

# **Faktor-Faktor yang Mempengaruhi Kepuasan Kerja dalam Kalangan Kakitangan Bukan Akademik di Institut Pengajian Tinggi Awam di Utara Malaysia**

## **Abstract**

This research is carried out with the aim to identify factors that influence the level of job satisfaction amongst non-academics staffs at institutions of higher education in the Northern part of Peninsular Malaysia. This study particularly examines three factors namely work engagement, work and life balance and work involvement. Data were collected through dissemination of questionnaires among 100 non-academic staffs in all three institutions. The finding reveals that work engagement is the most significant factor in improving work satisfaction level among the non-academic staffs. Due to high level of work engagement that exist amongst the non-academic staffs in those varsities, they were able to execute tasks assigned to them efficiently which in turn leads them to achieve real job satisfaction.