



Extra-Role Behaviors for Sustainable Organization Management

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Message from the Guest Editors

Dear Colleagues,

In the increasingly unpredictable, fast-changing business environment, organizations equipped with adaptive and collaborative capabilities are most likely to survive. Accordingly, extra-role behaviors as a key component of prosocial, flexible, and collaborative interactions in organizational settings have gained enduring research interest. Indeed, extra-role behaviors have been associated with increased productivity, work engagement, job satisfaction, service quality, and customer satisfaction and loyalty.

This Special Issue aims to deepen the current understanding of the psychological processes and outcomes of extra-role behaviors and the contexts that promote such behaviors across diverse fields of research. We encourage submissions of empirical and conceptual research from any theoretical perspectives that fall broadly into the following topics.

The cognitive and affective processes underlying extra-role behavior;

The conditions and contexts that promote extra-role behavior;

The outcomes of extra-role behavior;

Citizenship behavior toward organization, coworkers and customers;

Customer-helping behavior;

Customer citizenship behavior





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