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DETERMINANTS OF KNOWLEDGE SHARING AMONG SENIOR OFFICERS OF ROYAL MALAYSIA POLICE (RMP)

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DETERMINANTS OF KNOWLEDGE SHARING AMONG SENIOR OFFICERS OF ROYAL MALAYSIA POLICE (RMP)

By

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ABSTRACT

This study aims at investigating the influence of individual, organizational and technology factors on the success of knowledge sharing among senior officers of the Royal Malaysia Police (RMP). Level of education and length of service and knowledge self-efficacy are individual factors; top management support is organizational factor and ICT use is technology factor were used in this study as the independent variables. Respondents of this study were 230 senior officers that rank from Inspector to Superintendent who serve at Criminal Investigation Department (CID), Commercial Crime Investigation Department (CCID) and Narcotics Crime Investigation Department (NCID) at RMP headquarter in Bukit Aman. This study is a quantitative research that formally test the conceptual model developed using Statistical Package for Social Science (SPSS) version 22. Multiple regression and Analysis of Variance (ANOVA) were performed to test the hypotheses of the study. The results indicated that all of the factors (self-efficacy, top management support and ICT use) were positively and significantly related to knowledge sharing and there is no significant difference in knowledge sharing based on level of education and length of service among senior officers of RMP. It is believed that this study could contribute to theories and managerial practices.

Keywords: Knowledge Sharing, Knowledge Self-Efficacy, Top Management Support, ICT Usage, Royal Malaysia Police.

ABSTRAK

Kajian ini bertujuan untuk mengkaji pengaruh faktor individu, organisasi dan teknologi kepada kejayaan perkongsian pengetahuan di kalangan pegawai kanan Polis Diraja Malaysia (PDRM). Tahap pendidikan, tempoh perkhidmatan dan kebolehan berpengetahuan adalah faktor individu; sokongan pengurusan atasan adalah faktor organisasi dan penggunaan ICT adalah faktor teknologi digunakan dalam kajian ini sebagai pembolehubah bebas. Responden kajian terdiri daripada 230 pegawai kanan polis berpangkat Inspektor Polis hingga Penguasa Polis yang berkhidmat di Jabatan Siasatan Jenayah (JSJ), Jabatan Siasatan Jenayah Komersil (JSJK) dan Jabatan Siasatan Jenayah Narkotik (JSJN) Ibu Pejabat Polis Diraja Malaysia, Bukit Aman. Kajian ini menggunakan kaedah penyelidikan kuantitatif yang menguji secara formal model konseptual yang dibangunkan menggunakan Pakej Statistik Untuk Sains Social (SPSS) versi 22. Analisis Regresi Berganda dan Analisis Varians Sehala (ANOVA) telah dijalankan untuk menguji hipotesis kajian. Hasil keputusan kajian menunjukkan bahawa kesemua faktor (kebolehan berpengetahuan, sokongan pengurusan atasan dan penggunaan ICT) mempunyai hubungan signifikan yang positif dengan perkongsian pengetahuan manakala tidak terdapat perbezaan yang signifikan di antara tahap pendidikan dan tempoh perkhidmatan dengan perkongsian pengetahuan dikalangan pegawai kanan PDRM. Kelak, kajian ini diharap dapat menyumbang kepada teori dan amalan pengurusan.

Kata Kunci: Perkongsian Pengetahuan, Kebolehan Berpengetahuan, Sokongan Pengurusan Atasan, Penggunaan ICT, Polis Diraja Malaysia.

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LIST OF ABBREVIATIONS

Abbreviation		Meaning
ANOVA	=	Analysis of Variance
DV	=	Dependent Variable
GTP	=	Government Transformation Programme
ICT	=	Information & Communication Technology
IP	=	Investigation Paper
IV	=	Independent Variable
KC	=	Knowledge Collecting
KD	=	Knowledge Donating
KM	=	Knowledge Management
KPI	=	Key Performance Indicator
KS	=	Knowledge Sharing
KSE	=	Knowledge Self-Efficacy
M&P	=	Management and Professional
NKRA	=	National Key Result Areas
PCB	=	Public Complaints Bureau
PRO	=	Public Relations Officer
SD	=	Standard Deviation
SPSS	=	Statistical Package for Social Science
TMS	=	Top Management Support
UUM	=	Universiti Utara Malaysia

CHAPTER 1

INTRODUCTION

In this day and age, a factor to the success of the societies and economies depend on how the information and knowledge being shared by the societies. Public and private sectors highlighted the importance of knowledge sharing for organizational performance and efficiency. The capability of individuals in an organization to share knowledge within them is categorized as one of the critical contributing factors for organizational competitiveness. Due to this reason, the study is significant to determine the knowledge sharing as well as to examine the factors that influence knowledge sharing in organizations. This research focused on the public sector or to be more specific government agencies under the federal government, which is Royal Malaysia Police (RMP).

This chapter discusses the background as well as research problems and provides a clearer understanding to explain why this study needs to be investigated. The research questions and objectives of the study are then developed according to the research problems identified. It is then followed by significance and scope of the study of this research. Finally, the organizations of the research paper are detailed out.

1.1 Background of the Study

In today's economy environment, knowledge is a crucial resource because most of the organizations face stiff competition as a result of the globalization and rapid change of technology (Al-Hawamdeh, 2003). Knowledge can become a powerful tool to

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