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Abstract

Determining the effects of stress on the quality of interaction among the non-teaching staff of Egerton University Njoro Campus was the purpose of this study. Stress affects an individual's physical and mental health, performance and interpersonal relationships. This study involved a survey of 100 non-teaching staff of the Njoro Campus. A proportionate random sample was obtained after the stratification of employees by cadre and gender. The questionnaire was done, and necessary modifications were implemented before the actual data collection. Data on employee personal traits, job cadre, educational background, attitude to work and stress coping strategies were collected using a questionnaire and self-report test. Data collected were analysed by use of descriptive and inferential statistics. The research found that stress negatively affects the process of interaction among the non-academic staff. There is a need to establish a staff-support centre at the University, where employees can be offered emotional and psychological support through professional counselling.

Key terms: Association, stress, quality of interaction, support Staff.