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PERCEPTION OF DEVIANT WORKPLACE BEHAVIOUR AND ANTECEDENTS IN LAW ENFORCEMENT AGENCY IN A DEVELOPING COUNTRY CONTEXT

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ABSTRACT

Deviant workplace behaviour (DWB) has drawn the attention of many scholars in various aspects such as definition, identifying causes and consequences. Studies has been conducted in various organizations. However not enough attention has been paid to law enforcement agencies. This study explores antecedents of DWB among law enforcement officers in Malaysia. A qualitative study was conducted among officers from different departments. They were recruited using a purposive sample technique and the data collected were analysed using thematic analysis. From the study it was found that 7 factors made up the antecedents of DWB among law enforcement officers in Malaysia. i.e lack of proper up-bringing and teaching, lack of financial support, high level of stress, lack of competence and integrity, work environment, cost of living and family issues. The practical implication of this study contributes towards reducing DWB will enhance employees' commitment and performance. Besides that it also imperative for law enforcement officers to be effective and accountable at work. The findings of this study shall provide a comprehensive understanding on causes DWB.

Keywords: *Deviant Workplace Behaviour; Law Enforcement Officers; Antecedents; Perception.*

RESEARCH HIGHLIGHTS

Deviant workplace behavior has drawn the attention of many organizational behavior scholars. Studies have explored both positive and negative deviance (Appelbaum et al., 2007). However this study will shed light on negative deviance because it has many undesirable consequences such as detrimental financial wellbeing to the organization and it entails violation of organizational norms.

These deviance affects health of organization (Yildiz et al., 2015), decreases organizational behavior, productivity and increases employee absenteeism and withdrawal (Mackenzie et al., 2011).

Law enforcement institutions is to detect and prevent crime. Police integrity and reporting of rule breaking continues to be an area of public interest (Westmarland & Conway, 2020). The nature of police job needs integrity at workplace because it can prevent corruption and abuse of power. Malaysian public organization has improved on creativity and transformation in their public governance (Ambika, 2019). However negative workplace behavior is an obstacle for the public service and need to be studied to improve employees performance.

GRAPHICAL ABSTRACT

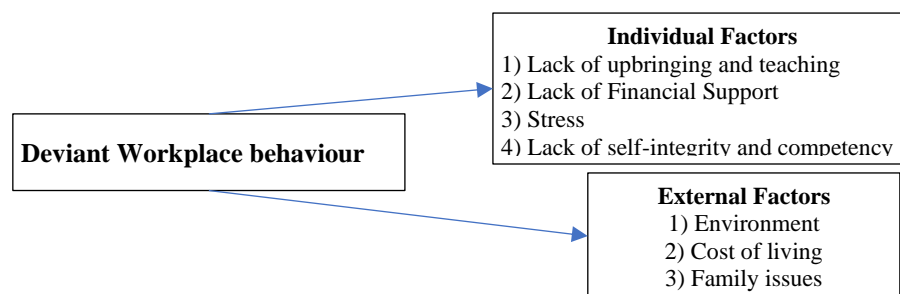


Fig. 1. Conceptual Model of DWB

Research Objectives

The objective of this study is to explore the antecedents of DWB in the Malaysian Police force.

Significance

Theory: This study will extend the existing body of knowledge on the subject of deviant behavior and will provide a comprehensive and valuable understanding of the typology and matrix framework and models. Adding on it would be able to contribute towards providing explanations on locus of control, peer pressure, subculture, weekend norms, social regulations and integrated models of deviant behavior among individuals from different settings.

Practice: From practical perspective, this study would provide empirical evidence of deviant workplace behavior on its prevalence and identifying its causes to prevent deviant workplace behavior by enforcement officers in their organizations. Besides that it is crucial for police organizations because it is closely linked to organizational outcomes. Reducing deviant behavior at workplace will increase commitment and performance among employees at all levels and effectiveness and accountability.

Methodology

The study adopted Phenomenological case study.

Population and Sampling

All officers represented 5 different departments such as crime, investigation, Federal Reserve Unit, General, integrity and compliance department.

Snowball sampling was used for sampling. Data was saturated at 12th interview. Male officers only and there was no female officers. Sampling criteria, police officers who have served minimum of 6 years in service. In depth interview was carried for data collection.

Data Analysis

Thematic analysis was used. As for validity triangulation approach was used to understand the phenomena, which have been studied. In this study the researchers used theoretical observation, interview, document analysis, member check and peer examination to validate the data.

Reliability of the study is to check if the research findings can be replicated. The researchers provided detail description of the methods, strategies, procedures and decision making process throughout conducting the study. Audit Trail was adopted as reliability test.

Ethical consideration

Researcher sought permission from police department headquarters in Selangor. Confidentiality was maintained all times.

Findings

Findings revealed causes of Deviant workplace behavior are categorized as individual and external factors such as 1) lack of upbringing and teaching, 2) lack of financial support, 3) stress and 4) lack of self-integrity and competency. As for external factors findings revealed 1) environment, 2) cost of living and 3) family issue.

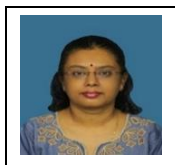
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