UNIVERSITI PUTRA MALAYSIA

MODERATING EFFECTS OF ISLAMIC WORK ETHICS ON TRAIT EMOTIONAL INTELLIGENCE, KNOWLEDGE SHARING BEHAVIOUR AND WORK PERFORMANCE OF MUSLIM POLICE INVESTIGATION OFFICERS

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By

SHAZRIN AZLIN RUSLAN

Thesis Submitted to the School of Graduate Studies, Universiti Putra Malaysia, in Fulfilment of the Requirements for the Degree of Doctor of Philosophy

July 2018

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DEDICATION

To my beloved parents, Ruslan Abd Hamid and Eini Abd Jamak.
To my caring and understanding husband, Ammil Harris Mohd Sari.
To my beautiful children Zaren Harris, Zikry Harris and Zara Emily.
I dedicate my hard work for them.

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Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfilment of the requirement for the degree of Doctor of Philosophy

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July 2018

Chair: Amer Hamzah Jantan, PhD
Faculty: Economics and Management

The present study aims to investigate the role of Islamic work ethics in moderating the relationship between dimensions of trait emotional intelligence: sociability, emotionality, well-being and self-control with Knowledge Sharing Behaviour among Criminal Investigation Officers in Royal Malaysia Police.

This study provides a comprehensive understanding of the ways in fostering knowledge sharing behaviour in a police force. The role of Islamic work ethics in the relationship between personality traits towards knowledge sharing behaviour has become crucial especially in an Islamic country like Malaysia. The present study has looked into the roles of individual characteristics and work ethics in knowledge sharing behaviour.

The respondents of the study consisted of 351 Criminal Investigation Officers from the states of Federal Territory Kuala Lumpur and Selangor. A survey was carried out, for which a questionnaire was administered to the respondents. Analysis of the quantitative data of the study involved both the Statistical Package for Social Sciences (SPSS) version 22 and Smart-PLS version 3.0.

Prior to reporting the results, it was ensured that all the necessary requirements for the measurement model analysis including both the reflective (i.e., composite reliability, convergent validity and discriminant validity) and formative measurements (i.e., VIF and outer weight significance), were satisfied. The indicators loading, composite reliability (CR) (0.911, 0.899, 0.878, 0.889) and

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average variance extracted (AVE) (0.506, 0.527, 0.592, 0.502) of the reflective constructs are satisfied for all construct. Upon scrutinizing the results, it was discovered that the collinearity assessment in structural model confirmed that no problems were detected in relation to the lateral collinearity (VIF<5).

In addition, it was also found that three out of the five hypotheses on direct relationships between the independent variables and dependant variable are significant ($p<0.05$). Specifically, it was revealed through the analysis that the police officers' higher level of sociability, and emotionality have a significant positive relationship with knowledge sharing behaviour. Besides, the results of bootstrapping appeared to suggest that three out of the four moderating effects of Islamic work ethics were supported. In other words, Islamic work ethics was found to moderate the relationships between sociability, self-control and well-being towards knowledge sharing behaviour.

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Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia sebagai memenuhi keperluan untuk ijazah Doktor Persuratan

PERANAN ETIKA KERJA ISLAM DALAM MODERASI KECERDASAN EMOSI, TINGKAH LAKU PERKONGSIAN ILMU DAN PRESTASI KERJA DI KALANGAN PEGAWAI PENYIASAT POLIS ISLAM

Oleh

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Kajian ini bertujuan untuk meneliti peranan Etika Kerja Islam dalam memoderasi hubungan antara dimensi Kecerdasan Emosi Sifat; keramahan, keemosionalan, kesejahteraan dan kawalan diri terhadap Tingkah laku Perkongsian Ilmu dalam kalangan Pegawai Penyiasat Jenayah Polis DiRaja Malaysia.

Kajian ini memberikan kefahaman komprehensif mengenai cara untuk membentuk tingkah laku perkongsian ilmu di jabatan polis. Peranan etika kerja Islam dalam hubungan antara ciri personaliti terhadap tingkah laku perkongsian ilmu kini menjadi penting terutamanya dalam sebuah negara Islam seperti Malaysia. Kajian ini meneliti peranan ciri individu dan etika kerja dalam tingkah laku perkongsian ilmu.

Responden kajian ini terdiri daripada seramai 351 Pegawai Penyiasat Jenayah dari Wilayah Persekutuan Kuala Lumpur dan Selangor. Satu tinjauan telah dilaksanakan dengan menggunakan soal selidik yang diedarkan kepada responden. Analisis data kuantitatif kajian yang diperoleh melibatkan penggunaan perisian *Statistical Package for Social Sciences* (SPSS) versi 22 dan SmartPLS versi 3.0.

Sebelum melaporkan dapatan kajian, dipastikan bahawa semua keperluan untuk analisis model pengukuran telah dipenuhi termasuk pengukuran reflektif (iaitu kebolehpercayaan komposit, kesahan menumpu dan kesahan diskriminan) dan pengukuran formatif (iaitu VIF dan keertian pemberat luaran). Pemuatan

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petunjuk, kebolehpercayaan komposit (CR) (0.911, 0.899, 0.878, 0.889) dan varians purata diekstrak (AVE) (0.506, 0.527, 0.592, 0.502) bagi konstruk reflektif telah dipenuhi bagi semua konstruk. Setelah meneliti dapatan, didapati bahawa penilaian kekolinearan dalam model struktural mengesahkan bahawa tiada masalah dikesan berkaitan dengan kekolinearan lateral (VIF<5).

Selain itu, didapati juga bahawa tiga daripada lima hipotesis berkaitan hubungan langsung antara pembolehubah bebas dengan pembolehubah bersandar adalah signifikan ($p<0.05$). Secara khusus, hasil analisis mendapati pegawai penyiasat jenayah yang mempunyai tahap keramahan dan keemosionalan yang tinggi, mempunyai hubungan positif yang signifikan dengan tingkah laku perkongsian ilmu. Selain itu, dapatan butstrap menunjukkan tiga daripada empat kesan moderasi Etika Kerja Islam adalah disokong. Dengan perkataan lain, etika kerja Islam didapati memoderasi hubungan antara keramahan, kawalan diri dan kesejahteraan terhadap tingkah laku perkongsiaan maklumat.

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I certify that a Thesis Examination Committee has met on 9th July 2018 to conduct the final examination of Shazrin Azlin Binti Ruslan on her thesis entitled Moderating Effects of Islamic Work Ethics on Trait Emotional Intelligence, Knowledge Sharing Behaviour and Work Performance of Muslim Police Investigation Officers in accordance with the Universities and University Colleges Act 1971 and the Constitution of the Universiti Putra Malaysia [P.U. (A) 106] 15 March 1998. The Committee recommends that the student be awarded the Doctor of Philosophy.

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LIST OF ABBREVIATIONS

TEI	Trait Emotional Intelligence
PSD	Public Service Department
GDP	Gross Domestic Product
GTP	Government Transformation Programme
RMP	Royal Malaysia Police
IGP	Inspector General of Police
RC	Royal Commission
NKRAs	National Key Result Areas
PEMANDU	Performance Management and Delivery Unit
TPB	Theory of Planned Behaviour
SCT	Social Cognitive Theory
EI	Emotional Intelligence
IQ	Intelligence Quotient
EQ	Emotion Quotient
PWE	Protestant Work Ethics
HRM	Human Resource Management
IWE	Islamic Work Ethics
TRC	Triadic Reciprocal Causation
TRD	Triadic Reciprocal Determinism
TRI	Triadic Reciprocal Interaction
TRA	Theory of Reason Action
SN	Subjective Norm
FFM	Five Factor Model
ES	Effect Size
TEIQue-SF	Trait Emotional Intelligence Questionnaire-Short Form
JKEUPM	Ethics Committee of Research Involving Human Subjects
SEM	Structural Equation Modelling
IV	Independent Variables
DV	Dependent Variables
CB-SEM	Covariance-based SEM
PLS	Partial Least Squares
AMOS	Analysis of Moment Structures
EQS	Structural Equation Modelling Software
ML	Maximum Likelihood
SEM-PLS	Partial Least Squares Structural Equation Modelling
CR	Composite Reliability
AVE	Average Variance Extracted
HTMT	Heterotrait-Monotrait Ratio
VIF	Variance Inflation Factor
CFA	Confirmatory Factor Analysis
SPSS	Statistical Package for Social Science
CMV	Common Method Variance
IOs	Criminal Investigation Officers

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CHAPTER 1

INTRODUCTION

1.1 Overview

The first part of this chapter summarizes the background of this study in understanding knowledge sharing behaviour within a police context. The next section provides the problem statement in relation to the current situation on knowledge sharing behaviour in Malaysia, specifically in the Royal Malaysia Police. The two following sections then outline the aims and the research questions of the thesis. The next section follows with the theoretical and practical contributions of the research. Finally, the formation of the thesis is outlined with a brief description of each chapter and end with the summary of this chapter.

1.2 Background of Study

In the emergence of new knowledge markets and market participants, organisations today realised that knowledge management is a competitive strategy to succeed and stay relevant in the economy (Chay, Menkhoff, Loh, 2005). In the public sector, knowledge sharing is able to enrich the delivery system quality and improve the public service personnel efficiency level (Yusof, Ismail & Ahmad, 2012). The police force is part of the public service and its main role is to defend life and property, uphold law and order, prevent and resolve crime (Luen & Al-Hawamdeh, 2001). As argued by Moore and Braga (2004), the police force is significant in the public sector (Moore & Braga, 2004).

Previous studies suggested that to inculcate knowledge sharing in the public sector, it is important to identify the antecedents that affect knowledge sharing behaviour (Amayah, 2013). As such, determination of the factors that instil knowledge sharing behaviour between employees is a prospective research area and is imperative for practice to further understand the factors that motivates employees' sharing behaviour (Tangaraja, Mohd Rasdi, Ismail, & Abu Samah, 2015). Individual characteristics are the main factor that influences knowledge sharing behaviour. People who are working in knowledge sharing are the greatest asset for an organisation and knowledge sharing behaviour is meaningless without them (Dokhtesmati & Bousari, 2013). Moreover, previous research suggested that an understanding on how to inculcate knowledge sharing is crucial (Komlosi & Obermayer-Kovacs, 2014).

Police force as a public agency needs to be proactive in developing internal competency in knowledge management and facilitating knowledge sharing in the

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organisation (Seba, Rowley & Lambert, 2012). This study will investigate the knowledge sharing behaviour by referring to trait differences between police officers. In the context of this study, personality refers to the features and practices of someone in response to certain situations (Daft, 2008). Thus, people with different backgrounds have different attitudes towards behaviour, values and norms. This difference results in variances of personalities that determine their actions and behaviours.

Even though there are studies suggesting that individuals possess particular working attitude and behaviour (Judge & Bono, 2001), only several studies examine the role of personality trait on knowledge sharing behaviour in the workplace (Wang & Noe, 2010a). Thus, this study suggests that variance in personality behaviour is described by the way people deal with their emotional intelligence, as explained by Trait Emotional Intelligence (TEI) (Petrides, 2009). Trait emotional intelligence provides a beneficial framework to identify specific skills in understanding emotions (Koman & Wolff, 2008), to steer behaviour and thinking in improving performance (Santos, A., et al., 2015).

On the other hand, knowledge sharing and awareness at workplace supposed to be a natural behaviour (Kumar & Rose, 2012) and it is nurturable as it is ethically grounded in any religion. As an Islamic country, the Malaysian government constantly endeavour to assimilate Islamic elements in the public sector (Kumar & Rose, 2012). Religious values would foster self-learning behaviour and inclination to share knowledge. Islam advocates specific ethical values to be practised at individual and organizational levels (Ali, 2010; Beekun & Badawi, 2005).

By applying social cognitive theory and supported by Theory of Planned Behaviour and Big Five theory, this research intends to fill the aforementioned gaps. Investigating the genesis of trait and work ethics may advance understanding of employees' tendency to certain behaviours and provide plausible explanation to the occurrence of knowledge sharing behaviour at Royal Malaysia Police. Thus, this doctoral research on the antecedents and outcomes of knowledge sharing behaviour may shed light on finding answers to the alarming statistics regarding the amount of knowledge sharing behaviour that occurs within in Royal Malaysia Police.

1.3 Public Sector in Malaysia

Traditionally, it has been argued that public sector received less interest in research due to its characteristic, objectives and ownership as compared to private sector. A model of public sector has a formal and an organised hierarchy, standard decision-making procedure, structured rules and procedures, and progression based on the administrative expertise (Bozeman, 2000). These characteristics of traditional bureaucracy are associated with Weber's legal rational model, that views public sector as a hierarchical, rule enforcer, being

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objective in law implementation and consisted of members with specialised technical knowledge (Weber, 1958).

Miller (2000) argued that public organisations are different from private organisations from several aspects. First, the organisational objectives in the public sector are harder to analyse and contradictory to private organisations (Pandey & Wright, 2006). Second, the public sector is different in terms of funding, ownership, and control over the organisation (Willem & Buelens, 2007), with a structured authority and offers less productivity incentive (Heffron, 1989). According to Rainey (2003), in the context of performance, the public sector differs from the private sector in many ways including the absence of economic markets contributions, complex political and public policy process, complex external oversight bodies that impose structures, rules and procedures, vague goals in the organization and bureaucratic system of public policy (Juan, 2011; Rainey, 2003). However, the public sector has undergone huge transformation since the late 1990s, with strong emphasis on organisational culture which reflects private sector organisation in a market environment (Osborne & Gaebler, 1993). The basic process of the public sector reformation is linked with the new public management philosophy that proposes an effective utilisation of private sector management in the public sector setting (Bradley & Pickett, 2001).

The public sector makes up the largest employment in Malaysia, with 1.4 million personnel, including those in enforcement agencies such as navy, military, and police. In 2015, there are 1.03 million civil servants at the federal level, 181,287 at the state level and 173,459 at statutory bodies. The Public Service Department (PSD) is the main central agency for civil service in Malaysia, which is responsible for employment and appointment in the public sector. The appointment of civil servants is carried out according to the required qualification in the specific service scheme, as determined by the Public Service Department (PSD).

In the economic perspective, it is acknowledged that public sector managers play a role to determine and implement public policies (Taylor & Wright, 2004), and carry out their responsibility on behalf of the government (Sandhu et al., 2011) to stay successful in global economy. In Malaysia, the public sector accounts for 10% of the total employment and contributes 20-22 % GDP in 2010-2015 (Economic Planning Unit, 2015). According to the 2016/2017 Economic Report from the Ministry of Finance, public sector revenue is expected to increase by 3.4 % to RM219.73 billion in 2017, contributing 20-22 % revenue as GDP contribution, as compared to RM212.6 billion in 2016 (Treasury, 2016). Given its economic weight, there is a growing interest on how to improve productivity and efficiency in the public sector.

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1.3.1 Transformation in Malaysia Public Sector

The transformation in Malaysia public sector was initiated in 1980s. The introduction of the "Look East Policy" in 1982 was an attempt by the government to enculturate working ethics from Japan. In 1983, several incorporations were introduced to implement a closer collaboration between public and private sectors. The major impact of the Malaysian Incorporated strategy was contributed by two major policies, which are total quality management and privatisation (Beh, 2014) in reforming public sector. In the Tenth Malaysia Plan, the government has shifted its focus to non-physical infrastructure, which is human capital. This includes skill development and productivity for the country to stay competitive internationally. In the Eleventh Malaysia Plan, the government has continued its focus on human capital development to form an advanced nation. One of the crucial agendas is transforming public sector productivity, with citizens at the benefit receiver (Economic Planning Unit, 2015).

To meet the challenges in achieving Vision 2020, Government Transformation Programme (GTP) has been introduced in 2010 in relation with the principles of 1Malaysia, People First, Performance Now. The National Transformation Policy throughout 2011 to 2020 stresses the human capital area via the New Economic Model, which aims to develop a sustainable and inclusive high-income economy (Economic Planning Unit, 2015). The transformation agenda is supported by the Economic Transformation Programme and Government Transformation Programme, mainly focuses on the public sector transformation.

The Government Transformation Programme (GTP) is a program that focuses on six key areas, entailing measurable service delivery goals assigned to ministers and inter-ministerial, that would be evaluated every year (Iyer, 2011). The six key results area include reducing crime and corruption, enhancing academic results, improving standard of living, improving infrastructure in rural area, and upgrading public transport in urban area (Jabatan Perdana Menteri Report, 2010).

The emphasis of human capital in Malaysia's Government Transformation Plan (GTP) and Eleventh Malaysia plan, replicates the assumption that the employees in organisation, their skills and knowledge are the valuable assets to the organisation, as compared to other forms of capital such as infrastructure and financial assets. This study therefore, intends to fill in the gaps in literature and examine the extent of Islamic work ethics effect towards knowledge sharing behaviour from the trait emotional intelligence perspective and its implication to performance in the public sector, and the Royal Malaysia Police specifically.

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1.4 Royal Malaysia Police (RMP)

1.4.1 History

The first formal structure of police organization in Malaysia was established in Penang on 25 March 1807 with most of the officers was British origin. Later, a number of similar police organizations were introduced to all across Malaysia. However, the organizations were not integrated and independent from each other. After World War II took place from 1939 until 1945, police forces all across Malaysia were reorganized and set under a general administration, called Police Force Civil Affairs. During the Malaysian Emergency from 1948 until 1960, the force played a major role in handling the communist insurgency. In July 24, 1958, the organization was renamed as the Royal Federation of Malayan Police. Afterwards, upon the formation of Malaysia in 1963, it was renamed to its current name that is Royal Malaysia Police until now.

In the 21st century, police force has become one of the prominent organisations. Police force is a legally mandated organisation and accountable to uphold law and order, besides preserving public peace, and protect security for the public interest (Ali, 2004). As Moore and Braga (2003) stated, police force is indeed an important public institution, becoming the focus centre for the public, perhaps more than other public service agencies. Due to changes in behavioural; patterns and social norms, the policing task nowadays is challenging, complex and expensive, relatively driven by the globalisation, liberalisation, rising technology and social change (Ali, 2004). Moreover, the police officers are expected to be more responsible and transparent in performing their duties while upholding the obligation as public agency. Police as a public agency are bound to public services accountabilities. The constructive definition of public services accountability implicates the systems by which a public agency fulfils its responsibilities, liabilities and obligations, by which that public official is required to be responsible for such actions (Jabbra, 1989).

In the Malaysian government, under the central command of the Inspector General of Police (IGP), the Royal Malaysia Police is a federal institution that is directly answerable to the Ministry of Home Affair. The specific tasks and functions of this institution are specified under the provisions stipulated in the Police Act 1967, which states that police plays role to maintain law and order, preserve peace and security in Malaysia, prevent and detect crime, apprehend and prosecute offenders and responsible in the collection of security intelligence (Police Act 1967).

Prior to 2005, the former Prime Minister announced the establishment of a Royal Commission (RC) to upgrade the management and operation of the Royal Malaysia Police (RMP) due to public inquiries on police's misconduct. The main findings from a report entitled "Royal Commission to Enhance the Operation and Management of the Royal Malaysia Police" (RC) are the evidence regarding

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flaws made by Human Resource Management that lead to the lack of ethics and skills among police officers (Kadir & Jusoff, 2009).

Upon response to the Report by the Royal Commission, the Royal Malaysia Police (RMP) has taken positive steps to boost police efficiency and accountability in line with the national plan by introducing Community Policing as part of its transformation strategy. Royal Malaysia Police (RMP) has calibrated its mission and objectives in order to adapt to the uncertainty of policing environment. In particular, it has introduced good policing practices such as "police force are mainly to serve the community", the importance of obtaining the trust and confidence from community, community policing, the qualities of good conduct and integrity, fair and just enforcement of the laws and exercise of powers; speedy and professional services; and transparency (Kadir & Jusoff, 2009).

1.4.2 Specific Duties of Royal Malaysia Police

As specified in the Police Act, 1967, the main functions of the police are to maintain law and order, preserve peace and security in Malaysia, prevent and detect crime, apprehend and prosecute offenders and responsible in the collection of security intelligence (Police Act 1967). Royal Malaysia Police is part of the federation and according to Malaysian constitution, police force swear allegiance to the head of state which is the Yang di-Pertuan Agong (Federal Constitution, 1957). While RMP is 209 years old this year, its amount of 112,583 of total personnel in 14 police contingents (Royal Malaysia Police).

The Royal Malaysia Police is a centralized organization, which is the largest law enforcing agency of the country. The organization is divided into ten departments, with each one specializing in a particular field. Two departments of the police force are involved in the administration and managing police activities at all levels in Malaysia. These are the Management Department and Strategic Resources and Technology Department. Apart from these, there are eight departments involved in the security-based activities includes Criminal Investigation Department, Narcotics Crime Investigation Department, Commercial Crime Investigation Department, Crime Prevention and Community Safety Department, Internal Security and Public Order Department, Integrity and Standards Compliance Department, Traffic Enforcement and Investigation Department, and Special Branch Department.

The police force is functioned by two level of hierarchy, which are gazetted officers and rank in file or subordinate officers (Figure 2.1). The gazetted officers of Royal Malaysia Police performed as managerial level in organization and subdivided into three levels, which are Commissioners, Superintendents and Inspectors level. Gazetted officers are including of high ranked officers and the middle managers that involved more in planning, heading and leading in the

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organization. Rank in File or Subordinate Officers are majorly responsible for assisting the senior officers in various activities as stipulated in Police Act, 1967.

Figure 1.1: Royal Malaysia Police Hierarchy System.
(Source: Internal Royal Malaysia Police)

1.5 Criminal Investigation Department

Criminal Investigation Department is one of Royal Malaysia Police departments that is involved in the security-based activities, deals with the investigation, arrest and prosecution of the crime. The main functions of Criminal Investigation Department include, investigation and detective duties, arrests and prosecutions and enforcement of laws related to gambling, vice and secret societies. There are 12 branches of divisions (D1- D12) in Criminal Investigation Department; Administrative Division, Criminal Record Registration, Internal Affairs, Statistics, Prosecution and Law Divisions, Technical Assistance Division, Gambling / Vice / Secret Societies, Investigation Division / Planning, Special Investigation

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Division, Forensic Laboratory Division, Sexual Investigation Division and National Centre Bureau-Interpol Division.

As for this study, the respondent comprises of Muslim criminal investigation officers from Criminal Investigation Department of Royal Malaysia Police. The criminal investigation officers with the rank of Inspector, was chosen as they are the front line in the managerial group, as well as the immediate supervisor to the lower rank level in investigation activities. Inspectors play an important role as the immediate supervisor to assist overall investigation process, started with the apprehension of criminals by the gathering of evidence leading to their arrest and the collection and presentation of evidence and testimony for the purpose of obtaining convictions. These also involved construction of comprehensive investigation paper and good investigation skills of the officers. The total population of criminal investigation officers from Kuala Lumpur and Selangor involved in this study, which is 967 as of May 2017 (Source: Royal Malaysia Police).

1.6 Problem Statement

The Malaysia police has a challenge to establish innovative practices of cultivating efficiency and productivity, whilst improving public opinion as to their effectiveness in reducing crime. As reported by Government Transformation Plan report in 2015, crime and the fear of crime have a major effect on people's life resulting in a substantial economic cost (Government Transformation Programme, 2015). This statement is supported by a study in the United Kingdom estimating the expenditure of crime to record a surplus of GBP 60 billion a year, which is more than 5% of the total Gross Domestic Product (GDP) (Government Transformation Programme, 2015). From the public sector perspective, the police force are part of public sector managers and are expected in determining and implementing public policies in addition to carrying out their responsibilities to the public (Jain, Sandhu & Goh, 2015). Decisions made by police officers as public servants highly reflects the government's image and standpoint (Tangaraja et al., 2015).

From an economic perspective, overall, reducing crime will have the impact of increasing a sense of security among the people in addition to facilitating Malaysia as one of the safe countries for tourism and business investments. The World Bank's Malaysia Investment Climate Assessment survey found that businesses are increasingly concerned about crime, theft and disorder (Government Transformation Programme, 2016). Hence, it is important to reduce crime in Malaysia's quest to become a developed nation, to the extent that it becomes one of the key initiatives under the National Key Result Areas (NKRAs) under the Malaysia Government Transformation Plan (GTP).

In Malaysia 'Index Crime' is used to quantify and measure crime. Index crime are crimes that are reported with sufficient regularity and significance (Amar,

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2005). The index crime further divides into two categories, which are violent crime, includes murder, robbery, rape and voluntarily causing hurt, and property crime, that is includes housebreaking, and vehicle theft and lastly other forms of theft.

According to The Government Transformation Plan (GTP), from 2010 to 2016, Royal Malaysia Police (RMP) has been successful in reducing the Index Crime with the number of cases cut down to 112,354 in 2016 from 209,817 cases in 2009 (Government Transformation Programme, 2016). The statistics, however, only include index crimes, and it does not include non-crimes index and reported crimes. For examples, as reported in NST, 2017, an increase of 8.1% street crimes had been recorded from January to December 2016, 17,333 against 16,034 during the same period in 2015 (News Strait Times, 2017). In Kuala Lumpur, snatch theft and robbery crime index 2017 rose to 1,010 cases compared to 640 cases in 2016 (News Strait Times, 2018). There are also a rise in street crime due to growing urbanisation, in addition to the uptrend in non-index crimes such as cybercrime and narcotics-related crimes resulting from Malaysia's shifting demographics and worldwide crime trends (Government Transformation Programme, 2016).

Despite of the improvements in the country's crime index, and efforts by the Royal Malaysia Police (RMP), the level of crime in Malaysia is still a major concern and becoming one of the critical issues in society. According to the survey by Performance Management and Delivery Unit (PEMANDU), public perception of safety is still a challenge as 52.8% of Malaysians say they still do not feel safe (Government Transformation Programme, 2016). Therefore, there is a need to address the main causes of the problem.

Among the causes reported by PEMANDU is low rates on arrests and convictions due to incompetent police investigation officers during the investigation process. It is reported that there is a backlog of over 6,000 violent crime cases which is escalating at the rate of almost 1,000 cases per year (Government Transformation Programme, 2015). These include cases of murder, rape, assault, and robbery by individual or gangs. For example, as per the report, in 2010, only 9% of offenders arrested were successfully prosecuted in court. The low rate of conviction in a criminal case is also addressed as one of the main weaknesses reported in the "Royal Commission to Enhance the Operation and Management of the Royal Malaysia Police (RC)" in 2005. As mentioned in the report, one of the reasons for the low rate of conviction of the cases reported is insufficient evidence to prove guilt beyond reasonable doubt and a prima facie case, including the failure to trace the offender due to inadequate intelligence gathered or physical evidence obtained, and incomplete reporting and investigation (Government Transformation Programme, 2015). Another possible explanation for the decline in the number of cases being prosecuted is related to the progress process in the criminal justice system; starting from reports lodged, arrests of the suspects, prosecuted in the courts, the trial, and the conviction of a crime.

According to the report, there is also evidence of weaknesses in human resource management which lead to the lack of ethics and skills among police officers such as the high numbers of criminal cases being dismissed and cases that cannot be solved and prosecuted due to lack of investigative skills of investigation officers as well as weaknesses in the investigation process (Royal Commission, 2005: 236). Even after more than ten years; the Royal Commission report was first issued in 2005, this weakness persisted.

According to the literature review, criminal investigation is rich in information (Fahsing et al., 2004; Puonti, 2004) and a knowledge-intensive practice (Chen et al. 2002, Sheptycki, 2002) where fresh information that are collected through the investigation process will be the knowledge and evidence that will lead towards successful conviction (Hughes and Jackson, 2004). This is acknowledged by Dean (1995), where the investigation rate success depends on extracting evidence from the available information and turning that information into evidence. He also found a remarkable influence of knowledge sharing on all police investigation primary activities. This is similar to Glomseth, Gottschalk and Solli-Sæther (2007) study findings that successful investigation and conviction rate relies on knowledge sharing efficiency. A study by Norway, Glamseth and Gottschalk (2007) reconfirmed the significance of knowledge sharing in the police investigation performance. Seba et al. (2012) also stated that police force needs to be driven in knowledge management, competency development and knowledge sharing facilitation.

Knowledge and intelligence are two important aspects of policing work in promoting a proficient workforce that is well trained, who can access and integrate knowledge productively. Luen and Al-Hawamdeh (2001) added that knowledge-activity is also a normal solution to enhance customer service and improve operations specifically in investigation process for police institutions. However, Luen and Al-Hawamdeh (2001) study on knowledge sharing behaviour found that the police officers' willingness to initiate and share knowledge is the toughest task to achieve. Moreover, Berg et al (2008) study on the Singapore Police Force found that the volume of information encountered by police officers in their daily work is vast. This clearly indicates that all police officers need to be skilled knowledge officers, who are able to obtain and cultivate knowledge effectively. In addition, the knowledge management in police organisation is also important in cultivating first class officer mentality that emphasises the principles of good policing in the modern era.

Despite the significance of knowledge sharing behaviour in the investigation process, research on knowledge sharing in the police force is still inadequate (Seba, Rowley & Delbridge, 2012) and overall, the public sector does not entirely embark on knowledge sharing activities (Tangaraja et al., 2015). As discussed in earlier in this chapter, even if the crime index is slightly reduced, improving public satisfaction on police performance particularly in investigation capabilities will instil a new sense of pride and function within the police force and help increase assurance among the public. The demands made on police personnel to reduce crime and ensure public satisfaction must be reinforce by initiatives

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that permit the public to live comfortable lives and at the same time, the police can perform their duties without fear. This study believes that an imperative way to achieve this, is by improving the police force overall well-being. As Royal Malaysia Police consists of 82% Muslim officers, this study will investigate the role of Islamic Works Ethics and trait emotional intelligence as the factors that will inculcate knowledge sharing behaviour towards police performance in the investigation process.

1.7 Research Questions

As mentioned in the previous section, in order to inculcate knowledge sharing among public service employees, it is important to understand the factors influencing the employees' awareness to share knowledge (Amayah, 2013; Tangaraja et al., 2015). Understanding an individual's characteristics is an important part of understanding the behaviour that such an individual can assume within the working place, as well as the circumstances under which doing so will have desirable results. Following this suggestion, under the dimensions of trait emotional intelligence, this study aims to focus on the effects of these differences on an individual's knowledge sharing behaviour and the consequences within the organization. Accordingly, this research explores the following questions:

This study aimed to address three main research questions:

1. To what extent does the dimensions of trait emotional intelligence namely wellbeing, sociability, self-control, and emotionality influence police officers' knowledge sharing behaviour?
2. To what extent does Islamic work ethics perceived by police officers moderate the relationship between dimensions of trait emotional intelligence and their knowledge sharing behaviour?
3. Does knowledge sharing behaviour among police officers influence their performance?

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1.8 Research Objectives

The research seeks to investigate the relationship of Islamic work ethics and trait emotional intelligence components towards knowledge sharing behaviour that leads to individual performance of Criminal Investigation Officers in the Royal Malaysia Police. The proposed specific objectives are as below:

1. To determine the relationship between trait emotional intelligence enablers namely sociality, well-being, self-control and emotionality and knowledge sharing behaviour.
2. To determine the moderating effect of Islamic work ethics on the relationship between traits emotional intelligence and knowledge sharing behaviour among police officers.
3. To ascertain the relationship between knowledge sharing behaviour and performance among police officers in the Royal Malaysia Police.

1.9 Significance of the Study

The current segment explains the significance of the study in order to give further insights of this research, both in the theoretical and practical contexts.

1.9.1 Theoretical Significance

This research contributes to the growing body of knowledge in the intervention of trait and behavioural theory. This study advocates that the differences in individual behaviour can be explained by individual variances in their cognitive processes specifically on the predictors or antecedents and the outcome of such behaviour. This study integrated the Big Five theory with triadic reciprocal determinism as explained in Social Cognitive Theory (Bandura, 1986) as fundamental in determining all variables in the hypothesized model of this research.

The Theory of Planned Behaviour (Ajzen, 1991) is also used as a supporting theory that can partially explain the research framework. The attitudinal concept of attitudes in the Theory of Planned Behaviour (TPB) is useful to predict behaviours' in social settings (Sheppard, Hartwick & Warshaw, 1988). This study extended and expanded TPB by treating trait emotional intelligence as part of attitude, particularly in the police context. This study also provides in depth understanding on both the Social Cognitive Theory and the Big Five Theory that the differences in individuals' behaviour can be explained by individuals' variances in their cognitive processes, as individuals are self-organizing, self-reflecting, self-regulating and proactive by themselves (Bandura, 1999) especially in the police context.
By integrating, Social Cognitive Theory (SCT), Big Five Theory and Theory of Planned Behaviour (TPB) in developing the proposed framework, this research expanded and extended previous research specifically in the police context by

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examining the police's personality traits of emotional intelligence and Islamic work ethic factors influence on their cognitive aspect, which in turn affects their knowledge sharing behaviour in workplace.

Secondly, this study is anticipated to improve researchers and practitioners understanding regarding the dimensions of trait emotional intelligence in behaviour study. This study extends Wang and Noe (2010), and Goh and Lim (2014) works on finding the possible antecedents of knowledge sharing behaviour from a personality disposition perspective. Moreover, this study will also expand study that associate behaviours with trait emotional intelligence, as suggested by Hess & Bacigalupo in 2011. In general, individual differences are thought to influence a person's cognitive component, which influences how they behave as explained by trait theory.

Thirdly, the proposed framework expands the knowledge from previous studies associated with trait disposition and behaviour by introducing Islamic work ethics as a moderator. Work ethics or working value is defined as a value that drives a person to share knowledge and work for the wellbeing of organisation and society (Kumar & Rose, 2012). Dose (1997, p. 228) regards work values as work-related standards in which individuals deliberate the right thing or evaluate the importance of preference. Porter (2010, p. 535) upholds the statement that work ethics is the reflection of personal values. The internalisation of knowledge sharing responsibility among public sector workforce is derived from the value as well. The study on Islamic work ethics will extend Ahmad's (2011) Kumar and Rose's (2010) and Rokhman's (2010) works of Islamic work ethics in the workplace. The findings should significantly contribute to the theoretical knowledge on knowledge sharing behaviour, trait emotional intelligence and work ethics, especially in the police organization.

Finally, according to Seba et al. (2012), studies on knowledge sharing behaviour in public sector organisations, particularly in the police force, is still under ongoing research. Thus, this study will provide empirical evidence that will lead to the knowledge continuity to be used as a basis for further investigation in a police behavioural study. The study also contributes to the knowledge by that it focuses on police officers from developing countries specifically Malaysia.

In conclusion, the complementary nature of the determinants of human behaviour as suggested by the Social Cognitive Theory (SCT), Big Five Theory and Theory of Planned Behaviour (TPB), makes it possible for organizations to increase employees' working value. These leads to an increasing performance by aiming at improving sociability, wellbeing, self-control and emotionality of employees that will escalating behavioural abilities or modifying the social conditions in working environment particularly in investigation process.

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1.9.2 Practical Significance

This research will contribute a deeper understanding of knowledge sharing behaviour in police institution. This study aims to identify the empirical measure among police officers in sharing their knowledge. Hence, this framework is useful for the top management to gain insights on specific personality dispositions in fostering positive behaviour that influence organisational performance. This study also provides human resource practitioners in public organisations with valuable information on organisational behaviour, employee morale, appraisals, career development trainings and programs, leadership courses, recruitment and selection. It is believed that the process of improving the performance of Royal Malaysia Police (RMP) require continuous training and development courses particularly in cultivating work ethics, and public relations in organization (Kadir & Jusoff, 2009).

Another practical contribution expected from this study will be an emphasis of Islamic work ethics as guidance for a long term solving method especially in the criminal investigation process. It is believed that culture and religious values have an impact on individual ethical thought and behaviour. By promoting the positive work culture as the reflection of Islamic work ethics, it will enhance performance and sustainability of Royal Malaysia Police (RMP) as an essential part of the public services.

Finally, this research could indicate factors that lead to the employees' tendencies on sharing knowledge. Having this knowledge, perhaps, police organization could then use their resources more effectively in trying to create and provide appropriate climate in order to cultivate knowledge sharing behaviour in the work place.

1.10 Definition of Terms

In order to prevent any possible confusion in interpretation of the constructs used in this research, the definitions of terms employed in this research are as below.

i) Knowledge Sharing Behaviour

Conceptual definition:

Knowledge sharing behaviour refers to the act of knowledge transfer from the provider to the recipient which does not involve two-way communication between them, therefore knowledge sharing behaviour in this study, is confined to the behaviour of knowledge provider, not the recipient (Yi, 2009).

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Operational definition:

Knowledge sharing behaviour identified as an organised flow of information, which includes experience, values, competencies, contextual information, and expert intuition of the police that provides a framework to evaluate and incorporate a new experience and information and used by police in determining decision-making and action.

ii) Emotional Intelligence

Conceptual definition:

Emotional intelligence is as a concept related to intelligent behaviours in dealing with emotional related issues especially in a work place (Prentice, 2008).

Operational definition:

Emotional intelligence associated with interpersonal and intrapersonal intelligence of criminal investigation officers, when dealing with their emotions in the workplace.

iii) Trait Emotional Intelligence

Conceptual definition:

Trait emotional intelligence is a group of personality traits (Petrides, 2011; Petrides, Furnham & Mavroveli, 2007) concerning to feelings and thoughts related to the perception, behavioural patterns, expression and management of emotion-related information, regulation, as well as self-motivation dispositions and self-control (Freudenthaler *et al.*, 2008; Mikolajczak *et al.*, 2011).

Operational definition:

Actual physical actions of the criminal investigation officers in dealing with their perception of their abilities before performing any behaviour.

iv) Islamic Work Ethics

Conceptual definition:

Islamic Work Ethics is specified as honourable deeds that embraces economic, moral and social dimensions (Ahmad, 2011) established by four principal concepts: effort, competition, transparency and responsible manner (Ali & Al-Owaihan, 2008).

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Operational definition:

Reflection of a person religious thought and belief in understanding and practising ethics in daily life and as a value that drives individual to share knowledge and work for the wellbeing of organisation and society.

v) Police Performance

Conceptual definition:

Police performance is defined as the requirement to produce certain outcomes as ways for accomplishing valued results (Moore & Braga, 2003).

Operational definition:

Involved performing both core activities of job; knowledge, skills, and abilities and non-core activities job includes such activities as volunteering to carry out actions that are not formally part of the job, in order to understand overall criminal investigation officer's performance in a holistic way.

1.11 Summary of Chapters

The current chapter presents the background of the research comprising issues such as the background, problem statement, objectives and significance in order to give an overview idea of this research. This chapter also aims to highlight the background and an overview of Royal Malaysia Police as part of public agency, including history, background of the organisation and specific task of the police. To enlighten the further insight of this research, the remaining sections of the thesis are as follows:

Chapter Two: The literature review chapter examines the main theories and identifies gaps, as the fundamental underpinning to construct the conceptual framework of this research. This chapter also provides a review of the previous literature on the constructs incorporated in this research.

Chapter Three: The conceptual framework chapter covers both the theoretical framework and conceptual framework developed in this research, also will explains the development of hypotheses.

Chapter Four: The research method chapter starts with a discussion on the research paradigm and the choice of paradigm that has been employed. This

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chapter also describes the research process, research design, pilot study, instrument development and data collection procedures.

Chapter Five: The analysis and results chapter present the results of the statistical analysis of the data.

Chapter Six: The discussion, implications and conclusion chapter summarize the findings, discusses the implications, describes the limitations of the research and offers recommendations for future research
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