

ABSTRACT

Organization that would want to win in the fierce competitive global market must try to support and make their personnel committed (Howell & Dorfman, 1986). Once workers are happy with the organization they work for, they are encouraged and act favourably towards the organization. The main aim of this research was to determine the influence of organizational support on commitment of non-teaching staff at The University of Nairobi. The research used descriptive survey. The research focused on three thousand four hundred and twelve (3,412) non-academic staff from different departments of the University of Nairobi. The sample size was 173 respondents. Primary data was collected using a structured questionnaire. Descriptive analysis was done for checking elements of the data provided using percentages, means, standard deviations and summaries. After analysis of the data obtained for the study, a strong positive linear correlation between organizational support and commitment of non-teaching staff at The University of Nairobi was found. The study found out that managers supported the employees to some extent however; there was no supervisor and co-worker support towards the non-teaching staff at The University of Nairobi. Further, the study found out that there was affective commitment by the non-teaching staff to The University however, continuance commitment and normative commitment was lacking. This research concludes that lack of supervisor support could be as a result of demoralization and therefore their support towards the junior staff is low. Further, the study concludes that lack of continuance commitment could lead to experienced and skilled workforce quitting the organization hence the management is left with the burden of making new recruitments leading to increased training and development costs. The study recommends that managers should value, notice and recognize efforts and contributions made by the non-teaching staff towards achievement of the organizational goals. Supervisors at The University of Nairobi should also care for the welfare of workers, consider their goals and values and be able to understand when employees talk to them about personal or family issues affecting the work of employees. Employees should be helpful to their fellow co-workers in getting their job well done and also show personal interest to each other as this will enhance the bond between the workforce and the sense of belonging in the organization hence the commitment will increase. Policies on employees' engagement and maintenance of a highly skilled and motivated workforce committed to serving the organization competitively should be revised to promote more openness and transparency within The University of Nairobi.