

## Motivational Factors on Non-Academic Staff of Higher Education

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**Abstract :** Motivation is an important aspect which affects employee behavior to achieve performance. Working motivation tend to be unstable, it easily changing. This condition could be affected by individual factors, namely working ability, and organizational factors, such as working condition and incentives system. The purpose of this study was to examine the impact of individual and organizational factors on non-academic staff motivation. A questionnaire was designed and distributed to 150 non-academic staff of a university in Indonesia. Regression analysis was used to identify the relationship. Results revealed that individual working ability and incentives system had a positive impact on non-academic staff motivation (sig 0.001). This study provides information about practical implication for university authorities and theoretical implications for researchers who interested in exploring motivational and employee performance in a higher education context. It was proposed to increase productivity and work motivation of non-academic staff, university authorities should maintain equality and feasibility of incentives system and design a human resource development to improve employee ability.

**Keywords :** motivation, incentives, working ability, non-academic staff

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