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## Science Mapping of Perceived Organizational Support: A Bibliometric Analysis Approach

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### ABSTRACT

The purpose of this study is to obtain related topic and information regarding perceived organizational support. In conducting this study, the researcher utilized Scopus database for data mining and extraction. A total of 816 articles were discovered in the Scopus database accessed on July, 2023. Afterward, VOSviewer is utilized for scientific mapping and analysis of publication performance such as identify the contributions of authors, journals, countries, and author keywords number. Several countries have contributed to publications of perceived organizational support. The data reveals that the US contributes the most to this publishing subject, followed by China, India, the UK, Australia, Malaysia, Pakistan, South Korea, Canada, and Turkey. Most works on the topic are from these nations. The "International Journal of Human Resource Management" has the most important influence on this topic based on article document output. While, "Journal of Management" has the greatest number of citations. This topic's top five authors write the most articles and Stinglhamber F. is the most prominent author in perceived organizational support study. Meanwhile, the most referenced author in this field is Eisenberger R., with 1,300 citations. This research can serve as a point of reference for future research pertaining to POS topic.

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### A. INTRODUCTION

Identifying the psychological mechanisms that manage workplace behavior and organizational commitment has been a subject of significant interest and investigation among researchers in the fields of organizational behavior and human resource management [1]. Perceived Organizational Support (POS) has gained interest due to its significant impact on job satisfaction, productivity, and overall employee well-being [2]. Perceived Organizational Support is a measure of the degree to which employees believe that their employer values their contribution and concerns about their well-being

[3]. It is seen as a crucial determinant of employee engagement, organizational citizenship behavior, and reduced turnover intentions [4]. Despite the abundance of empirical studies conducted on this subject, a comprehensive review and understanding of global trends, research gaps, and potential developments in this field are still not sufficient. In response to this research gap, this study presents bibliometric analysis, a strong technique that uses quantitative methods to examine and illustrate the range and depth of literature on a certain topic [5]. This approach gives an objective viewpoint of the research environment, providing a comprehension of the evolution, intellectual structure, and the topic clusters in the field of Perceived Organizational Support (POS) [6]. By systematically reviewing and analyzing bibliographic data obtained from the most influential articles on POS, this study attempts to identify the most important aspects of current research. It further attempts to identify emerging trends, prolific contributors, institutional affiliations, and cross-disciplinary influences in POS research [7]. This bibliometric analysis aims to provide a comprehensive and practically relevant review of the field, as well as guide future research directions on the significant topic of Perceived Organizational Support.

Understanding Perceived Organizational Support (POS) has never been more important in a world where conventional workplace boundaries are becoming increasingly flexible and psychological aspects of human resources are gaining prominence [8]. Previous study has extensively investigated numerous areas of POS, emphasizing on its relationship with a wide variety of organizational outcomes including job satisfaction, employee retention, and performance [9]–[11]. However, the literature is distributed widely and frequently operates within narrowly defined research parameters. It is resulting in an inability to comprehensively represent the scope of the field and frequently leading to non-comparable outcomes and contrasting results. For instance, studies that introduced the concept of POS, primarily focused on understanding how it affects employees' organizational commitment [12]. The growth of number in literature research regarding Perceived Organizational Support is still lacking in number. However, scientific mapping study of POS is conducted to give a highlight on research landscape of POS, including its origins, evolution, major contributors, and intellectual structure. In the meantime, a bibliometric study resulting in the relationship between the keywords and context of Perceived Organizational Support. Most of all final papers has deduced that the research on human resource management study has a significant growth and concern among scholars but it still a few of them who focus on perceived organizational support [13]–[15]. It has been proven that there is a very limited number of literatures focusing on perceived organizational support especially in bibliometrics research. Therefore, this study aims to conduct a bibliometric analysis research and explore perceived organizational support as key discussion topics in various articles, that never been discussed before in any other articles. It analyses the publication data of articles published in journals that focus on the primary topic or frequently used keywords. In addition, the researcher attempts to establish a relationship between the keywords, which have been widely employed by numerous authors in journal articles over the publication years. More specifically, the bibliometric data utilized in this study was obtained in July 2023 from the Scopus database, which is a well-known and frequently used search engine for undertaking bibliometric analyses. [16]. The objective of this study is to employ bibliometric analysis methods to gain a comprehensive understanding of perceived organizational support. Additionally, researchers can utilize the results of this data analysis and interpretation as a point of reference and guidance for exploring the topic of perceived organizational support. The findings of this study will be revealed by addressing the following questions:

RQ 1: How is the trend of perceived organizational support publication in scientific journals?

RQ 2: What is the contributive country to the development of this study?

RQ 3: Which journals have the most publication in perceived organizational support?

RQ 4: Which authors have the most citation in perceived organizational support publications?

RQ.5: Which keywords are the most relevance on the subject of this publication?

## B. METHOD

In this study, a bibliometric analysis was used to obtain a broad understanding and interpretation of the visualization of scientific publication outcomes associated with the use of mathematical and statistical methods. This quantitative technique is frequently used to map academic literature, demonstrating patterns and trends [17]. In addition, researchers are able to identify patterns and project potential future study outcomes. This procedure involves the collection of information on publication type, title, keywords, authors, and countries [18]. According to [19], bibliometrics is comprised of two principal procedures: performance analysis and science mapping. In this study, bibliometric performance analysis employed a number of techniques, including word frequency analysis, citation analysis, and quantification of the number of publications categorized by countries, affiliations, authors, and other pertinent information [20]. In order to conduct this study, the researcher employs a three-step procedure comprising search criteria and source identification, software and data extraction, and data analysis and interpretation as shown on figure 1.

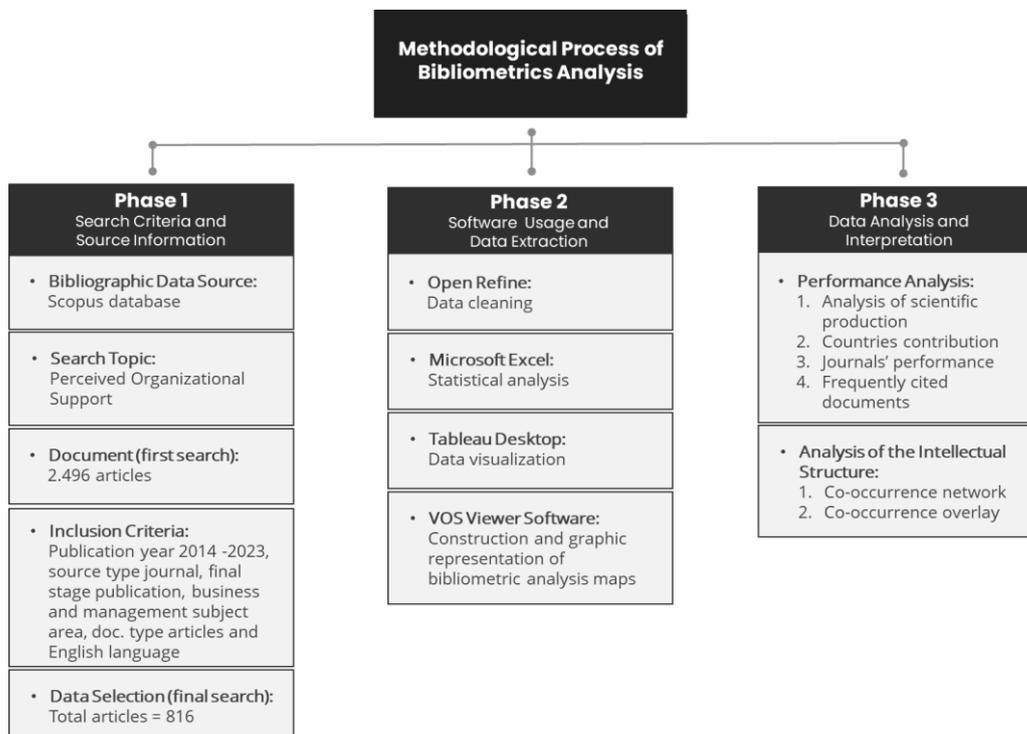


Fig. 1. Methodological Process of Bibliometrics Analysis.

## Data Source

Bibliometric analysis is a valuable instrument for researchers intending to examine publishing trends, as it permits the evaluation of research outcomes in a wide variety of subject areas. Hence, the importance of locating database sources that are pertinent to a particular topic is expanding. This is essential for the purpose of sorting articles within a multidisciplinary bibliographic database to ensure that they are pertinent to the topic under research [21]. Scopus was chosen for this particular research study due to its reputation for organizing the world's largest collection of citations and abstracts for scientific publications [22]. Consequently, the Scopus database is extensively utilized in the field of bibliometrics.

## Defining Keywords

To achieve the highest degree of precision in study results, it is essential for researchers to employ appropriate and pertinent keywords [23]. The selection of keywords has a direct impact on the results of bibliometric research [24]. In addition, it is necessary to restrict the chosen keywords in order to obtain the desired information during the search procedure. In this study, the keyword selection criteria were derived from prior research on perceived organizational support within the broader subject of human resource management [25]. Several studies have highlighted the profound implications of perceived organizational support on crucial organizational outcomes, establishing it as a critical area of study in organizational behavior and human resources. The concepts related to perceived organizational support were utilized as keywords to search for bibliographic results in the Scopus database. The researcher utilized specific functions or syntax, such as the (OR & AND) command, to conduct keyword queries in the Scopus database, as depicted in the following example: TITLE-ABS-KEY ("perceived organizational support") AND (LIMIT-TO (PUBSTAGE, "final")) AND (LIMIT-TO (PUBYEAR, 2023) OR LIMIT-TO (PUBYEAR, 2022) OR LIMIT-TO (PUBYEAR, 2021) OR LIMIT-TO (PUBYEAR, 2020) OR LIMIT-TO (PUBYEAR, 2019) OR LIMIT-TO (PUBYEAR, 2018) OR LIMIT-TO (PUBYEAR, 2017) OR LIMIT-TO (PUBYEAR, 2016) OR LIMIT-TO (PUBYEAR, 2015) OR LIMIT-TO (PUBYEAR, 2014)) AND (LIMIT-TO (DOCTYPE, "ar")) AND (LIMIT-TO (SUBJAREA, "BUSI")) AND (LIMIT-TO (LANGUAGE, "English")) AND (LIMIT-TO (SRCTYPE, "j"))

## Data Analysis

The data obtained in July 2023; the CSV (comma-separated values) file format was used to retrieve the article data directly from the Scopus database for this study. In the subsequent phase, Microsoft Excel 2013 and VOS Viewer were used to evaluate and analyze all the data outcomes. By employing the OpenRefine application, the data was cleansed to ensure accurate analysis results. OpenRefine software is essential for resolving the issue of duplicate meta data including several keywords and article keywords, which occurs despite the fact that the vast majority of the bibliometric data seems to be valid [26]. The findings of the research are displayed through the utilization of VOS Viewer, which presents graphs, tables, and maps that make use of the capabilities of the software to visualize networks [27]. In a bibliometric analysis, the frequency of journal article producing is analyzed, with consideration given to a variety of characteristics, including the country of origin, the publisher, the author, and the articles that are referred or stated the most frequently. In addition, for the purpose of increasing transparency, this research conducted a keyword network analysis as well as an overlay analysis, with the goals of identifying the most important research areas and the most common keyword themes. The application VOS Viewer was used to do a network analysis, which consisted of investigating the relationships that existed between the article's keywords. The results are displayed in the form of a network graph, which comprises nodes that stand in for the keywords and network lines that define the interactions between those nodes [28]. The nodes are connected to one another by

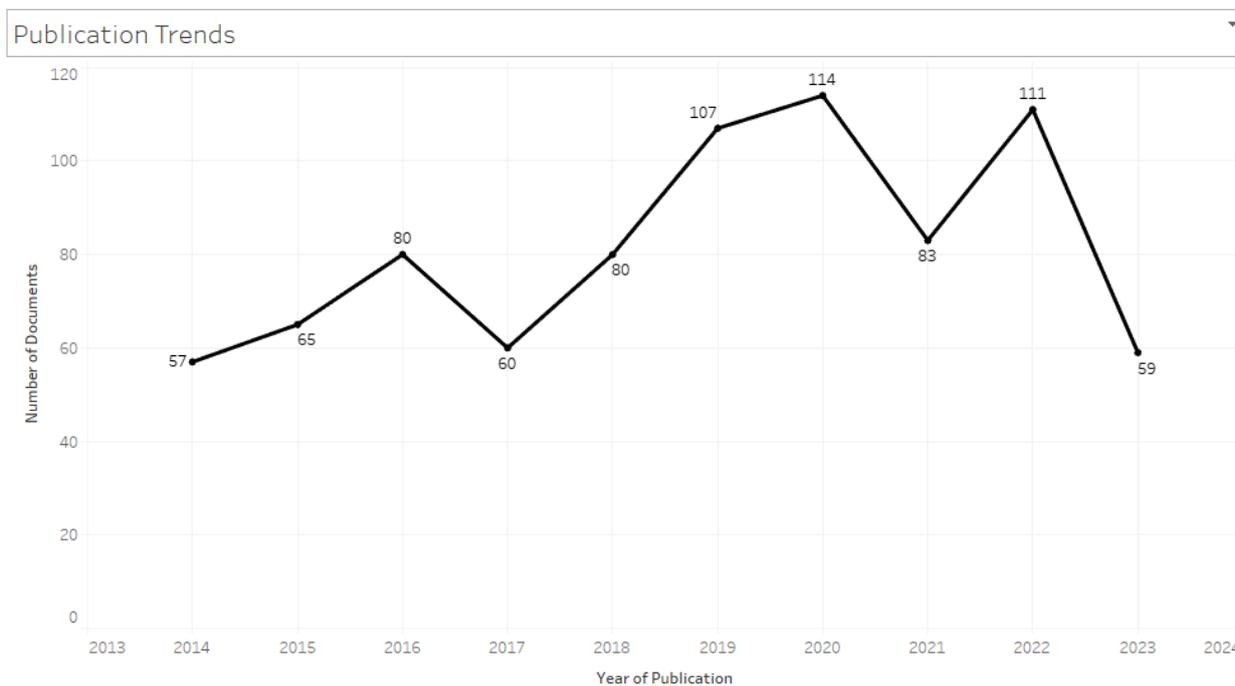
network lines, and the size of a node rises according to the number of times a term or collection of keywords appears in the search results. Visually, the strength of the links between keywords is represented by lines that show common keyword co-occurrences, and the overlay of the network shows the extent to which these connections occur [29]. The frequency of connections between nodes subsequently establishes their relative closeness to one another, therefore this can change over time. There is a correlation between the number of connections between nodes and their physical closeness. This closeness is affected by a variety of factors, including the frequency of connection. In addition, the color of the nodes that surround the center node is a reflection of the association density and is employed to distinguish and establish clusters among the nodes [30]. Subsequently, an overlay analysis was carried out in order to investigate the degree to which the original research and the most recent publication interests were correlated with one another. Researchers are able to discover the study topics that are now widespread in the most recent research concerns by using this technique [31].

## B. RESEARCH FINDINGS AND DISCUSSION

After all of the stages in the procedure have been finished, a bibliometric analysis will be performed so that the findings of the research are able to be obtained. The capacity of bibliometric analysis is to give a full overview of a particular area of research as one of the primary reasons for the study's practical significance [32]. Bibliometric analysis is the assessment of qualitative and quantitative changes in the area of scientific investigation utilizing different approaches. It includes actions such as developing a publishing profile for a certain topic and examining the structural and trend aspects of research conducted in an area of study [33]. The bibliometric methodology can be divided into two subfields: performance analysis and scientific chart mapping, also known as bibliometric mapping [34]. These terms refer to various methodological components. The procedure commences with a review of the preceding period's results.

### RQ1 : Publication Trends

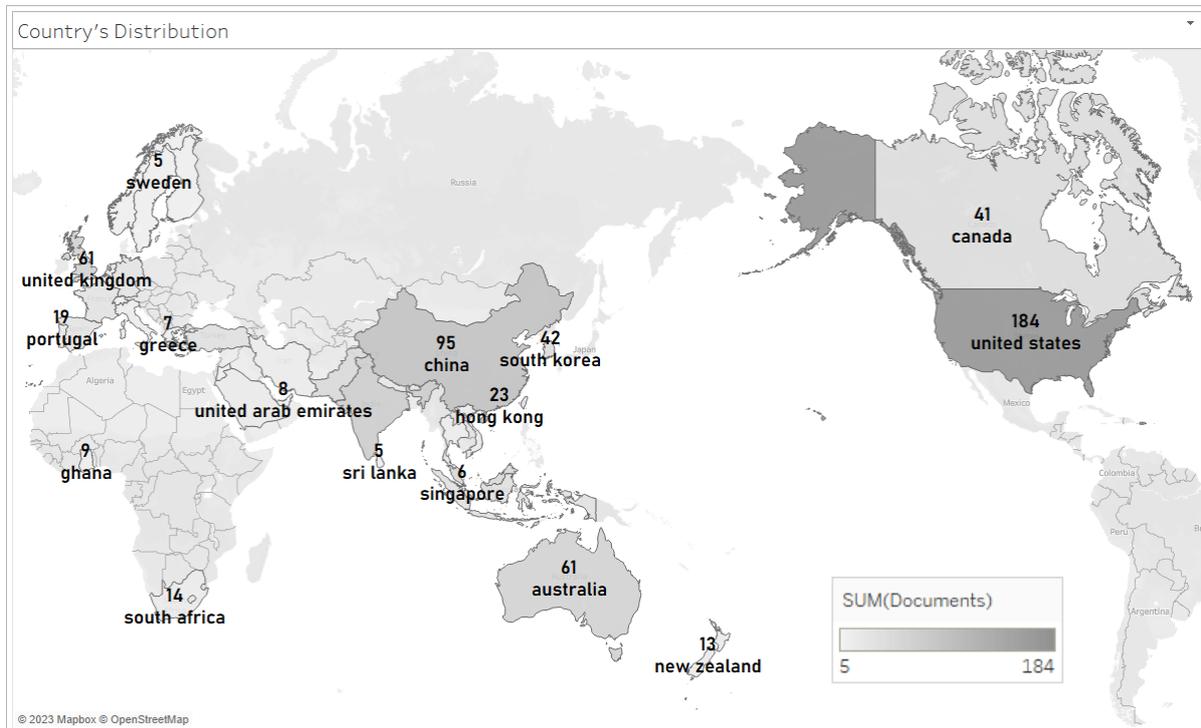
Following a comprehensive examination of the data collection, 816 document articles were determined to be suitable for analysis in this study. As indicated in Figure 2 the academic discourse perceived organizational support study was initiated by Cullen K. as one of the authors in 2014 who published an article in *Journal of Business and Psychology* with 171 citations. There is a variation in the total number of document articles produced throughout the entirety of a particular time period. The highest number of article production is occurred in 2020 as many scholars are productive in writing articles regarding perceived organizational behavior subject topic. It is always increasing from year to year started from 2017, 2018, 2019, 2020 from 60 number of articles to 114 articles. However, in 2021 there was a decreasing publication number of articles with the total number of 83 articles. Although, the number of articles were decreasing in that year, it is started to increase in the next year in 2022. In present year, the production of articles is still counting as the year of 2023 has not finished with the current number of 59 articles. The number will be increasing as many researchers are productive in writing and interested in this subject topic that is developed with significant growth.



**Fig. 2.** The Trends of publication in Perceived Organizational Support.  
(Source : Data Processing by Author using VOSviewer, 2023)

## RQ 2 : Countries' Contribution to Perceived Organizational Support

The data analysis indicates the identification of 81 distinct countries that generate document articles, which are generally classed as developed and developing countries. The focus of the published articles topic is on perceived organizational support. Based on the data, it is clear that the United States, as the representative of developed countries, holds the lead in contributing to these publications, with respective numbers of 184 document articles. Despite this, China as a representative from the Asia-Pacific Nations have the second-highest number of document publications, with a total of 95 articles. Some countries are also noted for their substantial contributions, securing their positions among the top ten contributors in the publication. The contributions of these nations are further divided down as follows: India (72 articles), United Kingdom (61 articles), Australia (61 articles), Malaysia (48 articles), Pakistan (47 articles), South Korea (42 articles), Canada (41 articles), and Turkey (34 articles). In addition, as shown in Figure 3, an increasing number of countries have made significant contributions to the study of perceived organizational support.



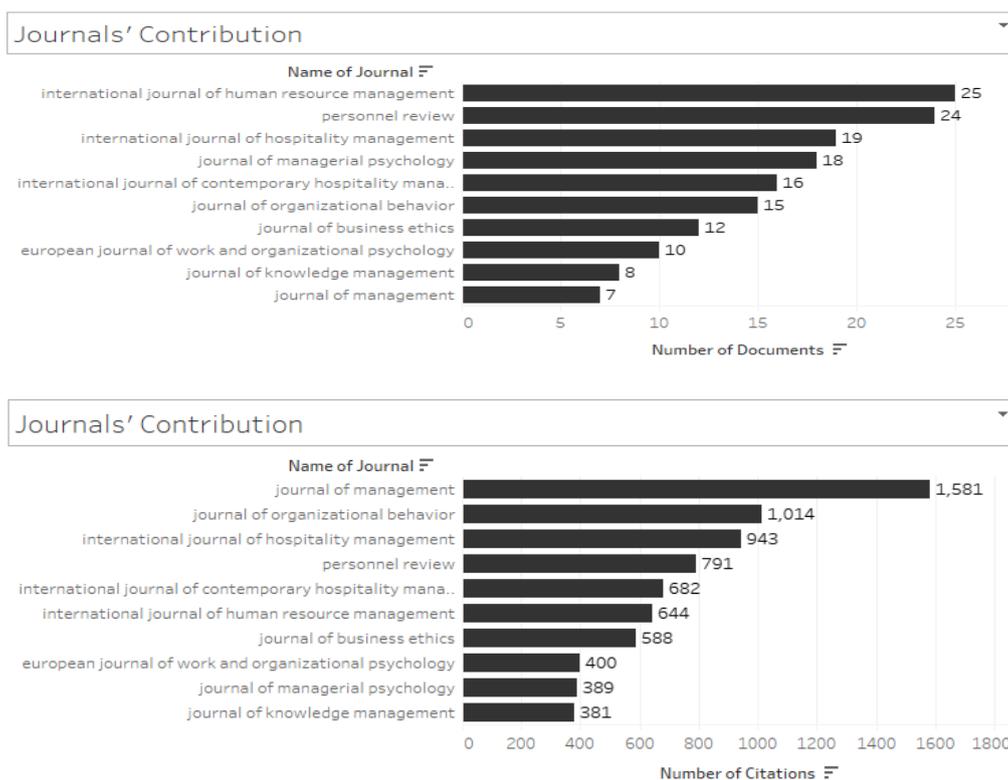
**Fig. 3.** Top 10 Countries of Articles Publication  
(Source : Data Processing by Author using VOSviewer, 2023)

### RQ 3: Journals' Contribution to Perceived Organizational Support

Research on the topic of perceived organizational support is published in a significant number of academic journals, including some of the most prominent ones with the largest total number of articles such as the International Journal of Human Resource Management. Scholars who are equipped with or have access to a large number of academic resources have evaluated the significant increase in interest regarding this topic. An important publishing gap for the development of this area has been uncovered. In addition, theoretical frameworks elaborating perceived organizational support are increasingly used to give highlight on particular phenomena [35]. As a result, publications highlighting the issues discovered in various studies may be found in a wide variety of journals. Figure 4 details the top 10 journals in these fields in terms of results, contributions, and impact. Using this data, the authors can better categorize journals and the articles they publish. Information about the journals is presented here in descending order of their contribution, with the 10 most significant journals highlighted. According to the analysis, there are 816 documents on the subject in various scholarly publications. With 25 publications to its name, "International Journal of Human Resource Management" stands out as the journal with the most significant impact. The second journal is "Personnel Review" (24 articles), "International Journal of Hospitality Management" (19 articles), "Employee Relations" (19 articles), "Journal of Managerial Psychology" (18 articles), "International Journal of Contemporary Hospitality Management" (16 articles), "Journal of Organizational Behavior" (15 articles), "International Journal of Organizational Analysis" (14 articles), and "Journal of Business Ethics" (12 articles). It is reasonable to

assume that the "International Journal of Human Resource Management" is the major source of these published papers, which may imply that authors prefer this publication when submitting their work.

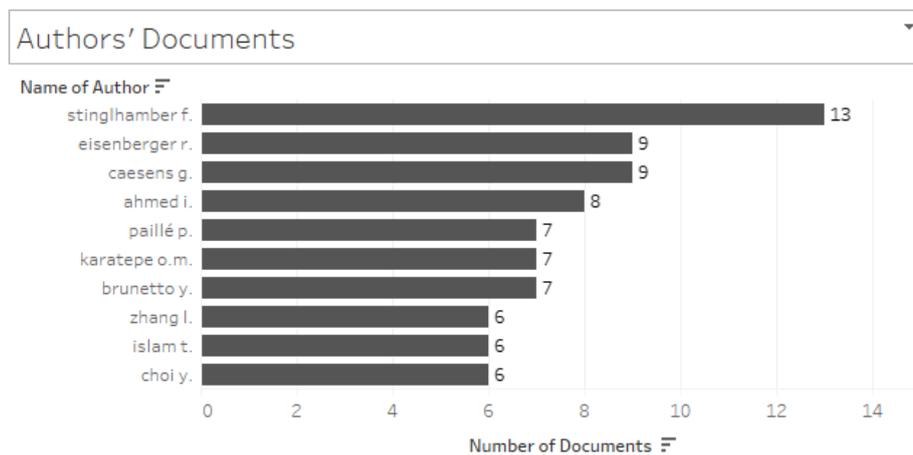
However, based on the number of citations, it can be seen that all authors have different number of cited articles that they produced in a journal. The contribution of the journals according to number of citations perform differently from the previous contribution based on number of documents. In this case, "Journal of Management" has the highest number of citations with the total 1,581 citations. In the second place, "Journal of Organizational Behavior" has the number of 1,014 citations. Followed by "International Journal of Hospitality Management" (943 citations), "Personnel Review" (791 citations), "International Journal of Contemporary Hospitality Management" (682 citations), "International Journal of Human Resource Management" (644 citations), "Journal of Business Ethics" (588 citations), "European Journal of Works and Organizational Psychology" (400 citations), "Journal of Managerial Psychology" (389 citations), and "Journal of Knowledge Management" (381 citations). A high number of citations for a journal indicates that the research published in that journal has been widely referred to and utilized by other researchers in their own academic work. High number of citation numbers suggest that the journal's articles have made a significant impact on their field of study. They have influenced the direction of research, set important benchmarks, or provided insights that have contributed to the development of the discipline. As a result, a high citation number is generally seen as a positive indicator of a journal's impact and influence in academic field.



**Fig. 4. Top 10 Journals' Contribution in Articles Publication**  
(Source : Data Processing by Author using VOSviewer, 2023)

### Authors' Contribution

Based on the analysis result, Stinglhamber F. has been identified as the most influential author in the field of perceived organizational support study. In comparison to other authors, he has published 13 articles. Eisenberger R., who has published 9 articles publications, is in the second place, followed by Caesens G., with also 9 articles of publications. In the fourth place, there is Ahmed I., who has published 8 articles documents. In additions, Paille P., Karatepe O. M., and Brunetto Y., L., each of these authors has published 7 document articles in demonstrating their considerable contributions to this expanding field of study. Lastly, Zhang L., Islam T., and Choi Y., have contributed to produce 6 document articles. In this study, a specific focus was placed on academic publications from the last ten years, assuring the incorporation of recent and pertinent insights regarding perceived organizational support subject. After analyzing the data, it can be found that the number of publications produced by various authors varied significantly. Various causes could account for these differences. For example, each author may have different areas of research interest, access to different resources, and may conduct their studies in varying depths within the topic of the study.

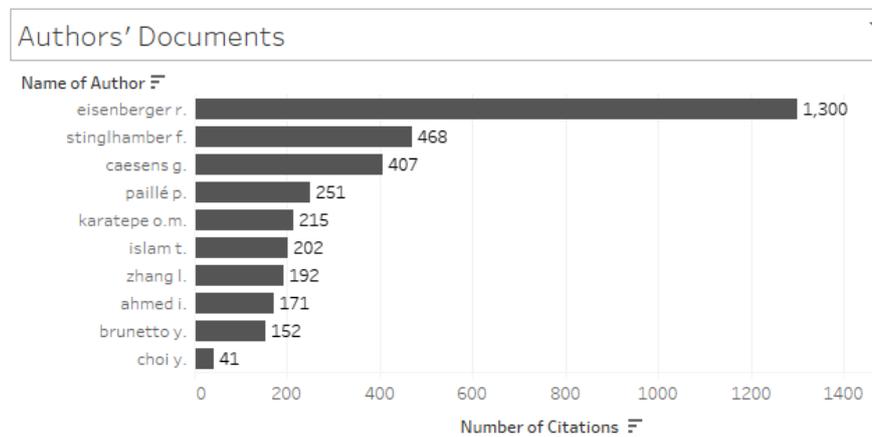


**Fig. 5.** Top 10 Authors with the highest number of documents publications  
(Source : Data Processing by Author using VOSviewer, 2023)

### RQ 4 : The Most Cited Authors

Over a period of time, numerous research papers on the topic of perceived organizational support have been published. This bibliometric study employs a technique that sorts articles by the number of times they have been cited by other scholars or authors [36]. This number indicates the amount of contribution an author has made to the topic of POS publication, a method utilized in previous studies. The more times a paper is cited, the greater impact and contribution it is believed to have had on the scientific community. By utilizing Scopus, it can identify the authors whose work on perceived organizational support is most frequently cited. In addition, out of the 816 articles identified in this study, Eisenberger R., stands out as the most cited author with a total of 1,300 citations. With a total of 468 citations, Stinglhamber F., is the second-most-cited author after the first most-cited author. Caesens G., in the third place in this study with 407 citations. The last six authors have contributed number of

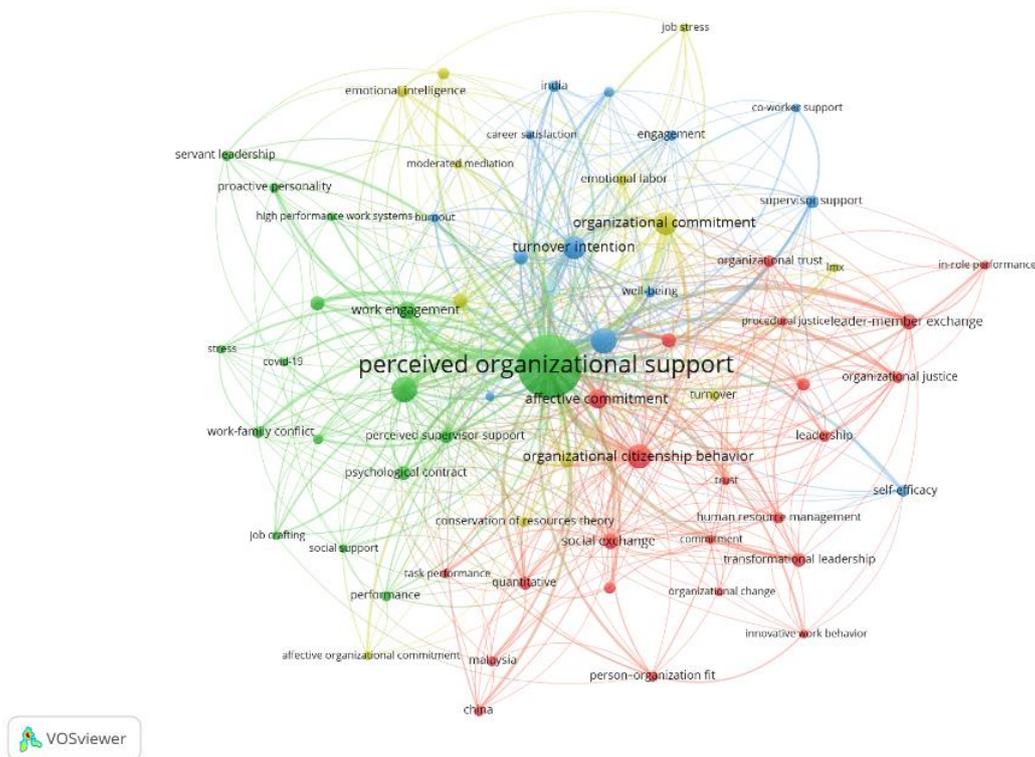
citations such as Paille P., (251 citations), Karatepe O. M., (215 citations), Islam T., (202 citations), Zhang L., (192 citations), Ahmed I., (171 citations), Brunetto Y., (152 citations), and Choi Y., with a total of 41 citations number. Figure 6 depicts these Authors' contribution representing the entire citation counts.



**Fig. 6.** Top 10 Authors with the highest number of citations  
(Source : Data Processing by Author using VOSviewer, 2023)

### RQ 5 : The Most Used Keywords

The purpose of this section is to analyze and exhibit the most commonly used keywords in these publications. The software VOSviewer is used to generate an interactive link map displaying which keywords appear most frequently at the same time. The results list the top ten keywords used in articles regarding perceived organizational support. In addition, it generated a visual representation of these keywords, which is analyzed in this section. The most frequently occurring keywords can be used to emphasize important research in the subject areas [37]. This is a common method for evaluating the significance of publications by emphasizing on the connections between citations or keywords [38]. It is eligible to use the VOSviewer software to construct this keyword network for research purposes, which was extremely useful. This network illustrates the relationships between keywords in the fields of perceived organizational support (Figure 7). After all the metadata was inserted into keyword analysis, a total of 1,626 keywords were discovered in the 816 relevant publications. As many of 64 occurrences of these 1,626 keywords appear at least 8 times. These search terms are displayed in the picture below:



**Fig. 7.** The Connections between keyword occurrence used in articles document  
(Source : Data Processing by Author using VOSviewer, 2023)

The scale of the nodes or circles and the words displayed in the picture are utilized to visually represent the frequency of each keyword. The greater scale of the circle and length of the term indicates that the keyword appears more frequently than the other keywords [39]. The length of the lines between circles indicates how closely related two keywords are; shorter lines indicate a closer relationship [40]. It can be seen in the image that the initial keyword is connected to other keywords by a line. The lines between the keywords vary in thickness; broader lines indicate that the keywords are more likely to co-occur and be interconnected [41]. Similar colored circles belong to the same group or cluster. VOSviewer has organized the keywords from publications on perceived organizational support into four distinct clusters as depicted in this following table.

**Table 1.** The Cluster of the Keywords.

Cluster 1 (Red)	Links	Total Link Strength	Occurrences
1. organizational citizenship behavior	42	156	71
2. affective commitment	35	93	44
3. leader-member exchange	19	54	26
4. social exchange	25	56	25
5. employee engagement	21	48	24
6. transformational leadership	18	39	21

7. quantitative	19	40	18
8. structural equation modelling	17	37	17
9. organizational justice	18	40	16
10. leadership	12	24	14
11. human resource management	13	23	13
12. knowledge sharing	10	20	13
13. organizational trust	17	38	13
14. china	9	23	12
15. malaysia	11	17	11
16. person-organization fit	11	27	11
17. commitment	11	14	9
18. innovative work behavior	10	18	9
19. trust	15	23	9
20. in-role performance	9	18	8
21. organizational change	5	7	8
22. procedural justice	12	23	8
23. task performance	10	19	8

Cluster 2 (Green)	Links	Total Link Strength	Occurrences
1. perceived organizational support	63	805	540
2. job satisfaction (js)	43	164	76
3. work engagement	33	83	39
4. organizational identification	18	40	22
5. perceived supervisor support	22	51	22
6. psychological contract	18	43	21
7. work-family conflict	15	27	14
8. servant leadership	10	22	11
9. core self-evaluation	16	25	10
10. performance	12	18	10
11. proactive personality	12	22	10
12. covid-19	17	17	9
13. high performance work systems	11	16	9
14. social support	12	14	9
15. job crafting	18	18	8
16. stress	11	17	8

Cluster 3 (Blue)	Links	Total Link Strength	Occurrences
1. organizational support	46	129	74

2. turnover intention	32	134	59
3. social exchange theory	21	49	24
4. supervisor support	16	37	19
5. self-efficacy	9	20	14
6. india	15	26	13
7. engagement	16	24	12
8. well-being	22	33	12
9. psychological empowerment	15	24	11
10. burnout	13	23	9
11. career satisfaction	10	17	9
12. co-worker support	7	17	9
13. job engagement	8	14	9

Cluster 4 (Yellow)	Links	Total Link Strength	Occurrences
1. organizational commitment	38	149	63
2. emotional exhaustion	18	47	23
3. job performance	23	54	23
4. emotional intelligence	15	34	15
5. emotional labor	20	32	13
6. psychological capital	13	26	13
7. turnover	14	24	11
8. conservation of resources theory	11	19	10
9. affective organizational commitment	7	15	8
10. job stress	8	17	8
11. lmx	12	22	8
12. moderated mediation	12	17	8

(Source : Data Processing by Author using VOSviewer, 2023)

Based on the result, the keyword " perceived organizational support " appears most often, showing up 540 times. The second most common keyword is " Job satisfaction (js)" which is used 76 times. Other frequently appearing keywords include "organizational support" (74 times), " organizational citizenship behavior " (71 times), "organizational commitment " (63 times), "turnover intention " (59 times), "affective commitment" (44 times), "work engagement" (39 times), " leader-member exchange" (26 times), and "social exchange" (25 times). It can be seen in Table 2. These ten keywords have had a significant impact on the subject of this study. Particularly, "perceived organizational support" as a focus keyword in the study that is used frequently. VOSviewer's keywords visualization shows how strong keywords are linked in the publication.

**Table 2.** The Top 10 Occurrence of the Keywords.

Keywords	Occurrences	Total Link Strength
1. Perceived organizational support	540	805
2. Job satisfaction (js)	76	164
3. Organizational support	74	129
4. Organizational citizenship behavior	71	156
5. Organizational commitment	63	149
6. Turnover intention	59	134
7. Affective commitment	44	93
8. Work engagement	39	83
9. Leader-member exchange	26	54
10. Social exchange	25	56

(Source : Data Processing by Author using VOSviewer, 2023)

### Trend of Keywords

The software VOSviewer executes a comprehensive analysis of the frequency of keyword utilization throughout publication years. This reveals the tendency of keyword usage from 2014 to 2023. In addition, the hue color of a node signifies the cumulative number of publications linked to that article's keyword from one year to the next [42]. Earlier phases during the research period are represented by blue nodes, whereas more recent publications are represented by yellow nodes [43]. This classification of the most common keywords provides valuable insights into the most debated and least explored topics [44]. In reference to Figure 8, a number of keywords are deemed to be novel areas of interest for the study of perceived organizational support. Among them are "innovative work behavior", "organizational support", "high performance work system", "burnout", "job stress", and "covid-19". As the most recent study, these terms emerged over the course of this research. This indicates that there is a great deal of capacity to investigate and define what perceived organizational support actually means and how it relates to other keywords, particularly in the context of human resource management research. This is consistent with the topics covered that overlay analysis of bibliometric data on Perceived Organizational Support (POS) has yielded valuable insights into the evolution of research, thematic clusters, and major contributors in this field. The study revealed a transition from comprehending the fundamental of POS concept to examining its intricate relationships with other variables.



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