

## **ORGANIZATIONAL SATISFACTION AND WORK ENGAGEMENT AMONG NON-TEACHING PERSONNEL OF AN ASIAN UNIVERSITY**

**Ronalyn O. Mendoza**  
Lyceum of the Philippines  
University - Batangas  
**PHILIPPINES**

**Jake M. Lagador**  
Lyceum of the Philippines  
University - Batangas  
**PHILIPPINES**

**Maribeth G. Buenviaje**  
Lyceum of the Philippines  
University - Batangas  
**PHILIPPINES**

### **ABSTRACT**

Non-teaching personnel are considered the support group in attaining the mission and vision of the university in providing quality education for its clients. Knowing the level of their organizational satisfaction is an important component of success in maintaining excellence in providing quality services. This study aimed to determine the level of respondents' organizational satisfaction in terms of learning and development; reward and recognition; leadership; and work environment; to determine the level of work engagement in terms of vigor, dedication and absorption. Descriptive type of research was utilized in the study. Results showed that the non-teaching personnel are normally satisfied in the services being provided to them by the university. Though, the services are being given equally to all employees, female respondents have significantly higher organizational satisfaction in terms of learning and development, rewards and recognition and leadership.

**Keywords:** Business, Organizational Satisfaction, Work Engagement, Non-teaching, LPU, Lyceum, Batangas.