

Influence of Supervisor-Supervisee Communication on Organizational Commitment
Amongst Internal Publics of the Kenya Maritime Authority (Kma)

by

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INFLUENCE OF SUPERVISOR-SUPERVISEE COMMUNICATION ON ORGANIZATIONAL COMMITMENT AMONGST INTERNAL PUBLICS OF THE KENYA MARITIME AUTHORITY (KMA)

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DECLARATION

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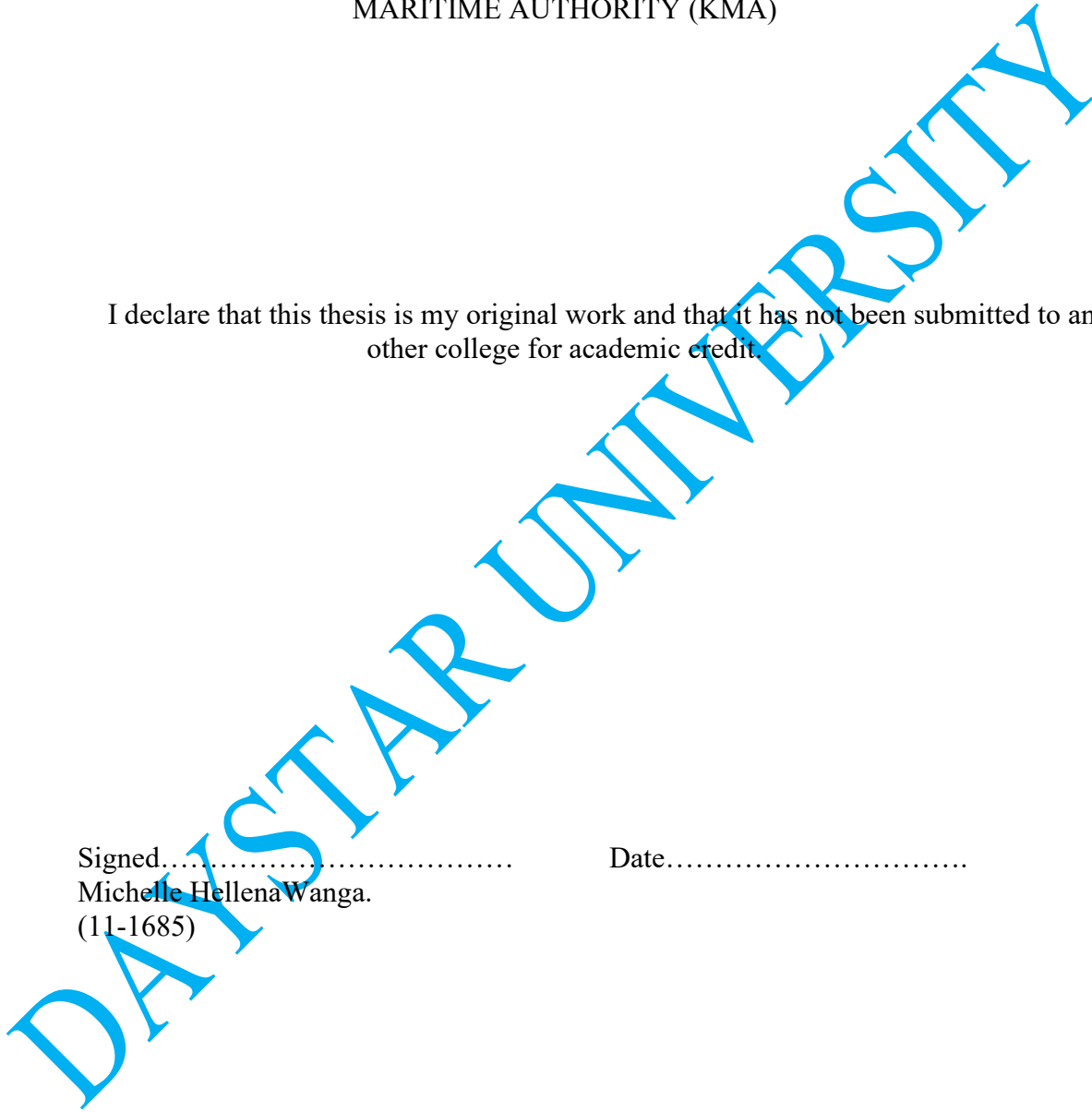
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LIST OF ABBREVIATIONS AND ACRONYMS

GMDSS:	Global Maritime Distress and Safety System
KMA:	Kenya Maritime Authority
KPA:	Kenya Ports Authority
DG:	Director General
ICT:	Information and Communications Technology
RMRCC:	Regional Maritime Rescue Coordination Centre

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ABSTRACT

The study set to investigate the influence of supervisor-supervisee communication on organizational commitment among internal publics of the Kenya Maritime Authority (KMA). The study adopted an exploratory research design and used both the quantitative and qualitative data collection approaches. The objectives of the study were to establish supervisor-supervisee communication among internal publics of the KMA; examine the link between supervisor-supervisee communication and organizational commitment, and establish if supervisor-supervisee communication influenced organizational commitment amongst KMA internal public. The research questions: -What is the nature of supervisor-supervisee communication among KMA internal publics? What is the link between supervisor-supervisee communication and organizational commitment among internal publics of KMA? and what factors influenced supervisor-supervisee communication at the KMA? This study was informed by a gap that suggested that communication difficulties existed within supervisor-supervisee communication at KMA. The study was approved by KMA, the Daystar University Ethics Review Board, and the National Council for Science, Technology and Innovation (NACOSTI). 103 respondents participated in the study which revealed that supervisor-supervisee communication existed at the KMA and had an influence on organizational commitment among internal publics. However, the study also established that there was need for supervisors to define communication goals, implementation timelines as well as improve on empathy. The study recommended that KMA continues giving supervisor-supervisee communication the priority and responsiveness it deserved since it had an influence on internal publics commitment to the organization.