RELATIONSHIP BETWEEN PSYCHOLOGICAL NEED SATISFACTION AND WORK ENGEMENT AMONG WORKERS IN TCM CENTRE

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ABSTRACT

The growing recognition of the connection between employees' wellbeing, working conditions, satisfaction and productivity has increased the requirement for understanding the need for a culture of health, wellbeing and certainty in the workplace. This study aimed to investigate the relationship between the autonomy, competency and relatedness with work engagement among workers in TCM Centre. Data were gathered from 384 TCM Centre workers in Kelantan using the validated questionnaire. The results for Pearson's Correlation Coefficient shown that there was a significant relationship between autonomy, competency and relatedness with the P-value less than 0.001 respectively. Therefore, the employer must always ensure that the autonomy and relatedness of the workers at the Traditional and Complementary Medicine Center is always good and in a good state because they are backbone of progress, sustainability and success in Traditional and Complementary Medicine organizations.

Keywords: Influencing Factors, Need for Psychological Satisfaction, Autonomy, Competence, Relatedness

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Abbreviations	
UWES	Utrecht Work Engagement Scale
TCM	Traditional and Complementary Medicine

CHAPTER 1

INTRODUCTION

1.1   INTRODUCTION

This chapter provides an overview of the research on the relationship between psychological need satisfaction and work engagement among workers in Traditional and Complementary Medicine (TCM) centres. In order to establish the concept of psychological need fulfilment at work, this chapter will also give a history of the study. Together, the background of the research and what the problem is are covered in this part. The research objective and also the research question are also mentioned in this chapter to give an early summary of this study purpose. The significance of the research and term definition are also covered in this chapter. The summary of chapter 1 completed this section.

1.2   BACKGROUND OF THE STUDY

Work engagement is a favourable and satisfying state of mind linked to work and categorised by zeal, commitment, and absorption (Schaufeli, 2002). A high degree of energy and mental toughness at work are traits of enthusiasm. When someone is dedicated, one will

be deeply associated in their career path and feel a feeling of authority, challenge, and enthusiasm. Becoming completely and happily absorbed in an employee's job, when time goes swiftly and it's hard to get away from work, is a sign of absorption (Schaufeli and Bakker, 2004). Employees that are engaged generally express a lot of vitality and excitement for their jobs. Additionally, because employees are frequently completely absorbed in their job, time passes quickly (May, 2004).

There are various trends in the work engagement literature. The study of participation as a phenomenon that may change within a person over time and in different situations is one of the most significant trends (Bakker, 2014; Sonnentag, 2010). When examined as a fluctuating phenomenon, daily work involvement usually manifests in the same ways because it is isomorphic. Daily involvement relates to levels of zeal, commitment, and immersion that can change depending on demands, resources, and proactive behaviour. For instance, the relationship between daily work and personal resources and financial decisions is dependent upon daily employment (Xanthopoulou, 2009). Nowadays, work involvement in Traditional and Complementary Medicine (TCM) centres is very easy to get and venture into because in modern times not many people do and open Traditional and Complementary Medicine (TCM) centres. Nevertheless, work involvement in Traditional and Complementary Medicine (TCM) centres are less well received.

Traditional and Complementary Medicine (TCM) is indeed a set of practices that were introduced in an earlier era and have gained popularity worldwide. In Malaysia, Traditional Chinese Medicine, Homeopathy, Malay medicine, Traditional Indian Medicine, and Islamic medical practice are commonly done. These procedures fall within TCM, which provides treatments based on knowledge handed down from earlier generations. Patients have selected TCM services because of the market expansion of TCM, the simplicity of access and the lower

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costs. Additionally, Fear of inpatient treatment, prolonged wait periods for service, and long queues for drugs drive individuals to TCM. Traditional and Complementary Medicine (TCM) is regarded as having little side effects when it comes to treating sickness and managing pain, which makes it a crucial component of disease treatment (Lao, 1995).

Psychological needs, in particular those for autonomy, relatedness, and competence, are significant contributors to employee work engagement. Basic psychological requirements are thought to be a key indicator of how well a person will perform in life Broeck (2010). The intention and desire to behave autonomously based on a person's personal values and interests are referred to as the urge for autonomy. The need to interact, connect, and care for others is implied by the need to relate. A person must feel effective when performing an action in order to be considered competent (Deci & Vansteenkiste, 2004). Studies have looked into how different circumstances affect how basic psychological requirements are met. For instance, Andreassen (2010) investigated how variables related to workaholism and fundamental needs at work and personality are related.

Working in a Traditional and Complementary Medicine (TCM) center is a unique job because the nature of their work requires them to present themselves at work and provide gentle and kind treatment and touch to clients. Positive feelings of employee involvement in Traditional and Complementary Medicine (TCM) facilities are influenced by feelings of autonomy, relatedness and competence (Deci & Vansteenkiste, 2004). Employees at Traditional and Complementary Medicine (TCM) centres must also have organisational support and social support from co-worker to meet their psychological needs. Satisfaction is positively correlated with workplace engagement (Pallsesen, 2010).

Everyone plays a very important role in the relationship amongst workers' psychological needs and work engagement in TCM centers either directly or indirectly. The

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study of supervisor findings should play a significant influence in meeting the psychological needs of workers because supervision is still the factor that most influences job satisfaction (Hanis and Raudhah, 2018). Social support from colleagues is also very important to meet psychological needs among employees in TCM centers because the negative attitude of some employees at work will put pressure on other employees (Pallsesen, 2010).

It is crucial to pay attention to how psychological requirements are met and how people are engaged at work because it has a significant impact on them. According to studies, highly engaged workers are more effective than their less involved coworkers. This is because less involved workers are rumoured to disengage from the physical, emotional, and cognitive demands of the workplace (Luthans & Peterson, 2002). Employees with a high degree of engagement at work are also thought to be able to generate better work since they are experiencing positive feelings that can inspire them to come up with new ideas. Employees can also get input and assistance in developing new materials, and they can pass this enthusiasm on to their co-workers. Employees that are actively engaged at work are also said to have work accomplishments that go above and beyond what is required by the company, which is a mindset that goes above and beyond the call of duty and is advantageous to the organisation as a whole (Beek, Taris & Schaufeli, 2011).

1.3   PROBLEM STATEMENT

In the workplace, work engagement plays important roles to influence every action and decision. This work pattern is designed to ensure the employees have high productivity,

perfection and quality in their work. Employees might be more likely to work confidently if they think that their good actions or attitudes will lead to good things for the company. Morale and engagement at work can spread like wildfire. When people are on a team with other driven and motivated people, people on the team will care about what they do. Employee engagement is crucial to the success and achievements of businesses and industries since it increases both individual and team engagement and performance and helps teams achieve their goals. Once the teams' goals are seated, engaged employees are more motivated to work towards common objectives. Next, by having work engagement, some stress at work engagement is usually much easier to manage because employees feel a feeling of community and companionship among co-workers that are supported by manager and team.

There are possible barriers between which due to many reasons the importance of most companies neglects work engagement in the company. The worst problem is the lack of research in topics which bring an incremental level of psychological and mental stress of workers. No research is done about this topic. The wrong perception of the importance of work engagement leads to such things happening. As well as, the industry forgot the psychological needs of employees because focus on the employee attends and. instructions only to fulfil company targets. However, if studies and measures are not taken, various problems will be faced by the company.

The problem continues to occur when companies focus on the practice of work engagement only. Workers feel too uncomfortable to work since they have no right and no freedom to choose and make decisions. Workers feel stress when the views are completely rejected. This will show a negative impact regarding the employee's involvement and less commitment in working. The productivity will decline.

As baby boomers age and retire, not enough young people starting careers to fill the previous generation has left vacant. This creates a shortage of skilled workers. Unskilled workers can slow the growth of a company profit target. If workers lack the necessary abilities, the quality of their output may suffer. The added expense of fixing mistakes or compensating third parties for damages caused by an under qualified worker. Industry faces difficulty to find a leader among workers because they have insufficient knowledge to solve problems.

Action must be taken to make sure that work engagement among employees. The comprehensive research relationship between psychological need satisfaction and work engagement among workers in the TCM center will have a big impact. Companies should create a positive work engagement that shows the employee's relationship with work clearly. The workers work happily and find meaning in their jobs. The way a company treats employees can positively affect their actions. Besides increased customer satisfaction, workers bring the mission of the company to the target.

1.4   RESEARCH OBJECTIVE

1.4.1   GENERAL OBJECTIVE

To examine the relationship between psychological need satisfaction and work engagement among workers at Traditional and Complementary Medicine centre (TCM).

1.4.2 SPECIFIC OBJECTIVES

i.   To identify the relationship between autonomy factor and work engagement among workers at Traditional and Complementary Medicine (TCM) centre.

ii.   To identify the relationship between competency factor and work engagement among workers at Traditional and Complementary Medicine (TCM) centre.

iii. To identify the relationship between relatedness factor and work engagement among workers at Traditional and Complementary Medicine (TCM) centre.

1.5 RESEARCH QUESTIONS

i.   What is the relationship between autonomy factor and work engagement among workers at Traditional and Complementary Medicine (TCM) centre?

ii.   What is the relationship between competency factor and work engagement among workers at Traditional and Complementary Medicine (TCM) centre?

iii. What is the relationship between relatedness factor and work engagement among workers at Traditional and Complementary Medicine (TCM) centre?

1.6   SIGNIFICANCE OF THE STUDY

1.6.1 Industry

This study is not only to examine the relationship between the satisfaction of psychological needs and work engagement among employees at the Traditional and Complementary Medicine (TCM) center but also how this study benefits a wellness industry such as the TCM Centre. First of all, from the point of view of the industry, with this study, the industry can make improvements to the industry being worked on. For example, encouraging improvements in terms of sophisticated technology to promote progress in this wellness industry.

The more advanced the technology used in an industry, the more advanced and competitive an industry is. This is because, improvements made to the wellness industry from the point of view of facilities provided such as technology and world-class services that emphasize the aspects of health, fitness, rehabilitation and healing open up opportunities for the wellness industry in Malaysia especially, will be more competitive and recognized in the eyes the world such as in China, Australia, the United States and many more. In addition, through the research done, it is also possible to promote the welfare industry more widely and place the welfare industry in Malaysia as a competitive industry and become a major contributor to the national economy by expanding the business network to the global market.

1.6.2 Academic

From an educational standpoint, this research is beneficial for students to be used as a reference source to do assignments such as course work. Academic learning is not only reserved for student educators who also need research to complete a given task. This study is also a reference for students and teachers who need reference sources related to wellness and staff involved in the wellness industry. With this study, it makes learning easier for a person as well as helping to improve their understanding of the importance of the wellness industry from an academic point of view and this study will also be more extensive. In addition, the outcomes of this study will be very beneficial for students and educators to complete a study made or simply for knowledge read because this study is not only important for academic learning now, but it will also benefit them in the future.

1.6.3 Community

This study spreads awareness in the community about how important the industry and the staff working in industrial wellness are because without the staff working in this industry, industrial wellness will not thrive until now. In addition, the community will also be more sensitive to the problems and hardships faced by workers in the wellness industry to ensure that this industry continues to progress and be recognized and to always ensure that the community receives good treatment from them whether outside or within the country. Not only that, the community will also strive to advance this wellness industry by always seeking treatment at industrial wellness such as TCM Centre because this industry is able to become a major contributor to the

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national economy with the birth of great staff and industry in industrial wellness and indirectly also contribute to national income through foreign currency exchange rates. In addition, this study also opens job opportunities for people who are interested in being in the wellness industry such as spas, gyms or TCM Centres.

1.7   DEFINITION OF TERM

1.7.1   WORK ENGAGEMENT

According to Saks (2006), employees' and employers' financial and emotional resources are inextricably linked in a state of work engagement. Work engagement is indeed the exact opposite of work overload. It is a state of well-being at work that is productive, satisfying, and inspirational. Engaged workers, in contrast to individuals who are suffering from burnout, feel an enthusiastic and efficient relation to their job, and employees see it as a challenge instead of something undesirable and demanding. Work engagement, Utrecht Work Engagement Scale (UWES) posits that when people are passionate, committed, and fully immersed in their work, they are highly engaged. While (Bakker, et al., 2008) stated that work engagement is crucial. Employees who are engaged are energetic and enthusiastic about their jobs. Directly involved leaders play a major influence on the concentration of work engagement among their staff (Bamford et al., 2013).

1.7.2 AUTONOMY

In line with Akkerman et al. (2018), autonomy could be reached that whenever an individual including a developmental disability does have chance to choose their own actions at duties, but it can also be reached if workers do what others, like supervisors, tell them to do, co-workers, or mentors, as long as this is fully confirmed. Workers who are given more freedom to make decisions about how they complete their work are more likely to feel satisfied and productive at their jobs, according to a number of studies (Hackman & Oldham, 1980; Karasek, 1998). As stated by Gagne & Bhave (2010), people are more likely to pursue activities that they find personally rewarding when they have a strong sense of independence. The desire for autonomy is considered one of the three major psychological needs that self-determination theory says people have.

1.7.3 COMPETENCE

Competence needs satisfaction means feeling like you're good at interacting with your social environment and having the chance to use and improve your skills (Deci and Ryan, 2000, Ryan and Deci, 2002, White, 1959). The need for competence means that employees feel like their work is important and makes a difference. When employees are able to do good or great work, it makes them feel better, which improves their work performance. Based on Fotiadis et al. (2019), given such positive effects, self-confidence and a sense of control over one's life are often more probable to result from higher levels of psychological competence as well as increased core competencies in workplace settings that offer an appropriate work-life. In agreement with McGrath and MacMillan, (2000), more importantly, highly skilled workers

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tend not to rely on routines but find ways to adapt their behaviour as employees move through the organizational ladder.

1.7.4 RELATEDNESS

The term of psychological relatedness is used to describe how people are hardwired to be social beings. Psychological relatedness has been found to be significant in settings where closeness to others and social activity are prized by employers and employees alike. Psychological connection means that every employee in an organization needs to have a good relationship with each other such as good cooperation, mutual trust and compassion for each other. So, if there is a new employee who will initially feel a little shy or awkward, other staff need to help the new employee to adjust to the workplace and build relationships with them so that employees have a sense of familiarity and comfort in the workplace. Situations that have the hallmarks of secure relatedness tend to foster a more positive sense of intrinsic drive in the workplace (Ryan and La Guardia, 2000). Hannafey (2003) says that even an unsupportive work environment could make it hard for people in different ranks to get along with each other and this can lead to feelings of isolation, loneliness, and social isolation. When every employee in the same organization has no sense of belonging and mutual hostility, employees will begin to feel lonely and fail to meet the balance in the workplace and the need for competency.

1.8 SUMMARY

The first chapter of this study opens with the background of the study that describes psychological processes and work engagement among workers in TCM Centre. It is then followed by a problem statement that explains about the TCM Centre. Three research questions

have been identified based on the three specific objectives. This chapter outlined important phrases including psychological needs which are autonomy, competence, relatedness and work engagement.

CHAPTER 2

LITERATURE REVIEW

2.1   INTRODUCTION

This chapter discusses the past literature related to the relationship between psychological need satisfaction and work engagement among employees in traditional and complementary medicine centres (TCM). Next, this discussion continues with a description of the research framework and hypothesis development.

2.2   WORK ENGAGEMENT

Work engagement is a concept that is used to motivate people. As mentioned by Shu (2015), motivated behaviour is characterised by intrinsic motivation when it serves to meet these three demands in the individual. When employees are engaged, employees want to work hard toward any kind of difficult goals because employees want to do well in their job (Leiter & Bakker 2010). Bamford et al. (2013) talked about work engagement because SDT says that people will be engaged for the tasks if the activities are interesting to the workers, which leads to good work outcomes such as job satisfaction. It means that employees agree to do the best

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to reach this goal. Work engagement has to do with any kind of hard work. According to Bakker et al., work engagement is characterized by strong connections and a lot of energy.

Work engagement, according to Schaufeli et al. (2002), is a favourable, fulfilling, and work-related mental state that is characterised by vigour, dedication, and immersion. Vigor is defined as having a lot of energy and mental tenacity while working, as well as being willing to put in effort and persevere through difficult times. Dedication entails a great deal of interest in one's work as well as a sense of purpose, inspiration, pride, and a desire to succeed. The absorption state is when workers are fully focused on what the employees are doing and happy with it. This can make time go by quickly (Schaufeli & Bakker, in press; see also May, Gilson, & Harter, 2004). In-depth interviews by Schaufeli et al. (2001) also showed that absorption was the third thing that made up work engagement. As clarified by Bakker (2014), the two basic symptoms of burnout are tiredness and cynicism, which are totally opposite to vigour and dedication. The range from complete exhaustion to full revitalization is known as energy, whereas the range from complete cynicism to complete dedication is known as identification (GonzalezRoma et al., 2006).

Work engagement is characterised by a lot of energy and a deep connection to one's work, according to Bakker et al. (2014). When employees are engaged, employees want to work hard toward any kind of difficult goals because employees want to do well for the job (Leiter & Bakker 2010). SDT asserts that employees will be involved in the jobs if the activities are engaging, which results in positive work outcomes including job satisfaction, Bamford et al. (2013) discussed work engagement. It means that employees agree to do the best to reach this goal. As stated by Mazzetti et al. (2018), workers who are workaholics typically take the jobs too seriously, and those who work constantly appear to be driven to work harder.

Salanova et al. looked at the connections between organisational resources, staff engagement, customer retention, and service quality in 2005. Businesses with more engaged workers see reduced turnover, more output, greater profits, and higher overall shareholder returns (Baumruk, 2006). As clarified by Michael P. Leiter and Arnold B. Bakker (2010), the company will respond to the value that employees give to the workplace. For example, companies manage human resources in a responsive manner that recognizes the diverse contributions of individuals. According to Meyer et al. (2012), in order for SDT to grow into job engagement, basic psychological demands must be met.

2.3   PSYCHOLOGICAL NEED SATISFACTION AMONG WORKERS

Psychological need satisfaction is important for all employees, especially among the staff at TCM Centre. As stated by Deci et al. (2017), SDT is based on the idea that workers' motivations and experiences are mostly influenced by a small set of basic psychological needs. So, SDT researchers have often hypothesised and found that social settings like workplaces that help people meet the basic psychological needs promote self-motivation, mental and physical health, and better performance, especially in heuristic tasks (Deci & Ryan 2000). It means with the presence and perfection of psychological need satisfaction among employees, employees will be more enthusiastic to do a task given by the organization, produce excellent work and dedication and the most important thing is that the employees work involvement will increase. As claimed by Richard Ryan and Edward Deci's theory of intrinsic motivation, every employee has three fundamental psychological needs which is the autonomy factor, competency factor, and relatedness factor. Additionally, SDT contends, as stated by Trepanier et al. (2015), that the social environment is crucial to the satisfaction of fundamental

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psychological needs and subsequent wellbeing. In order to meet employees' demands for autonomy, competence, and relatedness, effective work-related social settings, which are characterised by excellent interpersonal interactions, encouragement, opportunities for learning, and support for making decisions (Deci & Ryan, 2000).

As mentioned by Deci & Ryan (2011), Employee engagement is impacted by the desire for autonomy, competence, and relatedness because these factors provide people the motivation and focus to do the work.

2.3.1 AUTONOMY FACTOR

According to Zhang et al. (2020), autonomy is a form of job resource that describes how much freedom, independence, and control over the employee's own life a job affords. According to Shu (2015), the desire to do a task without feeling obligated to do so is a manifestation of a person's demand for autonomy. For example, a manager might request that a worker do a certain task during lunch. If the employee agrees to do it on the employees own, the need for autonomy is met. However, if the worker would rather go out to lunch but feels compelled to keep working, this undermines the employee's sense of autonomy (Trougakos, Hideg, Cheng, & Beal, 2013). Forcing or controlling employees to do something employees don't want to or can't do can hurt employees' job reputation because employees feel restricted and don't feel like the work gives the mental and physical freedom employees deserve. As mentioned by Ryan & Deci (2017), people often think of control styles as telling employees what to think, feel, or do and being rigid and inflexible.

Autonomy support can work when both managers and employees want to fulfil employees' autonomy needs. For example, in agreement with Gagne and Deci (2005), autonomy-supportive managers always listen to and value the employees' points of view, give more choices, when possible, encourage self-initiative, give assignments enough structure to be challenging but not too much, explain why the task is important and genuinely care about and respect the employees. Additionally, Blais & Brière (2002) found that employees show improved physical and psychological health, lower absenteeism, and higher job satisfaction when employees feel the superiors support the workers autonomy. According to Hetland et al. (2011), the main goal of leadership processes is to satisfy the psychological requirements of workers. This is because it is believed that the encouragement, support, empowerment, and positive role modelling provided by leaders can go a long way toward helping employees. As stated by Guntert (2015) workers who rely on and value the workers independence benefit from authentic leadership because it fosters an environment where the workers can make decisions based on what workers believe is in the best interests. For example, Keyko et al. 17 found that work engagement can be predicted by autonomy, which leads to good results for professional nurses.

2.3.2   COMPETENCY FACTOR

As reported by Vansteenkiste et al. (2020), competence is about knowing how to be effective and in charge. It is satisfying when someone is able to do things well and has chances to use and grow the skills and knowledge. More importantly, as explained by McGrath and MacMillan (2000), highly skilled workers tend not to rely on routines but find ways to adapt the behavior as workers move through the organizational ladder. This is important because

workers will better fulfil the work-life balance and well-being at work because of today's increasingly competitive and changing work environment, workers may feel powerless and lose motivation in line with Deci and Ryan (2000).

A leader must have a significant impact on the lives of the leader followers in order to fulfil the requirement for competence. According to Greenleaf (1998), servant leaders put a lot of time and effort into learning about the followers' interests, aptitudes, and professional aspirations. Managers do this because the manager cares about the workers growth and sees it as a top priority. This will also help the company reach its goals and objectives. As claimed by Haynie and Shepherd (2011), by helping and encouraging the employees to set personal goals that don't interfere with workers worklife balance, managers can give the workers chances to learn new skills and abilities that can help the workers reach both of the personal goals, like meeting the needs for psychological well-being, and the organization's goals.

As mentioned by Rahmadani et al. (2019), The desire to deal with environmental difficulties effectively and the capacity to provide desired results are both examples of the demand for competency. As reported by Akkerman et al. (2018), the need for competence is about how well a person can use the senses to interact with the environment. This can be done if the tasks or work that employees do are challenging enough or if the task is different from what employees usually do. When people are challenged at work, employees learn new skills, which can be strengthened by positive feedback from the employee's leader.

2.3.3 RELATEDNESS FACTOR

As stated by Baard et al. (2004), the desire to establish connections with others or to foster a sense of reliance and mutual respect with them is known as the urge for relatedness.

As mentioned by Ryan and Deci (2004) one's sense of relatedness may be measured by how well the workers get along with others and cared about by the people around. Every employee needs to have a sense of mutual trust, compassion and mutual love for each other so that employees do not feel lonely and stressed at work which can put mental health at risk. Likewise, unsupportive work environments can create gaps between and within hierarchies, causing isolation, loneliness, and social isolation in the words of Hannafey (2003). As determined by Shepherd and Haynie (2009), negative emotions including melancholy, fear of failure, tension, and loneliness can produce belonging deficiencies. Employees can be exposed to mental health hazards like stress, loneliness, and anxiety due to a social isolation gap without the relatedness.

In agreement with Deci and Ryan (2000), when a person develops a sense of belonging and closeness to others, the need for relatedness to connect with other people is satisfied. Every employee must strive to strengthen the relationship between employees and maintain that relationship as best as possible because every employee in an organization needs each other and has the same goals for the company. As reported by Jensen & Bro (2017), relatedness is meant to make people feel like people belong and have a connection to others at work. Thus, it is anticipated that employees' demand for relatedness will be better met under transformational leadership. The urge to feel like the workers belong with significant individuals in life is the root of the need for relatedness (Molix & Nichols, 2013).

When it comes to the need for relatedness, people with extrinsic values are less likely to have close, honest, and trusting relationships with others (Kasser & Ryan, 2001; Richins & Dawson, 1992). As believed by Khanna (1999), this may be because people with extrinsic values tend to objectify others and use others as a tool to achieve materialistic goals. Such behaviour should not be practiced by all staff as it can affect well-being and balance in the workplace.

2.4   RESEARCH HYPOTHESIS

A hypothesis is a tested assertion about the association between two or more variables or a proposed explanation for an observed phenomenon in a scientific context. In a scientific experiment or study, the hypothesis is a brief description of the researcher's expectations of the investigation's findings, which may or may not be validated by the results. Hypothesis testing is the first step in the scientific method (Ivy Wigmore, 2019).

2.4.1   RELATIONSHIP BETWEEN AUTONOMYFACTOR AND WORK ENGAGEMENT AMONG WORKERS IN TCM CENTRE

There is a long history of understanding individual freedom as autonomy or self-governance, at least as far back as early modern natural law theory and, earlier, as far back as the Stoic tradition of the Graeco-Roman era (Schneewind, 2017). But in the modern era, the concept of autonomy emerged as a key category through which the relationship between the individual and the outside world, other people, and inner self or motivational structure was reconceived. Even if there are many people who criticise the idea of autonomy today, it is advisable to see a lot of the modern literature as improving that idea rather than as rejecting it. A wave of intellectual reflection brought about by modern attempts to interpret freedom as autonomy had repercussions that can be traced in Romanticism (Kenneth Baynes, 2018).

Work engagement, which is characterised by permanence and dispersion, is a full, pleasant emotional and cognitive state that is tied to work (Aldabbas et al., 2021). There is ongoing debate over the relationship between work engagement and independence based on the findings of past studies. Some scholars contend that when work engagement increases,

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employee emotional, cognitive, and forward-thinking behaviours will follow suit, improving job performance. (Wang & Chen, 2020).

Engagement at work has a favourable impact on employees' personal growth within the company. The first concept of self-efficacy was proposed by Albert Bandura in 1997. Albert Bandura social cognitive theory states that it is a person's perception of the potential and capacities to complete a task or deal with environmental problems. A person feels secure and proud when the person believes in the own abilities (Flammer, 2001). Self-efficacy is described as one's assessment of one's own capacity to plan and carry out the necessary actions to accomplish specific sorts of performance (Niu, 2010).

Hypothesis 1: There is a significant influence relationship between autonomy and work engagement among workers in TCM Centre.

2.4.2 RELATIONSHIP BETWEEN COMPETENCY FACTOR AND WORK ENGAGEMENT AMONG WORKERS IN TCM CENTRE

The effects of employee excitement and engagement as measured by staff capacity and effectiveness. Regarding the capability, it demonstrates that all indications are subtly acceptable in the present circumstance, employee acknowledgement of open information dissemination, suitable compensation, and striking reward. There is a positive relationship between work engagement and capability.

The capacity to find information on a topic, as well as to extract important material from it, organise it, analyse it, and use it effectively or present it, is known as research skills. The concept of person job fit divides it into two parts which is the fit between a person's knowledge, skills, and talents and the requirements of the position.

In order to achieve and maintain organisational performance through increased contributions from employees, organisations are becoming more dependent on the discretionary activities at work. Organizational effectiveness should be the ultimate goal of any organisation that works hard to maximise employees' job efficiency, dedication, and sustained intrinsic motivation to perform well in demanding situations. New initiatives to enhance organisational performance have started to promote notions like optimism, trust, and involvement (Koyuncu et. al., 2006). In fact, among optimism, trust, and engagement, leaders and managers across the globe agree that employee engagement is one of the most important variables that defines organisational effectiveness (Welch,

2011).

H2: There is a significant influence relationship between competency and work engagement among workers in TCM Centre

2.4.3 RELATIONSHIP BETWEEN RELATEDNESS AND WORK ENGAGEMENT AMONG WORKERS IN TCM CENTRE

Halbesleben (2010) discovered that job engagement is positively connected with employees' organisational commitment, performance, and health or well-being but negatively correlated with employees' intention to leave the jobs, it is because employee job engagement has such a significant potential to foster company prosperity, organisations are concerned about it. At the same time, employers are pushing harder than ever to create the ideal working environment for the employees.

Businesses continue to give growing employee job engagement a high priority in order to accomplish the expansion of human capital. (Tang & Sun, 2011). This inconsistency must be resolved by finding a new, sustainable way to develop internal resources that will support

the enhancement of job performance. Many academics have focused on the significance of psychological capital in the hunt for such resources. A person's positive psychological development is referred to as their psychological capital, and it is shown by the capacity to persevere in the worker's goals, adapt the methods to accomplish it, approach challenging tasks with self-efficacy and confidence, and exert the necessary effort to succeed (Edna, 2017).

The quality of being intimately connected to or allied with a specific individual, group, party, business and others. The radio station has long maintained a relationship with the performance venue and frequently hosts musicians as guests on the air (Webster, 2017).

H3: There is a significant influence relationship between relatedness and work engagement among workers in TCM Centre.

2.5. CONCEPTUAL FRAMEWORK

Figure 2.1: Conceptual Framework

This framework is supposed to influence work engagement among workers. The improvement of the conceptual framework on this looks to be primarily based on the Self Determination Theory (SDT). As illustrated in Figure 1, there are 3 impartial variables taken into consideration for the look at that which is autonomy, competency and relatedness.

Factors that influence work engagement among workers in TCM Centre are autonomy, competency and relatedness. The first component is autonomy, which is trying to comprehend and respect the other person's decision, preferences, and opinions, showing that the workers are aware of what the workers are saying, providing an explanation for decision, and giving the freedom to react as the workers see fit. Avoiding attempts to persuade or compel someone into performing certain activities is another aspect of promoting someone's autonomy. In other words, reprinting autonomy is independence, freedom and self-rule. A unique depiction of Mahatma Gandhi's four definitions of freedom, independence, and self-rule, which are represented as sovereign national independence, personal political freedom, freedom from poverty, and the ability to exercise one's own self-determination or spiritual freedom.

Next is competency, a person's sense of initiative is encouraged by giving them specific goals that are challenging but not overwhelming. Competence is also supported by giving the person structure such as evidence-based health recommendations to mobilise and organise behaviour as well as by giving pertinent feedback. Other words that represent competency are capability, skill and proficiency. The definition of competence, skill, and proficiency is the ability to perform anything, such as efficiently interact with other team members. It also refers to what that person is capable of. The combination of special skills that influence organisational outcomes is known as a capability. Management of change is a skill.

Last but not least, relatedness is encouraged when other people exhibit interest in a person's activities, express interest in the employees, react to the feelings sympathetically, and

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make it evident that it was significant, valued, and cared for. Relatedness also can be represented as associated, comparable and affiliated. The term relatedness describes the need to be accepted, to feel a part of a larger social group, and to feel loved. Relatedness was the key factor differentiating vocations in the 1950s, according to vocational psychologists.

5.0   SUMMARY

This chapter examined three independent variables that may influence work engagement among workers in the TCM Centre. Furthermore, a study methodology had been constructed that revealed independent factors and its influence towards workers. Besides, the researcher also has discussed the significance of independent variables and how it is related to the dependent variables.

CHAPTER 3

METHODOLOGY

3.1   INTRODUCTION

This chapter provides an introduction to the research methodology. Obviously, this chapter describes the type of analysis to complete the case study. This chapter outlines the research methodology, including the target population and sample size, sampling method, data collection techniques, research instruments, analysis of data, and a summary of chapter 3 used in this study. This chapter begins by establishing observations, data collection, and sample size from the selected study population. Next, this chapter explains how to conduct a survey using methods and data collection based on the objectives of the study.

3.2   RESEARCH DESIGN

A research methodology, sometimes referred to as research design, is a strategy for providing answers to a number of questions (McCombes, 2019). It alludes to a system of regulations and principles for compiling, analysing, and interpreting data. The research design is a part of the report that outlines how the researcher will approach the primary study problem in some specific terms. An outline for addressing research issues is known as a research design.

Quantitative techniques are used in this study. A quantitative observation is one that is based on statistical data and is used to determine whether the data collected are related. To produce useful results when undertaking quantitative analysis, it is required to apply mathematical, statistical, and computational tools.

In this research, a quantitative research approach will be applied to examine the relationship between the satisfaction of psychological needs and work engagement among employees in TCM centers. Therefore, a quantitative research approach using a cross-sectional survey to quantify the connection between work engagement and independent variables namely autonomy, competence and relatedness.

3.3   POPULATION

The whole set of units from whom survey data will be utilised to draw conclusions constitutes the target population of a survey. As a result, the unit to which survey results are meant for generalisation is defined by the target population. Setting the study goals is the first stage in creating a survey. The target population must be determined in the second phase. The target population's definition is crucial since it establishes whether or not the sample cases qualify for the survey. The geographic and temporal characteristics of the target population, as well as the type of units included, must be determined (Raul Sanchez-Reillo, 2011). The study's target demographic is a community in Kota Bharu, Kelantan.

3.4   SAMPLE SIZE

Every other experimental study that seeks to infer generalisations about the total population from the sample must take sample size into account. A random selection must be of substantial size to generalise based on it and eliminate sampling error or bias. This research provides an overview of how to calculate survey sample sizes in social research and information systems research.

The size of the sample was decided on the basis of Krejcie and Morgan (1970) who used a fixed formula for population estimation. The population of the community in Kelantan is approximately 1,792,501 people. Therefore, the sample size is 384 Kelantan communities selected to answer the questionnaire.

3.5   SAMPLING METHOD

In statistical research, the approach of sampling entails gathering a representative sample of data from a broader population. Comparing trying to reach every single person in the population with sampling from it is frequently simpler and less expensive (Turner, 2020). The two main categories of sampling techniques are probability sampling and nonprobability sampling.

Figure 3.1: Sampling Techniques

The researcher employed a non-probability sampling method in this investigation. With the non-probability sampling method, the researcher employs convenience sampling. According to Etikan (2016), non-probability sampling refers to the practise of selecting samples without ensuring that each participant or unit in the population has an equal chance of being chosen. Convenience sampling is a type of nonprobability or non-random selection in which individuals from the target respondents are chosen who meet particular practical criteria, such as being easy to reach, nearby, available at a specified time, or willing to engage in the study.

In this study, the researcher will use this sampling to find out what personal characteristics are present in the respondent population. Before the respondents fill out the questionnaire, the researcher will give them a clear explanation of why the study is being done. This will help the respondents understand the purpose of the study and make sure that respondents meet the targets. The researcher collected data through the use of a questionnaire. The respondents are staff working under the wellness industry which is TCM Center.

3.6   DATA COLLECTION PROCEDURE

The term data collection describes the systematic process of collecting and quantifying relevant data about the variables being studied in a way that is systematic and accurate enough to respond to the research questions, test hypotheses, and evaluate results. This study uses a method called "primary data collection," which means that information is gathered from real sources like questionnaires with closed-ended questions. This survey is a self-administered data collection, meaning that respondents are responsible for completing the questionnaire on their own time without the assistance of a researcher.

This study will focus on the people who work at the TCM Center in Kelantan. After the respondents agree to fill out and answer the accompanying questionnaire, the respondent will be told what the purpose of this study is so the respondent can understand what respondents are being asked to do. There is no obligation to fill out the research questionnaire. The questionnaire will be collected once again after the respondents have finished filling it out.

Data collection for this project will also make use of an online survey strategy, specifically, Google Forms. The questionnaire will collect basic demographic information as well as data on the study's independent and dependent variables. Respondents' perception, levels of satisfaction and others can all be measured along a linear scale based on the questions presented to them. When the respondents successfully complete and submit the form, their responses and data reviews will be received via Gmail notification. After that, data collection and analysis will begin immediately.

3.7   RESEARCH INSTRUMENT

The questionnaire was designed to identify variables about autonomy, competence and relatedness among workers in the TCM Centre. It is divided into three parts, designated as Parts A, B, and C. In Part A, respondents should indicate their answers to general demographic information. In Part B, work engagement is demonstrated to be correlated with the satisfaction of psychological needs, such as a sense of autonomy, competency, and relatedness, in the context of one's work experience. While in Part C expresses the aim to obtain the work engagement among workers in TCM Centre.

Part A uses closed-ended questions. The closed-ended question refers to any questions that the researcher provides in the questionnaire. The respondent only needs to tick the answer that is related to themselves. Part B and part c use the Likert Scale. Likert Scale is an indication of the extent to which disagreement and agreement are determined. Each question was scored numerically with a range of 1 to 5. 1 is for strongly disagrees, 2 is disagrees, 3 is for neutral, 4 is agrees and last but not least is 5 which is strongly agreed.

Table 3.7.1: Table of Questionnaire

Section	Information
A	Respondent's Demographic Information
B	Independent Variable: Autonomy
	Independent Variable: Competency
	Independent Variable: Relatedness
C	Dependent Variable: Work Engagement Among Workers

3.8   DATA ANALYSIS

Prior to converting the data into usable information, the information collected from respondents is subjected to data analysis. The initial data analysis provided insightful data that guided the further data analysis and result interpretation. The information received from the questionnaire will be assessed using IBM Statistical Package for Social Science (SPSS) version 26 software. A window-based program called SPSS can be used to make graphs and tables for the entry and analysis of data. The acquired data can handle information quickly utilizing a range of ways and will be easily run. Users can more easily handle and edit data, examine connections and correlations across different data sets, and find patterns and trends to understand thanks to data analysis tools.

3.8.1 ANALYSIS DESCRIPTIVE

Descriptive analysis is the process of understanding, rearranging, sorting, and manipulating data from descriptive information by converting raw data into a clear form or tabular format. After assessing the data's central tendency and dispersion or variability, the descriptive analysis would frequently summarize and display the findings. extreme values found in the data collected. The researcher distributed a questionnaire to gather information. Descriptive analysis can help in the clear and recognizable refining of a large amount of data.

3.8.2 PEARSON CORRELATION

In this study, the acquired data will be examined utilizing an analysis of the Pearson Correlation Coefficient. Researchers can evaluate the strength of the linear relationship between the independent variable (IV) and the dependent variable (DV) using the Pearson Correlation Coefficient Analysis (DV). This research identifies the traits that influence.

3.9 SUMMARY

The research design, the population of the study, the sample size, the sampling technique, the process of data collecting, the research instrument, and a summarization of the data are some of the subjects that have been covered in this chapter. In addition, the researchers also explain how the questionnaire which is the survey was conducted and how the questionnaire can be applied in this research.

CHAPTER 4

RESULTS AND DISCUSSION

4.1   INTRODUCTION

This chapter describes the results and findings which are based on the analysis data collected from the questionnaire. 160 respondents answered the survey and the results were obtained. All the data collected from the respondents were analyzed. The results of the analyses are presented in four main sections. The sections are the results of descriptive analysis, reliability test, inferential analysis and discussion based on the research.

4.2   SOCIODEMOGRAPHIC CHARACTERISTICS

Descriptive statistics were applied to examine the sample population. Mean (M), standard deviation (SD), frequency (n), and percentage (%) were the statistical measures used to present the data. No missing data were detected in the survey, which included 160 participants. The demographic profile of the respondents is detailed in Table 4.2.1.

Table 4.2.1: Socio Demographic Characteristics (N = 160)

Variable	Characteristic	n	%
Gender	• Male	45	28.1%
	• Female	115	71.9%
Age	• 23-30 years old	92	6.14%
	• 31-40 years old	63	90.2%
	• 41-45 years old	5	1.4%
Marital Status	• Single	48	30.0
	• Married	112	70.0
Race	• Malay	185	87.7%
	• Chinese	16	7.6%

	• India	5	2.4%
	• Others	5	2.4%
Religion	• Muslim	186	88.2%
	• Buddha	18	8.2%
	• Kristian	6	2.8%
	• Other	1	0.5%
Educational Level	• SPM	6	3.8%
	• STPM	11	6.9%
	• Diploma	88	55.0%
	• Degree	51	31.9%
	• Foundation	1	0.6%
	• Matriculation	3	1.9%
Education Field	• Bachelor Degree in Early Childhood Education	2	1.2%

	• Bachelor of Health and Fitness		
		18	11.3%
	• Diploma in Sports and Recreation Management		
		14	8.8%
	• Others		
		126	78.7%
	• Full time permanent job	107	66.9%
Current Employment	• Part time	8	5.0%
	• Contract	38	23.8%
	• Internship	7	4.3%
	• Administrator		
Type of employment at the TCM Center	• Manager	9	5.6%
	• Marketing	45	28.1%
	• Medical Practitioner/Therapist	27	16.9%

	• Others	67	41.9%
		12	7.5%
Types of Traditional and Complementary Medicine practiced	• Acupunture	37	23.1%
	• Cupping	25	15.6%
	• External Basti Therapy	7	4.4%
	• Herbal Therapy as Complementary Treatment for Cancer	28	17.5%
	• Shirodhara	10	6.3%
	• Traditional Massage	49	30.6%
	• Varmam Therapy	3	1.9%
	• Others	1	0.6
Monthly Income	• RM 1000 & below	41	25.6%
	• RM1001 – RM 2000	75	46.9%
	• RM2001 – RM 3000	38	23.8%

	• RM 3001 – RM 4000	4	2.5%
	• RM 4001 – RM 5000	2	1.3%
Work Experience	• 1 year	37	23.1%
	• 2 years	42	26.3%
	• 3 years	40	25.0%
	• 4 years	27	16.9%
	• 5 years	14	8.8%
Field of Expertise	• Give nutritional Advice	54	33.8
	• Managing the company	43	26.9%
	• Provide Training	44	27.5%
	• Others	19	11.8%

There were 115 female respondents with a value of 71.9% and 45 male respondents with a value of 28.1%. That more women than men filled out the survey implies that their responses were valued more highly. Trihas and Konstantarou (2016) found that women are more likely to participate in health-related activities. The reason for this is because unlike males, women have traditionally been more concerned with their outward looks. Women, who may have a heightened understanding of the value of self-care and general well-being, also tend to be more concerned with health and personal care than males.

In the age category, there are respondents from the age 23 till age 45. Moreover, the highest age number category that has answered the survey is age 32 and the respondents who answered the survey for the age category were 44 and 45 years old, which is one person with a total percentage of 0.6%. Older people may have difficulty keeping up with rapid technology improvements or changes in employment requirements, and they may have health-related concerns or physical restrictions that limit their ability to do specific tasks.

Furthermore, there are three categories in the survey for marital status. The three categories are single, married and divorce. The highest number of marital status categories which responded to this questionnaire was the respondents from the married category with the frequency of 112 respondents with value of 70.0 % whereas no frequency distribution was recorded in the divorced status category.

This survey includes three different races. Malays had the biggest number of responses which is 77 respondents, which represents 48.1% of all respondents. The Indians have the lowest respondents which is 12, with a value of 7.5%. The questionnaire is largely filled out by Malay respondents because Malays make up the majority of races in Kelantan (Pawanteh & Kuake, 2016). While there are 71 Chinese respondents with a total percentage of 44.4%.

In addition, this survey consists of three different religious categories, namely Buddha, Christian and Muslim. The highest majority for this category is within the Muslim religion which is 85 people with a percentage of 53.1%. While Christian recorded the lowest category with a total of 29 respondents with a percentage of 18.1%.

There are 160 respondents from different levels of education, which are from SPM, STPM, Matriculation, Foundation, Diploma and Degree. According to the table, the majority of respondents are from diploma, with 88 respondents and a value of 55.0%. The foundation level contains the lowest number of those who responded, with only one respondent with a value of 0.6%. The majority of responders hold a diploma. This is because Traditional and Complementary Medicine is better known by the educated group such as Diploma because of its effective treatment benefits and has been done for centuries.

This survey contains educational field categories consisting of Bachelor Degree in Early Childhood Education, Bachelor of Health and Fitness, Diploma in Sports and Recreation Management and other educational fields. The highest majority of the respondents are from other categories of educational field such as Diploma in Corporate Communication, Diploma in Pharmacy, Diploma in Accounting and other types of educational field which consisted of 126 respondents with a value of 78.7%. While the lowest majority of respondents are from Degree in Early Childhood Education, where it was only answered by 2 respondents with a value of 1.2%. This proves that the majority of respondents are from the Bachelor of Health and Fitness stream which is in line with the current job field at TCM Center. Respondents in this poll came from varied disciplines of study and opted not to work in occupations that were directly linked to their fields of education. Individuals may discover that the talents they acquired throughout their studies are unsuitable for the practical requirements of their chosen

career. As a result, individuals might decide to adhere to the career path that fits their skill set to more effective use.

Furthermore, there are four categories in the survey for current employment status. The categories consist of contracts, part-time, full-time permanent job. The highest number recorded for the current employment status category is full-time permanent job which is 107 respondents with a percentage value of 66.9%. While the lowest number recorded is from the others which is from internship category and the number of respondents consisted are 7 respondents with a total percentage of 4.3%.

Other than that, there are five categories of types of employment in this survey which are administrator, founder, manager, marketing medical practitioner or therapist and customer service. The highest majority recorded for the type of job is from the category medical practitioner or therapist which consisted of 67 respondents and with a value of 41.9%. While the lowest category consists of administrator with a total of 9 respondent with a value of 5.6%.

There are seven categories in the survey for types of traditional and complementary medicine practiced in respondent's TCM centers which are acupuncture, cupping, external basti therapy, herbal therapy as complementary treatment for cancer, shirodhara, traditional massage and varmam therapy. The highest number of traditional massages for types of traditional and complementary medicine practiced is traditional massage who are 49 respondents with a value of 30.6% whereas the lowest was from other types of traditional and complementary medicine which consisted of 1 respondent with a value of 0.6%.

Furthermore, respondents' monthly income is divided into five categories: less than RM1000, RM1001-RM2000, RM2001-RM3000, RM3001-RM4000, and RM4001-RM5000.

The highest number of respondents answering the survey for monthly income is RM1001-RM2000 which is a total of 75 respondents with a total value of 46.9%. While the lowest majority of respondents who answered monthly income was RM4001-RM5000 with a total of two people with a total percentage of 1.3%. This is because the majority of those who responded to the survey were from an educational level of diploma.

Next, this survey contains the experience of respondents working at the TCM Center where it is divided into several years which are between 1 year until 5 years to be filled in by the respondents involved. The majority who answered this survey consisted of respondents who had 2 years of work experience with the frequency of 42 respondents with a value of 26.3%. While the lowest number recorded is from the category of working experience for 5 years with a frequency of 14 respondents with a value of 8.8%.

There were a total 160 respondents from different fields of expertise who give nutrition advice, manage the company, provided training and others. The number recorded for the fields of expertise category is expertise in the field of giving nutritional advice with a total frequency of 54 respondents with a value of 33.8%. While the lowest number recorded from this category is from other fields with a total frequency of 19 respondents with a value of 11.8%.

4.3   JOB CHARACTERISTICS

Descriptive analysis was used to analyse the types of resources used by the community of Kota Bharu, Kelantan to obtain information about the Relationship between Psychological Need Satisfaction and Work Engagement among Workers in Traditional and Complementary Medicine Center in Kelantan. The results are reported as frequency (n) and percentage (%).

Table 4.3.1 shows the descriptive statistics of information sources of Traditional and Complementary Medicine Centers.

Table 4.3.1 Types of Job Characteristic at Traditional and Complementary Medicine

Centers

JOB CHARACTERISTIC	FREQUENCY (n)	PERCENTAGE (%)
EDUCATIONAL FIELD		
Bachelor Degree in Early Childhood Education	1	0.6
Bachelor of Health and Fitness	18	11.3
Diploma in Sports and Recreation Management	14	8.8
Others	127	79.4
CURRENT EMPLOYMENT STATUS		
Permanent Appointment	107	66.9
Contract	38	23.8
Part Time	8	5
Others	7	4.4

TYPES OF EMPLOYMENT

Manager	45	28.1
Medical Practitioner/ Therapist	67	41.9
Administrator	9	5.6
Marketing	27	16.9
Others	12	7.5

TYPES OF TRADITIONAL AND COMPLEMENTARY MEDICINE PRACTICED

Cupping	25	15.6
Acupuncture	37	23.1
Traditional Massage	49	30.6
Shirodhara	10	6.3
Herbal Therapy as Complementary Treatment for Cancer	28	17.5
External Basti Therapy	7	4.4
Varmam Therapy	3	1.9

Others	1	0.6

EXPERIENCE WORKING IN A TCM/ PHYSIOTHERAPY CENTER

1 Year	37	23.1
2 Year	42	26.3
3 Year	40	25
4 Year	27	16.9
5 Year	14	8.8

FIELD OF EXPERTISE

Provide Training	44	27.5
Give Nutritional Advice	54	33.8
Managing the Company	43	26.9
Others	19	11.9

There are six job characteristics in the information source about the Traditional and Complementary Medicine Center in Kota Bharu, Kelantan. Table 4.3.1 shows that most of the respondents answered the field of health and fitness bachelor's education which is 18 with a rating of 11.3%. The lowest number of education fields is the education field of bachelor's degree in early childhood education which is 1 with a value of 0.6%. The highest current job status is permanent appointment which is 107 with a value of 66.9%. Meanwhile, the lowest current employment status is part-time worker which is 8 with a value of 5 %. Next, table 4.3.1 shows that the majority of respondents answered the type of employment of medical practitioner/ therapist which is 67 with a value of 41.9%. The lowest number of type employment is administrator which is 9 with a value of 5.6%. Table 4.3.1 shows that the highest type of Traditional and Complementary Medicine Practiced is traditional massage which is 49 with a value of 30.6%. Meanwhile, the lowest type of Traditional and Complementary Medicine Practiced is Varmam therapist which is 3 with a value of 1.9%. Lastly, table 4.3.1 shows that the majority of respondents have experience working at a Traditional and Complementary Medicine Center/ Physiotherapy for 2 years, which is 42 with a value of 26.3%. Whereas, the lowest experience working at a Traditional and Complementary Medicine/ Physiotherapy center is 5 years which is 14 with a value of 8.8%.

4.4 SCORE OF PSYCHOLOGICAL NEED SATISFACTION AND WORK ENGAGEMENT AMONG WORKERS IN TRADITIONAL AND COMPLEMENTARY MEDICINE CENTER

Work engagement scores among workers at the Traditional and Complementary Medicine Center in Kota Bharu, Kelantan are evaluated based on the satisfaction of psychological needs namely autonomy, competence and relatedness. 15 psychological need satisfaction items and 10 work engagement items were evaluated based on a five-point likert scale consisting of strongly agree, agree, not at all, disagree and strongly disagree. Table 4.4.1 shows the psychological needs satisfaction scores among Traditional and Complementary Medicine Center workers based on autonomy, competence, relatedness and work engagement.

Table 4.4.1 Psychological Need Satisfaction and Work Engagement among Workers in Traditional and Complementary Medicine Center

		STRONGLY DISAGREE (1)	DISAGREE (2)	NOT AT ALL (3)	AGREE (2)	STRONGLY AGREE (1)	SD
		AUTONOMY					
1.	I feel stressed at work.	114	28	13	4	1	1.44
		(71.3%)	(17.5%)	(8.1%)	(2.5%)	(0.6%)	(0.798)
2.	I am free to express my idea and	2	9	40	91	18	3.71
		(1.3%)	(5.6%)	(25%)	(56.9%)	(11.3%)	(0.788)

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	opinion about work.						
3.	I feel like I can be myself at work.	1 (0.6%)	4 (2.5%)	19 (11.9%)	92 (57.5%)	44 (27.5)	4.09 (0.739)
4.	When I work, I have to do what I am told.	5 (3.1%)	9 (5.6%)	9 (5.6%)	54 (33.8%)	83 (51.9%)	4.26 (1.011)
5.	There are not many opportunities for me to decide for myself how to continue my work.	69 (43.1%)	54 (33.8%)	18 (11.3)	17 (10.6%)	2 (1.3%)	1.93 (1.041)

COMPETENCE

1.	I don't feel very efficient when I work	101 (63.1%)	45 (28.1%)	8 (5%)	4 (2.5%)	2 (1.3%)	1.51 (0.809)
2.	People at work tell me I'm good at what I do.	2 (1.3%)	16 (10%)	51 (31.9%)	73 (45.6%)	18 (11.3%)	3.56 (0.867)
3.	I have been able to learn interesting new skills in my job.	1 (0.6%)	1 (0.6%)	2 (1.3%)	70 (43.8%)	86 (53.8)	4.49 (0.624)

No.	Statement						Mean
4.	In my job, I don't get many opportunities to show how capable I am.	53 (33.1%)	58 (36.3%)	13 (8.1%)	17 (10.6%)	19 (11.9%)	2.32 (1.348)
5.	When I work, I often feel helpless.	86 (53.8%)	53 (33.1%)	13 (8.1%)	4 (2.5%)	4 (2.5%)	1.67 (0.916)

RELATEDNESS

No.	Statement						Mean
1.	I really like the people I work with	0 (0%)	3 (1.9%)	4 (2.5%)	65 (40.6%)	88 (55%)	4.49 (0.644)
2.	I get along with people at work.	0 (0%)	0 (0%)	1 (0.6%)	69 (43.1%)	90 (56.3%)	4.56 (0.511)
3.	I consider the people I work with as my friend.	0 (0%)	2 (1.3%)	6 (3.8%)	80 (50%)	72 (45%)	4.39 (0.624)
4.	People at work care about me.	0 (0%)	4 (2.5%)	26 (16.3%)	80 (50%)	50 (31.3%)	4.10 (0.754)
5.	People at work are quite friendly with me.	0 (0%)	2 (1.3%)	7 (4.4%)	84 (52.5%)	67 (41.9%)	4.35 (0.626)

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WORK ENGAGEMENT

1.	I willingly accept change.	0	1	0	54	105	4.64
		(0%)	(0.6%)	(0%)	(33.8%)	(65.6%)	(0.518)
2.	I am ready to take on new tasks as needed.	0	0	0	72	88	4.55
		(0%)	(0%)	(0%)	(45%)	(55%)	(0.499)
3.	I take the initiative to help other employees when the need arises.	0	0	1	85	74	4.46
		(0%)	(0%)	(0.6%)	(53.1)	(46.3%)	(0.512)
4.	I keep going even when things get tough	0	1	3	81	75	4.44
		(0%)	(0.6%)	(1.9%)	(50.6%)	(46.9%)	(0.568)
5.	I quickly adapt to difficult situation.	0	4	11	73	72	4.33 (0.716)
		(0%)	(2.5%)	(6.9%)	(45.6%)	(45%)	
6.	When at work, I fully focus on my job duties.	0	0	2	60	98	4.60
		(0%)	(0%)	(1.3%)	(37.5%)	(61.3%)	(0.516)
7.	I am happy and interested in my field of work.	0	0	1	92	67	4.41
		(0%)	(0%)	(0.6%)	(57.5%)	(41.9%)	(0.506)
8.	I am very passionate about my job.	0	0	2	81	77	4.47
		(0%)	(0%)	(1.3%)	(50.6%)	(48.1)	(0.525)

| 9. | I feel that the work I do can inspire me. | 0 (0%) | 0 (0%) | 2 (1.3%) | 81 (50.6%) | 77 (48.1) | 4.47 (0.525) |
| 10. | I feel really happy if I can give full commitment to tasks at work. | 0 (0%) | 0 (0%) | 3 (1.9%) | 50 (31.3%) | 107 (66.9%) | 4.65 (0.516) |

The results table 4.4.1 shows the autonomy item of question number 4 (When I work, I have to do what I am told) has the largest mean score (M= 4.26, SD= 1.011). The autonomy item of question number 1 (I feel stressed at work) has the smallest mean score (M= 1.44, SD= 0.798). Next, the results table 4.4.1 shows that the Competence item of question number 3 (I have been able to learn interesting new skills in my job) has the largest mean score (M= 4.49, SD= 0.624). Meanwhile, the Competence item of question number 1 (I don't feel very efficient when I work) has the smallest mean score (M= 1.51, SD= 0.809). The results table 4.4.1 shows the Relatedness item of question number 2 (I get along with people at work) has the largest mean score (M = 4.56, SD = 0.511). While the relatedness item of question number 4 (People at work care about me) has the smallest mean score (M = 4.10, SD = 0.754). Lastly, the result table 4.4.1 shows that the work engagement item of question number 10 (I feel really happy if I can give full commitment to the task at work) has the largest mean score (M = 4.65, SD = 0.516). Meanwhile, the work engagement Item question number 5 (I quickly adapt to difficult situation) has the smallest mean score (M = 4.33, SD = 0.716).

4.5   RELATIONSHIP BETWEEN PSYCHOLOGICAL NEED SATISFACTION AND WORK ENGAGEMENT AMONG WORKERS IN TRADITIONAL AND COMPLEMENTARY MEDICINE CENTER

Pearson correlation coefficient analysis was performed to identify the relationship between psychological need satisfaction which is autonomy, competency and relatedness towards their work engagement among workers in TCM Centre. The strength and direction of the relationship between the variables were then determine. Table 4.5 show the Pearson correlation between variables.

Table 4.5.1: Pearson correlation between variables

Research hypothesis	Variables	P-value	r-value	Strength of correlation	Evaluation of test
H1	Autonomy and work engagement	0.001*	-0.205	Moderate negative correlate	Hypothesis was accepted
H2	Competence and work engagement	0.001*	-0.406	Moderate negative correlate	Hypothesis was accepted
H3	Relatedness and work engagement	0.001*	0.502	Moderate positive correlate	Hypothesis was accepted

Correlation is significant at the 0.001 level (2-tailed).

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The p-value of autonomy, competency and relatedness were 0.001 respectively. Therefore, there is significant of the relationship between autonomy, competency and relatedness towards the workers work engagement in TCM Centre. However, the correlation coefficient of -0.205 and -0.406 suggested a moderate negative correlation relationship between autonomy and competency towards work engagement respectively.

The findings demonstrate that the work engagement is influence by self-determination theory which is autonomy, competency and relatedness. There has not been much use of the knowledge of autonomy, competency and relatedness in influencing the workers work engagement in the previous research studies. Independent variables associated with dependent variable is expressed as the originality trait in this study because the researcher has not found this relationship in the previous studies.

4.5.1 RELATIONSHIP BETWEEN AUTONOMY FACTOR AND WORK ENGAGEMENT AMONG WORKERS IN TRADITIONAL AND COMPLEMENTARY MEDICINE CENTER

Based on the research, there is only a minor association between the autonomy element and the level of work involvement among the TCM workers in Kelantan. This demonstrates that the prediction was incorrect. It is quite obvious that TCM workers do not empower their staff members to take independent or group decisions. If it is continued among TCM staff, employee satisfaction would be less maintained and work engagement will continue to drop.

This study found a very weak correlation between staff freedom and work engagement at the TCM Centre in Kelantan. However, the autonomy component could have negative effects

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on both the workers and the TCM centre if it isn't paired with staff engagement for their task. Workers may be less invested in their profession if they have little say in day-to-day decisions and feel they are being micromanaged. Employees may experience a decline in determination, work satisfaction, and dedication to their chosen field. As a result, productivity drops, patient care suffers, and staff members may get burned out. This follows in this study it was found that the employees at this TCM center mostly felt that they did not get the freedom to express their ideas and opinions about work. According to Zhang et al. (2020), autonomy is a form of job resource that describes how much freedom, independence, and control over the employee's own life a job affords.

As stated by Lopes et al. (2015), there is an assumed connection between workplace autonomy and employee engagement. Indeed, on the one hand, the demand for heightened upper and downstream communication should develop when employees enjoy great autonomy, and on the other hand, the more workers are involved in choices, the more they should be able to increase their decision freedom at work. Promoting employee independence is crucial for TCM Centers to avoid these unfavourable effects. Trust, open lines of communication, and group decision-making are all ways to create this environment. Increasing practitioners' autonomy and bettering the quality of care offered by TCM centres may be accomplished via empowering practitioners to have a role in treatment plans, enabling them to exercise professional judgement, and supporting continued professional growth. Although the autonomy component with work involvement is seen to be less applied overall among workers in Kelantan, the relationship between these two variables is still accepted.

4.5.2 RELATIONSHIP BETWEEN COMPETENCY FACTOR AND WORK ENGAGEMENT AMONG WORKERS IN TRADITIONAL AND COMPLEMENTARY MEDICINE CENTER

Based on the context between the competence factor and work involvement in this study, the correlation results are weak but the hypothesis is still accepted. This is because of the qualification factor that refers to the poor education of workers. Incompetent workers are hired and do not have the proper qualifications to be given jobs that are quite impossible for them to do. This refers to when employees feel that they do not have the qualifications and competence to perform their job duties, which can cause their work engagement to be low and continue to decline as long as it is not addressed immediately. This can be seen through they may feel insecure, anxious, or unmotivated. Therefore, this is one of the reasons for the weak correlation among workers in Traditional and Complementary Medicine Center in Kelantan.

Next, skills also play a role in the competence factor with work involvement in TCM workers in Kelantan and in this study this relationship shows a weak correlation. This is because when an employee does not have strong competency skills in their job, they feel more capable of performing the tasks given. Competency skills include knowledge, skills and technical expertise relevant to a particular job. This makes them feel less confident in their ability to perform the tasks, they tend to be more or less and avoid getting involved in work and committing to their jobs.

In addition, the relationship between knowledge about work and work engagement in Kelantan TCM Center is also weak. This is said because this knowledge refers more to how much experience an employee has. The results of this study found that they lacked ability when and were unable to make the right decision because they had no knowledge about their work or their new things in their work. This is considered very serious, their understanding in

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completing a job is lacking and will cause a bad effect on the TCM Centre. Although the competency component with work engagement is seen to be less applied overall among workers in Kelantan, the relationship between these two variables is still accepted and can be prevented.

4.5.3 RELATIONSHIP BETWEEN RELATEDNESS FACTOR AND WORK ENGAGEMENT AMONG WORKERS IN TRADITIONAL AND COMPLEMENTARY MEDICINE CENTER

Based on this study, it was found that the relationship between the relatedness factor to the work engagement of TCM workers in Kelantan shows evidence of a weak correlation. This shows that the prediction is not true. It is very clear that the employees of the TCM center in Kelantan do not have a good relationship among employees at their workplace. According to the research, there is a weak correlation between work engagement and other characteristics among TCM workers in Kelantan. This will reduce motivation and job satisfaction of worker at TCM Center. Without a sense of relatedness, the workers feel isolated and detached from their work environment. They lack a support system and opportunities for social interaction. As a consequence, their motivation levels decline, leading to lower job satisfaction. For instance, an herbalist who feels disconnected from their colleagues may start losing enthusiasm for their work. They may no longer feel the same passion for creating herbal formulations and may become disengaged, impacting their performance and the quality of the products they prepare.

The relationship between collaboration with employees at work and engagement in the TCM Centre is also an advantageous feature in this study's correlation data. This is because it was discovered in this study that employees like to work in groups, love one another, and regard

their coworkers to be their own friends. If people like to work in groups, they will work together to solve their difficulties or assignments. Acupuncturists, herbalists, and support staff members work on their own and often seek opinion or assistance from others. It is obvious that the relatedness factor can foster collaboration and effective communication among TCM practitioners. It develops a friendly work atmosphere when there are open possibilities for exchanging ideas, opinions, and experiences. As a result, employees may feel more invested, driven, and connected to their work, which may boost work engagement.

Finally, our relationship hypothesis predicts an advantageous connection between social support among coworkers and work engagement among TCM employees in Kelantan. This is because TCM workers who have a high level of relatedness at work are more likely to have access to social support. Improvements in performance and productivity have been linked to social support and relatedness. Workers are more likely to experience positive feelings, engage in successful collaboration, and cooperate with their colleagues when they have a feeling of relatedness and receive social support. This can improve their general performance, problem-solving ability, and productivity. A lack of relatedness, on the other hand, might impede cooperation, teamwork, and performance, thus hurting the TCM center's overall efficacy. According to the findings of this study, the relatedness factor with work engagement is seen to be less applied among employees in TCM Center in Kelantan and although still at a weak level, it can be described as satisfactory the relationship is still accepted and significant.

4.5   DISCUSSION BASED ON RESEARCH OBJECTIVES

The probability value also known as p-value accustomed to identify the alternative hypothesis will be accepted or refused in the hypothesis testing. An alternative hypothesis will be accepted if the test is significant and if the p-value is equal to or less than the significant

level or alpha value (α). The null hypothesis will be rejected if the p-value is equal to or lower than 0.05 because every hypothesis was investigated at 95%. In the other word, it refers to there is a significant difference between dependent variable and independent variables. However, the alternatives will be refused if p-value is higher than 0.05. The test will be not significant and there is no remarkable distinction between dependent variables and independent variables.

4.6   SUMMARY

This chapter has discussed the objective of the study which is to determine the relationship between autonomy factors, competence factors, factors related to work engagement among employees at the Center for Traditional and Complementary Medicine. Based on the results, two of the three hypotheses were accepted and became a factor in the satisfaction of psychological needs among TCM workers in Kelantan. There is a very weak correlation strength for the relationship between the autonomy factor and work engagement among employees at the TCM Center. Meanwhile, the correlation strength of the competence factor with work engagement and the relatedness factor with work engagement among TCM employees shows that it is very weak.

CHAPTER 5

CONCLUSION

5.1   INTRODUCTION

In this chapter, the researcher discussed and evaluated the results of the Pearson Correlation Analysis. This chapter also discusses the study's limitations and future research directions. At the end of the chapter, the researchers will present their results to the public.

5.2   RECAPITULATION OF THE FINDINGS

The recapitulation of the findings from the previous chapter which is chapter 4 that were based on the research objective, research questions, and hypothesis for this research. The purpose of this study was to determine how the autonomy, competency and relatedness affect the workers work engagement. Based on the questionnaire that was created for the responder, the results in Chapter 4 are presented. There was a total of 25 questions in the questionnaire, spread across all categories.

Table 5.2: The Hypothesis, Independent variables and Dependent variables and Test used

Hypothesis	Independent variable	Dependent variable	Test used
1. There is a significant relationship between autonomy factor and work engagement among TCM workers.	Autonomy	Work Engagement	Pearson Correlation
2. There is a significant relationship between competency factor and work engagement among TCM workers.	Competency	Work Engagement	Pearson Correlation
3. There is a significant relationship between relatedness factor and work engagement among TCM workers.	Relatedness	Work Engagement	Pearson correlation

5.2.1 RELATIONSHIP BETWEEN AUTONOMY FACTOR AND WORK ENGAGEMENT AMONG WORKERS IN TRADITIONAL AND COMPLEMENTARY MEDICINE CENTRE

Research question 1 of this research asked the relationships between autonomy factor and work engagement among workers in Traditional and Complementary Medicine Center. This also to answer the first objective and hypothesis. Hence, table 5.2.1 shown the research objectives, questions and hypothesis.

No. 1	Table 5.2.1 Research Objective 1 and Research Question 1
	Research Objective
	• To identify the relationship between autonomy factor and work engagement among workers at Traditional and Complementary Medicine Center.
	Research Question
	• What is the relationship between autonomy factor and work engagement among workers at Traditional and Complementary Medicine (TCM)?
	H1: There is a significant relationship between autonomy factor and work engagement among workers at Traditional and Complementary Medicine Center.

The results of hypothesis H1 in chapter 4 reviewed to answer Research Question H1 stated that there is a significant relationship between autonomy factor and work engagement among workers at Traditional and Complementary Medicine Center. From the findings, it shows that there is very weak with correlation coefficient of -0.205 while P- value is 0.01. Therefore, H1 is accepted.

5.2.2 RELATIONSHIP BETWEEN COMPETENCY FACTOR AND WORK ENGAGEMENT AMONG WORKERS IN TRADITIONAL AND COMPELMENTARY MEDICINE CENTER

Research question 2 of this research asked the relationship between competency factor and work engagement among workers in Traditional and Complementary Medicine Center. This also answers the second objective and hypothesis. Hence, table 5.2.2 shown the research objectives, questions and hypothesis.

No.2	Table 5.2.2 Research Objective 2 and Research Question 2

Research Objective

- To identify the relationship between competency factor and work engagement among workers at Traditional and Complementary Medicine Center.

Research Question

- What is the relationship between competency factor and work engagement among workers at Traditional and Complementary Medicine Center?

H2: There is a significant influence relationship between competency and work engagement among workers in Traditional and Complementary Medicine Center.

The results of hypothesis H2 in Chapter 4 reviewed to answer Research Question H2 stated that there is a significant influence relationship between competency and work engagement among workers at Traditional and Complementary Medicine Center. From the

findings, it shows that there is weak with correlation coefficient of -0.406 while P- value is

0.01. Therefore, H2 is accepted.

5.2.3 RELATIONSHIP BETWEEN RELATEDNESS AND WORK ENGAGEMENT AMONG WORKERS IN TRADITIONAL AND COMPLEMENTARY MEDICINE CENTER TCM

Research question 3 of this research asked the relationship between relatedness

factor and work engagement among workers in Traditional and Complementary

Medicine Center. This also to answer the third objective and hypothesis.

No.3	Table 5.2.3 Research Objective 3 and Research Question 3

Research Objective

- To identify the relationship between relatedness factor and work engagement among workers at Traditional and Complementary Medicine Center

Research Question

- What is the relationship between relatedness factor and work engagement among workers at Traditional and Complementary Medicine Center?

H3: There is significant relationship between relatedness factor and work engagement among workers at Traditional and Complementary Medicine Center.

The results of hypothesis H3 in Chapter 4 stated to answer research question H3 state

that there is a significant relationship between relatedness factor and work engagement among

workers at Traditional and Complementary Medicine Center. From the findings of the study, there is a weak correlation coefficient of 0.502 while the P- value is 0.01 which less than highly significant level of 0.05. Therefore, H3 is accepted.

5.3   RESEARCH LIMITATION

One of the study's imperfections is the methodology, which had an effect on or influenced how the results were interpreted. The entire research process was a good experience for the researchers. There are also some restrictions that cannot be ignored in order for the research process to proceed without difficulty.

The researchers' inability to quickly locate respondents is the first restriction on how broadly one may apply these findings. It is significant to remember that a proper sample size is necessary for any research or survey in order to guarantee accurate and representative results. As a result, the researchers ask respondents to complete the questionnaire on many occasions via Telegram and WhatsApp. In addition, some respondents struggle to respond to the questionnaire. A majority of TCM employees are too busy to cooperate, thus they don't want to. A bigger sample size would be preferable for future research, which we might mention in our report or presentation to acknowledge the restriction. Our target respondents are 384 people and we only got to collected data from 160 respondents.

The next problem is that the respondents do not understand the questions addressed to them. Although the researchers have made it easier by giving questions in the Malay language, they still do not give satisfactory answers. This will cause us to get invalid results. Pilot test's goal is to lower risk. A pilot test allows for the early identification and correction of any major

faults or failures before involving a wider scale. This lessens the possibility of damaging financial, reputational, or other effects. Instead, we erred by failing to initially do a pilot test with our respondents. This was a result of a mistake we made by not running a pilot test beforehand.

Finally, there are some inaccurate data in the conclusions that were provided by the respondents. Some of the respondents did not fully commit to conducting this study since they did not complete the questionnaire that the researchers sent. As a result, finding some information was challenging for researchers. Respondents also could be worried that the information they supply will be misused or disclosed inappropriately. Despite the fact that no personal data was included in the google form we gave, they might not feel comfortable giving that information.

5.4 RECOMMENDATION

The first suggestion is that the target audience needs to be expanded not only to Traditional and Complementary Medicine operators around Kelantan to get the best results. This is because we found it easy to get desired number of respondents. The target of the study is the entire country of Malaysia. The researcher can then prepare in advance to give out the survey to respondents. For instance, searching for responders prior to or following the fasting month.

The second suggestion is that researchers need to conduct preliminary tests first to overcome failure identifying risks that will occur. In order to avoid confusion based on the question given to the respondents, the researcher can explain in advance the questions that are

difficult for the respondents to understand and the researcher can be in front of the respondents and answer if there is a question that is not understand. The researcher can then craft questions that are simpler to grasp and aren't very scientific.

The last suggestion is that the researcher can provide a letter or proof that it is true from the University that wants to conduct the study in their Traditional and Complementary Medicine Center. For instance, prior to conducting research, researchers introduce themselves, display their matric cards, and state their goals. If participants are concerned that their personal information will be collected, the researcher can assure them up front that their privacy will be protected and immediately advise the participants in this study that their personal information won't be taken. Next, as already mentioned, the researcher can also make observations in advance and plan an accurate and not busy time for the respondents at the Traditional and Complementary Medicine Center to fill out this study form.

5.5   SUMMARY

The main purpose of this research is to analyse the TCM workers in the province of Kelantan perceive and define work engagement in connection to their state of psychological need satisfaction. Worker engagement in TCM centres is measured through the use of independent variables such as employees' sense of autonomy, competence, and relatedness. Chapter 3 explains that a total of 384 respondents would be ideal based on the sample size determined by applying the principles of Krejcie and Morgan (1970), but in the end, only 160 respondents completed the survey successfully using either the online survey strategy (a Google form) or the face-to-face survey (a paper questionnaire). Information on the

independent and dependent variables of the study will also be collected via the questionnaire's open-ended questions.

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APPENDICES A

Figure 1 shows: Among the TCM Centre places we visited to conduct a survey

Figure 2 shows: Members of the W24 group with workers at the TCM Centre

APPENDICES B

Table 3.1

Table for Determining Sample Size of a Known Population

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367
55	48	190	127	440	205	1500	306	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20000	377
75	63	230	144	550	226	1900	320	30000	379
80	66	240	148	600	234	2000	322	40000	380
85	70	250	152	650	242	2200	327	50000	381
90	73	260	155	700	248	2400	331	75000	382
95	76	270	159	750	254	2600	335	1000000	384

Note: N is Population Size; S is Sample Size   Source: Krejcie & Morgan, 1970

Table 1 shows: Table for Determining Sample Size of a Known Population. Sources by Krejcie & Morgan (1970)

APPENDICES C

QUESTIONS

RELATIONSHIP BETWEEN PSYCHOLOGICAL NEED SATISFACTION AND WORK ENGAGEMENT AMONG TCM WORKERS IN KELANTAN/ HUBUNGAN ANTARA KEPUASAN KEPERLUAN PSIKOLOGI DAN PENGLIBATAN KERJA DI KALANGAN PEKERJA PERUBATAN TRADISIONAL DAN KOMPLEMENTARI DI KELANTAN.

SECTION A: DEMOGRAPHIC DETAILS (BAHAGIAN A: BUTIRAN DEMOGRAFI)

1. Gender/ Jantina

☐ Male/ Lelaki

☐ Female / Perempuan

2. Age/ Umur

☐ State your age

3. Marital Status / Status Perkahwinan

☐ Single / Bujang

☐ Married / Berkahwin

☐ Divorced / Bercerai

4. Race/ Bangsa

- ☐ Malay/ Melayu

- ☐ Chinese/ Cina

- ☐ Indian/ India

- ☐ Other…

5. Religion/ Agama

- ☐ Muslim / Muslim

- ☐ Buddha / Buddha

- ☐ Christian/Kristian

- ☐ Other…

6. Educational Level/ Tahap Pendidikan

- ☐ Masters/ Master

- ☐ PhD/ PhD

- ☐ Degree/ Ijazah

- ☐ Diploma/ Diploma

- ☐ Foundation/ Asasi

- ☐ Matriculation/ Matrikulasi

- ☐ STPM/ STPM

- ☐ SKM/ SKM

- ☐ SPM/ SPM

- ☐ PMR/ PMR

☐ Other…

7. Education Field/ Bidang Pendidikan

☐ Bachelor Degree in Early Childhood Education/ Ijazah Sarjana Muda Pendidikan Awal Kanak-Kanak

☐ Bachelor of Health and Fitness/ Sarjana Muda Kesihatan Dan Kecergasan

☐ Diploma in Sports and Recreation Management/ Diploma Pengurusan Sukan dan Rekreasi

☐ Other…

8. Current Employment Status/ Status Pekerjaan Sekarang

☐ Permanent appointment/ Lantikan Tetap

☐ Contract/ Kontrak

☐ Part time/ Sambilan

☐ Other…

9. Type Of Employment/ Jenis Pekerjaan

☐ Manager/ Pengurus

☐ Medical Practitioner/therapist/ Pengamal Perubatan/ Terapis

☐ Administrator/ Pentadbir

☐ Marketing/ Pemasaran

☐ Other…

10. Types of Traditional and Complementary Medicine Practiced/ Jenis Perubatan Tradisional dan Komplementari Yang Diamal

- ☐ Cupping/ Bekam

- ☐ Acupuncture/ Akupunktur

- ☐ Traditional Massage/ Urutan Tradisional

- ☐ Shirodhara/ Shirodhara

- ☐ Herbal Therapy as Complementary Treatment For Cancer/ Terapi Herba sebagai Rawatan Tambahan untuk Kanser

- ☐ External Basti Therapy/ Terapi Basti Luaran

- ☐ Varmam Therapy/ Terapi Varmam

- ☐ Other…

11. Monthly Income/ Pendapatan Bulanan

- ☐ RM1,000 & below/ RM1,000 & kebawah

- ☐ RM1,001 – RM2,000

- ☐ RM2,001 – RM3,000

- ☐ RM3,001 – RM4,000

- ☐ RM4,001 – RM5,000

- ☐ Exceeds RM5,001/ Melebihi RM5,001

- ☐ Other…

12. Experience Working in a TCM/Physiotherapy Center/ Pengalaman Bekerja di Pusat TCM/Fisioterapi

- ☐ 1 Year/ 1 Tahun

- ☐ 2 Year/ 2 Tahun

- ☐ 3 Year/ 3 Tahun

- ☐ 4 Year/ 4 Tahun

- ☐ 5 Year/ 5 Tahun

13. Field of Expertise/ Bidang Kepakaran

- ☐ Provide Training/ Memberi latihan

- ☐ Give Nutritional Advice/ Memberi nasihat pemakanan

- ☐ Managing the Company/ Mengurus syarikat

- ☐ Other…

14. Are you satisfied with your current job?/ Adakah anda berpuas hati dengan jenis pekerjaan sekarang?

Very Dissatisfied/ Sangat Tidak Berpuas Hati

- ☐ 1
- ☐ 2
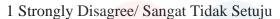- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6

Very Satisfied/ Sangat Berpuas Hati

15. Are you satisfied with the level of salary given?/ Adakah anda berpuas hati dengan taraf gaji yang diberikan?

Very Dissatisfied/ Sangat Tidak Berpuas Hati

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6

Very Satisfied/ Sangat Berpuas Hati

16. Are you satisfied with interpersonal relationships with employers and supervisors?/ Adakah anda berpuas hati dengan hubungan interpersonal bersama majikan dan penyelia?

Very Dissatisfied/ Sangat Tidak Berpuas Hati

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6

Very Satisfied/ Sangat Berpuas Hati

17. Are you satisfied with interpersonal relationships among colleagues?/ Adakah anda berpuas hati dengan hubungan interpersonal sesama rakan sekerja?

Very Dissatisfied/ Sangat Tidak Berpuas Hati

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6

Very Satisfied/ Sangat Berpuas Hati

SECTION B : 1.1 AUTONOMY

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

1. I feel stressed at work/ Saya berasa tertekan di tempat kerja.

   1 Strongly Disagree/ Sangat Tidak Setuju
   2 Tidak setuju/ Disagree
   3 Not at all/ Tidak sama sekali
   4 Agree/ Setuju
   5 Strongly Agree/ Sangat Setuju

2. I am free to express my idea and opinion about work/ Saya bebas untuk menyatakan idea dan pendapat saya tentang kerja.

   1 Strongly Disagree/ Sangat Tidak Setuju
   2 Tidak setuju/ Disagree
   3 Not at all/ Tidak sama sekali
   4 Agree/ Setuju
   5 Strongly Agree/ Sangat Setuju

3. I feel like I can be myself at work/ Saya rasa saya boleh menjadi diri saya sendiri di tempat kerja.

   1 Strongly Disagree/ Sangat Tidak Setuju
   2 Tidak setuju/ Disagree
   3 Not at all/ Tidak sama sekali
   4 Agree/ Setuju
   5 Strongly Agree/ Sangat Setuju

4. When I work, I have to do what I am told/ Apabila saya bekerja, saya perlu melakukan apa yang disuruh.

   1 Strongly Disagree/ Sangat Tidak Setuju
   2 Tidak setuju/ Disagree
   3 Not at all/ Tidak sama sekali
   4 Agree/ Setuju
   5 Strongly Agree/ Sangat Setuju

5. There are not many opportunities for me to decide for myself how to continue my work/
Tidak banyak peluang untuk saya membuat keputusan sendiri bagaimana untuk meneruskan
kerja saya

    1 Strongly Disagree/ Sangat Tidak Setuju
    2 Tidak setuju/ Disagree
    3 Not at all/ Tidak sama sekali
    4 Agree/ Setuju
    5 Strongly Agree/ Sangat Setuju

SECTION B : 1.2 COMEPTENCY

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

1. I don't feel very efficient when I work/ Saya tidak berasa sangat cekap apabila saya bekerja.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

2. People at work tell me i'm good at what I do/ Orang di tempat kerja memberitahu saya saya mahir dalam apa yang saya lakukan.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

3. I have been able to learn interesting new skills in my job/ Saya telah dapat mempelajari kemahiran baharu yang menarik dalam pekerjaan saya.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

4. In my job, I don't get many opportunities to show how capable I am/ Dalam pekerjaan saya, saya tidak mendapat banyak peluang untuk menunjukkan betapa berkebolehan saya.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju
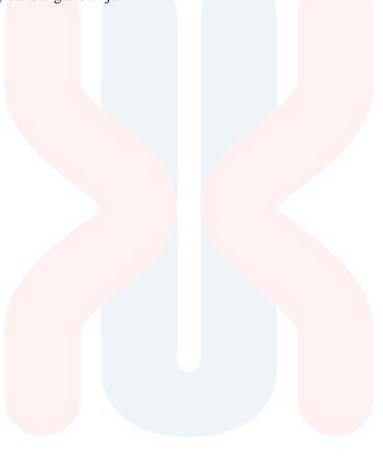
5. When I work, I often feel helpless/ Apabila saya bekerja, saya sering berasa tidak berkemampuan.

    1 Strongly Disagree/ Sangat Tidak Setuju
    2 Tidak setuju/ Disagree
    3 Not at all/ Tidak sama sekali
    4 Agree/ Setuju
    5 Strongly Agree/ Sangat Setuju

SECTION B : 1.3 RELATEDNESS

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

1. I really like the people I work with/ Saya sangat suka orang yang bekerja dengan saya.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

2. I get along with people at work/ Saya bergaul dengan orang di tempat kerja.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

3. I consider the people I work with as my friend/ Saya menganggap orang yang bekerja dengan saya sebagai kawan saya

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

4. People at work care about me/ Orang di tempat kerja mengambil berat tentang saya.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

5. People at work are quite friendly with me/ Orang di tempat kerja agak mesra dengan saya.

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1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

SECTION C : WORK ENGAGEMENT

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

1. I willingly accept change/ Saya dengan rela hati menerima perubahan.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

2. I am ready to take on new tasks as needed/ Saya bersedia untuk memikul tugas baru mengikut keperluan.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

3. I take the initiative to help other employees when the need arises/ Saya mengambil inisiatif untuk membantu pekerja lain apabila timbul keperluan.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

4. I keep going even when things get tough/ Saya terus berjalan walaupun keadaan menjadi sukar.

1 Strongly Disagree/ Sangat Tidak Setuju
2 Tidak setuju/ Disagree
3 Not at all/ Tidak sama sekali
4 Agree/ Setuju
5 Strongly Agree/ Sangat Setuju

5. I quickly adapt to difficult situation/ Saya cepat menyesuaikan diri dengan situasi yang sukar.

    1 Strongly Disagree/ Sangat Tidak Setuju
    2 Tidak setuju/ Disagree
    3 Not at all/ Tidak sama sekali
    4 Agree/ Setuju
    5 Strongly Agree/ Sangat Setuju

6. When at work, I fully focus on my job duties/ Apabila di tempat kerja, saya fokus sepenuhnya pada tugas kerja saya.

    1 Strongly Disagree/ Sangat Tidak Setuju
    2 Tidak setuju/ Disagree
    3 Not at all/ Tidak sama sekali
    4 Agree/ Setuju
    5 Strongly Agree/ Sangat Setuju

7. I am happy and interested in my field of work/ Saya gembira dan minat terhadap bidang kerja yang saya ceburi.

    1 Strongly Disagree/ Sangat Tidak Setuju
    2 Tidak setuju/ Disagree
    3 Not at all/ Tidak sama sekali
    4 Agree/ Setuju
    5 Strongly Agree/ Sangat Setuju

8. I am very passionate about my job/ Saya sangat bersemangat dengan pekerjaan saya.

    1 Strongly Disagree/ Sangat Tidak Setuju
    2 Tidak setuju/ Disagree
    3 Not at all/ Tidak sama sekali
    4 Agree/ Setuju
    5 Strongly Agree/ Sangat Setuju

9. I feel that the work I do can inspire me/ Saya merasakan bahawa pekerjaan yang saya lakukan dapat memberi inspirasi kepada saya.

    1 Strongly Disagree/ Sangat Tidak Setuju
    2 Tidak setuju/ Disagree
    3 Not at all/ Tidak sama sekali
    4 Agree/ Setuju
    5 Strongly Agree/ Sangat Setuju

10. I feel really happy if I can give full commitment to tasks at work/ Saya berasa sungguh gembira jika dapat memberi komitmen yang sepenuhnya kepada tugasan di tempat kerja.

    1 Strongly Disagree/ Sangat Tidak Setuju
    2 Tidak setuju/ Disagree
    3 Not at all/ Tidak sama sekali
    4 Agree/ Setuju
    5 Strongly Agree/ Sangat Setuju