



INTERNATIONAL COUNSELLING CONVENTION 2022

1st - 4th November 2022

Riverside Majestic Hotel, Kuching, Sarawak, MALAYSIA

Standing Alone
TOGETHER:
Managing
the
PARADOX

Abstract Proceedings

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Editorial Remarks

All praise to God for the abundance of mercy and love. With His permission, the Abstract Proceedings successfully published for the International Counseling Convention 2022 (ICC 2022) being held from 1st to 4th November 2022, at the Riverside Majestic Hotel, Kuching, Sarawak, Malaysia!

The theme of the convention is Standing Alone Together: Managing the Paradox by highlighting various sub-themes namely Counseling Ethics, Counseling Intervention & Skills, Counseling Supervision, Teaching and Learning in Counseling, Multicultural Counseling, Career Counseling, School Counseling, Organizational Counseling, Mental Health Counseling, Rehabilitation Counseling, Family, Adolescents & Children Counseling, Testing & Measurement Counseling, Technology in Counseling, Spiritual Counseling, Counseling and Human Resource and Wellbeing Counseling.

Through this theme, a total of 118 abstracts have been accepted and successfully published in this proceeding. Of these, a total of 88 full articles have been reviewed and successfully accepted for publication in several indexed and popular publication mediums. Among them are publications in The International Journal for the Advancement in Counseling (SCOPUS), European Journal of Educational Research (SCOPUS), International Journal of Academic Research in Business and Social Sciences (ERA), Journal of Cognitive Sciences and Human Development, UNIMAS (My Cite), PERKAMA Journal, PERKAMA Book Chapter and UNIMAS Book Chapter.

This convention acts as a platform to gather experts in the field through the presentation and publication of research, especially in the field of counseling. They consist of counselor educators, counseling practitioners and trainee counselors from all over the world. Hopefully, with this continuous effort, we can contribute to the development of scientific disciplines and empower the well-being and mental health of the community.

Finally, the highest appreciation and millions of thanks go to all parties involved in this convention, especially the organizing committee as well as the presenters who have participated in contributing research results to be published through ICC 2022. Thank you and see you again. Long lasting greetings.

Associate Professor Dr. Ku Suhaila Ku Johari
Head of Scientific Reviewer & Publications
International Counselling Convention 2022

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ID 021

**The Relationship Between Employee Expectation and Work Engagement in Banking
Industry: Job Satisfaction as a Moderator**

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ABSTRACT

Countless job categories and types of businesses were affected by the pandemic. This global outbreak has formed new norms in economic activities, which led to the changes in employees' expectations and work engagement in the new paradigm. The study of expectations which include job autonomy, social support, policies & procedures, compensation, and job security for work engagement are relevant subjects to be explored in the pandemic setting. The study analyses the relationship between employee expectations, work engagement, and moderating role of job satisfaction amongst employees in the banking sector. There were forty-eight respondents from the selected bank were participated in the online questionnaire. The result of this study showed that job autonomy, social support, policies and procedures, compensation, and job security have been found to be positively associated with work engagement among bank employees. Interestingly, the study also found that job autonomy was the most predictor of work engagement among bank employees as job satisfaction moderated the relationships. These findings suggested that by empowering the employee expectation through modifying work-related tasks and providing autonomy in decision making has a greater impact on employees' engagement in the aspect of resilience and mental health at the workplace. In addition to that, the recognition at work has helped the managers to build a culture of enjoyment and satisfaction in the organization. Furthermore, this study also may promote a better understanding and be useful as a reference for HR practitioners and Counsellors regarding human development enhancement in the work setting.

Keywords: *Work Engagement, Job Autonomy, Social Support, Policies and Procedures, Job Security, Compensation, Job Satisfaction, Pandemic Covid-19*

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