19th International Strategic Management Conference

Zeynep KAPTAN,
Istanbul University, Institute of Social Sciences, Department of Management, 34452 Beyzit/Fatih, Istanbul,Türkiye.

Bora YILDIZ,
Istanbul University, Faculty of Economics, Department of Mnagement, 34452 Beyzit/Fatih, Istanbul,Türkiye.

Halit BAŞBUĞA
Gebze Technical University, Faculty of Business, 41400 Gebze, Kocaeli, Türkiye.

MAPPING COMPULSORY CITIZENSHIP BEHAVIORS IN MANAGEMENT FIELD: A BIBLIOMETRIC ANALYSIS

ABSTRACT

This study seeks to present a comprehensive bibliometric analysis of compulsory citizenship behaviours (CCB) research using data from the Web of Science (WoS) database. The analysis of identified studies reveals significant trends: the majority of articles are authored by multiple authors, indicating collaborative efforts. Hongdan Zhao, Huai-Liang Liang, Zhenglong Peng, and Bora Yildiz stand out among the authors making significant contributions to the CCB literature,

and we identified "Frontiers in Psychology" as the most relevant source for CCB publications. Network analyses demonstrate collaborative patterns among authors and shared citation networks among journals. In terms of output, Chinese-based universities such as Tongji University, Da-Yeh University, Huaqiao University, and Istanbul University (a Turkish university) are in the forefront and considered very influential in the CCB sector. The thematic map indicates that the issues of "facades of conformity" and "impression management" are located at the intersection of niche and "emerging/declining" themes.The "motor" themes include "citizenship pressure," "interpersonal deviance," and "employee slience." The basic themes include work-family conflict, turnover intention, anger towards the organisation, organisational citizenship behaviours, job stress, job performance, burnout, and abusive supervision. Furthermore, employ silence and moral disengagement are situated at the intersection of the basic and motor themes. Overall, this study contributes to a better understanding of the general landscape of CCB research by providing important bibliometric information. We also provided limitations and further research directions.

Keywords*: Compulsory Citizenship Behaviors, Bibliometric Analysis*

1. INTRODUCTION

Employees are of vital importance for the sustainable organizations (Barney & Arikan, 2005; Casey & Sieber, 2016). Put simply, the optimal utilisation of organisational resources relies on recognising skilled human resources as valuable assets and strategically managing these sources to successfully and efficiently accomplish long-term objectives. In this context, the existence of organizations that are human-centric, that care about the well-being of their employees and that understand them is inevitable in terms of sustainability. Therefore, in today's business world, ensuring both the psychosocial well-being of employees and their physiological and economic well-being is important for the continuity of employees presence (Kobayashi et al., 2018; Mariappanadar & Hochwarter, 2022; Stan, 2018).

From the strategic management perpective, according to the resource-based view (Barney & Arikan, 2005; Barney, 2001), it can be said that human resources of organizations are rare, inimitable and valuable core competencies of organizations (Prahalad & Hamel, 1997). Therefore, protecting such a resource, realizing its value and ensuring its sustainability are important in terms of providing sustainable competitive advantage over competitors. On the other hand, when looked at from the perspective of human resource management and organizational behavior literature the concept of human-centric has a very comprehensive nature. Although there is no clear definition yet for human-centered organizations, according to a systematic review study conducted on this concept, these types of organizations include the following four interrelated characteristics: *common good purpose* (pupose beyond profit, stakeholders beyond shareholders, fill a need , address an issue, contribute to human thriving), *positive human experiences* (employees as capable, problem solving learners, cultures in which employees are connected, respected, and values, opportunuties to learn and grow, meaningful work), *humanistic values* (dignity and well-being, care and kindness, justice and fairness, whole person), *team structure* (semi-autonomous, self-managed teams, team ownership of work, connective mechanisms between teams), and *participatory practices and tools* (participatory research, innovation and ideation, experimentation, feedback, healthy conflict)) (Townsend & Romme, 2024). This title encompasses a wide range of factors, including human relations, employee experience, talent management, organisational culture, organisational success,

human resources management, and strategic human resource management (Hector & Cameron, 2023).

Therefore, managing human resources strategically is also important to achieve firms long-term aims and overal strategies. According to the human capital (Becker, 1992; Caire & Becker 1967) and strategic human capital tehories (Wright et al., 2001), to achiev long-term organizational goals, employees are viewed as valuable and strategic assets that leverages organizations' competitive advantage. Morover, training and education can enhance their expertise and proficiency, which significantly contribute to the achievement of organisational goals (Caire & Becker 1967; Wright et al., 2001). Providing these factors, on the one hand, can cause employees to achieve the tasks determined in the formal job descriptions, and on the other hand, it can also cause employees to go beyond their job descriptions that are labeled as extra role behaviours (Becker & Kernan, 2003; Caillier, 2016). One of these extra role behaviors is organizational citizenship behaviors (OCB) (Morrison, 1994; Organ, 1997).

Organizational citizenship behaviors (OCB) refer to volunteer employee behaviors that are not explicitly recognized by formal reward systems but still contribute to the effective functioning of the organization (Currall & Organ, 1988). These behaviors are an important concept that emphasizes voluntary actions and behaviors of employees that go beyond their prescribed roles (Muthuraman & Al-Haziazi, 2017; Ucok & Erbay, 2022). OCB encompasses discretionary behaviors that are not explicitly rewarded or required by the organization but significantly contribute to its effectiveness and functioning (Anderson, 2017; Currall & Organ, 1988). However, since citizenship behaviors are often informally encouraged and rewarded, employees may feel pressure to engage in organizational citizenship behaviors (Bolino et al., 2010). Vigoda-Gadot (2006), proposed that when external pressure is applied, organizational citizenship behaviors lose their voluntary nature and referred to these behaviors as compulsory citizenship behaviors (CCB). CCB includes behaviors that employees feel pressure to perform due to external pressures, formal obligations, or expectations set by the organization or leaders (Liang et al., 2022). In this context, citizenship behavior becomes a matter of obligation rather than voluntary choice and transforms into CCB (Bolino et al., 2013; Vigoda-Gadot, 2006; Zhang et al., 2011) Compulsory citizenship behaviors can have detrimental effects on organizational factors, leading to undesirable outcomes (Vigoda-Gadot, 2006; Yildiz et al., 2023).

A recent comprehensive meta-analysis on the topic of CCB (Kaptan, 2024; Yildiz et al., 2023) highlighted its prevalence and increasing importance. This study indicates that the majority of researchers use the social exchange theory, abusive theory, and conservation of resources theory to explain the potential antecedents and consequences of CCB. The same study also highlighted Turkey, China, and Taiwan as countries where CCB research accounts for a significant proportion of total literature publication. While gender and number of children are the demographic characteristics that significantly related to CCB, there are also significant dispositional, perceptional, and behavioral correlates. Spesifically, careerism, moral disengagement and turnover intentions were the most prominent dipositional outcomes of CCB. In the perceptional variables felt obigation and work-family conflict are strongly and significantly correlated variables. Organizational cynicism and burnout are stand out consequences as important attitudes. In the behavioral outcomes of CCB facades of conformity and counterproductive workplace behaviours have the highest effect sizes. Work alienation and anger toward the organizations were identified as the most dominant emotional reactions to CCB.

Yildiz et al. (2023) also found that job autonomy, with its reducing effect, significantly inhibits the harmful effects of CCB. Similarly, they found a positive and significant correlation between CCB and leader-member exchange, organisational identification, psychological safety, interactional justice, distributive justice, job satisfaction, and organisational commitment.

As can be understood from the above explanations, CCB has been associated with many concepts in the organisational behaviour literature. The relevant meta-analysis's synthesis suggests that these behaviors are prevalent in organizations, particularly in countries with Eastern cultures, and that cultural factors also play a role. Additionally, the fact that CCB are usually linked to negative or undesirable predictors and outcomes suggests that more study should be done on this topic.

Using the bibliometric analysis method, this study aims to examine compulsory citizenship behaviors. Bibliometrics is a significant research method that provides quantitative analysis of data such as articles, citations, journals, and research areas in scientific literature, offering insights into a specific subject or field (Kilavuz, 2023; Tutar et al., 2023). The bibliometric analysis of CCB will help researchers to understand the current state of research in the literature, identify trends, and obtain important findings that will guide future research. In this context, this article presents a bibliometric analysis of academic studies on CCB. Specifically, this analysis will explore and evaluate key trends, significant topics, most cited articles, and commonly used concepts in the literature related to CCB. This analysis will guide future researchers by providing important clues on which areas to focus more on in the study of CCB. The research questions formulated based on the aforementioned explanations are as follows:

RQ_1- Which countries or institutions stand out in the field of CCB, and which countries contribute more significantly?

RQ_2- Which researchers, publications, and institutions receive the most cititions and which researchers, publications, and institutions the most productive in studies on CCB?

RQ_3- Which researchers, institutions, or countries collaborate in studies on CCB, and which relationships (researchers, institutions, or countries) are more common?

RQ_4- Which publications play a leading or transformative role in the development of the field of CCB?

RQ_5- What are the emerging/declining, niche, basic, and motor themes in the extant literature?

2. METHODOLOGY

In this study to explore the intellectual structure of the CCB researh in the literature, we employed a bibliometric analysis. Bibliometric analysis was conducted on 51 publications retrivied from WoS. The research aims to understand the knowledge in the field of CCB, track the improvement of the area, and provide further researches directions.

The data screening of studies foccusing on CCB was conducted using the Web of Science (WoS) database. To identify publications related to CCB, the phrase "compulsory citizenship" was searched within English language studies published in the WoS database between 2006 and 2024. In this bibliometric analysis, a total of 51 publications containing the terms "compulsory citizenship behaviour" OR "compulsory citizenship behavior" AND "compulsory citizenship" in the WoS database were

examined using Bibliometrix package (Aria & Cuccurullo, 2017) in the R statistical language (R Core Team, 2024).

2.1. Inclusion and Exclusion Criteria

The 51 selected studies for analysis must adhere to specific criteria:

1. Relevant publications should address the topic of compulsory citizenship behaviors.
2. Publications should represent scholarly works such as journal articles, conference papers, or book chapters.
3. Selected studies should be published between 2006 and 2024.
4. Relevant publications should be indexed in the Web of Science database and be published in English.
5. The studies should consist of national or international publications and encompass research conducted in the field of management field.

Exclusion Criteria for the bibliometric analysis of studies on compulsory citizenship behaviors include:

1. Studies that do not pertain to compulsory citizenship behaviors or address related topics.
2. Studies that fall outside the predetermined types of publications designated for analysis.
3. Studies published outside the specified publication years, such as those published before 2006 or after 2024.
4. Studies published in languages other than English.
5. Studies not indexed in the Web of Science database.
6. Studies lacking sufficient scientific standards or not subjected to peer review processes.

2.2. Study Selection

An analysis of the database resulted in the identification of 60 studies in the Web of Science. Upon evaluating the eligibility of the 60 records, 9 articles did not meet the inclusion criteria and were excluded from the analysis. As a result, the remaining 51 studies were included in the bibliometric analysis (See Figure 1).
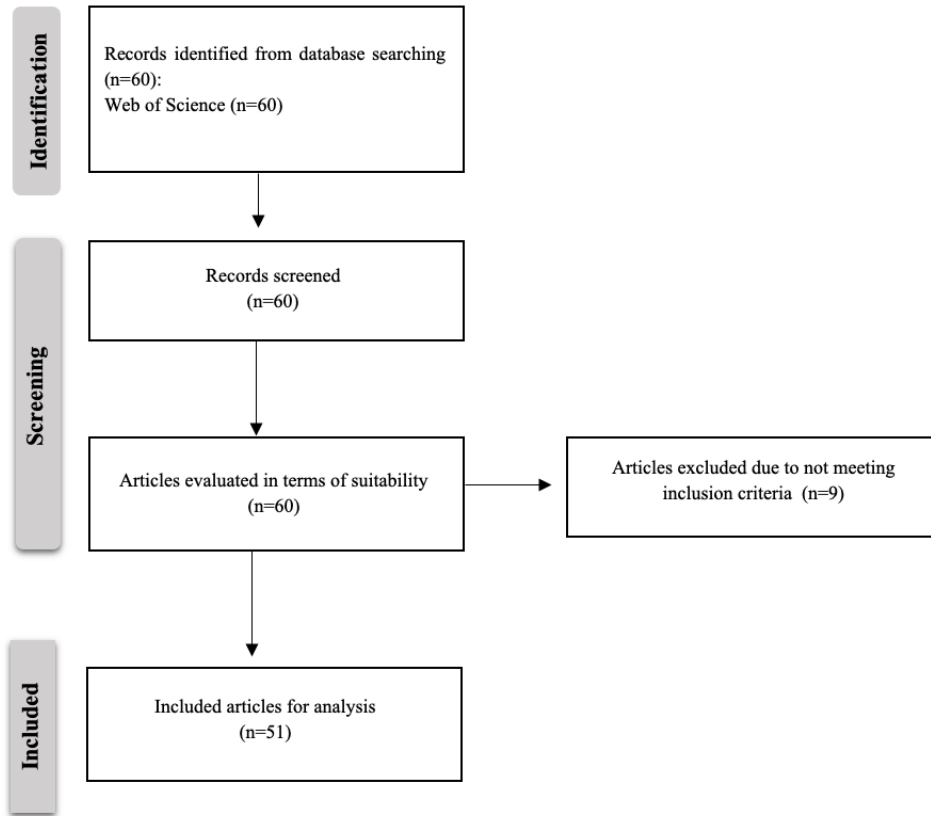
Figure 1. PRISMA flow diagram

3. RESULTS

After reviewing Table 1, it is clear that the majority of the 51 publications published between 2006 and 2024 were co-authored. The yearly growth rate in compulsory citizenship behavior (CCB) research is 11.42%, and the average citations per publication are 15.92. The cumulative count of writers for 51 articles is 132, with 6 of these articles authored by a single individual.

Table 1. Descriptive statistics

Description	Results
Timespan	2006-2024
Documents	51
Sources (journals, books etc)	32
Annual growth rate (%)	%11.42
Average citations per doc	15.92
Authors	132
International co-authorships (%)	%29.41
Sinle-authored docs	6
Co-authors per doc (%)	3.18
Keywords	110
References	2677

3.1. Annual Scientific Production of CCB

The number of articles published by year in the Figure 2 reveals the development and level of interest in the concept of compulsory citizenship behaviors in the scientific literature. First, one article was published on this subject in 2006 and 2007, but there was a stagnation in the following years (2008-2011). A steady increase has been observed since 2012.

A significant increase was experienced especially in the 2018-2023 period. While 2022 reached the highest number with 11 articles, this increase continued in 2023 and 2024, but a slight decrease (7 articles) was observed in 2024. These data show that academic interest in the concept of compulsory citizenship behaviors has increased rapidly, especially in the last five years, and more research has been conducted in this period. This increase shows that the concept has started to attract more attention and has gained an important place in the literature. However, the decrease in 2024 may indicate that more research should be done on the sustainability of this interest.
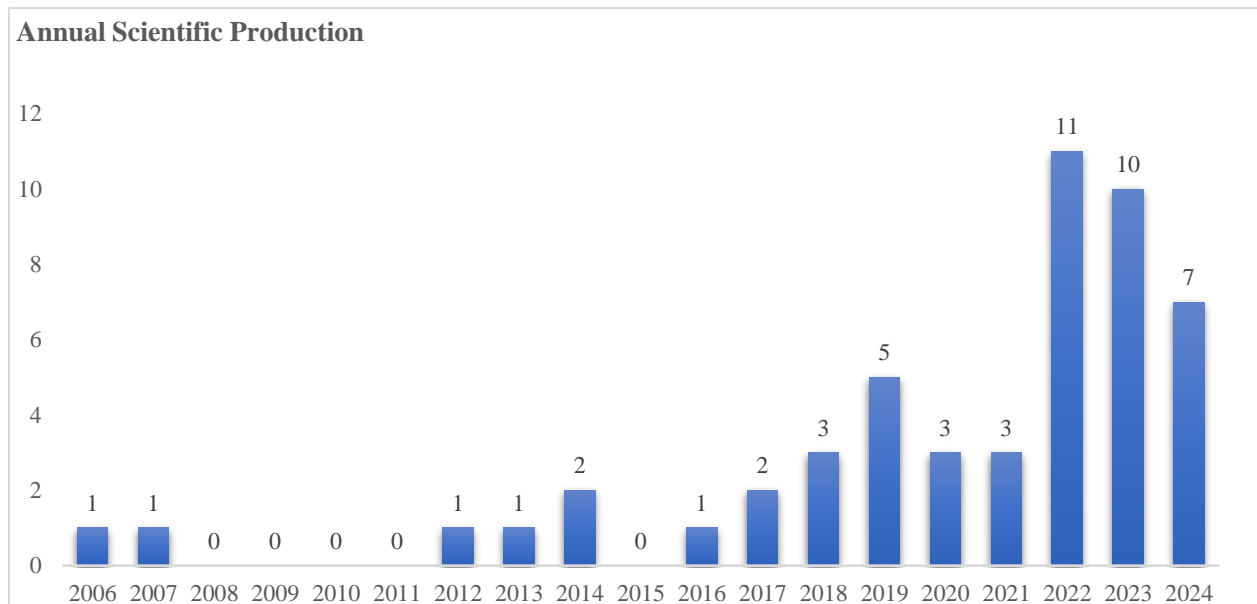
Figure 2. Annual scientific production

3.2. Information about Researchers, Countries and Institutions

This research involved an analysis encompassing contributions from 85 institutions across 10 countries, reviewing 51 papers authored by 132 individuals in the domain of CCB research. An analysis of author distribution by country reveals that China is the most prolific nation, with a total of 28 papers in this domain. Türkiye follows with 4 articles, while Pakistan and the United States each offer 3 articles. Table 2 provides a detailed account of the distribution statistics for each nation. Table 2 shows that the most prolific institutions in the domain of obligatory civic behaviours, with publishing rates of 4.71%, are Tongji University, Da-Yeh University, Huaqiao University, Istanbul University, and Shanghai University. These universities have made significant progress in the field. In terms of international collaboration, Egypt, France, the United Kingdom, the United States, Pakistan, and China exhibit the greatest rates of cooperation. Nevertheless, since many countries tend to collaborate domestically,the level of cross-country collaboration may be lower than within-

country collaborations. Moreover, China has made substantial contributions to the discipline via extensive cooperation at both national and international levels. since many countries tend to collaborate domestically,the level of cross-country collaboration may be lower than within-country collaborations. This underscores China's significance as a leading nation in the realm of mandatory citizenship practices.

Table 2. The top 10 countries and institutions contributing to CCB research [n(%)]

	Country	A	Freq.	SCP	MCP	MCP (%)	Institutions	N (85, %)
1	China	28	54.9	19	9	32.1	Tongj University	4 (%4.71)
2	Türkiye	4	7.8	4	0	0.0	Da-Yeh University	4 (%4.71)
3	Pakistan	3	5.9	2	1	33.3	Huaqiao University	4 (%4.71)
4	USA	3	5.9	2	1	33.3	Istanbul University	4 (%4.71)
5	Israel	2	3.9	2	0	0.0	Shanghai University	4 (%4.71)
6	United Kingdom	2	3.9	1	1	50.0	University of Haifa	3 (%3.53)
7	Cyprus	1	2.0	1	0	0.0	Bandırma Onyedi Eylul University	2 (%2.35)
8	Egypt	1	2.0	0	1	100.0	Birkbeck University London	2 (%2.35)
9	France	1	2.0	0	1	100.0	Brunel University	2 (%2.35)
10	Ghana	1	2.0	1	0	0.0	Indian Institute of Management Tiruchirappalli	2 (%2.35)
	Total	46	90.3	32	14	348.7		31 (%36.47)

Notes: A: Number of articles; SCP: Single country publications; MCP: Multiple country publication

Figure 3 compares the cultural dimensions (Schooler & Hofstede, 1983) of four countries (China, Pakistan, Türkiye, and the United States).
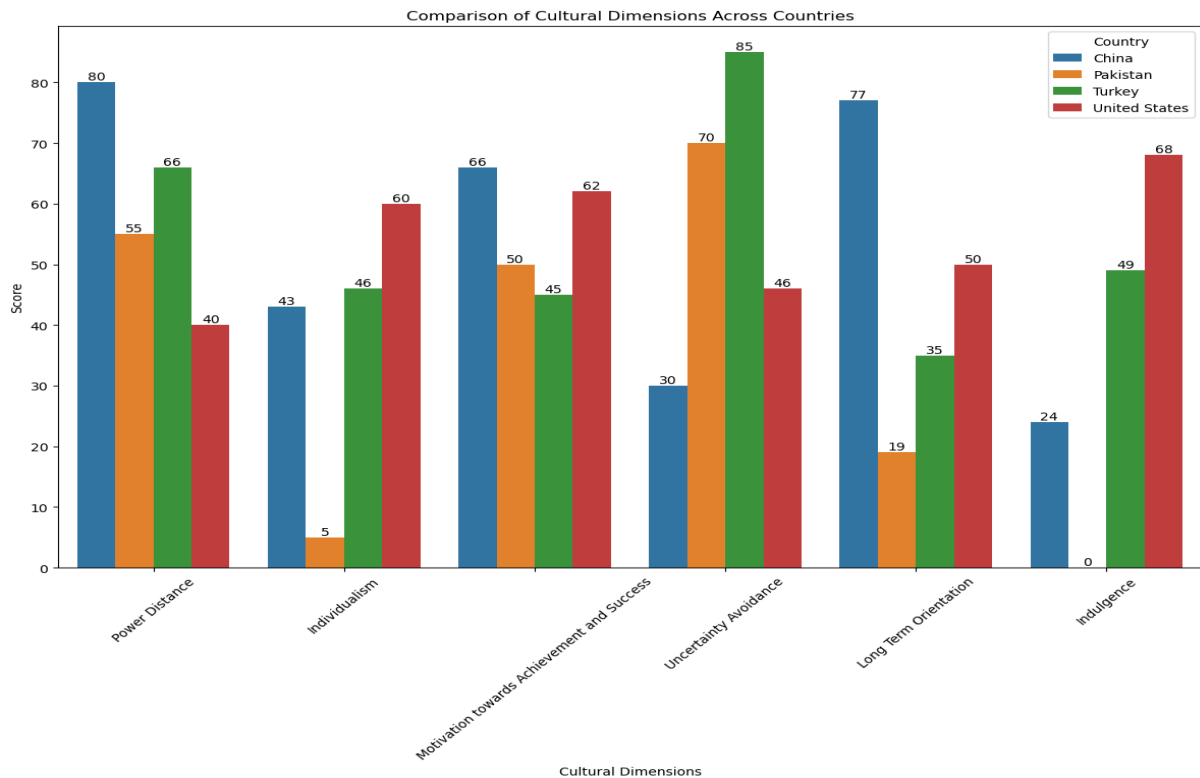
Figure 3. Comparison of cultural dimensions of countries

Figure 4 illustrates the collaboration network with 50 distinct universities organised into 19 discrete clusters. Graphic vividly depicts relationships and clustering among various institutions within collaboration network. Figure 4 highlights the two clusters exhibiting the most robust cooperative network. The foremost cluster exhibiting the most robust collaboration network comprises prominent institutions, including Huaqiao University, Shanghai University, Tongji University, Tamkang University, Kedge Business School, National Taiwan Normal University, and Shanghai Normal University, which have forged a significant collaborative alliance. The second cluster with the most intense collaboration network comprises Istanbul University, Bandirma Onyedi Eylul University, Birkbeck College-University of London, Brunel University, Istanbul Bilgi University, University of London, and Ardahan University, which have formed a robust collaborative network. These institutions have established a robust collaborative network in the study of mandatory civic behaviours.

Figure 5's three-field plot analysis provides a significant perspective on CCB examination. This research's comprehensive assessment of the top 15 authors, nations, and keywords enhances understanding of the subject's breadth. This study highlights a significant focus on China in CCB research. China assumes a leading position in the field, representing around 34.48% of the performed research. After analyzing the contributions from the top 15 writers, it appears that Zhao H. stands out with a 16% contribution. Additional writers, including Wang H. (13%), He P. (12%), Peng Z. (10%), and Yildiz B. (9%), have also rendered substantial contributions.

The analysis of keyword use by writers based on their countries provides a compelling viewpoint. In their research, Chinese academics have used a methodology that emphasizes topics such as "burnout," "turnover intention," "felt obligation," "anger towards the organization," and "abusive supervision." Moreover, subjects such as "organisational citizenship behaviours," "work-family conflict," "employee silence," "job stress," and "job performance" are notable terms in the study.

Some authors' involvement in international collaboration is a notable characteristic. Zhao H. has collaborated with the USA, United Kingdom, and France in his research, in addition to China. Consequently, the keywords used exhibit commonalities across these nations. This global partnership highlights the universal aspects of mandatory civic behaviours.
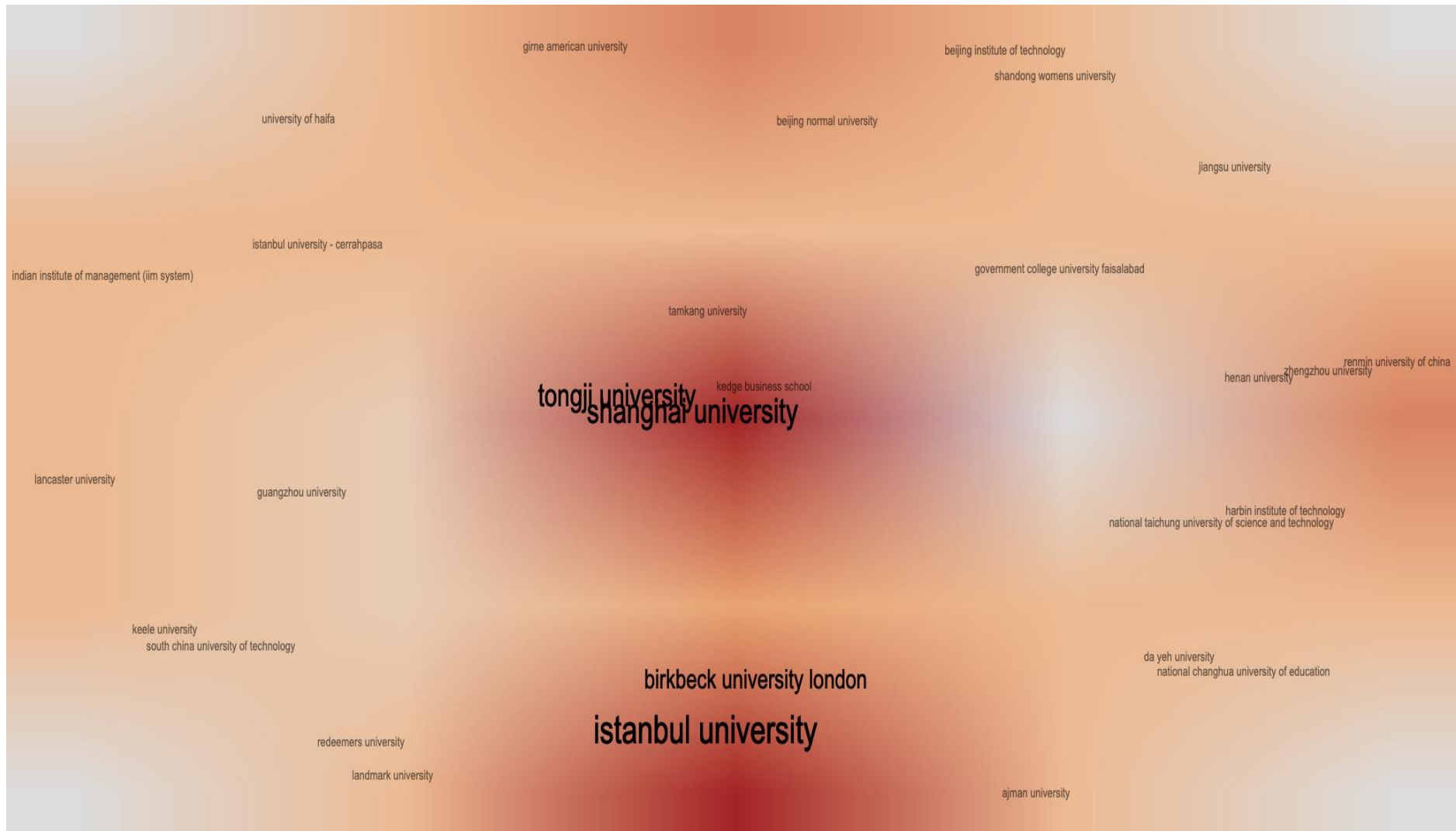
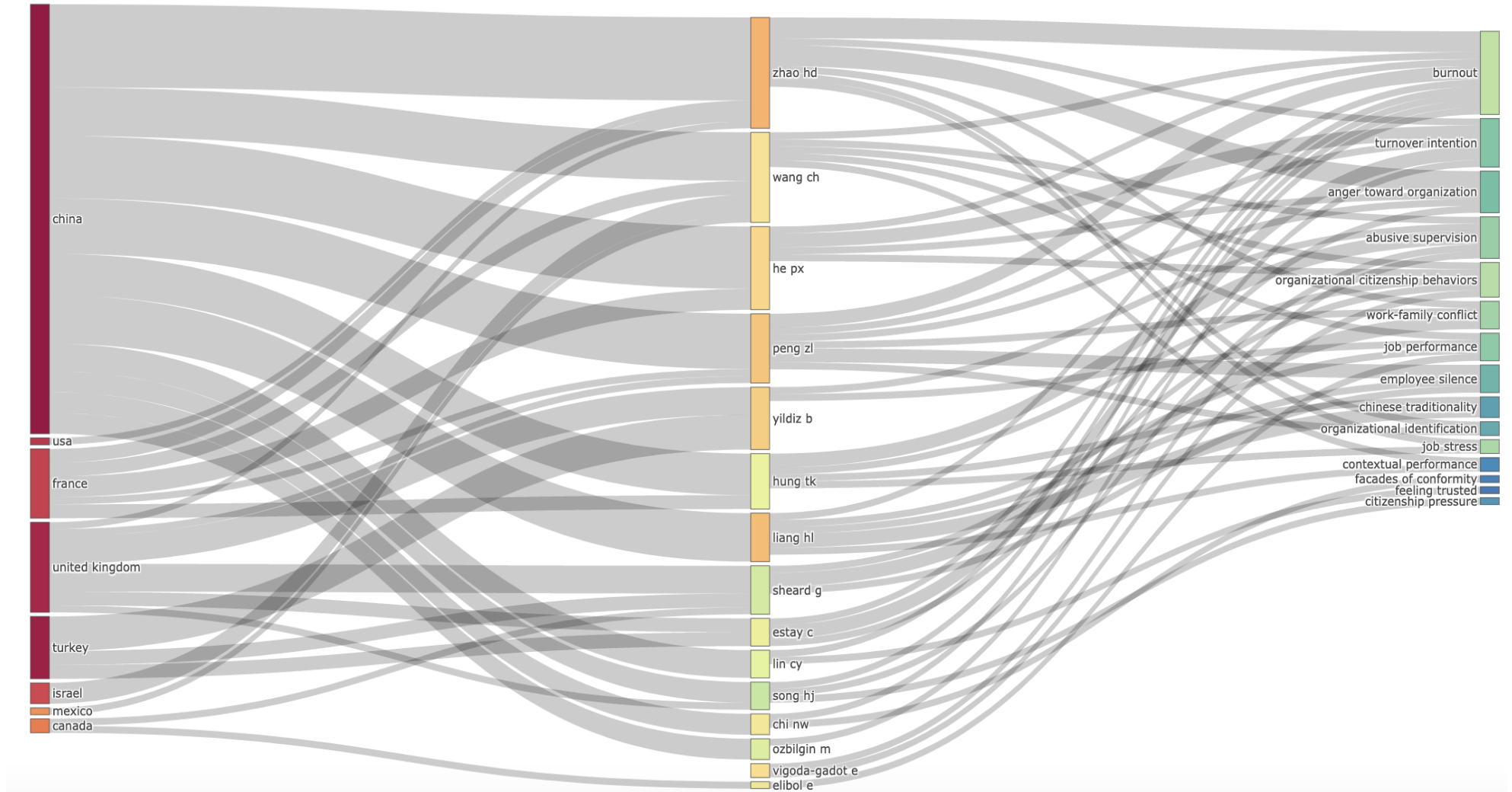**Figure 4.** The collaboration network among institution

Figure 5. Three-field plot of CCB litera

3.3. Compulsory Citizenship Behaviors Studying Authors and Publishing Journals

32 different periodicals published a total of 51 distinct papers authored by 32 individuals. Reviewing the first 10 of these 32 journals reveals that 28 out of 51 papers appeared in them. Table 3 provides a detailed presentation of the first ten writers. The prominent writers authored 33 publications, representing 64.71% of the CCB literature. Hongdan Zhao is the most prolific author, having contributed significantly to the CCB field with six works (11.76%). The contributions of various writers in the CCB literature are as follows: Huai-Liang Liang (7.84%), Zhenglong Peng (7.84%), Bora Yildiz (7.84%), Peixu He (5.88%), Eran Vigoda-Gadot (5.88%), Chia-Hsuan Wang (5.88%), Nai-Wen Chi (3.92%), Esengül Elibol (3.92%), and Christophe Estay (3.92%).

When examining the top 10 journals publishing research on CCB, it is evident that Frontiers in Psychology has the highest number of publications, contributing a total of 8 articles (15.69%). Further details regarding contributions from other journals can be reviewed in Table 3.

Table 3. Leading authors and journals in the field of CCB [n(%)]

	Authors	N	Articles Frac.	Journals	N (51, %)
1	Zhao H.	6	1.82	Frontiers in Psychology	8 (%15.69)
2	Liang H.	4	2.67	Current Psychology	5 (%9.80)
3	Peng Z.	4	1.28	Psychology Research and Behavior Management	3 (%5.88)
4	Yildiz B.	4	2.00	Social Behavior and Personality	3 (%5.88)
5	He P.	3	0.65	International Journal of Hospitality Management	2 (%3.92)
6	Vigoda-Gadot E.	3	2.25	Journal for the Theory of Social Behavior	
7	Wang C.	3	0.87	Journal of Nursing Management	2 (%3.92)
8	Chi N.	2	0.75	Journal of Psychology	2 (%3.92)
9	Elibol E.	2	0.67	2019 AIB Southeast Asia regional conference : Us-China trade war deglobalization and international business (AIBSEAR)	1 (%1.96)
10	Estay C.	2	0.45	Asia Pacific Business Review	1 (%1.96)
	Total	33	13.41	**Total**	28 (%54.90)

Notes: N, number of publications; Articles Frac., fractionalized article count

Furthermore, when evaluating Table 4, we can examine the authors' scientific impact and productivity through various metrics (h-index, g-index, m-index, total number of citations (TC), number of articles (NP), and first publication year (PY_start)). Zhao H., Peng Z., and He P. stand out as the authors with the highest h-index in this field. The h-index indicates that an author has at least "h" number of publications and at least "h" number of citations (Gann, 2024). This indicates that these authors have done important and frequently cited research on the topics they work on (Mondal et al., 2023).

Also, Zhao H. and Peng Z. are the authors with the highest g-index values. The g-index complements the h-index by taking into account the total number of citations by the author (Ali, 2021). It provides information about the number and impact of the authors' most cited works (Egghe, 2006).

Yildiz B and Liang H have the highest m-index values. The m-index indicates the productivity rate, considering the duration of the author's research career (Hirsch, 2005). A high m-index indicates that the author has made influential publications in a short time (Stellenbosch, 2017).

Zhao H. and Vigoda-Gadot E. stand out as the researchers with the highest citation rate. This indicates that their publications are followed and referenced by a wide audience.

Zhao H and Peng Z are among the authors who have published the most articles. This shows that their contributions to the research topic are also numerically strong. Also, Vigoda-Gadot E is the earliest author to start working in this field. This shows that the author has been researching this topic for a long time and made one of the first contributions in this field.

When the citation counts, index values and publication counts are evaluated together, Table 4 shows that both experienced and new researchers actively contribute to the field of compulsory citizenship behaviors.

Table 4. First 10 authors impact studying on CCB

	Authors	h_index	g_index	m_index	TC	NP	PY_start
1	Zhao H.	6	6	0.462	274	6	2012
2	Peng Z.	4	4	0.308	209	4	2012
3	He P.	3	3	0.429	158	3	2018
4	Yildiz B.	3	4	0.750	31	4	2021
5	Elibol E.	2	2	0.500	24	2	2021
6	Estay C.	2	2	0.286	116	2	2018
7	Liang H.	2	3	0.667	9	4	2022
8	Ozbilgin M.	2	2	0.667	6	2	2022
9	Sheard G.	2	2	0.167	67	2	2013
10	Vigoda-Gadot E.	2	3	0.105	283	3	2006

Notes: TC, overall citations; NP, total number of articles; PY-start, year of first publications

3.4. Global and Local Citations of CCB Studies

Table 5 shows in which journals the studies of specific authors on compulsory citizenship behaviors were published, the total number of citations (TC) to these studies, and the average number of citations per year (TCPY). When analyzing the table, the following points stand out: The article published by Vigoda-Gadot E. (2007) in the *Journal of Business and Psychology* has the highest total number of citations, with 144 citations. This shows that the article is quite influential in the literature on compulsory citizenship behaviors. The article published by Vigoda-Gadot E. (2006) in the *Journal for the Theory of Social Behavior* is another highly influential study, receiving 139 citations. The article published by He P. (2019) in the *Journal of Business Ethics* has the highest TCPY value, with an average of 13.67 citations per year. This indicates that the article has been heavily referenced in a short time and is closely followed by researchers in the field. The article published by He P. (2020) in *Frontiers in Psychology* also has a high TCPY value of 8.40, indicating that the study is up-to-date and important.

Vigoda-Gadot E. and He P. have published their most influential studies in the field of compulsory citizenship behaviors in prestigious and widely followed journals. *Journal of Business and Psychology* and *Journal of Business Ethics* are among the important platforms in this regard. Zhao H. and He P. have contributed to this field

with their articles published in journals in the area of psychology and social behavior, especially the *Journal of Psychology and Social Behavior and Personality*.
This table presents the authors and research that have the greatest impact on CCB, as well as the publications in which these studies are published.. Studies with high citations and high TCPY values in particular make significant contributions to the literature in this field.

Table 5. Total global citations count for leading 10 researchers and journals

	Authors	Journals	TC	TCPY
1	Vigoda-Gadot E. (2007)	Journal Business and Psychology	144	8.00
2	Vigoda-Gadot E. (2006)	Journal for the Theory of Social Behavior	139	7.32
3	He P. (2019)	Journal of Business Ethics	82	13.67
4	Zhao H. (2014)	Journal of Psychology	63	5.73
5	Zhao H. (2013)	Journal of Psychology	44	3.67
6	He P. (2020)	Frontiers in Psychology	42	8.40
7	He P. (2018)	Social Behavior and Personality	34	4.86
8	Wang H. (2019)	International Journal of Hospitality Management	26	4.33
9	Liu Y. (2017)	Social Behavior and Personality	23	2.88
10	Yildiz B. (2021)	Journal of Nursing Management	22	5.50

Table 6 presents information on the number of local citations (LC), the number of global citations (GC), and the percentage of local citations to global citations (LC/GC) of articles on compulsory citizenship behaviors by specific authors. According to Table 6, Vigoda-Gadot E.'s articles in the *Journal for the Theory of Social Behavior* (2006) and the *Journal of Business and Psychology* (2007) are the studies with the highest number of local citations, with 41 local citations each. This indicates that the articles have an important place in the community or regional literature in which they are located. The articles by Vigoda-Gadot E. are also considerably higher in total citation count (139 and 144 citations) compared to other studies, indicating that the articles have attracted great interest and are widely referenced both locally and internationally. Also, He P.'s *Journal of Business Ethics* (2019) article also attracts attention with 82 general citations, indicating that the article is a source recognized and used in a wide academic circle.

Ahmadian S. (2017) has a very high LC/GC ratio of 92.86% with his article published in the journal *Business and Economic Horizons.* This shows that the vast majority of the citations received by the article come from local sources. The article is extremely influential in the local literature, but has a more limited impact in terms of the number of global citations.

Peng Z. (2012) received 60.00% local citation rate for his article in *Nankai Business Review International*. This shows that the article has a significant impact in the local area but has received relatively less citations internationally.

He P. (2018)'s article in the journal *Social Behavior and Personality* shows that local citations are higher than general citations with a 41.18% LC/GC ratio, indicating that the study is noteworthy in both local and general academic circles.

Table 6 provides important information for understanding the place of authors' work in the literature on CCB and the impact of these works both locally and internationally. Studies with a high LC/GC ratio have a significant impact, particularly in the local literature, but lower global citation counts may indicate that these studies are less well-known internationally or are more recent.

Table 6. Total local citations count for leading 10 researchers and journals

	Authors	Journals	LC	GC	LC/GC Ratio (%)
1	Vigoda-Gadot E. (2006)	Journal for the Theory of Social Behavior	41	139	29.50
2	Vigoda-Gadot (2007)	Journal Business and Psychology	41	144	28.47
3	Zhao H. (2014)	Journal of Psychology	24	63	38.10
4	He P. (2019)	Journal of Business Ethics	20	82	24.39
5	Zhao H. (2013)	Journal of Psychology	17	44	38.64
6	He P. (2018)	Social Behavior and Personality	14	34	41.18
7	He P. (2020)	Frontiers in Psychology	14	42	33.33
8	Ahmadian S. (2017)	Business and economic horizons	13	14	92.86
9	Peng Z. (2012)	Nankai Business Review International	12	20	60.00
10	Liu Y. (2017)	Social Behavior and Personality	10	23	43.48

Notes: LC, Local citation; GC, Global citation

The collaboration map provides various metrics to analyze the authors' positions and relationships within the academic collaboration network (Agbo et al., 2021). In the map, authors are divided into different clusters and evaluated with various network centrality metrics (betweenness, closeness, PageRank) (Shao et al., 2018). In Figure 6 illustrates the network framework of 132 researchers engaged in domain of CCB. Figure 6 illustrates the collaborative network of the first 50 authors for a clearer understanding.

Authors are divided into 13 different clusters. These clusters represent the density of collaboration among authors and the groups in which these authors collaborate more frequently (Zwack et al., 2023). For example, Liang HL, Wang CH, and Hung TK are in the same cluster, indicating that these authors collaborate more frequently with each other.
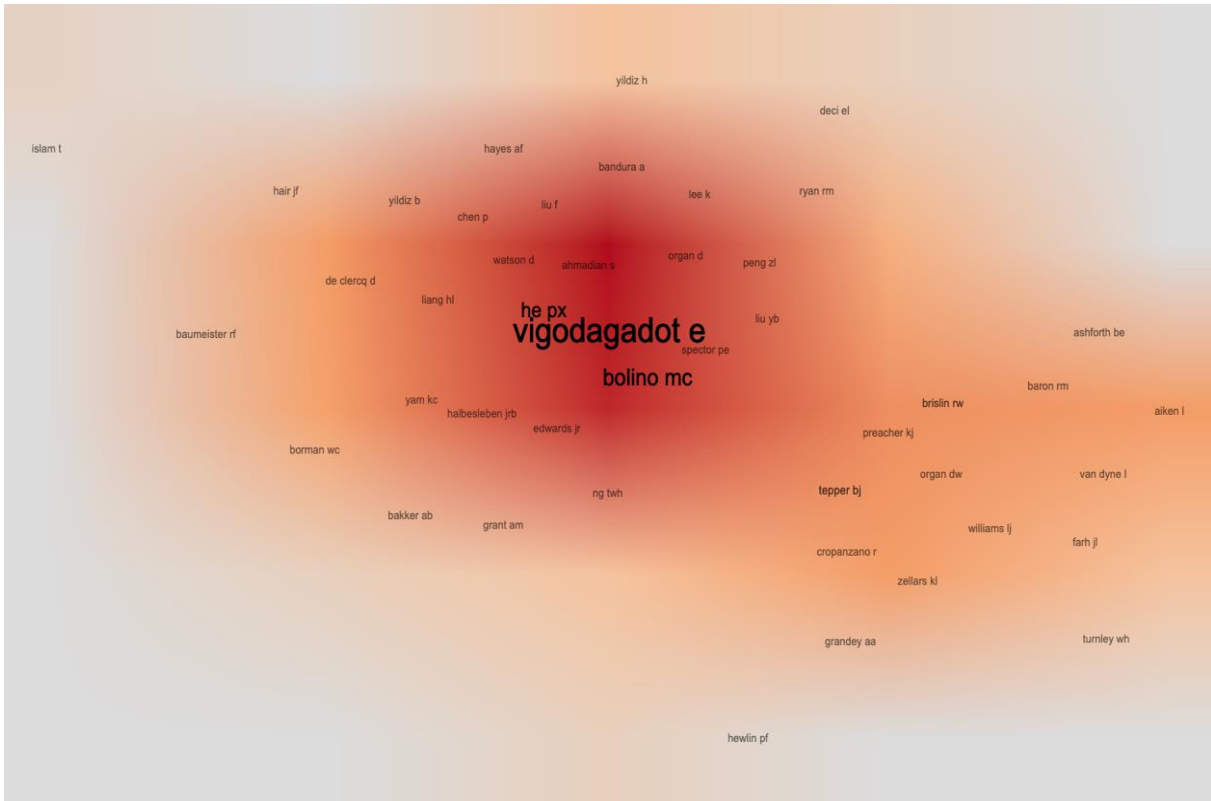
Zhao H has the highest betweenness centrality score of 3,300. This indicates that Zhao has an important role in facilitating the flow of information among other authors and bridging various groups (O' Daniel & Rosenstein, 2008). Peng Z is second with a betweenness centrality score of 1,700. This indicates that Peng also plays a similarly important mediating role, but is not as central as Zhao.

Zhao H stands out as the author with the highest impact on the collaboration map with a PageRank score of 0.048. PageRank measures an author's influence in the network and the importance of their connections to other authors (Yan & Ding, 2011).

Wang C and Peng Z also stand out with their PageRank scores of 0.039, indicating that they are also important nodes in the network. Other authors typically have PageRank scores around 0.027, indicating that their influence in the network is more limited.

This analysis provides important information for understanding the positions and roles of authors in the academic collaboration network. Authors such as Zhao H and Wang C are important authors who are at the center of the network, directing the flow of knowledge and building bridges between other authors.

Figure 6. The network of collaboration among the leading 50 researchers

3.5. Co-Citation Relationships Among Researchers and Journals in CCB Research

Figure 7 displays the co-citation relationships of researchers in the field of compulsory citizenship behaviors, organized into two clusters. The primary cluster highlights the most frequently cited author, Vigoda-Gadot. Vigoda-Gadot's articles, entitled "Redrawing the Boundaries of OCB?" This cluster is led by "An empirical examination of compulsory extra-role behaviour in the workplace," published in 2007, and "Compulsory citizenship behaviour: Theorising some dark sides of the good soldier syndrome in organisations," published in 2006. Authors citing these papers are shown in the red cluster, exemplified by Bolino M., He P., Zhao H., and Podsakoff P. Of the 50 writers, 34 (68%) have referenced Vigoda-Gadot.

Transitioning to the second cluster, Tepper B.J.'s 2000 essay, "Consequences of Abusive Supervision," is notable. Sixteen out of fifty writers (32%) from the blue cluster reference Tepper's essay. These two separate clusters elucidate the citation links within the domain of CCB more clearly.

Figure 7. The network of collaboration among the leading 50 researchers

In Figure 8, a co-citation relationships among journals is illustrated, constructed by identifying and linking documents that cite each other. This network reveals the relationships and connections between various studies within a specific research area. To simplify visual complexity, this study focuses on the first 50 journals with the highest number of publications.

Figure 8 shows that the co-citation relationships of journals is organized into two primary clusters. The first cluster is centered around the *Journal of Business and Psychology*, which establishes a co-citation relationships with journals such as journals such as *Journal of Personality and Social Psychology*, *Journal of Business Psychology*, and *Frontiers in Psychology*. In the second cluster, the *Journal of Applied Psychology* plays a central role and forms a co-citation relationship along with journals like *The Academy of Management Journal*, *Journal of Organizational Behavior*, and *Journal of Management*.

Of the 50 journals, 27 (54%) are categorised in the red cluster, while 23 (46%) are classified in the blue cluster. This clarifies the common citation connections and grouping across journals in a more clear and understandable way.

Figure 8 illustrates a co-citation network among academic publications. We establish this network by recognising and linking publications that cite one another. This network elucidates the relationships among various research within a certain discipline. This study examined the first 50 published publications focused on reducing visual complexity.

Figure 8 categorises the co-citation networks of journals into two primary classifications. The Journal of Business and Psychology is a fundamental element of the first cluster. This journal establishes a co-citation relationship with the Journal of Personality and Social Psychology, the Journal of Business Psychology, and

Frontiers in Psychology. The Journal of Applied Psychology is essential in the second cluster, establishing a co-citation relationship with The Academy of Management Journal, Journal of Organisational Behaviour, and Journal of Management.

Of the 50 journals, 27 (54%) are categorised in the red cluster, while 23 (46%) are classified in the blue cluster. This elucidates prevalent citation relationships and classifications across journals in a more coherent and comprehensible manner.
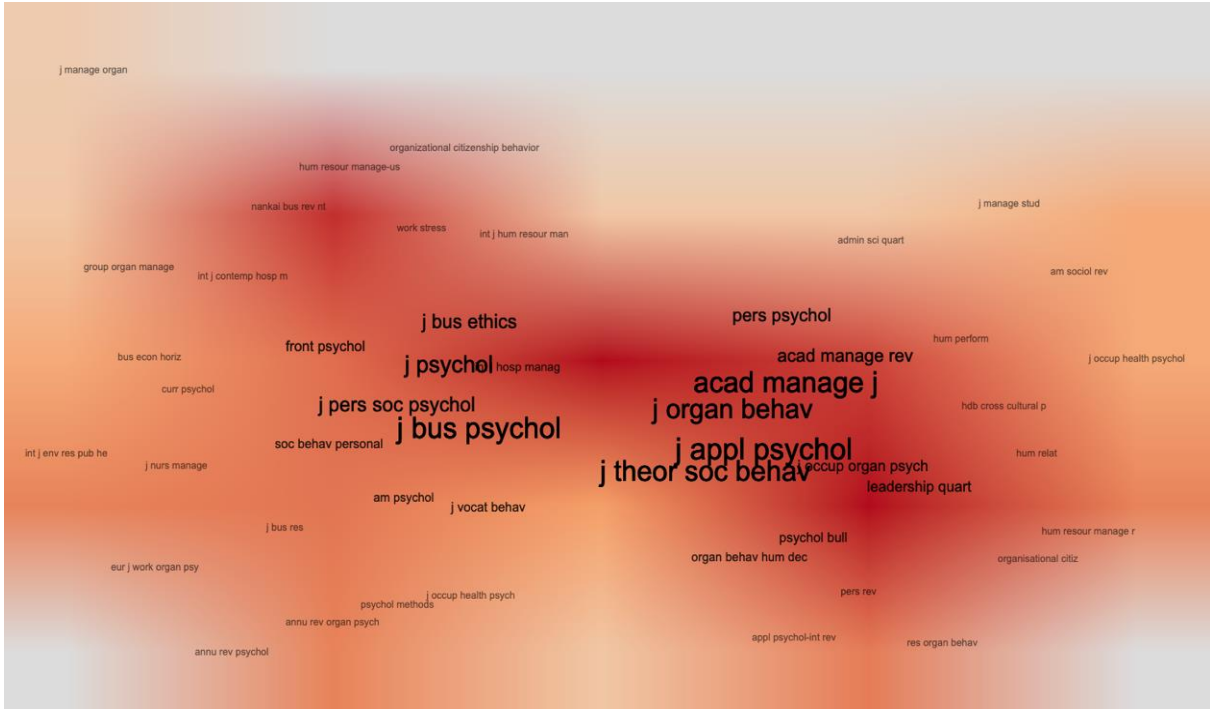
Figure 8. The network of co-citation among of the leading 50 journals

3.6. Keywords Analysis in CCB Research

TreeMap analysis provides a visual understanding of the main concepts of a spesific research field and their prevalence in the literature (Long et al., 2017). This analysis can help you identify which topics have been studied more and which topics have been studied less (Walker, 2018). This information can be useful in identifying research gaps and areas where you can focus future studies (Chand, 2023). Figure 9 illustrates the frequency of terms used in CCB research. This analysis examines the 20 most frequently used terms across the 51 studies reviewed. This study reveals that, out of 109 keywords, the terms with the greatest frequencies are "burnout," "organisational citizenship behaviours," "job stress," "work-family conflict," "abusive supervision," "job performance," and "turnover intention."

Figure 9. TreeMap overview of the 20 leading keywords in CCB research

Figure 10 reflects the frequency of various terms associated with studies on compulsory citizenship behaviors. High-frequency terms such as burnout (9), organizational citizenship behaviors (8), job stress (6), and work-family conflict (5) point to central themes in the literature on compulsory citizenship behaviors, suggesting that compulsory citizenship behaviors are often linked to negative outcomes such as burnout, stress, and work-life imbalance. Terms such as abusive supervision (4), job performance (4), and turnover intentions (4) are also prominent in the analysis. These focus on how compulsory citizenship behaviors can lead to a toxic work environment, impact performance, and increase turnover intentions. Also, the variety of terms, such as interpersonal deviance (2), negative affect (2), abusive behavior (1), and counterproductive work behavior (1), suggests that the literature has examined a wide range of negative behaviors and emotional reactions associated with CCB. Keywords related to leadership (abusive supervision, leadership, charismatic leadership) and management (human resource management) may reflect the role of organizational structure and leadership styles in promoting or discouraging CCB.
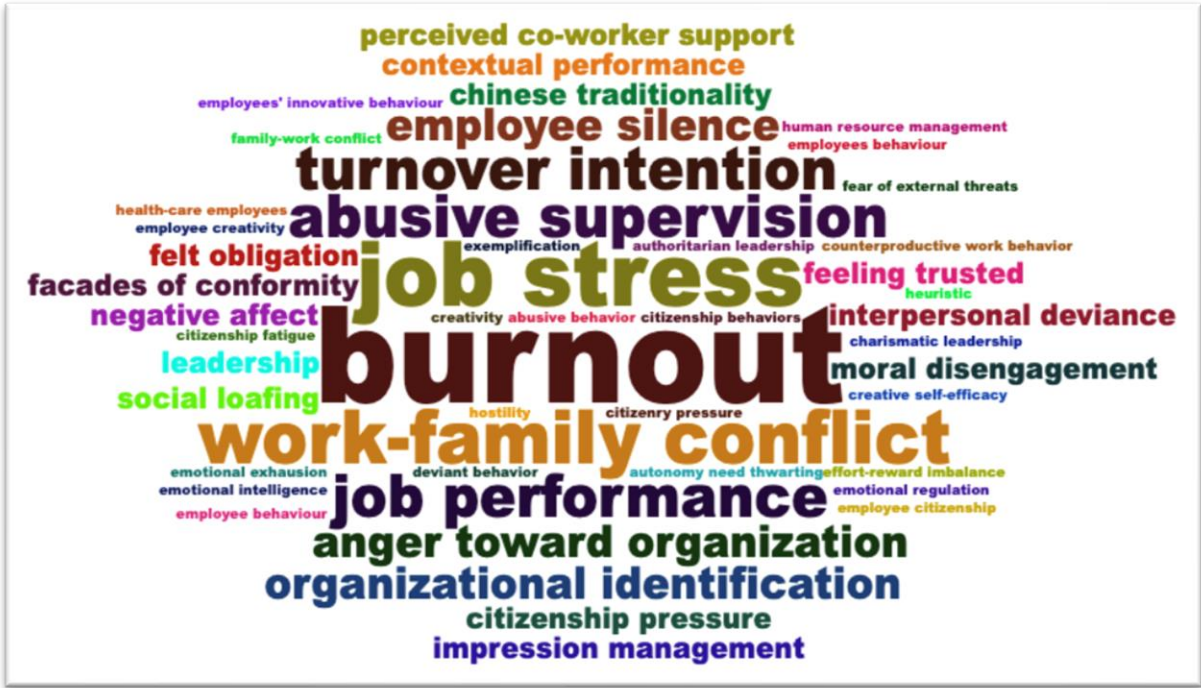
Figure 10. WordCloud representation of the top 20 keywords in CCB research

Figure 11 presents the trend topic analysis of the words across time. According to the figure, terms such as Chinese traditionality gained popularity and gained traction relatively early in 2012. The term appears to have been influential until the third quarter (Q3) of 2013, but interest in the word may have waned thereafter. The term organizational citizenship behaviors became popular in 2014 and maintained its relevance until 2020. This term continued to attract the attention of researchers for a long time. Terms such as contextual performance and organizational identification began to attract attention in 2014-2016 and continued to be influential until 2020-2021. The terms employee silence and job stress came to the fore in 2018 and received ongoing interest until 2022. Terms like burnout and work-family conflict became popular in 2021 and remained in the spotlight until 2023. Burnout, in particular, had become a much-discussed topic due to the pandemic and increased workloads. Anger toward organization is one of the newest trending topics and has begun to gain traction in the 2022-2024 period. This term could be the subject of further research in the future. In addition, terms such as impression management, abusive supervision, and citizenship pressure began to attract attention in the post-2020 period and peaked in 2021-2022. These terms can be considered current issues and maintain their importance in the literature on CCB.

In general, trend topics analysis shows how topics related to compulsory citizenship behavior studies have evolved over the years and which topics are popular in which periods. It is understood that topics such as burnout, anger toward organization, work-family conflict and job performance have gained importance in recent years and that these topics may be focused on more in the future.
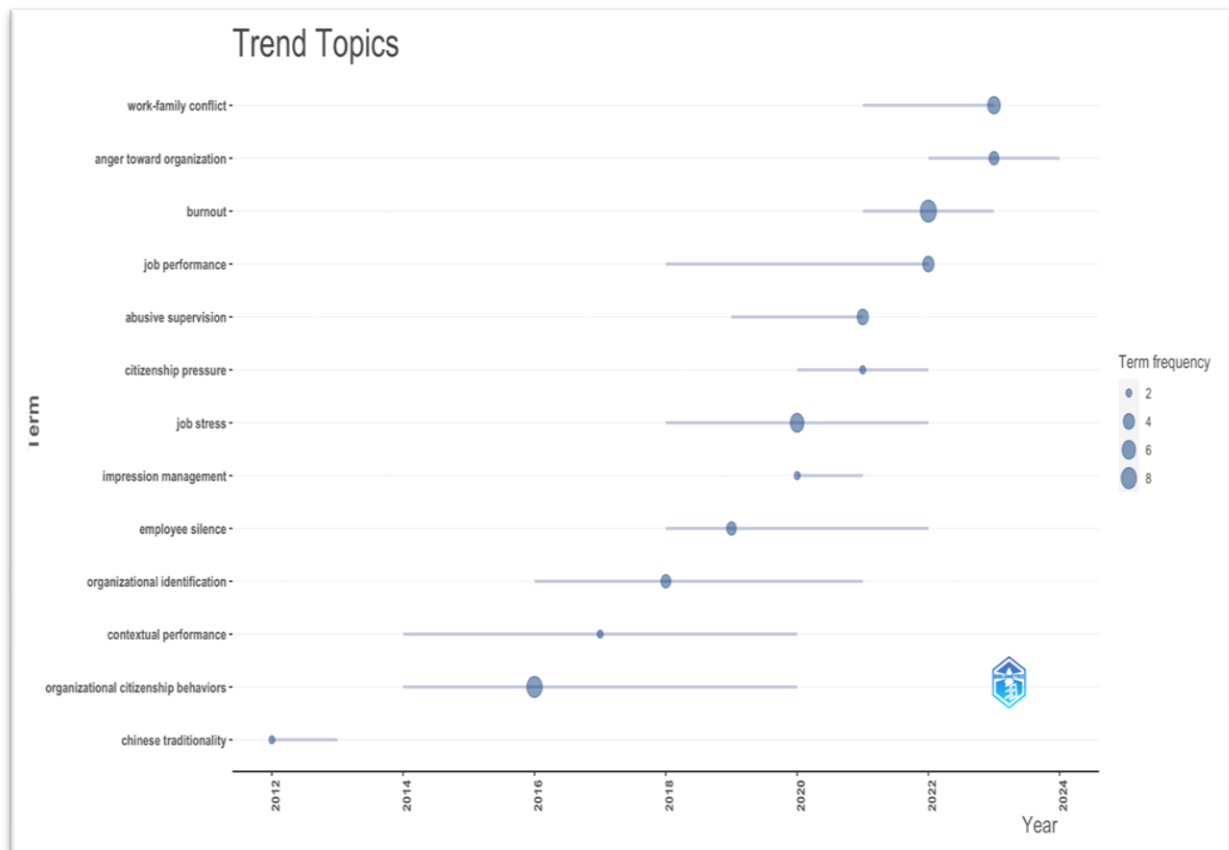
Figure 11. Trend topics analysis in CCB studies

A comprehensive study of the thematic map derived from 51 papers from the Web of Science database spanning from 2006 to 2024 has been undertaken to elucidate advancements in CCB research. The study employed bibliometric approaches to focus on keywords, including those that appeared at least three times in the thematic analysis. The objective was to identify the key themes and keywords within the field of CCB research.

The acquired data reveals that the provided topics include four primary divisions. We categorised and examined the keywords for each subject based on their centrality and impact density. Figure 12 illustrates this classification into four quadrants. The quadrants include niche themes, motor themes, emerging or decreasing themes, and basic themes, respectively (Alkhammash, 2023). We have selected and meticulously analysed the principal concepts in CCB research using these topics, and provided graphic representations for examination.

The thematic map analysis shows that niche subjects like "Chinese traditionality" and "contextual performance," which exhibit high density but low interest levels, are the focus of a cluster of keywords among the 51 studies on CCB.

A cluster of terms, including "citizenship pressure" and "interpersonal deviance," which are characterized by significant attention and density, demonstrates a pronounced trend within the study domain of CCB in motor themes.

The grouping of words found in main themes, like "organisational citizenship behaviours," "job stress," "job performance," "burnout," "abusive supervision," "turnover intention," and "attitude towards organisation," shows a high level of interest but a low level of density in the thematic analysis.

We can classify the notions of employee silence and moral disengagement as motor themes when their density and centrality increase, and as fundamental themes when these factors decrease. Similarly, we can include the notions of conformance facades and impression control as niche themes or topics that are developing or waning over time, based on their density and centrality.
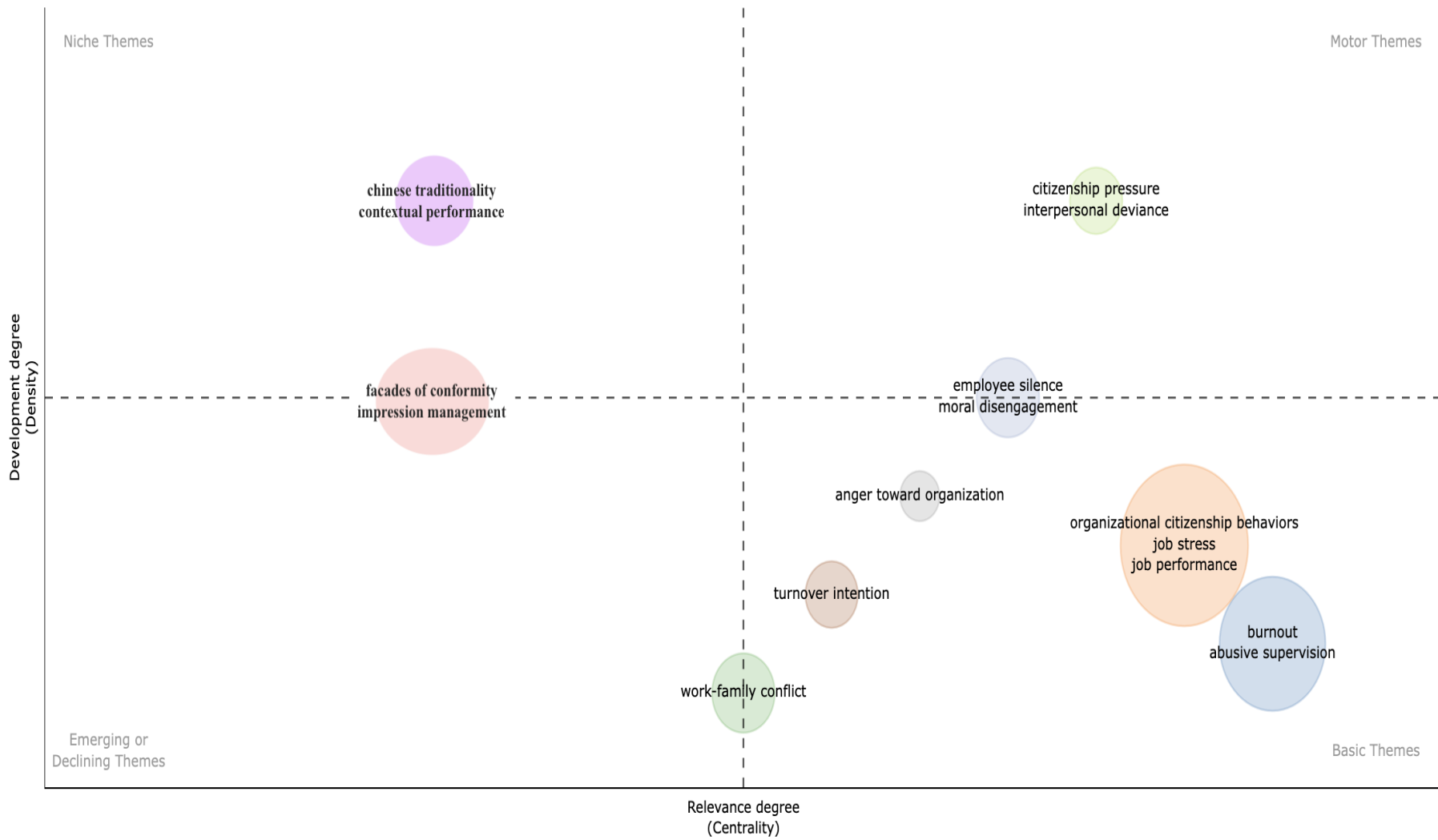
Figure 12. Thematic map of keywords

4. CONCLUSION

The results of this study provide a detailed overview of trends and developments in the literature on compulsory citizenship behaviors. The number of articles published in 2006-2007 was quite low. However, a continuous increase has been observed since 2012. There was a significant increase in the 2018-2023 period, with the highest number in 2022. There is a slight decrease in 2024. This shows that the subject has received increasing academic interest in recent years, but there are question marks about the sustainability of this interest in 2024. In particular, the dramatic increase in the concept in the following years can be explained by the increase in the number of studies in the literature with the recognition of the concept of CCB and the fact that the concept has become a phenomenon that can be seen all over the world as a result of the excessive workload brought by COVID-19, which started in early 2020 (Kaptan, 2024; Yildiz et al., 2023; Yildiz et al., 2022). Therefore, it can be said that the CCB phenomenon, which is mostly common in eastern culture countries, has spread to different parts of the world.

The studies consist of 51 articles and were written by 32 different authors. The top ten authors published 64.71% of the total articles. Hongdan Zhao stands out as the most productive author. These data reveal the significant impact and contributions of certain authors in this field. Zhao H. and Peng Z. have high h-index and g-index values, indicating that these authors have produced frequently cited and influential research. Yildiz B. and Liang H. have high m-index values, indicating that they have produced important publications in a short time. This highlights their significant impact and productivity in the field.

The works of Vigoda-Gadot E. are notable for their high total citation counts and high annual citation averages, indicating that these works are important sources in the field. One of the potential reasons for this finding is that Vigoda-Gadot E.'s works are the frontiers of the CCB field. Therefore, most CCB research cites these sources to define the construct and explain the theoretical arguments behind it. The collaboration network among authors reveals that Zhao H. and Peng Z. played important connecting roles, indicating that these authors guided the flow of knowledge and collaborations.

The analysis of the journals identified two significant clusters. The *Journal of Business and Psychology* is central to the first cluster, the *Journal of Applied Psychology* stands out in the secound cluster. This helps to identify co-citation networks and important sources among journals.

China is the leading nation in article production. While Türkiye and other nations contribute, China's preeminence in research is clearly evident. These results may be elucidated using Schooler and Hofstede's (1983) national cultural aspects. Power distance is high in China, Pakistan and Türkiye, where hierarchical structures are accepted. This may indicate that employees are more inclined to comply with demands from their superiors, and therefore

compulsory citizenship behaviors may be more common in these countries. Power distance levels are lower in the United States when we compare with the other three countries. This may indicate that employees are less authority-oriented and may be more likely to question requests (in US). This may indicate that compulsory citizenship behaviors may be less common in Western countries. The United States has the highest level of individualism, while Türkiye, Pakistan, and China have a more collectivistic structure. In countries with low levels of individualism, employees may be more prone to display compulsory citizenship behaviors in order to maintain group harmony (Smith et al., 1998). In the United States, employees may be more resistant to such compulsory citizenship behaviors because individual rights are more prominent. There are no significant differences between countries in the dimension of motivation towards achievement and success. However, high motivation towards success in general may trigger employees to take on extra tasks for the success of the organization (Osabiya, 2015; Riyanto et al., 2021). In this case, compulsory citizenship behaviors may be observed in countries where the motivation towards achievement and success is high. In addition, uncertainty avoidance is high in Türkiye and Pakistan, as shown in Figure 3. In these countries, uncertainty avoidance may lead employees to faced in compulsory citizenship behaviors because uncertainty avoidance may increase the tendency to obey rules and perform extra tasks requested by managers (Altuncu et al., 2012; Goodwin et al., 2022). This rate is decreased in China and the United States, indicating that workers may be less inclined to engage in required civic behaviours under uncertain circumstances. Figure 3 indicates that China exhibits the greatest degree of long-term orientation, whilst Pakistan has the lowest degree. In countries that focus on long-term goals, employees may more easily accept compulsory citizenship behaviors considering the long-term interests of the organization. In countries with a short-term orientation, such behaviors may be less acceptable when they are contrary to the individual interests of the employees (Demirkiran & Yonet, 2023). Finally, the United States and Pakistan have higher rates of indulgence, suggesting that individuals prioritize their own happiness and personal fulfillment (Sommer, 2014). In such cultures, compulsory citizenship behaviors may be less acceptable when they are contrary to employees' personal interests. China and Türkiye have lower rates of indulgence, suggesting that individuals tend to conform more to social norms and rules (Pryor & Howe, 2018) and may more readily accept compulsory citizenship behaviors.

In the analysis of keywords, keywords such as "Burnout", "organizational citizenship behaviors", and "job stress" stand out as the most frequently used terms in the field. These findings are consistent with the findings of a recent comprehnsive meta-analytic systematic review (Yildiz et al., 2023). Such that burnout was found as the significant attiudional correlate of CCBs (He et al., 2018; Jin & Hahm, 2019; Liang et al., 2022). Organizational citizenship behaviours was found as negative behavioral correlate of CCB (Lin & Chi, 2022; Wang & Huang, 2019). Also, job stres as an undesirable emotional variable positively correlated with CCB (Chen et al., 2023; Unaldi Baydin et al., 2020).

As can be understood from these findings, CCB is positively related to negative constructs while it is negatively related to positive constructs. Therefore, it can be said that CCBs are a set of behaviors that have destructive effects for both individuals and organizations.

The thematic map shows the evolution and main trends in the research literature of the subject by grouping various keywords into four main themes: basic, niche, emerging/declining, and motor themes. Accordingly, issues of "facades of conformity" and "impression management" are located at the intersection of niche and "emerging/declining" themes. It can be said that there is not enough researcher interest in these concepts or that these topics are studied by very few researchers. Therefore, considering that the centrality and density values of these papers which were conducted by past research are low, it can be said that the impact of these publications may not be very high in the short term, but they may have a high potential in the long term.

The "motor" themes include "citizenship pressure," "interpersonal deviance," and "employee slience." Motor themes are the themes with the highest centralization and concentration. As can be seen, when the topics in these themes are examined, it is seen that citizenship pressure comes to the fore. In recent years, it can be said that the increasing workload of businesses, the excessive workload that emerged with the pandemic the desire of businesses to show more performance to cover the losses that occurred after the pandemic, and the competitive pressure in the business world where competition is high, have created the necessity for employees to do extra work (Barpanda & Saraswathy, 2023; Na'imah & Nur, 2021). Therefore, the theme of citizenship pressure has started to be examined by researchers in recent years (Liang, 2022; Liu et al., 2017). On the other hand, it can also be said that employees give more passive reactions as a response to the compulsory citizenship behaviors they are exposed to. For example, due to reasons such as the lack of alternative jobs in the labor market, continuance commitments in their current workplaces (Che, 2015; Peng & Zhao, 2012; Telli Danismaz, 2021), and the lack of job alternatives, employees can exhibit "employee silence" (He et al., 2018; Su et al., 2021), and "interpersonal deviant workplace behaviors" (Guarino, 2016; Su et al., 2021; Zuo, 2022). When considered in the context of social exchange theory (Bierstedt & Blau, 1965), it can be said that employees react negatively to the compulsory citizenship pressures that organizations apply to their employees.

The basic themes include work-family conflict (Yildiz et al., 2023), turnover intention (Yildiz et al., 2023), anger towards the organisation (Yildiz et al., 2023), organisational citizenship behaviours (Yildiz et al., 2023), job stress (Yildiz et al., 2023), job performance (Yildiz et al., 2023), burnout (Yildiz et al., 2023) and abusive supervision (Yildiz et al., 2023). Furthermore, employ silence (Yildiz et al., 2023) and moral disengagement (Yildiz et al., 2023) are situated at the intersection of the basic and motor themes. As can be understood from here, it can be said that the basic studies focus especially on

the negative effects of compulsory citizenship on the individual (individual), the negative effects on performance (organization), and the role of managers in the emergence of these behaviors (leadership). Therefore, it can be said that the fact that compulsory citizenship behaviors have a structure that is addressed at different unit of aanlysses indicates the need to address the issue from different perspectives. These research topics that located in the basic themes are with high centrality and low density. The study issues under this area have mostly been examined in previous studies. Consequently, we advise that anyone doing CCB research start their literature evaluation by examining studies on these topics. By doing so, one may swiftly grasp the theoretical perspectives from which contemporary research addresses these subjects and the nature of the findings they reveal. We believe this will diminish the prevalence of non-original research in the literature.

The results of this study comprehensively outline the growing academic interest in compulsory citizenship behaviors, key authors, and major themes in the literature. These trends and key sources in the literature provide valuable insights for future research.

Limitations

This research focused on the bibliometric profile of academic researches on compulsory citizenship behaviors. However, the study has some limitations. The research exclusively utilized the Web of Science (WoS) database. The omission of research conducted in different disciplines and languages may lead to an incomplete perspective. Also, only English articles were examined in the study. Disregarding research conducted in other languages and contributions from local publications may result in an incomplete global analysis. There may be limitations to the bibliometric methods employed in the study. For instance, relying solely on a specific dataset carries the risk of overlooking some important publications or research.

Recommendations for Future Researchers

Future studies could conduct a more comprehensive examination by exploring different data sources (such as Scopus, PubMed) and languages. This could assist in understanding the topic from a broader perspective. Compulsory citizenship behaviors could also be examined in disciplines beyond business. For instance, insights from fields like psychology, sociology, and education could contribute to a more multifaceted understanding of the subject. The study covers a specific period. Future researchers could better understand the topic's evolution over time by examining a wider timeframe or changes in specific periods. Research on Compulsory citizenship behaviors could focus on how it contributes to practical applications. For example, the effects of these studies could be explored in areas such as leadership practices, workplace productivity, or workplace relationships within businesses.

REFERENCES

Agbo, F. J., Oyelere, S. S., Suhonen, J., & Tukiainen, M. (2021). Scientific production and thematic breakthroughs in smart learning environments: a bibliometric analysis. *Smart Learning Environments, 8*(1). https://doi.org/10.1186/s40561-020-00145-4

Ali, M. J. (2021). Understanding the 'g-index' and the 'e-index'. *Seminars in Ophthalmology, 36*(4), 139-139. https://doi.org/10.1080/08820538.2021.1922975

Alkhammash, R. (2023). Bibliometric, network, and thematic mapping analyses of metaphor and discourse in COVID-19 publications from 2020 to 2022. *Frontiers in Psychology, 13*. https://doi.org/10.3389/fpsyg.2022.1062943

Altuncu, Y., Oz Aktepe, S., & Islamoglu, G. (2012). Preliminary study for the development of uncertainty acoidance instrument in Turkey. *Journal of Business, Economics & Finance, 1*(4).

Anderson, H. J. (2017). Organizational-citizenship behavior. *Encyclopedia of Personality and Individual Differences*, 1-3. https://doi.org/10.1007/978-3-319-28099-8_788-1

Aria, M., & Cuccurullo, C. (2017). bibliometrix : An R-tool for comprehensive science mapping analysis. *Journal of Informetrics, 11*(4), 959-975. https://doi.org/10.1016/j.joi.2017.08.007

Barney, J. B., & Arikan, A. M. (2005). The Resource-based view. The Blackwell Handbook of Strategic Management, 123-182. https://doi.org/10.1111/b.9780631218616.2006.00006.x

Barney, J. B. (2001). Resource-based theories of competitive advantage: A ten-year retrospective on the resource-based view. *Journal of Management, 27*(6), 643-650. https://doi.org/10.1177/014920630102700602

Barpanda, S., & Saraswathy, G. (2023). The impact of excessive workload on job performance of healthcare workers during pandemic: A conceptual mediation - moderation model. *International Journal of Management and Applied Research, 10*(1), 24-39. https://doi.org/10.18646/2056.101.23-002

Becker, G. S. (1992). Human capital and the economy. *Proceedings of the American Philosophical Society, 136*(1), 85-92.

Becker, T. E., & Kernan, M. C. (2003). Matching commitment to supervisors and organizations to in-role and extra-role performance. *Human Performance, 16*(4), 327-348. https://doi.org/10.1207/S15327043HUP1604_1

Bierstedt, R., & Blau, P. M. (1965). Exchange and power in social life. *American Sociological Review, 30*(5), 789. https://doi.org/10.2307/2091154

Bolino, M. C., Turnley, W. H., Gilstrap, J. B., & Suazo, M. M. (2010). Citizenship under pressure: What's a "good soldier" to do? *Journal of Organizational Behavior, 31*(6), 835-855. *https://doi.org/10.1002/job.635*

Bolino, M. C., Klotz, A. C., Turnley, W. H., & Harvey, J. (2013). Exploring the dark side of organizational citizenship behavior. *Journal of Organizational Behavior, 34*(4), 542-559. https://doi.org/10.1002/job.1847

Caillier, J. G. (2016). Does public service motivation mediate the relationship between goal clarity and both organizational commitment and extra-role behaviours? *Public Management Review, 18*(2), 300-318. https://doi.org/10.1080/14719037.2014.984625

Caire, G., & Becker, G. S. (1967). Human capital: A theoretical and empirical analysis, with special reference to education. *Revue économique, 18*(1), 132. https://doi.org/10.2307/3499575

Casey, D., & Sieber, S. (2016). Employees, sustainability and motivation: Increasing employee engagement by addressing sustainability and corporate social responsibility. *Research in Hospitality Management, 6*(1), 69-76. https://doi.org/10.2989/RHM.2016.6.1.9.1297

Chand, R. (2023). Framework for identifying research gaps for future academic research. *IRA International Journal of Education and Multidisciplinary Studies, 19*(2), 160. https://doi.org/10.21013/jems.v19.n2.p12

Che, X. (2015). *Effects of occupational stressors on nurses' safety performance and well-being: A within-individual study* [Doctoral dissertation, University of South Florida].

Chen, P., Xu, Y., Sparrow, P., & Cooper, C. (2023). Compulsory citizenship behaviour and work-family conflict: A moderated mediation model. *Current Psychology, 42*(8), 6641-6652. https://doi.org/10.1007/s12144-021-01973-4

Currall, S. C., & Organ, D. W. (1988). Organizational citizenship behavior: The good soldier syndrome. *Administrative Science Quarterly, 33*(2), 331. https://doi.org/10.2307/2393071

Demirkiran, E., & Yonet, O. (2023). Are geert Hofstede's cultural dimensions correlated with pandemic statistics worldwide? *Gumushane University e-Journal of Faculty of Communication, 11*(2), 1510-1536. https://doi.org/10.19145/e-gifder.1306562

Egghe, L. (2006). Theory and practise of the g-index. *Scientometrics*, *69*(1), 131-152. https://doi.org/10.1007/s11192-006-0144-7

Gann, L. (2024). *What is an h-index? How do I find the h-index for a particular author?* The University of Texas, MD Anderson Cancer Center.

Goodwin, J., Rob, P., Freeston, M., Garland, D., Grahame, V., Kernohan, A., Labus, M., Osborne, M., Parr, J. R., Wright, C., & Rodgers, J. (2022). Caregiver perspectives on the impact of uncertainty on the everyday lives of autistic children and their families. *Autism*, *26*(4), 827-838. https://doi.org/10.1177/13623613211033757

Guarino, S. N. (2016). *"It's more unfair for me": The moderating role of equity sensitivity on the relationship between compulsory citizenship behavior and distributive justice* [Doctoral dissertation, Saint Louis University]. ProQuest Dissertations and Thesis Global.

He, P., Wang, X., Wu, M., & Estay, C. (2018). Compulsory citizenship behavior and employee silence: The roles of emotional exhaustion and organizational identification. *Social Behavior and Personality: an international journal*, *46*(12), 2025-2047. https://doi.org/10.2224/sbp.7452

Hector, O., & Cameron, R. (2023). Human-centric management: Nurturing talent, building culture, and driving organizational success. *The International Journal of Science in Society*, *5*(4), 511-525.

Hirsch, J. E. (2005). An index to quantify an individual's scientific research output. *Proceedings of the National Academy of Sciences, 102*(46), 16569-16572. https://doi.org/10.1073/pnas.0507655102

Jin, X., & Hahm, S. (2019). The influence of high-power distance on turnover intention and emotional exhaustion among information technology workers in Korea: The mediating effects of compulsory citizenship behavior. *International Journal of Innovation, Creativity and Change*, *7*(4), 262-278.

Kaptan, Z. (2024). *A systematic literature review of compulsory citizenship behaviors: A bibliometric and meta-analysis study* [Master dissertation, Istanbul University]. Council of Higher Education Thesis Center.

Kilavuz, F. (2023). A bibliometric analysis of multicultural education research. *Sosyal Bilimler ve Eğitim Dergisi, 6*(Education Special Issue), 216-238. https://doi.org/10.53047/josse.1359321

Kobayashi, K., Eweje, G., & Tappin, D. (2018). Employee wellbeing and human sustainability: Perspectives of managers in large Japanese corporations. *Business Strategy and the Environment*, *27*(7), 801-810. https://doi.org/10.1002/bse.2032

Liang, H.-L. (2022). Compulsory citizenship behavior and facades of conformity: A moderated mediation model of neuroticism and citizenship pressure. *Psychological Reports, 125*(6), 3141-3161. https://doi.org/10.1177/00332941211031794

Liang, H.-L., Yeh, T.-K., & Wang, C.-H. (2022). Corrigendum: Compulsory citizenship behavior and its outcomes: Two mediation models. *Frontiers in Psychology, 13*. https://doi.org/10.3389/fpsyg.2022.869744

Lin, C.-Y., & Chi, N.-W. (2022). Understanding why and when compulsory citizenship behaviors lead to subsequent destructive voice and citizenship behaviors: The retributive justice and impression management perspectives. *Human Performance, 35*(5), 303-322. https://doi.org/10.1080/08959285.2022.2121964

Liu, Y., Zhao, H., & Sheard, G. (2017). Organizational citizenship pressure, compulsory citizenship behavior, and work–family conflict. *Social Behavior and Personality: an international journal*, *45*(4), 695-704. https://doi.org/10.2224/sbp.6064

Long, L. K., Hui, L. C., Fook, G. Y., & Wan Zainon, W. M. N. (2017). A study on the effectiveness of tree-maps as tree visualization techniques. *Procedia Computer Science, 124*, 108-115. https://doi.org/10.1016/j.procs.2017.12.136

Mariappanadar, S., & Hochwarter, W. A. (2022). A three-way synergistic effect of work on employee well-being: Human sustainability perspective. *International Journal of Environmental Research and Public Health*, *19*(22), 14842. https://doi.org/10.3390/ijerph192214842

Mondal, H., Deepak, K. K., Gupta, M., & Kumar, R. (2023). The h-Index: Understanding its predictors, significance, and criticism. *Journal of Family Medicine and Primary Care, 12*(11), 2531-2537. https://doi.org/10.4103/jfmpc.jfmpc_1613_23

Morrison, E. W. (1994). Role definitions and organizational citizenship behavior: The importance of the employee's perspective. *Academy of Management Journal*, *37*(6), 1543-1567. https://doi.org/10.2307/256798

Muthuraman, S., & Al-Haziazi, M. (2017). Examining the factors of organizational citizenship behavior with reference to corporate sectors in Sultanate of Oman. *International Review of Management and Marketing*, *7*(1), 413-422.

Na'imah, T., & Nur, S. A. (2021). Job stress on teachers during the Covid-19 pandemic: The role of workload and organizational climate. *International Journal of Social Science and Human Research*, *4*(10), 2763-2768.

O' Daniel, M., & Rosenstein, A. H. (2008). *Professional communication and team collaboration*. (H. RG, Ed.), Rockville (MD): Agency for Healthcare Research and Quality (US). https://www.ncbi.nlm.nih.gov/books/NBK2637/

Organ, D. W. (1997). Organizational citizenship behavior: It's construct clean-up time. *Human Performance, 10*(2), 85-97. https://doi.org/10.1207/s15327043hup1002_2

Osabiya, B. J. (2015). The effect of employees motivation on organizational performance. *Journal of Public Administration and Policy Research*, *7*(4), 62-75. https://doi.org/10.5897/JPAPR2014.0300

Peng, Z., & Zhao, H. (2012). Does organization citizenship behavior really benefit the organization? Study on the compulsory citizenship behavior in China. *Nankai Business Review International*, *3*(1), 75-92. https://doi.org/10.1108/20408741211201935

Prahalad, C. K., & Hamel, G. (1997). The core competence of the corporation. *Strategische Unternehmungsplanung / Strategische Unternehmungsführung*, 969-987. https://doi.org/10.1007/978-3-662-41482-8_46

Pryor, C., & Howe, P. (2018). *Conform to the social norm: Why people follow what other people do*. The University of Melbourne. https://findanexpert.unimelb.edu.au/news/2944-conform-to-the-social-norm--why-people-follow-what-other-people-do

R Core Team (2024). *R: A Language and Environment for Statistical Computing*. R Foundation for Statistical Computing, Vienna, Austria. <https://www.R-project.org/>.

Riyanto, S., Endri, E., & Herlisha, N. (2021). Effect of work motivation and job satisfaction on employee performance: Mediating role of employee engagement. *Problems and Perspectives in Management*, *19*(3), 162-174. https://doi.org/10.21511/ppm.19(3).2021.14

Schooler, C., & Hofstede, G. (1983). Culture's consequences: International differences in work-related values. *Contemporary Sociology, 12*(2), 167. https://doi.org/10.2307/2066725

Shao, C., Cui, P., Xun, P., Peng, Y., & Jiang, X. (2018). Rank correlation between centrality metrics in complex networks: an empirical study. *Open Physics*, *16*(1), 1009-1023. https://doi.org/10.1515/phys-2018-0122

Smith, P. B., Dugan, S., Peterson, A. F., & Leung, W. (1998). Individualism: Collectivism and the handling of disagreement. A 23 country study.

International Journal of Intercultural Relations, 22(3), 351-367. https://doi.org/10.1016/S0147-1767(98)00012-1

Sommer, R. M. (2014). *Relationship goals: Prioritizing personal fulfillment for lasting love*. TherapyIdeas. https://www.therapyideas.net/details/relationship-goals-prioritizing-personal-fulfillment-for-lasting-love/

Stan, O. M. (2018). Steps towards sustainability–human resource capital and employee wellbeing–benchmarking evidence. *Economics, Management, and Financial Markets*, *13*(3), 290-300.

Stellenbosch. (2017). *How to measure your impact*. Stellenbosch University Library and Informantion Service. https://libguides.sun.ac.za/c.php?g=1199094&p=8770045

Su, L., Chen, Y., & Li, Y. (2021). Compulsory citizenship behavior leads to counterproductive work behavior: A multiple mediation path. *The 2021 12th International Conference on E-business, Management and Economics,* 546-551. https://doi.org/10.1145/3481127.348119

Telli Danismaz, A. (2021). *Examination the role of the need to succeed and presenteeism in the relationship between compulsory citizenship behavior and organizational commitment* [Doctoral dissertation, Yildiz Technical University]. The Council of Higher Education Thesis Center, Türkiye.

Townsend, M., & Romme, A. G. L. (2024). The emerging concept of the human-centered organization: A review and synthesis of the literature. *Humanistic Management Journal*, *9*(1), 53-74. https://doi.org/10.1007/s41463-024-00168-w

Tutar, H., Nam, S., & Cagiltay, C. G. (2023). Bibliometric analysis and visual mapping of the articles published in the ILEF Journal from the beginning to the present. *Kastamonu İletişim Araştırmaları Dergisi* (10), 87-105. https://doi.org/10.56676/kiad.1163603

Ucok, D. I., & Erbay, E. O. (2022). Organizational citizenship behavior: The other side of the coin. *Marmara Üniversitesi İktisadi ve İdari Bilimler Dergisi*, *44*(1), 162-182. https://doi.org/10.14780/muiibd.1135558

Unaldi Baydin, N., Tiryaki Sen, H., Kartoglu Gurler, S., Dalli, B., & Harmanci Seren, A. K. (2020). A study on the relationship between nurses' compulsory citizenship behaviours and job stress. *Journal of Nursing Management*, *28*(4), 851-859. https://doi.org/10.1111/jonm.13009

Vigoda-Gadot, E. (2006). Compulsory citizenship behavior: Theorizing some dark sides of the good soldier syndrome in organizations. *Journal for the*

Theory of Social Behaviour, *36*(1), 77-93. https://doi.org/10.1111/j.1468-5914.2006.00297.x

Walker, D. J. (2018). Visualisation with treemaps and sunbursts in many-objective optimisation. *Genetic Programming and Evolvable Machines*, *19*(3), 421-452. https://doi.org/10.1007/s10710-018-9329-0

Wang, H., & Huang, Q. (2019). The dark side of feeling trusted for hospitality employees: An investigation in two service contexts. *International Journal of Hospitality Management*, *76*, 122-131. https://doi.org/10.1016/j.ijhm.2018.04.001

Wright, P. M., Dunford, B. B., & Snell, S. A. (2001). Human resources and the resource based view of the firm. *Journal of Management*, *27*(6), 701-721. https://doi.org/10.1177/014920630102700607

Yan, E., & Ding, Y. (2011). Discovering author impact: A PageRank perspective. *Information Processing & Management*, *47*(1), 125-134. https://doi.org/10.1016/j.ipm.2010.05.002

Yildiz, B., Kaptan, Z., Yildiz, T., Elibol, E., Yildiz, H., & Ozbilgin, M. (2023). A systematic review and meta-analytic synthesis of the relationship between compulsory citizenship behaviors and its theoretical correlates. *Frontiers in Psychology*, *14*. https://doi.org/10.3389/fpsyg.2023.1120209

Yildiz, B., Yildiz, H., & Ozbilgin, M. (2022). How do compulsory citizenship behaviors affect moral disengagement in organizations? Significance of anger toward the organization during the COVID-19 pandemic. *Frontiers in Psychology*, *13*. https://doi.org/10.3389/fpsyg.2022.1038860

Zhang, Y., Liao, J., & Zhao, J. (2011). Research on the organizational citizenship behavior continuum and its consequences. *Frontiers of Business Research in China*, *5*(3), 364. https://doi.org/10.1007/s11782-011-0135-2

Zuo, W. (2022). *The relationship between compulsory citizenship behavior and job involvement* National Research TOMSK State University, Russia].

Zwack, C. C., Haghani, M., Hollings, M., Zhang, L., Gauci, S., Gallagher, R., & Redfern, J. (2023). The evolution of digital health technologies in cardiovascular disease research. *npj Digital Medicine*, *6*(1). https://doi.org/10.1038/s41746-022-00734-2

REFERENCES INCLUDED İN THE BİBLİOMETRİC ANALYSİS

Abukhait, R., Khattak, M. N., Shaya, N., & Ramanathan, U. (2023). The underlying mechanism between compulsory citizenship behaviors and employee innovative work behaviors and knowledge sharing: A moderated mediation model. *Frontiers in Psychology, 14.* https://doi.org/10.3389/fpsyg.2023.1128499

Ahmadian, S., Sesen, H., & Soran, S. (2017). Expanding the boundaries of compulsory citizenship behavior: Its impact on some organizational outputs. *Business and Economic Horizons, 13*(1), 110-118. https://doi.org/10.15208/beh.2017.08

Ali Nisar, Q., Haider, S., Waqas, A., Khan, W. A., & Selem, K. M. (2024). Cost of organizational citizenship behaviors: Serial mediation model of citizenship fatigue. *Management Research Review, 47*(6), 904-927. https://doi.org/10.1108/MRR-08-2023-0540

Azila-Gbettor, E. M., Mensah, C., & Abiemo, M. K. (2023). Compulsory citizenship behaviour and job outcome among unpaid interns: The buffering role of perceived co-worker support. *Higher Education, Skills and Work-Based Learning, 14*(1), 55-75. https://doi.org/10.1108/HESWBL-01-2023-0006

Baig, A. T., & Riaz, Z. (2021). Tracing an unyielding work compulsion: A moderated mediation model of abusive supervision and compulsory citizenship behavior. *Frontiers in Psychology, 12.* https://doi.org/10.3389/fpsyg.2021.746823

Bashir, M., Shaheen, K., Saleem, S., Bhutta, M. K., Abrar, M., & Jun, Z. (2019). The mediating role of psychological need thwarting in the relationship between compulsory citizenship behavior and psychological withdrawal. *Frontiers in Psychology, 10.* https://doi.org/10.3389/fpsyg.2019.02595

Chaudhary, A., Cheema, A. U., Sheikh, L., & Islam, T. (2023). How does compulsory citizenship behavior disturb police employees' psychological health? The roles of work–family conflict and putting family first. *International Journal of Public Sector Management, 36*(4/5), 420-439. https://doi.org/10.1108/IJPSM-03-2023-0073

Chen, P., Xu, Y., Sparrow, P., & Cooper, C. (2023). Compulsory citizenship behaviour and work-family conflict: A moderated mediation model. *Current Psychology, 42*(8), 6641-6652. https://doi.org/10.1007/s12144-021-01973-4

Cheng, L. Z. (2019). Compulsory citizenship behavior and facades of conformity with the mediating effect of work stress: A social exchange theory perspective. *[2019 aib southeast asia regional conference: Us-china trade war, deglobalization, and international business (aibsear)].* AIB Southeast Asia

Regional Conference - US-China Trade War, Deglobalization, and International Business, Cebu, PHILIPPINES.

Chi, N.-W., Lin, C.-Y., Bruning, P. F., & Hung, Y. (2024). Forced to be a good citizen: Exploring the bright-and dark-side effects of daily compulsory citizenship behaviours on subsequent proactive helping and interpersonal deviance. *Journal of Occupational and Organizational Psychology. 97*(2), 647-671. https://doi.org/10.1111/joop.12486

Chou, S. Y., Ramser, C., Chang, T., & Han, B. (2020). Emergence of interpersonal helping in times of crises: a theoretical model of prosperity and eradication of interpersonal helping in organizations. *Management Decision, 58*(10), 2257-2273. https://doi.org/10.1108/md-08-2020-1041

Coldwell, D. A. L., & Callaghan, C. W. (2014). Specific organizational citizenship behaviours and organizational effectiveness: The development of a conceptual heuristic device. *Journal for the Theory of Social Behaviour, 44*(3), 347-367. https://doi.org/10.1111/jtsb.12046

Duan, W.-Y., Wu, T.-J., Wei, A.-P., & Huang, Y.-T. (2024). Reducing the adverse effects of compulsory citizenship behaviour on employee innovative behaviour via AI usage in China. *Asia Pacific Business Review*, 1-21. https://doi.org/10.1080/13602381.2024.2332731

Eivazzadeh, N., & Nadiri, H. (2022). An empirical study to investigate the coercive management behavior: Evidence from academia. *E+M Ekonomie a Management, 25*(1), 42-59. https://doi.org/10.15240/tul/001/2022-1-003

Ergul, A.S. & Kerse, G. (2024). The mediating role of organizational identification in the effect of compulsory citizenship behavior on employee silence: The case of Turkish (Konya Province) manufacturing industry. *Ekonomski vjesnik/Econviews, 37*(1), 127–138. https://doi.org/10.51680/ev.37.1.9

He, P., Peng, Z., Zhao, H., & Estay, C. (2019). How and when compulsory citizenship behavior leads to employee silence: A moderated mediation model based on moral disengagement and supervisor-subordinate guanxi views. *Journal of Business Ethics, 155*(1), 259-274. https://doi.org/10.1007/s10551-017-3550-2

He, P., Wang, X., Wu, M., & Estay, C. (2018). Compulsory citizenship behavior and employee silence: The roles of emotional exhaustion and organizational identification. *Social Behavior and Personality: an international journal, 46*(12), 2025-2047. https://doi.org/10.2224/sbp.7452

He, P., Zhou, Q., Zhao, H., Jiang, C., & Wu, Y. J. (2020). Compulsory citizenship behavior and employee creativity: Creative self-efficacy as a

mediator and negative affect as a moderator. *Frontiers in Psychology, 11.* https://doi.org/10.3389/fpsyg.2020.01640

He, Q., Fu, J., Wu, W., & Pervaiz, S. (2022). Does compulsory citizenship behavior necessarily reduce employee? Work well-being? The role of relative deprivation and resource compensation based on compulsory citizenship behavior. *Psychology Research and Behavior Management, 15,* 1105-1119. https://doi.org/10.2147/prbm.S321689

Hung, T.-K., Wang, C.-H., Tian, M., Lin, M., & Liu, W.-H. (2022). How to prevent stress in the workplace by emotional regulation? The relationship between compulsory citizen behavior, job engagement, and job performance. *Sage Open, 12*(2). https://doi.org/10.1177/21582440221105483

Hung, T.-K., Lee, S.-C., Wu, Y.-S., & Hsieh, H.-M. (2022). Compulsory citizenship behavior and employees' contextual performance: Roles of perceived psychological safety and political skill. *Social Behavior and Personality: an international journal, 50*(11), 1-13. https://doi.org/10.2224/sbp.11918

Liang, H.-L. (2022). Compulsory citizenship behavior and facades of conformity: A moderated mediation model of neuroticism and citizenship pressure. *Psychological Reports, 125*(6), 3141-3161. https://doi.org/10.1177/00332941211031794

Liang, H.-L. (2024). How and when authoritarian leadership affects compulsory citizenship behavior? A moderated mediation model of façade creation and leader-member exchange. *Current Psychology, 43*(24), 1–13. https://doi.org/10.1007/s12144-024-05909-6

Liang, H.-L., Yeh, T.-K., & Wang, C.-H. (2022). Corrigendum: Compulsory citizenship behavior and its outcomes: Two mediation models. *Frontiers in Psychology, 13.* https://doi.org/10.3389/fpsyg.2022.869744

Lin, C.-Y., & Chi, N.-W. (2022). Understanding why and when compulsory citizenship behaviors lead to subsequent destructive voice and citizenship behaviors: The retributive justice and impression management perspectives. *Human Performance, 35*(5), 303-322. https://doi.org/10.1080/08959285.2022.2121964

Liu, F., Chow, I. H., & Huang, M. (2019). Increasing compulsory citizenship behavior and workload: Does impression management matter? *Frontiers in Psychology, 10.* https://doi.org/10.3389/fpsyg.2019.01726

Liu, Y., Zhao, H., & Sheard, G. (2017). Organizational citizenship pressure, compulsory citizenship behavior, and work-family conflict. *Social Behavior and*

Personality: an international journal, *45*(4), 695-704. https://doi.org/10.2224/sbp.6064

Norris, S. E. (2018). The business education of charismatic leaders and good soldiers. *International Journal of Adult Vocational Education and Technology*, *9*(2), 11-29. https://doi.org/10.4018/ijavet.2018040102

Peng, Z., & Zhao, H. (2012). Does organization citizenship behavior really benefit the organization? Study on the compulsory citizenship behavior in China. *Nankai Business Review International*, *3*(1), 75-92. https://doi.org/10.1108/20408741211201935

Pradhan, S., & Gupta, P. (2021). Abusive supervision and work-family conflict: an empirical investigation of Indian professionals. *International Journal of Conflict Management*, *32*(3), 493-513. https://doi.org/10.1108/ijcma-07-2020-0130

Qin, G., & Zhang, L. (2024). How compulsory citizenship behavior depletes individual resources -a moderated mediation model. *Current Psychology*, *43*(2), 969-983. https://doi.org/10.1007/s12144-023-04386-7

Sajuyigbe, A. S., Inegbedion, H. E., Ayeni, A. W., & Ighomereho, S. O. (2022). Compulsory citizenship behavior, work-life balance, and turnover intention in academia: Mediating effects of emotional intelligence. *Journal of Behavioral Science, 17*(2), 58-72.

Shu, C.-Y., Chiang, Y.-H., & Lu, C.-H. (2018). Authoritarian leadership supervisor support and workers' compulsory citizenship behavior. *International Journal of Manpower, 39*(3), 468-485. https://doi.org/10.1108/ijm-10-2016-0191

Song, H., Li, Y., Zhang, Q., & Cheng, Y. (2023). The moderating effects of trust and felt trust on the nonlinear relationship between compulsory citizenship behavior and counterproductive work behavior. *Psychology Research and Behavior Management, 15*(16), 2517-2531. https://doi.org/10.2147/PRBM.S413674

Song, H., Yin, Q., Zhang, Q., & Li, Y. (2023). The impact of compulsory citizenship behavior on job performance of new-generation knowledge workers: The roles of ego depletion and relational energy. *Psychology Research and Behavior Management*, *28*(16), 2367-2381. http://doi.org/10.2147/PRBM.S413932

Suhail, A., Haq, I. U., Azeem, M. U., & Vigoda-Gadot, E. (2024). Compulsory citizenship behavior, role overload, creativity and service-oriented voluntary behavior: Does generational difference have an impact? *Personnel Review*. https://doi.org/10.1108/PR-12-2022-0894

Spector, P. E. (2016). When more can become less high performance work systems as a source of occupational stress. In N. M. Ashkanasy, R. J. Bennett, & M. J. Martinko (Eds.), *Understanding the high performance workplace: The line between motivation and abuse,* 148–169. Routledge/Taylor & Francis Group.

Unaldi Baydin, N., Tiryaki Sen, H., Kartoglu Gurler, S., Dalli, B., & Harmanci Seren, A. K. (2020). A study on the relationship between nurses' compulsory citizenship behaviours and job stress. *Journal of Nursing Management*, *28*(4), 851-859. https://doi.org/10.1111/jonm.13009

Vigoda-Gadot, E. (2006). Compulsory citizenship behavior: Theorizing some dark sides of the good soldier syndrome in organizations. *Journal for the Theory of Social Behaviour*, *36*(1), 77-93. https://doi.org/10.1111/j.1468-5914.2006.00297.x

Vigoda-Gadot, E. (2007). Redrawing the boundaries of OCB? An empirical examination of compulsory extra-role behavior in the workplace. *Journal of Business and Psychology, 21*(3), 377-405. https://doi.org/10.1007/s10869-006-9034-5

Wang, C.-H., Liang, H.-L., & Yu, Y.-C. (2024). How does workplace bullying lead to employee compulsory citizenship behavior and affect spouse well-being? Anger as the mediating role. *Current Psychology, 43*(8), 7131-7143. https://doi.org/10.1007/s12144-023-04923-4

Wang, H., & Huang, Q. (2019). The dark side of feeling trusted for hospitality employees: An investigation in two service contexts. *International Journal of Hospitality Management, 76,* 122-131. https://doi.org/10.1016/j.ijhm.2018.04.001

Wang, S., Liu, Y., Zhang, J., & Li, S. (2023). Why, how and when the double-edged sword of workplace friendship impacts differentiated organizational citizenship behavior: A relationship motivation theory approach. *Current Psychology, 42*(16), 13838-13855. https://doi.org/10.1007/s12144-022-03818-0

Yildiz, B. (2022). The reliability and validity of the compulsory citizenship behaviors (CCBs) scale: Six-step R-based psychometrics protocol among nurses in Turkey. *Perspectives in Psychiatric Care, 58*(1), 395-403. https://doi.org/10.1111/ppc.12805

Yildiz, B., & Elibol, E. (2021). Turnover intention linking compulsory citizenship behaviours to social loafing in nurses: A mediation analysis. *Journal of Nursing Management*, *29*(4), 653-663. https://doi.org/10.1111/jonm.13200

Yildiz, B., Kaptan, Z., Yildiz, T., Elibol, E., Yildiz, H., & Ozbilgin, M. (2023). A systematic review and meta-analytic synthesis of the relationship between

compulsory citizenship behaviors and its theoretical correlates. *Frontiers in Psychology, 14.* https://doi.org/10.3389/fpsyg.2023.1120209

Yildiz, B., Yildiz, H., & Ozbilgin, M. (2022). How do compulsory citizenship behaviors affect moral disengagement in organizations? Significance of anger toward the organization during the COVID-19 pandemic. *Frontiers in Psychology, 13.* https://doi.org/10.3389/fpsyg.2022.1038860

Yin, J., Ji, Y., & Ni, Y. (2023). Does "Nei Juan" affect "Tang Ping" for hotel employees? The moderating effect of effort-reward imbalance. *International Journal of Hospital Management, 109,* 103421. https://doi.org/10.1016/j.ijhm.2022.103421

Zhang, W., Liu, W., Wu, Y., Ma, C., Xiao, X., & Zhang, X. (2022). How fear of external threats plays roles: An examination of supervisors' trait anger, abusive supervision, subordinate burnout and CCB. *International Journal of Environmental Research and Public Health, 19*(24), 16810. https://doi.org/10.3390/ijerph192416810

Zhao, H., Peng, Z., & Chen, H.-K. (2014). Compulsory citizenship behavior and organizational citizenship behavior: The role of organizational identification and perceived interactional justice. *The Journal of Psychology, 148*(2), 177-196. https://doi.org/10.1080/00223980.2013.768591

Zhao, H., Peng, Z., Han, Y., Sheard, G., & Hudson, A. (2013). Psychological mechanism linking abusive supervision and compulsory citizenship behavior: A moderated mediation study. *The Journal of Psychology, 147*(2), 177-195. https://doi.org/10.1080/00223980.2012.680522