Faculty of Cognitive Sciences and Human Development

Relationship between Emotional Intelligence and Job Competency at Petaling Jaya Police Headquarters, Selangor, Malaysia

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Relationship between Emotional Intelligence and Job Competency at Petaling Jaya Police Headquarters, Selangor, Malaysia

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A thesis submitted
In fulfilment of the requirements for the degree of Master of Science
(Cognitive Psychology)

Faculty of Cognitive Sciences and Human Development
UNIVERSITI MALAYSIA SARAWAK
2019
DECLARATION

I hereby declare that all the information in this document is presented in accordance with academic rules and ethical conduct. I also declare by these rules and conduct, I have fully cited and referenced all materials and results that are not original to this work. The thesis has not been accepted for any degree and is not concurrently submitted in candidacy of any other degrees.

K.Pavitra

Pavitra Kanesan
Matric No: 16020166
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ABSTRACT

This study investigates the relationship between emotional intelligence and job competency in junior and senior police officers using correlational research design. About 296 junior and 109 senior police officers from Petaling Jaya District Police Headquarters, Selangor participated. Self-administered instruments were used to collect data. Data analysed by using Statistical Package for the Social Sciences (SPSS) version 20. Pearson Correlation Coefficient Analysis, Independent-samples T-test, and one-way between-groups analysis of variance (ANOVA) were carried out to test the hypotheses developed for this particular study. The findings revealed that junior police officers’ nature of emotional intelligence was contributed largely by self-emotional appraisal and regulation of emotion. Meanwhile, senior police officers’ nature of emotional intelligence was contributed mainly by use of emotion. Both junior and senior police officers demonstrated lower others’ emotional appraisal. Next, findings showed that junior police officers’ nature of job competency was contributed largely by interpersonal skills and least by communication skills. Meanwhile, senior police officers’ nature of job competency was highly contributed by interpersonal skills and leadership. However, senior police officers demonstrated less problem-solving skills. It was found that emotional intelligence and job competency are strongly correlated. Both junior and senior police officers who demonstrated high emotional intelligence also demonstrated high job competency. The findings showed a significant difference in emotional intelligence between junior and senior police officers. Senior police officers’ emotional intelligence is higher compared to junior police officers’. Findings also showed a significant difference in job competency between junior and senior police officers. Senior police officers demonstrated higher job
competency compared to junior police officers. No significant differences in emotional intelligence by demographic factors of age and length of service were observed in both junior and senior police officers. The findings suggested that competency-based training using adaptive emotional intelligence skills might enhance junior and senior police officers’ job performance.

**Keywords:** Age, emotional intelligence, job competency, job position, length of service
Hubungan antara Kecerdasan Emosi dan Kompetensi Kerja di Ibu Pejabat Polis Petaling Jaya, Selangor, Malaysia

ABSTRAK


*Kata kunci: Jawatan, kecerdasan emosi, kompetensi, tempoh perkhidmatan, umur*
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LIST OF ABBREVIATIONS

ANOVA     Analysis of Variance
AVE       Average Variance Extracted
CFA       Confirmatory Factor Analysis
CR        Construct Reliability
GTP       Government’s Transformation Program
NKRA      National Key Results Areas
PEMANDU   Performance Management and Delivery Unit
CHAPTER 1
INTRODUCTION

1.1 Introduction

In this chapter, background of the study, problem statement, objectives, research questions, hypotheses, conceptual framework, definition of terms, significant, scope, and limitations of this study are explained.

1.2 Background of the Study

Malaysia’s rapid transformation towards a developed and high-income nation by 2020 has exerted a higher demand on the police sector as the high crime rate affects Malaysian’s socio-economic growth. Police profession is stressful, challenging, and involves high-risk tasks, thus police officers are vulnerable to occupational hazards such as accidents, health risks, and emotional imbalance. Psychological factors such as emotional intelligence and job competency may be related to police officers’ performance. Therefore, their recruitment processes and training methodology have to evolve, taking into consideration measures of emotional intelligence based on job competency.

Malaysia’s Government Transformation Program (GTP) is working towards transforming Malaysia into a developed and high-income nation by 2020 (Performance Management and Delivery Unit [PEMANDU], 2012). As envisaged in Vision 2020, GTP with the help of Performance Management and Delivery Unit aims to enhance the socio-economic growth of Malaysians. The GTP focuses on seven National Key Results Areas (NKRA) and one of them is to reduce the crime rate. Royal Malaysia Police is responsible
to maintain national security by reducing and preventing crime. Based on the crime rate index report produced by Numbeo’s database, among the eight countries in south-eastern Asia, the highest crime rate was reported in Malaysia between 2015 (69.97%) and 2017 (64.75%) (Numbeo, 2015, 2016, 2017). Although the crime rate index has reduced slightly, the index is still relatively high. Of this, the highest crime rate was reported in Selangor contingent continuously from year 2010 to 2016 (Royal Malaysia Police Headquarters Bukit Aman, 2011, 2012, 2013, 2014, 2015, 2016, 2017) (Table 1.1). Even though the crime rate pattern was decreasing, the intensity is low and merely 9% per year (PEMANDU, 2016).

Table 1.1: Crime rate in Malaysia from 2010 to 2016 based on states

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(Source: Royal Malaysia Police Headquarters Bukit Aman)

Inevitably, crime is the major source of discomfort and insecurity in the society, as the increasing crime rate will embolden and rouse criminals to be engaged in illegal business activities for example narcotics, human trafficking, and kidnapping more often
(Ahmad, Ali, & Ahmad, 2014). A study conducted by Costanza et al. (2007) revealed that security is one of the human basic needs, which enhances persons’ subjective well-being and improves their quality of life. Maslow’s hierarchy of need also stated that safety is a deficiency need that motivates our behaviour to achieve self-actualisation (Maslow, 1943).

Past researches had acknowledged that police is a stressful profession (Abdullah, 2010; Baker & Ibrahim, 2014; Kasan, Hajari, Jaafar, & Yusof, 2012; Masilamani et al., 2013; Suresh, Anantharaman, Angusamy, & Ganesan, 2013). The job itself is challenging by nature (Abdullah, 2010; Alias, 2014; Yaacob, 2012) since it entails high-risk tasks (Abdullah, 2010; Patterson, 2009; Russell, 2014; Suresh et al., 2013). Ursin and Eriksen’s (2004) cognitive arousal theory asserted that inability to cope with stress will develop a hopeless feeling in oneself and will lower one’s emotional health. Following this, there is a high possibility for the person to be in frustration, deprivation, or discontentment. Kasan et al. (2012) found that stress affects Malaysian Public Servants’ motivation level, performance, thinking skills, health, and emotional well-being. Abdullah (2010) documented that interacting with victims or criminals occasionally induce negative emotions such as anger amongst police officers. Some of them whom have failed to manage their emotions due to the internal stress, fell victim to critical psychological issues such as homicide, causing injuries to the public, attempting suicide, and mental illness (Baker & Ibrahim, 2014), and also less committed to their job (Baker & Ibrahim, 2017). Williams, Ciarrochi, and Deane (2010) noticed that newly appointed police officers experienced high depression and mental health problems as they often suppress their negative emotions. Thereby, strong emotional strength and endurance are undeniably