



THE EFFECT OF EMOTIONAL INTELLIGENCE ON AFFECTIVE COMMITMENT: A STUDY OF ROYAL MALAYSIA POLICE

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*Peer-review under responsibility of 3rd Asia International Multidisciplanry Conference 2019 editorial board
(<http://www.utm.my/asia/our-team/>)*

*© 2019 Published by Readers Insight Publisher,
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Research Highlights

This study aimed to determine the effect of emotional intelligence on affective commitment among police officers. There are four dimensions of emotional intelligence to be measured including self-emotional appraisal (SEA), other's emotional appraisal (OEA), use of emotions (UOE) and regulation of emotions (ROE). The study involved a sample of 372 police officers selected in five contingents: Sabah, Sarawak, Johor, Selangor and Kuala Lumpur. The result of the study showed that the SEA, OEA, UOE and ROE increases affective commitment with strong relation.

The study proposed four hypothesis and the results showed there is a significant relationship between SEA, OEA, UOE, ROE and affective commitment.

Graphical Abstract

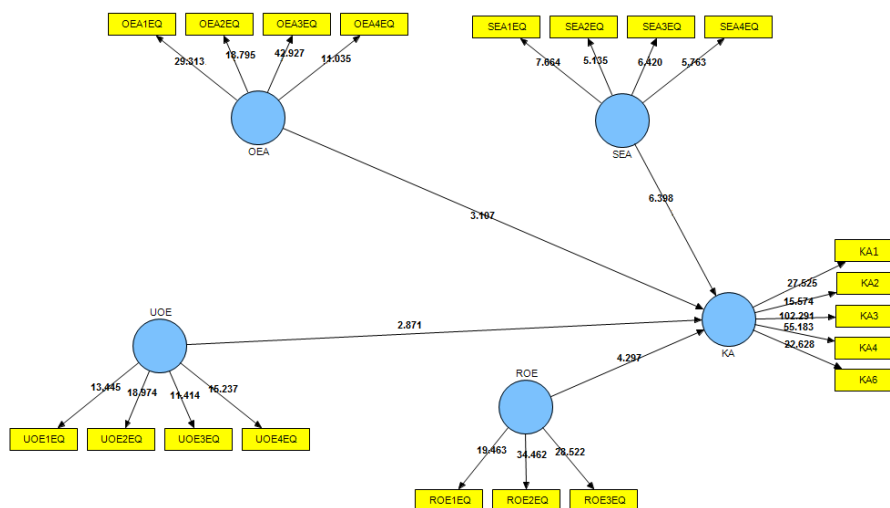


Fig. 1. Bootstrapping Path Coefficient (Direct Relationship)

Research Objectives

Emotional intelligence and affective commitment are two factors that are always associated with the emotions of an individual (Baker & Ibrahim, 2017). Therefore, the objective of this study is:

1. To investigate a relationship between self-emotional appraisal (SEA) and affective commitment among police officers.
2. To investigate a relationship between other's emotional appraisal (OEA) and affective commitment among police officers.
3. To investigate a relationship between use of emotions (UOE) and affective commitment among police officers.
4. To investigate a relationship between regulation of emotions (ROE) and affective commitment among police officers.

Methodology

This study uses quantitative methods using the Partial Least Square-Structural Equation Modeling (PLS-SEM). Using the non-probability sampling technique, 1000 questionnaires were distributed to respondents in Kuala Lumpur, Selangor, Johor, Sarawak and Sabah. The



response rate was 40.2% where 372 questionnaires were analyzed in this study. While the instruments used in this study were Wong and Law Emotional Intelligence Scale (WLEIS) by Wong and Law (2002) and Allen and Meyer's Affective Commitment Scale by Allen and Mayer (1990).

Results

The results of this study have shown that four dimensions of emotional intelligence have a strong positive relationship with affective commitment. Those four hypotheses have been accepted where the dimensions of SEA, OEA, UOE, ROE have significant relationships with affective commitment. The results of this hypothesis test have supported the previous studies which obtained the same results (Ayala, 2018; Bhalerao, 2016; Shafiq & Rana, 2016; Wallace, 2018).

Findings

As a main law enforcement agency of the country, the Royal Malaysian Police (PDRM) has always been a scrutinized and assessed in every action undertaken (Baker & Ibrahim, 2014; Yaakub & Yaacob, 2018). The results of this study have proven that actions and commitments among police officers can be improved through the elements of emotional intelligence. This study provides evidence of research on the importance of an organization focusing on elements of emotional intelligence towards improving positive outcomes among workers, especially police officers

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