LITERATURE REVIEW THE INFLUENCE OF ORGANIZATIONAL CULTURE AND ORGANIZATIONAL SUPPORT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR

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ABSTRACT

Organizational citizenship behavior (OCB) has become focus study management and behavior organizational. OCB defined as contribution volunteer individuals who exceed description their formal position. Study This aim conducta literature review about influence culture organization and support organizational towards OCB. Research methods is a literature review systematic with analyzed 10 articles study empirical 2014-2024. The results show that culture organization, satisfaction work, and commitment organization influential positive towards OCB. Supportive culture _ collaboration and attention to employees can increase OCB. Intelligence emotional and support Organizations also have an influence positive on OCB because fulfil need psychology and encourage reciprocity. In conclusion, culture positive and supportive organization organization in a way significant can increasing organizational citizenship behavior.

Keywords: *Culture Organization, Support Organizational, Organizational Citizenship Behavior*

I. INTRODUCTION

Organizational Citizenship Behavior (OCB) has become focus research management and behavior organizational in a number of decade final. OCB defined as contribution individuals who exceed description their formal position For interest organization (Organ, 1988) . OCB includes various behavior supportive volunteers _ functioning organization in a way effective, like help colleague work, work extra time If needed , give suggestions for repair organization, and comply rule as well as procedures in place Work .

Lots of research previous has endeavor identify antecedent or influencing factors appearance *Organizational Citizenship Behavior*. Factors the covers characteristics individual like personality *Big Five* (Organ & Ryan, 1995) ,

characteristics work (Farh et al., 1990) , style leadership (Podsakoff et al., 1996) , and aspects organizational like culture organization , support organization , and justice organizational ((Moorman, 1991) ; (Zou et al., 1997)).

Study This in a way special aim For do *literature review* about influence culture organization and support organizational *(perceived organizational support)* to *Organizational Citizenship Behavior*. Culture organization refers to the system values , beliefs and norms adhered to shared by the members and created reference act and behave in demand in organization (Ogbonna & Harris, 2000) . Support organizational refers to perception employee about commitment organization to them and appreciate on contribution as well as care to well-being them (Eisenberger et al., 1986) .

Through *literature review* this, researcher hope can dig more in understanding about How culture and support organization can create conducive environment _ for appearance *Organizational Citizenship Behavior*. *Review* results expected can give implications practical for managers _ For designing intervention To use increase *Organizational Citizenship Behavior* in place Work.

Table 1 Research Previous

No.	Title	Author and Year	Method	Research result
1	The Influence Of Organizational Culture, Job Satisfaction And Organizational Commitment On *Organizational Citizenship Behavior*	I Nyoman Bayu Putra Mahardika, I Made Artha Wibawa-2018	Quantitative	Culture Organization, Satisfaction Work, and Commitment Organization have influence significant and positive on *Organizational Citizenship Behavior* (OCB) in employees *Focus Design Artglass* Ubud
2	The Influence Of Emotional Intelligence And Organizational Support On *Organizational Citizenship Behavior*	Ni Kadek Nita Suwandewi , I Gusti Ayu Manuati Dewi-2016	Quantitative Associative	Intelligence Emotional and Support Organizational influential positive and significant towards OCB
3	The Role Of Organizational Commitment In Mediating The Influence	I Putu Gede Ari Setyawan , Anak Agung Ayu Sriathi-2020	Quantitative	Culture Organization influential positive and significant to Commitment

	Of Organizational Culture On *Organizational Citizenship Behavior*			Organization, and Commitment Organization mediate connection between Culture Organizations and *Organizational Citizenship Behavior*
4	The Influence Of Job Satisfaction And Organizational Culture On Organizational Commitment And *Organizational Citizenship Behavior* Of Nurses	I Gede Aryana Mahayasa , Desak Ketut Sintaasih , Made Surya Putra-2018	Quantitative	Culture Organizational and Satisfaction Work Employee influential positive and significant to Commitment Organizational and OCB
5	The Influence Of Organizational Support And Organizational Commitment On Ocb Of F&B Employees At Melasti Beach Hotel Kuta	I Gusti Agung Ita Permata Sari, Anak Agung Sagung Kartika Dewi-2017	Quantitative	Support Organizational and Commitment Organizational influential positive and significant to *Organizational Citizenship Behavior* (OCB) in F&B employees, especially at Melasti Beach Hotel, Bali.
6	The Influence Of Leadership Style, Organizational Culture And Organizational Climate On *Organizational Citizenship*	Aisyah Pia Arsuputri , Edy Supriyadi, Lites Putriana -2020	Descriptive Quantitative	Leadership Style own influence direct to Satisfaction Work and OCB, temporary Culture Organizations and Organizational

				Climate own influence No direct against OCB through Satisfaction Work. Satisfaction Work also has influence direct towards OCB. Leadership Style, Culture Organization, and Organizational Climate own influence significant to Satisfaction Work and *Organizational Citizenship Behavior* (OCB) at PT EVI
	Behavior In Companies With Job Satisfaction As A *Mediating Variable*			
7	The Influence Of Organizational Commitment And Culture On *Organizational Citizenship Behavior*	Yunita Christy, Sinta Setiana , Puput Cintia-2017	Quantitative	Commitment Organizational and Cultural Organization influential to *Organizational Citizenship Behavior*
8	The Influence Of Organizational Support On *Organizational Citizenship Behavior* (Ocb) With Organizational Commitment As *An Intervening Variable*	Shita Devi Aprilliani , Intan Ratna Wati-2023	Quantitative	Support Organizational influential positive and significant to Commitment Organizational and *Organizational Citizenship Behavior* (OCB). Apart from that , Commitment Organizational also mediates connection between Support Organizational

				and OCB.
9	The Role Of Affective Commitment, Emotional Intelligence And Organizational Support On *Organizational Citizenship Behavior*	Handita Fala, Prayekti , Kusuma Candra Kirana-2021	Quantitative	Commitment Affective No influential towards OCB, temporary Intelligence Emotional and Support Organizational influential positive and significant towards OCB
10	The Influence Of Organizational Climate, Organizational Commitment And Organizational Support On *Organizational Citizenship Behavior* (Ocb) On Lpd Employees In Penarungan Traditional Village	I Kadek Kicen Apriyana , Anak Agung Dwi WIdyani , Ni Luh Gede Putu Purwati-2021	Quantitative	Organizational Climate , Commitment Organization , and Support Organizational influential positive and significant to *Organizational Citizenship Behavior* among LPD employees in villages custom fighting

II.   METHOD

Literature review This done through search articles in *the database* online journals such as Google Scholar, Sprott Journal, Publish or Perish, and Mendeley. Keywords used _ _ in search article including organizational culture, perceived organizational support, organizational *citizenship behavior, extra-role behavior*, and combinations of keywords the, Criteria inclusion specified article _ is article study empirical testing _ influence culture organization and/ or support organization to *Organizational Citizenship Behavior.* Subject study is employee profit/non-profit organizations. Article written in English _ or Indonesian. Article published in journal scientific 10 years latest (2014-2024). Collected articles Then analyzed content and systematic For dig findings research previously related direction relationship, magnitude influence, role variable mediation and moderation If there is, as well implications practically possible given. Analysis

results content that's what comes next will served in chapter results and Discussion *literature review* This.

III. RESULT AND DISCUSSION

According to study previously conducted by Bayu Putra Mahardika (2018) , Culture Organization , Satisfaction Work , and Commitment Organization have influence positive and significant to *Organizational Citizenship Behavior* in employees . Culture strong and positive organization _ allegedly can push behavior *extra-role* employee like *Organizational Citizenship Behavior*. Satisfied employees tend own High commitment to the organization and motivated For do behavior extra like *Organizational Citizenship Behavior* for the sake of interests organization. Employee with commitment tall allegedly will do effort extra for the sake of interests and goals organization, incl *Organizational Citizenship Behavior. Organizational Citizenship Behavior* itself is contribution volunteer outside employees respective roles and duties direct and explicit No recognized system formal organizational *rewards*, however in a way aggregate increase efficiency and effectiveness organization. With thus, culture, satisfaction work, and commitment positive organization allegedly in a way significant can increase *Organizational Citizenship Behavior* in employees. This result in line with research conducted Setyawan (2020) who obtained results Culture Organization influential positive and significant to Commitment Organization , and Commitment Organization mediate connection between Culture Organizations and *Organizational Citizenship Behavior.*

Other research was also carried out by Mahayasa (2018) , Asrunputri (2020) , and Christy (2018) who stated that Culture Organization influential positive and significant to *Organizational Citizenship Behavior*. Culture organization is bunch values, beliefs and norms adhered to shared by members organization. Culture organization create a sense of identity together and form behavior member organization. One of dimensions culture organization is support management. Support strong management, such as concern and concern for welfare employees , yes increase *Organizational Citizenship Behavior* . Employee tend reply Budi with behavior extra role like help colleague Work or Work beyond normal working hours . Dimensions culture organization other like Work The same teamwork , fairness, and openness also have an influence positive on *Organizational Citizenship Behavior* . Employee more tend show *Organizational Citizenship Behavior* if they feel supported, treated fair, and empowered in place Work . On the contrary, culture hierarchical and stressed organization strict control tend hinder *Organizational Citizenship Behavior*. Employee reluctant show initiative or behavior extra role If feel supervised in a way Keep going continuously or If initiative they No valued.

According to Suwandewi (2016) Intelligence Emotional and Support Organizational influential positive and significant to *Organizational Citizenship Behavior.* Intelligence highly emotional can help employee empathize, understand corner look at others, and work The same with Good in team. Support organizational is to what extent employees feel valued and supported by the organization place they Work. Support organization covers aspects like condition fair work, opportunities development career, and good interpersonal

relationships with superiors and colleagues Work. Intelligence highly emotional can push behavior *Organizational Citizenship Behavior*. For example, empathetic employees more willing help colleague Work or customer. Capable employees manage emotion more effective in finish conflict. Likewise, support high organization can increase *Organizational Citizenship Behavior*. Employees who feel appreciated by the organization tend try provide reciprocity _ with show initiative more and behavior extra role other. Study This in line with research conducted by Sari (2017) stated that Support Organizational and Commitment Organizational influential positive and significant *on Organizational Citizenship Behavior (OCB) in employees* .

Other research was also carried out by Apriliani (2023) , Fala (2021) , and Apriyana (2021) which states that Support Organizational influential positive to *Organizational Citizenship Behavior* . Support organizational is perception employee about extent of the organization value contribution them and care about their welfare they. Support perceived organization employee can originate from various source, like superior straight away, partner work, HR policies, to environment physique place Work. Employees who feel supported organization tend own commitment more affective high, that is attachment emotional and sense of belonging to organization . They want to give business extra for goodness sake organization. Therefore that, support perceived organization influential positive to *Organizational Citizenship Behavior.* The more tall support organization, increasingly big possibility employee show behavior extra role like help colleague work, following change in place Work with volunteer, or promote image positive organization . Support organization increase *Organizational Citizenship Behavior* Because fulfil need psychological employee For to be loved, appreciated and to be part from group on- site social Work .

Culture organization refers to the system values, beliefs and norms adhered to shared by members organization. Culture strong organization be marked with clear and consistent understanding about the organization 's core values among part big employee . Culture organization said own influence positive and significant to *Organizational Citizenship Behavior* when there is close relationship between norms and values culture organization with actions and activities volunteer contributing employees exceed their formal role . For example , culture collaborative and supportive tall values like Work The same team , mutual trusting , open towards new ideas , and care about welfare employee others , allegedly own influence strong in push behavior volunteer like each other help , share information and ideas, up to *proactive* involved in various initiative development organization . When employees understand and internalize values culture organization in action daily their , behavior Work they will in line with culture the . If culture organization push collaboration and mutuality helpful , employees will too tend show behavior volunteer outside _ not quite enough their formal answer is useful for organization and employees other . Behavior This that is what is defined as *Organizational Citizenship Behavior.*

With thus , through effective socialization and internalization , culture _ positive organization _ can become antecedent strong for appearance *Organizational Citizenship Behavior* . Empirical study confirm influence positive and significant This with find correlation tightly between perception employee about culture organization with frequency and intensity *Organizational Citizenship*

Behavior they are in place Work . The more strong culture organization , increasingly tall level *Organizational Citizenship Behavior* employee .

IV. CONCLUSION

Culture Organization , Satisfaction Work , and Commitment Organization in a way significant influential positive to *Organizational Citizenship Behavior* (OCB). Culture Positive organization   push behavior *extra-role* employee . Satisfied and committed employees tend motivated do *Organizational Citizenship Behavior* . Culture supporting organizations collaboration , fairness , openness , and concern for welfare employee can increase *Organizational Citizenship Behavior.* On the contrary, culture is too emphasize control and hierarchy tend hinder *Organizational Citizenship Behavior.* Intelligence emotional and *perceived organizational support* also have an influence positive on *Organizational Citizenship Behavior.* Intelligence emotional help Work equal and empathetic . Support organization creates a feeling of appreciation so that push behavior extra role . Support organization as perceived by employees can increase commitment affective and *Organizational Citizenship Behavior* because fulfil need For loved and appreciated. Culture organization influential strong on *Organizational Citizenship Behavior* when core cultural values consistent internalized to in behavior daily employees , for example mutual norms help and collaborate .

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