного гражданского поведения

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**Аннотация.** Существует ограниченная литература по исследованиям организационного гражданского поведения (ОГП) (organizational citizenship behavior, ОСВ). Очень важно провести библиометрический анализ, чтобы лучше понять, как исследуется ОГП. Поиск в базе данных Scopus проводился с использованием библиометрического анализа от самой старой публикации 1991 года до самого последнего выпуска 2020 года. *Цель.* Целью этого библиометрического исследования является оценка вклада исследователей в литературу по ОГП, ведущих журналов, публикующих исследования ОГП, применения ОГП в разных странах и в различных сферах деятельности, а также количества публикаций и общего числа цитирований в изучении ОГП из 1991 по 2020 гг. *Метод.* Для оценки и интерпретации ОГП в этом исследовании использовался библиометрический метод. Это исследование основано на базе данных Scopus, Google Scholar, Mendeley. С 1991 по 2020 год в базе данных Scopus было обнаружено 120 статей. *Результаты.* Различные исследователи-первопроходцы внесли значительный вклад в литературу, посвященную изучению ОГП. Самым «продуктивным» журналом оказался Journal of Applied Psychology. Согласно анализу рейтинга цитирования за 2019 год, журналом с наивысшим баллом цитирования стал Annual Review of Psychology. Ведущими странами в изучении ОГП являются США и Китай. Сфера образования характеризуется наибольшим количеством статей с тематикой ОГП. Наибольшее количество публикаций и цитирований приходится на 2012 и 2001 гг. *Ценность результатов.* Это исследование предоставляет информацию и возможности для будущих исследований. Это исследование позволит исследователям и учреждениям лучше понять основные тенденции в исследовании ОГП.

**Ключевые слова:** библиометрическое исследование; организационное гражданское поведение; организационная справедливость; организационное обучение; воспринимаемая поддержка организации; психологический контракт.