

Faculty of Human and Social Sciences

Department of Psychology

Level: MA1 work and organization Psychology

Instructor: Ms. Saci Meriem

Module: English

Lesson n°4: Organizational Support

Introduction

Organizational Support refers to the degree to which employees believe that their organization values their contributions and cares about their well-being. In modern workplaces, this concept has become essential because it directly influences employee satisfaction, motivation, and performance. When employees feel supported, they are more likely to be committed and productive.

I. Definition of Organizational Support

Organizational Support is commonly defined as employees' perception of how much the organization appreciates their work and is concerned about their welfare. This concept is often linked to the theory of Perceived Organizational Support (POS), which suggests that employees develop general beliefs about how much the organization values them.

II. Key Components of Organizational Support

Organizational Support includes several important elements:

- 1. Emotional Support:** This involves respect, recognition, and appreciation from management. Employees feel valued when their efforts are acknowledged.
- 2. Instrumental Support:** Providing employees with the necessary tools, resources, and training to perform their tasks effectively.
- 3. Informational Support:** Clear communication, feedback, and guidance from supervisors help employees understand their roles and improve performance.
- 4. Supervisor Support:** Managers play a crucial role in representing the organization. Supportive leadership strengthens employees' trust and loyalty.

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III. Importance of Organizational Support

Organizational Support is important for both employees and organizations:

- *Increases Job Satisfaction:* Employees feel happier and more fulfilled.
- *Enhances Work Performance:* Supported employees tend to be more productive.
- *Reduces Turnover:* Employees are less likely to leave the organization.
- *Improves Mental Health:* Support reduces stress and burnout.
- *Strengthens Organizational Commitment:* Employees develop a sense of loyalty.

IV. Theories Related to Organizational Support

A. *Social Exchange Theory*

This theory suggests that relationships are based on mutual exchange. When organizations support employees, employees feel obligated to give back through better performance and commitment.

B. *Organizational Support Theory*

This theory explains how employees form perceptions about organizational support and how these perceptions affect their behavior.

V. Factors Influencing Organizational Support

Sveral factors can affect how employees perceive support:

- Fair treatment and justice
- Rewards and recognition
- Job security
- Work-life balance
- Leadership style
- Organizational culture

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VI. Strategies to Improve Organizational Support

Organizations can improve support by:

- Providing fair salaries and benefits
- Recognizing employee achievements
- Encouraging open communication
- Offering training and career development
- Promoting a healthy work-life balance
- Creating a positive work environment

Conclusion

Organizational Support is a key factor in building a successful and sustainable workplace. When employees feel valued and supported, they are more motivated, productive, and committed. Therefore, organizations should invest in supportive practices to enhance both employee well-being and organizational performance.