

Research trend organizational citizen behavior in company



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Abstract This study examines organizational citizen behavior in the company. The method used in this study is qualitative research with a literature study approach. The source of data in this study was taken from the Scopus database with the keyword "Organizational Citizen Behavior." The findings in this study found that the trend of research on the topic of organizational citizen behavior increased from 1978-2020. The United States is the country that produces the most research on the topic of OCB. In the production of these research documents, the United States also often conducts research collaborations with countries around the world. The most influential scientist of research on the topic of organizational citizen behavior is Diane M. Bergeron.

Keywords: organizational citizen behavior, employee, company

1. Introduction

In recent years, organizational citizenship behavior (OCB) has received attention from many industrial-organizational psychologists (Rioux & Penner, 2001). The current interest in OCB can be traced back at least to Katz (Ocampo et al., 2018). Katz's thesis, later made more explicit by Smith, Organ, and Near, was that for organizations to operate successfully, their employees must be willing to do more than the minimal formal and technical aspects of their work. The assumption of the importance of OCB to organizational success has led to many attempts to identify its proximal and distal causes (Rioux & Penner, 2001). *Organizational citizenship behavior* (OCB) is a behavior of freedom to determine that it is not part of the formal requirements of the job but contributes to the psychological and social environment in the workplace. OCB is individual discretionary behavior, which does not directly and explicitly derive expectations from the formal reward system and which overall promotes the effectiveness of organizational functions. Be free and voluntary, as such conduct is not needed by the role requirements or job descriptions clearly needed under the contract with the organization but rather as a personal choice (Saleem & Amin, 2013).

Organizational citizenship behavior (OCB) is a series of employee behaviors that exceed the requirements of the job role, among others: attitude as a constructive statement about the department, disclosure of personal interest in the work of others, suggestions for improvement, training new employees, respect for the spirit and writing of building maintenance rules, care for company property, and time provisions and attendance above the standard or enforceable level. Thus, it can be understood that *organizational citizenship behavior* (OCB) is a series of employee behaviors that are full of freedom to do work outside their formal work with the aim of developing the effectiveness of organizational functions.

Several previous studies have examined organizational citizen behavior, including Neeta Bhatla (2016), looking at organizational citizen behavior in terms of altruism, awareness, civic virtue, politeness, and sportsmanship. Tambe & Meera (2014) understand the meaning, nature, and scope of OCB, Wang (2016) context, OCB mechanism, and dark side of OCB, in addition to analyzing OCB dilemmas. (Sucahyowati & Hendrawan 2021) state that OCB employees will show good work behavior overall. Employees not only perform basic tasks but also perform tasks outside the main duties of employees, such as helping colleagues who are struggling and using effective time. Manurung et al. (2021), the OCB of employees will have a higher impact on company productivity. Darto (2014), OCB plays a vital role in improving individual performance in the public sector. OCB is significantly related to individual performance. However, further in-depth studies are needed to see the significance of OCB's relationship with individual performance in government organizations. (Lestari & Ghaby, 2018), OCB has a significant positive effect on employee performance. (Cahya, Aji, & Utomo, 2021), Organizational Citizenship Behavior (OCB) affects employee performance. Hadiwijaya et al. (2017), OCB has a significant partial and simultaneous effect on employee performance. Susanti and Rita (2020) state that one of the factors causing low organizational citizenship behavior (OCB) is workload. (Pratiwi, 2020), 3,576 respondents indicated that job satisfaction with OCB correlated positively and significantly. (Hulu, 2018), work motivation has no effect on employee organizational citizenship behavior (OCB). Fatoni et al. (2018) Organizational commitment has a significant direct positive effect on OCB, and OCB has a significant direct positive effect on employee performance. Employee engagement significantly affects employee performance through OCB.



Organizational commitment significantly affects employee performance through OCB (Umam & Setiawan, 2019). Organizational commitment has a significant positive influence on OCB, OCB has a significant positive influence on organizational commitment, organizational commitment has a significant positive influence on employee performance, and OCB has a significant positive influence on employee performance. OCB as an intervening variable in the causal relationship between organizational commitment and employee performance does not have a significant influence. Organizational commitment as an intervening variable in the causal relationship between OCB and employee performance also did not have a significant effect.

In general, OCB behavior can be found in various organizations. For example, there are still employees who talk unimportant (gossiping or talking outside of work), are more active on social media, do activities outside of work, and often go in and out during working hours. Then, sometimes, their coworkers seem indifferent or indifferent to the work of other colleagues even though they are in the same field of work as them.

Based on this description, the purpose of this study is to examine the writing of an analysis of organizational citizen behavior in the company. The urgency of this study considers that previous research has not specifically examined organizational citizen behavior by focusing on the results of previous findings through bibliometric studies, so this research contributes to complement existing research and can be follow-up research.

2. Materials and Methods

2.1. Organizational Citizenship Behavior (OCB)

Organizational citizenship behavior (OCB) is a behavior of freedom of determination that is not part of the formal requirements of the job but contributes to the psychological and social environment in the workplace (Judge & Robbins, 2017). Jensen and Luthans (2006) *Organizational citizenship behavior (OCB)* is defined as the behavior of individuals who are free to choose, not directly or explicitly regulated by a formal reward system, and in a stratified manner, promote effective organizational functioning. Kreitner et al. (2014) *Organizational citizenship behavior (OCB)* defines *organizational citizenship behavior (OCB)* as a series of employee behaviors that exceed the requirements of the job role, among others: attitude as constructive statements about the department, disclosure of personal interest in the work of others, suggestions for improvement, training of new employees, respect for the spirit and writing of building maintenance rules, care for company property, and determination of time and attendance above standards or an enforceable level. From some of the definitions above, it can be concluded that *organizational citizenship behavior (OCB)* is a series of employee behaviors that are full of freedom to do work outside their formal work with the aim of developing the effectiveness of organizational functions. Podsakoff et al. (2000) Organize it into seven general themes or dimensions as follows in Figure 1.

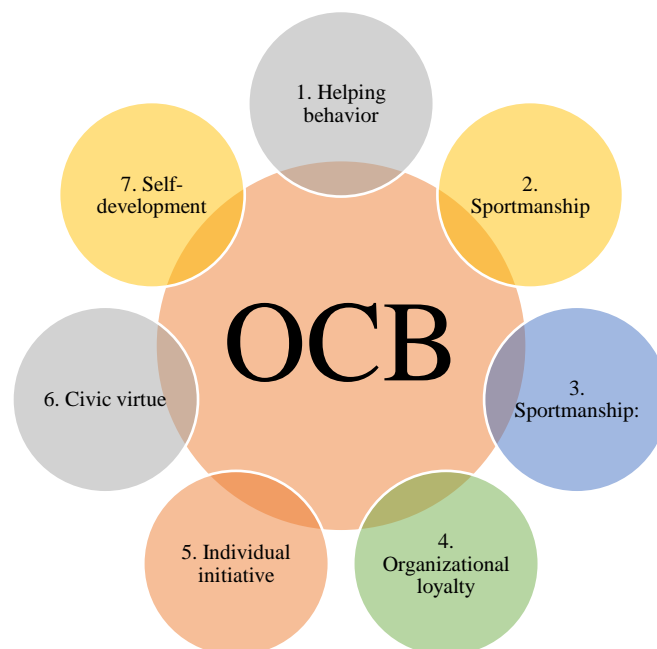


Figure 1 Dimensi Organizational Citizenship Behavior (OCB).

Based on the picture above, you can see the OCB dimensions. Furthermore, the explanation of each dimension can be seen as follows: Helping behavior refers to a behavior of helping others voluntarily and is not his duty or obligation. This dimension shows the behavior of helping employees related to problems faced by other employees, such as helping to use

certain equipment. Sportsmanship: shows a willingness or tolerance to stay in an organization without complaining if the situation in the company is not pleasant. This behavior indicates a high tolerance for less or even unpleasant environments.

Organizational loyalty: Individual behavior related to efforts to promote the image of the organization to outside parties and individuals trying to protect the organization from external threats. Individuals will continue to work in the organization even though the organizational circumstances are less favorable and full of risks. Organizational compliance indicates an attitude of individuals who accept the rules and procedures that have been implemented in an organization. This can be seen by the behavior of the individual who has never violated company regulations, even without supervision or sanctions. Individual initiative: an individual behavior that shows his efforts in increasing the productivity of the company by carrying out his duties creatively. This behavior involves voluntary creative and innovative actions to improve its ability to carry out tasks to improve organizational performance, for example, taking the initiative to improve its competence and voluntarily taking responsibility. Civic virtue: the involvement of individuals in an organization's activities and concern for the survival of the organization. Voluntarily participate, be responsible, and be involved in overcoming problems faced by the organization for the survival of the organization.

Self-development: An individual's behavior related to improving knowledge, skills, and abilities without being asked. For example, they take courses or training so as not to miss out on progress in their fields. Moreover, employees learn new knowledge or skills to contribute more to the organization. In this study, the author uses the dimension of organizational citizenship behavior (OCB) proposed by Podsakoff et al. (2000) as an indicator to measure organizational citizenship behavior. This indicator consists of 7 items, namely, Helping behavior, sportsmanship, Organizational loyalty, Organizational compliance, Individual initiative, Civic virtue, and Self-development. This dimension was chosen as an indicator to measure organizational citizenship behavior (OCB) because this dimension is more complete in describing the dimension of organizational citizenship behavior (OCB).

This research uses qualitative methods with literature studies. Qualitative research prioritizes excavation, discovery, reading, explanation, and delivery of the meaning or symbol of data expressed and fibered from the data collected. Literature studies, according to Danandjaja (2014), are a way of systematic scientific bibliographic research, which includes the collection of materials related to the research target, collection techniques by literature method, and organization and present data. Therefore, it can be concluded that qualitative research methods with literature study techniques are data collection techniques based on finding data in the form of writing, such as notes, books, papers, articles, and journals. This type of research is descriptive research. The descriptive method can be interpreted as a problem-solving procedure that is investigated by describing the state of the subject or object in the study, which can be people, institutions or societies, and others that are now based on facts that appear or what they are. This article method uses library research, which is a method of collecting data by understanding and studying theories from various literature related to research. According to Falk and Zed (2004), there are four stages of literature study, namely, preparing the necessary tools, preparing a working bibliography, organizing time, and reading and recording research materials. Data collection by finding sources and reconstruction from various sources, such as books, journals, and existing research. Library materials obtained from various references are analyzed critically and in-depth to support propositions and ideas. Data collection with documentation is a way of collecting data by analyzing written data in documents such as journals, transcripts, books, and other print media. The data analysis method used in this study is inductive data analysis. This inductive analysis is used to assess and analyze data that has been focused on organizational citizenship behavior. This inductive analysis researchers use by analyzing specific things to draw objective conclusions.



Figure 2 Data Source.

3. Result

3.1. Descriptive Bibliometric Analysis

3.1.1. Annual Scientific Production

During the period 1978–2023, 145 articles on organizational citizen behavior have been indexed in the Scopus database. The first article on "Group representation in local bureaucracies" was published on 19, 7, and 8 by (Paul D. Schumaker David M 1978). Since 19 years, there has been an increasing trend according to academic research on management. However, only 145 articles were conducted in a period of 45 years between the years 19 and 78 and years 20 and 23. The highest article production was recorded in 20, 11, 2018, and 2021, as many as 12 documents, with a total of 36 of all publications carried out in 1978-2023. More than half of the articles have been published in the last eleven years. The study's annual average growth rate was 10.2% (data available only until March 17, 202:3). In Figure 2, since the date the first article was published on organizational citizenship behavior was 19 78, milestones affecting organizational citizen behavior problems between 1978 and 2023 are shown. Issues or studies on organizational citizen behavior also influence publication trends.



Figure 3 Organizational Citizen Behavior in the Concept Timeline Graph.

In 1991, Graham (1991) examined job performance and organizational citizenship behavior and how individuals can engage in OCB and still have positive career outcomes (Diane M. Bergeron 2007). OCB is positioned as the organizational equivalent of citizen responsibilities, of which there are three categories: obedience, loyalty, and political participation (Graham 2000), and how employees adapt to the organization following changes in organizational policies that are perceived as dissatisfying (Griffeth, Gaertner, and Sager 1999). The concept of OCB began to be studied more often. During this period, the average number of annual publications increased.

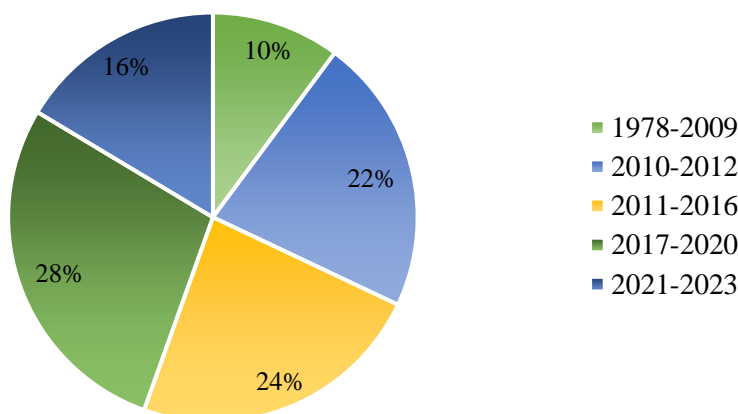


Figure 4 The average number of annual publications.

Based on the figure above, the average publication every year is from an average of 10% to 28%, with the number of authors 346 and coauthors per Doc being 2.47%. In Table 1, the country that conducts the most research on the topic of organizational citizenship behavior in the Scopus database is the United States, with a total of 54 documents. South Korea and the United Kingdom were in the second position, conducting the most research on the topic of organizational citizen



behavior with the same number of documents, namely, nine documents. Then, several other European states, such as Spain, Canada, and the Netherlands, and the Asian States, such as India, Taiwan, Australia, and China, also conducted research on the topic of organizational citizen behavior, with approximately 4-6 documents.

Table 1 Publication by Country.

COUNTRY/TERRITORY	Document
United States	54
South Korea	9
United Kingdom	9
India	6
Spain	6
Taiwan	6
Canada	5
Netherlands	5
Australia	4
China	4

Table 2 Publication by Journal.

Sources	Articles
Journal Of Business Ethics	12
International Journal Of Public Administration	6
International Journal Of Human Resource Management	5
Human Resource Management Review	3
International Journal Of Work Organization And Emotion	3
Journal Of Business And Psychology	3
Journal Of Business Research	3
Journal Of Public Administration Research And Theory	3
Academy Of Management Review	2
Administration & Society	2

Figure 5 shows that based on publications from time to time-related to the topic of Organizational Citizen Behavior, the international journal of public administration is the source of the journal that most often publishes articles on the topic of Organizational Citizen Behavior. This finding is in line with the data shown in Table 2, which shows that the International Journal of Public Administration is the journal with the most documents discussing the topic of Organizational Citizen Behavior in the Scopus database. The International Journal of Human Resource Management ranked second in the most documents that examined the topic of Organizational Citizen Behavior based on Table 2 and became the source of the journal that most often published studies related to Organizational Citizen Behavior from time to time-based on Figure 5. These data show that the more often a journal source publishes a study topic, the more the number of documents in the journal will also increase comparatively.

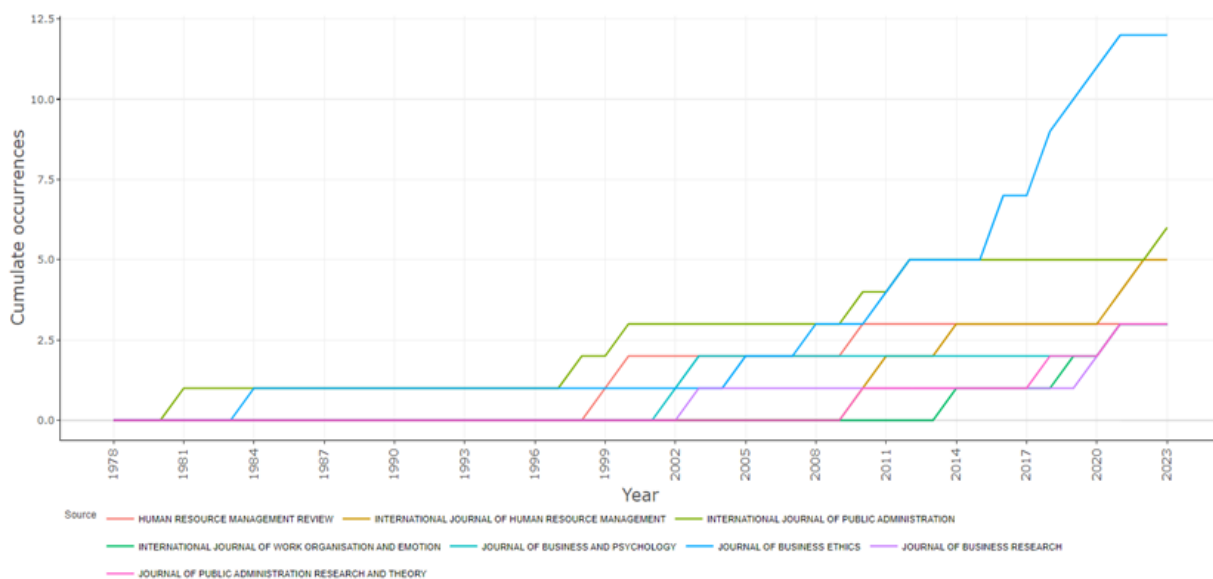


Figure 5 Sources' Production over Time.



The development of research on organizational citizenship behavior in the Scopus database metadata can be seen in Figure 6. In the period 1978-2009, the subtopics that are familiar to be examined from the main topic of organizational citizen behavior include 2 (two) topics, namely, employee behavior and the topic of organizational citizen behavior itself. Then, along with the development of science, research on organizational citizen behavior developed with a new subtopic in the period 2010-2012. The subtopic is job satisfaction. Then, in the period 2013-20, 16 employee behaviors developed into a new subtopic, namely, perceived organizational support. In the 2017-2020 period, organizational citizen behavior developed into a subtopic of organizational commitment and sustainability until 2023.

The study of organizational citizen behavior has been quite developed and extensive because of the emergence of new subtopics that are significant in the development of organizational citizen behavior studies. This is evidenced by the emergence of new subtopics such as employee behavior, job satisfaction, perceived organizational support, organizational commitment, and sustainability.

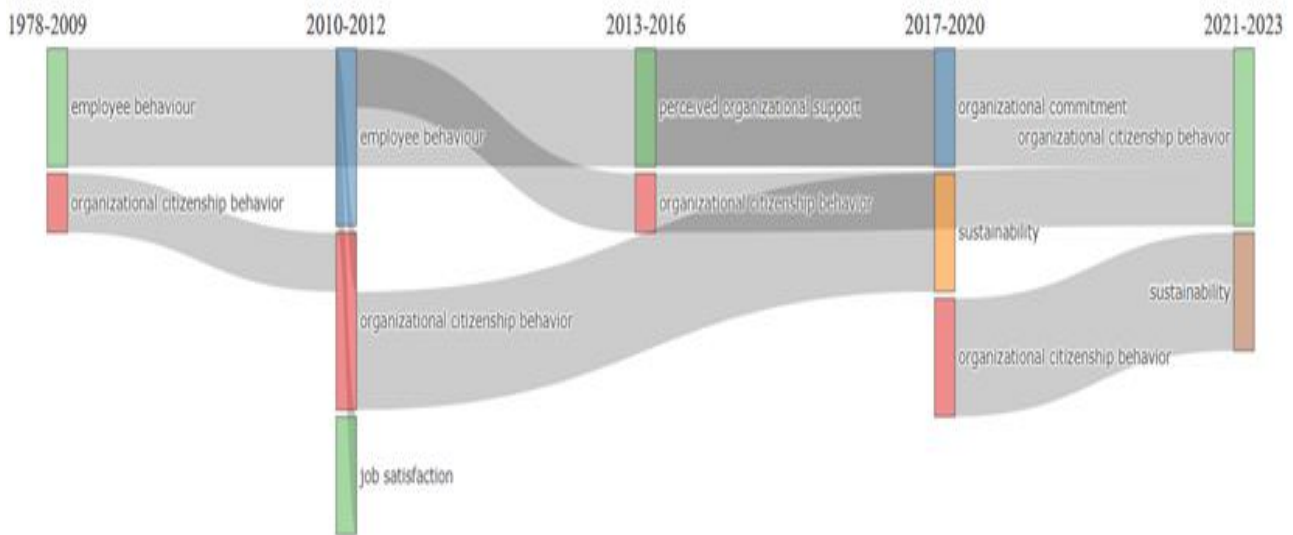


Figure 6 Thematic Evolution.

The United States is the country that publishes the most documents on Organizational Citizen Behavior based on Table 1. Figure 7 shows that authors in the United States also collaborate with authors from other countries, such as Thailand, Malaysia, Kuwait, New Zealand, Turkey, Korea, and Romania, in writing articles on organizational citizen behavior studies. The United Kingdom, as the country with the second most publications, also collaborated with several other countries, such as Hong Kong, Ireland, Greece, Portugal, Tunisia, and Spain, in writing articles on the study of organizational citizen behavior.

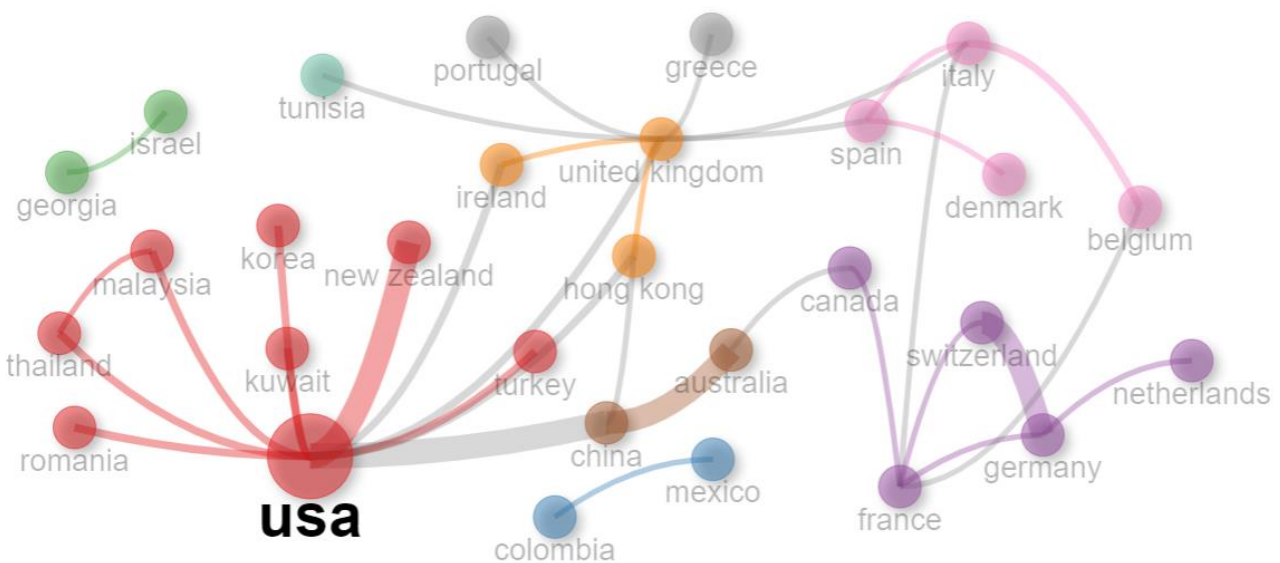


Figure 7 Country Collaboration Network.

In full, the relationship of subtopics in the digital leadership research topic is illustrated in Figure 8. The most prominent subtopic is organizational citizen behavior, with the largest nodes compared to other subtopics. Figure 8 shows that there are 9 (nine) colors, namely, gray, orange, brown, light green, red, purple, blue, dark green, and yellow. These colors show the division of research subtopic clusters from the main topic of organizational citizen behavior.



Figure 8 Visualization Topic by Organizational Citizen Behavior.

Table 3 shows some authors who examine the topic of organizational citizen behavior Diane M. Bergeron with the number of documents reviewing organizational citizen behavior from the citizen side (Diane M. Bergeron 2007). Fox and Freeman (2011), With a total of 2 documents examining the side of narcissism and deviant community behavior. There are a total of 2 documents examining organizational citizen behavior in terms of political heritage, its definition, and its role. Then, Lee, Wu, and Hong (2007), with a total of 2 documents, studied from the empirical side.

Table 3 Most Relevant Author.

Authors	Articles	Articles Fractionalized
BERGERON DM	2	1.25
FOX S	2	0.70
GRAHAM JW	2	2.00
HONG S	2	2.00
KATOU AA	2	1.33
MOMMAAS H	2	1.00
NIELSEN RP	2	2.00
RANGNEKAR S	2	1.00
SHIPP AJ	2	0.50
SPECTOR PE	2	0.70

Figure 9 shows the keywords that most often appear to be related to the topic of organizational citizen behavior, such as the word human, which means that the topic of organizational citizen behavior can be studied from the side of the human/community who is the subject. The topic of organizational citizen behavior is also widely studied in terms of employment, consumption behavior, and the development of young people's potential, especially among adolescents who focus on the social behavior side.



Figure 9 Word Cloud of Organizational Citizen Behavior.



4. Discussion

This study explores research topics on organizational citizen behavior that can contribute to the development of employee behavior in an organization. Using bibliometric analysis, this study aims to provide rationale input about the foresight of organizational citizenship behavior. Based on information collected based on the development of research on organizational citizenship behavior from 1978-2023, the average annual publication, country, journal sources, international collaborations, and the most influential scientists on the topic of organizational citizenship behavior. Therefore, it can be concluded as follows: First, the trend of the concept of research topics on organizational citizenship behavior from 1978-2023 is divided into five periods, where in the period 1978-2009, employee behavior conspires became the trend of this topic. Then, in the 2010–2012 time frame, the concept of employee behavior is still a trend in this topic. However, from these 2 (two) time spans, there are different subtopics of the concept of employee behavior. Furthermore, in the period 2013-2016, the concept of perceived organizational support became a trend in research on this topic. The next period is in the 2017–2020 time frame. The concept of sustainability from this topic is the most dominant discussion. In the 2021-2023 period, the concept of organizational commitment is the dominant topic in the research on this topic.

Second, the trend of research on the topic of organizational citizen behavior has always increased from 1978-2023. Of the total number of documents obtained in the Scopus database, there were 346 documents from the research period. Third, globally, the United States is the country with the highest number of studies on the topic of organizational citizen behavior. The United States has 54 research documents on the topic of organizational citizenship behavior. Fourth, the most widely published research source on the topic of organizational citizen behavior can be found in the International Journal of Public Administration. Fifth, in the research trend of the topic of organizational citizen behavior, Diane M. Bergeron became the most influential scientist. The research he did was mostly cited by other researchers. Sixth, the United States, the most influential country in this research topic, often conducts research collaborations internationally with several countries in Asia, Europe, and America.

5. Final Considerations

This study shows a bibliometric analysis of organizational citizenship behavior research topics whose data are taken from the Scopus database with a time period of 1978-2023. From the search, 346 documents were obtained, which were then analyzed using VOSviewer software to see about countries with the most research products on the topic of organizational citizen behavior, the most influential scientists, the relationship between topics and subtopics of the main topic, and the trend of discussion on the topic of organizational citizenship behavior. From the results of the analysis conducted above, it was found that the trend of research on the topic of organizational citizen behavior increased from 1978 to 2020. The United States is the country that produces the most research on the topic of organizational citizen behavior. In the production of these research documents, the United States also often conducts research collaborations with countries around the world. The most influential scientist of research on the topic of organizational citizen behavior is Diane M. Bergeron.

Ethical considerations

Not Applicable.

Conflict of Interest

The authors declare no conflict of interest.

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