

CHAPTER III : RESEARCH METHODOLOGY

3.1 Introduction

This chapter outlined the research methodology employed to investigate the relationship between Leadership Behaviour and Anticipated Work Commitment Among Police Officers in the Sentul Kuala Lumpur District Police Headquarters. It included the research design, population and sample, data collection methods, research instrument, and data analysis techniques.

3.2 Research Design

The selection of a quantitative research design for this study on leadership behaviour and work commitment among police officers in Malaysia was supported by various scholarly sources advocating its suitability in examining relationships, measuring variables, and providing statistical analyses (Creswell, 2014; Bryman, 2016; Cohen et al., 2017).

Creswell (2014) positioned that the choice of research design should align with the research questions and objectives. Quantitative methods, as outlined in Bryman (2016), offered distinct advantages in terms of measuring variables objectively and analyzing relationships systematically. This aligned with the need to objectively

measure leadership behaviour and work commitment among Malaysian police officers.

Moreover, Bryman (cited in Ghanad 2023) emphasized that quantitative research designs were characterized by their objectivity, reliability, and potential for generalizability. This aligned with the aim of the study to obtain empirical evidence through validated scales and statistical analyses, allowing for broader generalizations to the population of interest.

The significance of employing statistical analyses in quantitative research was highlighted by Cohen et al. (2017), who underscored that these methods aided in examining relationships between variables strictly. Statistical analyses such as correlation, regression, and structural equation modeling, as discussed in Hair et al. (2019), were important in exploring the relationship between leadership behaviour and work commitment among police officers in Malaysia.

While specific to business contexts, Sekaran and Bougie (2016) demonstrated the practical application of quantitative methods in making evidence-based decisions. This supported the relevance of employing quantitative approaches in this study, enabling the exploration of relationships and variables within the nature of leadership behaviour and work commitment among police officers.

Additionally, Joo (2016) examined the relationship between police organizational culture and work commitment, highlighting the use of quantitative methods in assessing work commitment among police officers. Although focusing on

South Korea, this study reinforced the relevance of quantitative methodologies in studying similar constructs in law enforcement settings.

In choosing a quantitative research design for thesis, aimed to employ a structured approach that allowed for the objective measurement and analysis of the relationship between leadership behaviour and anticipated work commitment among police officers in Malaysia. Quantitative methods offered the advantage of objectivity, statistical rigor, and the ability to generalize findings to a larger population. By utilizing validated scales and statistical analyses, aimed to provide empirical evidence that not only uncovered the nature of this relationship but also offered insights that could potentially influence policies or practices within law enforcement agencies. Furthermore, the quantitative approach ensured replicability and reliability, contributing to the robustness and credibility of the study's conclusions.

3.3 Quantitative Approach (Survey Method)

The primary objective of this study was to investigate the relationship between leadership behaviour and anticipated work commitment among police officers at Sentul District Headquarters Police. To achieve this, a quantitative approach utilizing a structured survey method was employed.

DeVellis (2017), emphasized the importance of cultural sensitivity in questionnaire development and discussed strategies for reviewing and adjusting existing scales to suit specific cultural contexts. This work provided guidance on

developing validated scales and items relevant to the study's context within policing in Malaysia.

The book edited by Harkness, van de Vijver, and Mohler (2003), provided insights into cross-cultural survey methods and emphasized the importance of cultural adaptation in questionnaire development. It discussed techniques for reviewing, adjusting, and validating scales in diverse cultural contexts, which was pertinent to ensuring cultural sensitivity in the questionnaire tailored for Malaysian police officers.

A structured questionnaire was developed to gather data on employer leadership behaviour and work commitment among police officers in IPD Sentul. This questionnaire incorporated validated scales and items relevant to the context of policing in Malaysia. To ensure cultural sensitivity, existing scales were reviewed and adjusted to suit the specific context of the study. The questionnaire comprised sections assessing various dimensions of employer support and job satisfaction. Items were formulated to capture the perceptions and experiences of police officers in their workplace environment.

3.4 Location

The selection of the study location, in this case, is focused on the Sentul District Police Headquarters (IPD Sentul), located in the center of Kuala Lumpur, the main city in Malaysia. The rationale for this choice is rooted in the importance and relevance of this metropolitan area to the context of policing in Malaysia Kuala Lumpur, being the capital city of Malaysia, represents a central hub for administrative, cultural, and

economic activities within the nation. Its significance extends to the domain of law enforcement and policing, serving as a pivotal center for the headquarters and administrative operations of the Royal Malaysia Police (RMP). Moreover, major cities across Malaysia exhibit diverse socio-cultural demographics and distinct policing challenges, presenting an opportunity for a multifaceted exploration of employer supportive behaviour and job satisfaction among police officers.

The urban setting of Kuala Lumpur and other major cities provided a dynamic environment where police officers encountered a wide array of challenges and experiences within their work contexts. Understanding employer supportive behaviour and its impact on job satisfaction within such diverse and densely populated locations was essential for generating insights that could contribute significantly to the improvement of policing practices and officer well-being nationwide.

3.5 Population and Sampling

Choosing the right population and sampling method is crucial in research to ensure representativeness, practicality, cost-effectiveness, time efficiency, quality of data, and appropriate sampling methods. These factors directly impact the validity, reliability, and generalisability of the research findings.

3.5.1 Population

The population of interest for this study consisted of active-duty police officers at Sentul District Police Headquarters (IPD Sentul) in Kuala Lumpur. These officers were affiliated with the Royal Malaysia Police (RMP) and were actively involved in law enforcement activities within their respective precincts. In this study, the researcher specifically chose the Sentul District Police Headquarters (IPD Sentul) as the study site, which included a total of 1,112 officers and personnel.

To define the population and establish inclusion or exclusion criteria for participant selection in this study, guidance from Babbie (2016) was utilized. Babbie's insights on defining populations and formulating criteria in social research proved valuable in determining the population and setting the criteria for participant inclusion.

3.6 Sample Size

A sample size of 150 respondents was selected randomly using the Krejcie and Morgan sampling ratio (1970) to ensure statistical reliability while considering practical limitations. At the end of the data collection period, only 145 respondents answered the questionnaire, resulting in a response rate of 95%.

3.7 Research Instrument

In this research, the instrument used was in the form of a questionnaire. The questionnaire used in this study was the Leadership Behaviour (LB) and Work

Commitment (WC) survey. The questionnaire consisted of three parts, namely Section 1, Section 2, and Section 3. All the questions in this questionnaire were translated into Malay, which made it easier for respondents to understand and answer since Malay is the national language of the Malaysian people. The questions asked were directly linked to the objectives of this research.

According to Mohd Majid Konting (2004), the use of research instruments is important to achieve the objectives of a study, and they are also measuring tools used to measure the variables studied. He also stated that a good measuring tool would accurately measure a variable to be measured. This questionnaire aimed to obtain data from a sample of studies. Researchers used the questionnaire method in this research because it saved time and allowed respondents to answer questions without any guidance or direct intervention from the researcher. The use of this questionnaire was also more practical and effective because the data received was more accurate and respondents could give feedback with confidence.

A questionnaire was a form that contained an orderly arrangement of questions to be interpreted or managed by the researcher and asked of a predetermined respondent to obtain results and achieve the objectives of the study (Creswell, 2009). This survey research method was one of the most commonly used ways to obtain public opinion at a point in time (Treadwell, 2011). The researcher constructed the questions and corrected the inappropriate parts or items according to the supervisor's instructions. After obtaining approval from the supervisor, the researcher distributed

the questionnaire to the respondents to obtain the data and information needed for this research.

Section 1 asked about the demographic information through multiple-choice questions (MCQ). Section 2 was about the statements related to leadership behaviour, which consisted of four categories: command-oriented leadership behaviour, support-oriented leadership behaviour, participation-oriented leadership behaviour, and achievement-oriented leadership behaviour. The questions constructed were related to leadership behaviour, and each item present in leadership was composed of 6 to 7 questions. This question was formed to examine the types of leadership behaviours often practiced by leaders in organizations and to see how important leaders were in the organization. In total, 25 questions based on leadership were drafted. The statements in Section 3 related to employee commitments. This section contained 15 questions. These instruments included various aspects of commitment, such as affective commitment, continuity commitment, and normative commitment.

The Cronbach's alpha for the total score was 0.92. A significant correlation between the subscales and each other was one way to test their validity. According to Cohen (2005), 0.5 showed a strong correlation, 0.3 indicated an average correlation, and 0.1 indicated a weak correlation between factors. In the Nooripour et al. (2017) study, the correlation between all factors was high. According to the high validity and reliability of the Leadership Behaviour and Work Commitment Survey, the questionnaire used in this study aimed to explore the leadership behaviour and work commitment among police officers in IPD Sentul.

3.8 Approach of Data Analysis

Data analysis involved organizing, selecting, consolidating, and tabulating the data collected (Majid, 2000). After the questionnaires were collected, the researcher used descriptive analysis and inferential statistical analysis to analyze the quantitative data. The descriptive statistics analysis was used to describe the demographic information of the police officers. Other than that, inferential statistics were also used to analyze the relationships between the independent and dependent variables.

Correlation analysis, such as Pearson's correlation coefficient, was utilized to explore relationships between different dimensions of work commitment measured by the MCQ. This analysis elucidated potential associations between various factors of work commitment within the police force (Hair et al., 2019). Regression analysis, a statistical technique used to examine the relationship between a dependent variable and one or more independent variables (Hair, Black, Babin, & Anderson, 2019), was employed in the context of this study to investigate the relationship between leadership behaviour and work commitment among police officers. Specifically, regression analysis allowed for the examination of the extent to which variations in leadership behaviour could be explained by variations in leadership behaviour. By analyzing the relationship between these variables, regression analysis helped identify whether a significant association existed between leadership behaviour and work commitment among police officers.

Regression analysis enabled the estimation of the strength and direction of the relationship between the variables of interest (Field, 2018). It provided valuable

insights into the impact of leadership behaviour on work commitment while controlling for other relevant factors. Additionally, regression analysis helped identify potential mediating or moderating variables that may have influenced the relationship between leadership behaviour and work commitment among police officers.

3.9 Conclusion

In this chapter, the methodology employed to investigate leadership behaviour and anticipated work commitment among police officers in IPD Sentul using the questionnaire was thoroughly outlined and justified. The chapter encompassed several crucial components essential for ensuring the validity and reliability of the study. In the next chapter, the results and analysis of the findings were discussed.