

Analysis Of Health Service Quality In Hospitals On Patient Satisfaction And Loyalty Mediated By Leadership Style At Teungku Chik Ditiro Sigli General Hospital

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Abstract

Aims This study examines the role of education in influencing emotional intelligence and job satisfaction among medical personnel, focusing on its impact on health service quality at Pidie Jaya General Hospital.

Materials & Methods The research employs a quantitative approach, analyzing the mediating effects of work environment and communication skills within the proposed framework. The study highlights how education enhances emotional intelligence, fostering better interpersonal relationships and communication skills, which are critical for delivering high-quality healthcare services. Additionally, it explores how a supportive work environment contributes to job satisfaction among nurses, further improving service quality. Data were collected from 150 respondents through structured questionnaires and analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM).

Findings Results indicate that education significantly affects emotional intelligence and communication skills, which in turn positively influence job satisfaction and health service quality. The findings underscore the importance of continuous professional development and training programs to enhance emotional intelligence and communication competencies among medical staff. Furthermore, creating a conducive work environment is essential for maintaining high levels of job satisfaction and service quality.

Conclusion This study provides valuable insights for hospital administrators to implement targeted interventions aimed at improving healthcare outcomes through education and organizational support. Future research could expand on additional factors such as leadership styles or cultural influences to deepen understanding of healthcare service dynamics.

Keywords: Health; Patient; Loyalty.

Introduction

In the intricate dance of healthcare, quality is the lead. It shapes patient satisfaction and defines hospital success. Nurses play a key role in this challenge. Emotional intelligence (EI), job satisfaction, and communication skills play a big role in the quality of care they give [1]. Emotional intelligence is important for better relationships and stress management in high-pressure jobs. It's a crucial skill for those in healthcare [2].

Emotional intelligence matters a lot. It builds empathy, improves communication, and helps with conflict management. These skills lead to better results for patients and a more peaceful workplace [3]. Job satisfaction in medical staff is linked to their motivation and commitment to quality services. A supportive work environment is key to job satisfaction. It also helps reduce burnout, which is common in healthcare due to its tough demands [4].

Emotional intelligence and job satisfaction are important for healthcare service quality. We still need to see how they relate to education and work. The link between communication skills and the work atmosphere is mostly unexplored. There's a wealth of untapped insights waiting to be discovered in this complex web. As we unravel this connection, the potential for enhancing workplace dynamics shines like a beacon.

Understanding these relationships could transform not just individuals but the entire organization. This study seeks to address this gap by examining these relationships within the context of Pidie Jaya General Hospital.

The primary objectives of this study are:

- To analyze the impact of education on emotional intelligence among nurses.
- To investigate how emotional intelligence influences job satisfaction and communication skills.
- Exploring how workplace vibes and communication finesse shape emotional intelligence in healthcare quality.
- To provide actionable recommendations for improving service delivery through targeted interventions in education and organizational support.

This research uncovers valuable insights for healthcare management and policy. It looks into the complex network of relationships. Education, emotional intelligence, job satisfaction, communication skills, and the work environment all interact. Each element intertwines, influencing the others in remarkable ways. Together, they create a holistic picture of workplace success. By weaving a vibrant framework, we enhance the quality of healthcare service.

Our findings set the stage for new training programs to enhance emotional intelligence in medical staff. We advocate for crafting a supportive work environment and enhancing communication skills. This study stitches together a rich tapestry of healthcare quality literature.

Our revelations serve as a compass for hospital administrators. They can navigate the landscape of patient care outcomes with newfound guidance. Education serves as the cornerstone, shaping emotional intelligence in nurses. This intelligence impacts job satisfaction and communication skills. Both are key for offering great healthcare.

Several key elements play a vital role in nursing excellence. First up is education, the foundation upon which skill is built. Next, formal training and continuous professional development keep knowledge fresh. Then comes emotional intelligence: mastering one's feelings fuels effective interactions. Job satisfaction follows closely, embodying a nurse's contentment in their role. Communication skills shine as the bridge to clear, compassionate exchanges. The work environment acts as a nurturing garden, promoting teamwork and reducing strain.

It helps nurses handle stress, build bonds with patients, and manage complex relationships. Elevated EI scores pave the way for smoother conflict resolution, ensuring a harmonious haven in the workplace.

Job satisfaction blooms from a garden of key factors. They provide straightforward instructions and foster a bond of trust. Emotional intelligence sharpens these skills, enhancing empathy and active listening. A supportive workplace diminishes stress and encourages teamwork among healthcare staff. Organizational backing is essential, weaving together work engagement and job performance seamlessly.

Education is the bedrock for building emotional intelligence and professional savviness. Lifelong learning keeps nurses agile, ready to dance with healthcare's ever-changing rhythms. Few studies have looked at how emotional intelligence and job satisfaction work together. Most focus on these parts separately. They often overlook the bigger picture. This includes education, communication skills, work environment, and service quality. This study will provide a complete look at the interrelationships at Pidie Jaya General Hospital.

While previous studies have explored individual components such as emotional intelligence or job satisfaction in isolation, few have examined their combined effects within an integrated framework involving education, communication skills, work

environment, and service quality. This study aims to fill this gap by providing a holistic analysis of these interrelationships at Pidie Jaya General Hospital.

Based on the conceptual framework:

- Education positively influences emotional intelligence among nurses.
- Emotional intelligence positively impacts job satisfaction.
- Emotional intelligence enhances communication skills.
- Job satisfaction positively influences healthcare service quality.
- Communication skills mediate the relationship between emotional intelligence and service quality.
- Work environment mediates the relationship between emotional intelligence/job satisfaction and service quality.

Pidie Jaya General Hospital stands as a beacon for this research. Its diverse patient population faces unique challenges in resource allocation. Studying how education impacts nurses' emotional intelligence offers key insights for resource-limited hospitals.

This introduction gets us ready to look at how education influences healthcare workers. It looks at communication skills and the work environment as key influences. By considering these factors, we aim to boost the quality of healthcare services.

Materials and Methods

This study employs a quantitative research design, exploring connections among key factors. At Pidie Jaya General Hospital, we focus on key areas. Our cross-sectional method captures data in a snapshot. This reveals important connections and potential causal links. We test our ideas using Structural Equation Modeling (SEM) and Partial Least Squares (PLS). Communication skills and the work environment play key roles in our exploration [5].

Population and Sampling

The population for this study includes nurses working at Pidie Jaya General Hospital. Nurses were chosen because they care for patients and are key to healthcare quality. We used Slovin's formula to find the sample size. We set a 5% margin of error for reliable results. We selected 150 respondents using simple random sampling. This ensures they represent the population well.

Instrumentation

The study employed structured questionnaires to collect data on all variables:

- Emotional Intelligence Scale: A 24-item scale measuring emotional attention, clarity, and repair.
- Job Satisfaction Questionnaire: A 21-item instrument evaluating workplace conditions and satisfaction levels.
- Communication Skills Scale: A 15-item scale assessing interpersonal communication abilities.
- Work Environment Scale: A 10-item scale measuring organizational support and stress management.
- Healthcare Service Quality Survey: A modified SERVQUAL model covering tangibles, reliability, responsiveness, assurance, and empathy.

All instruments were validated for reliability using Cronbach's alpha (threshold ≥ 0.7) and construct validity through Average Variance Extracted (AVE).

Data Collection Procedure

Data collection was conducted over two months using self-administered questionnaires distributed to nurses at Pidie Jaya General Hospital. Respondents were briefed on the purpose of the study to ensure informed consent. The anonymity of participants was maintained to encourage honest responses.

Data Analysis Techniques

We summarized demographic details of respondents using descriptive statistics. This included age, gender, and education level. We also looked at variable distributions, like the mean and standard deviation.

Cronbach's alpha was calculated for each scale to ensure internal consistency. AVE values were computed to confirm convergent validity. SEM using PLS was employed for hypothesis testing due to its suitability for small sample sizes and complex models with multiple mediators. Path coefficients were analyzed to determine direct relationships between variables.

The following hypotheses were tested:

- Education positively influences emotional intelligence among nurses.
- Job satisfaction positively influences healthcare service quality.
- Communication skills mediate the relationship between emotional intelligence and service quality.
- Work environment mediates the relationship between emotional intelligence/job satisfaction and service quality.

Limitations

While this study provides valuable insights into healthcare service quality dynamics at Pidie Jaya General Hospital, it is subject to several limitations:

- Cross-sectional design limits the ability to infer causality over time.
- Self-reported measures may introduce response bias.

Strengths

The strengths of this study:

- Use of validated instruments for data collection.
- Comprehensive analysis integrating multiple mediators (communication skills and work environment).
- Application of SEM-PLS for robust hypothesis testing.

This methodology ensures a systematic approach to understanding how education impacts emotional intelligence among nurses while exploring its indirect effects on healthcare service quality through communication skills and work environment dynamics.

Findings

This section shares the study's findings. It shows how education, emotional intelligence (EI), and job satisfaction are linked at Pidie Jaya General Hospital. It looks at how communication skills and the work environment impact healthcare service quality. Results are presented as lively descriptive statistics, alongside reliability and validity tests. Hypothesis testing happens through Partial Least Squares Structural Equation Modeling (PLS-SEM). It focuses on the connections that matter the most. The findings are supported by detailed tables for clarity.

Table 1 and Table 2 summarize the respondents' demographic traits and descriptive stats for the variables.

Table 1. Demographic Characteristics of Respondents

Characteristic	Frequency (n=150)	Percentage (%)
Gender		
Male	45	30
Female	105	70
Age Group		
20–30 years	65	43.3
31–40 years	55	36.7
Above 40 years	30	20
Education Level		
Diploma	50	33.3
Bachelor's Degree	90	60
Master's Degree	10	6.7
Length of Work		
<5 years	70	46.7
5–10 years	50	33.3
>10 years	30	20

Table 2. Descriptive Statistics of Variables

Variable	Mean	Standard Deviation (SD)
Education	4.25	0.62
Emotional Intelligence (EI)	4.18	0.55
Job Satisfaction	4.12	0.58
Communication Skills	4.30	0.60
Work Environment	4.22	0.57
Healthcare Service Quality	4.35	0.54

Among the respondents, 70% were female, making up a strong majority. The 20-40 age group dominated the survey, accounting for 80% of participants. Notably, 60% of respondents held a bachelor's degree, making it the most common educational background. Additionally, nearly half of the nurses—46.7% to be precise—had less than five years of experience in their field. All variables scored high on the Likert scale. This shows that respondents had positive views.

Reliability and Validity Testing

Reliability was assessed using Cronbach's alpha, and validity was determined through Average Variance Extracted (AVE).

Table 3. Reliability and Validity Testing

Variable	Cronbach's Alpha	AVE
Education	0.89	0.72
Emotional Intelligence (EI)	0.91	0.75
Job Satisfaction	0.87	0.70
Communication Skills	0.90	0.74
Work Environment	0.88	0.73
Healthcare Service Quality	0.92	0.76

All variables demonstrated high reliability (Cronbach's alpha >0.7) and validity (AVE >0.5), confirming the robustness of the measurement instruments.

Hypothesis Testing

PLS-SEM was used to test the hypotheses and analyze the relationships between variables.

Table 4. Direct Effects Between Variables

Path	Coefficient (β)	t- statistic	p- value
Education → EI	0.78	9.45	<0.001
EI → Job Satisfaction	0.72	8.12	<0.001
EI → Communication Skills	0.68	7.89	<0.001
Job Satisfaction → Service Quality	0.65	7.25	<0.001
Communication Skills → Service Quality	0.60	6.80	<0.001

All direct relationships were statistically significant ($p < .001$), indicating strong positive effects between education, emotional intelligence, job satisfaction, communication skills, and healthcare service quality.

Mediating Effects

The mediating roles of communication skills and work environment were analyzed using bootstrapping techniques.

Table 5: Mediating Effects of Communication Skills and Work Environment

Path	Indirect Effect (β)	t- statistic	p- value
Education → EI → Communication Skills → Service Quality	0.42	6.50	<0.001
EI → Work Environment → Service Quality	0.38	6.20	<0.001

Both communication skills and work environment significantly mediated the relationships between emotional intelligence and healthcare service quality ($p < .001$). This highlights their critical roles in enhancing service outcomes.

Discussion

The discussion section interprets the study's findings. It looks at how education affects emotional intelligence (EI) and job satisfaction in nurses. Then, it explores how these factors impact healthcare service quality at Pidie Jaya General Hospital [6]. The study looks at how communication skills and the work environment affect these relationships. Based on the conceptual framework provided, this section elaborates on the implications of the results, compares them with existing literature, and provides recommendations for healthcare management [7].

Education Affects Emotional Intelligence

The study shows that education has a strong impact on emotional intelligence ($\beta = 0.78$, $p < 0.001$) [8]. This shows how important education is for nurses. It helps them

see, understand, and manage emotions well. Emotional intelligence is vital for healthcare workers. It helps them understand patients, handle stress, and connect well with coworkers [9].

Mechanisms Linking Education and Emotional Intelligence

Education enhances emotional intelligence through several mechanisms [10]:

- **Knowledge Acquisition:** Formal education helps nurses understand human behavior, psychology, and emotional control.
- **Skill Development:** Training programs emphasize skills like active listening, empathy, and conflict management.
- **Classrooms mirror real-world clinical situations.** This helps nurses prepare for tough emotional moments [11].

Nursing programs focus on patient psychology and cultural skills. This helps students grasp patient needs better and build empathy. Workshops on emotional regulation arm nurses to navigate high-stress situations with grace. Hospitals should support ongoing training to boost emotional intelligence.

Pidie Jaya General Hospital can improve nurses' skills. They can do this by adding emotional intelligence training to existing programs. This change will help them provide better patient-centered care.

Emotional Intelligence and Job Satisfaction

The study shows a strong link between emotional intelligence and job satisfaction. The result is significant ($\beta=0.72$, $p<0.001$) [12]. Nurses who have high emotional intelligence are better at managing work challenges. They also build strong relationships with their colleagues and find more joy in their jobs [13].

Unlocking the Power of Emotional Intelligence for Job Satisfaction [14]. **Stress Management:** Nurses with emotional intelligence understand their feelings. They keep burnout away and enjoy high job satisfaction. **Interpersonal Relationships:** Nurses with high EI form solid ties with coworkers and patients. This fosters a supportive and collaborative atmosphere. Nurses with high emotional intelligence (EI) find deep connections with patients. They empathize well and help uplift their recovery journeys.

These insights align with research. Employees with emotional intelligence can adapt and stay resilient in changing work environments. [15].

Recommendations for Management

To harness the power of emotional intelligence, hospital administrators can take a few vibrant steps. First, create peer support groups where nurses connect and share stories. These circles of camaraderie foster understanding, turning shared experiences into valuable lessons. Next, introduce mentorship programs, pairing seasoned staff with eager junior nurses. With guidance from mentors, newcomers will master the art of handling workplace challenges. Finally, host regular workshops on stress management techniques. Try mindfulness meditation for relaxation or discover cognitive-behavioral strategies for change.

Communication Skills

Communication skills help connect emotional intelligence and healthcare service quality. This link is strong, with an effect size of $\beta=0.42$ and $p<0.001$. This underscores the importance of effective communication in providing high-quality patient care [16].

This finding aligns with studies Habib, et al., (2024) that emphasize the role of communication in patient-centered care. Emotionally intelligent nurses can read non-

verbal cues well. This helps them respond better and improves patient satisfaction [17]. Pidie Jaya General Hospital can benefit from training programs that boost communication skills. These programs may improve the link between emotional intelligence and the quality of service.

The Art of Communication in Healthcare

Cultivating Trust: Nurses wield the power of words to foster trust. With empathetic dialogue, they address patient concerns like a soothing balm. • Empowering Patients: Clear communication unlocks understanding, guiding patients through their diagnoses. It's the bridge that connects treatment plans to patient minds. Reducing Errors: Effective communication among healthcare teams minimizes misunderstandings and reduces medical errors [18]. Nurses who have high emotional intelligence tend to communicate well. They can understand non-verbal signals, show empathy, and adjust how they talk to fit each patient's needs [19].

Pidie Jaya General Hospital should focus on training programs to improve communication skills. This could boost emotional intelligence and enhance service quality [20].

Work Environment as a Mediator

The work environment also mediated the relationship between emotional intelligence/job satisfaction and healthcare service quality ($\beta=0.38, p<0.001$) [21]. A supportive work environment helps staff work together. It also lowers stress and boosts job performance. [22].

Characteristics of a Supportive Work Environment

- Team Collaboration: A vibrant workplace fosters synergy among teammates, sparking creativity.
- Recognition of Contributions: Valued employees shine brighter, driving job satisfaction and loyalty.
- Stress Management Resources: Counseling services and wellness programs are lifelines amid workplace pressures.

These insights harmonize with Efremov et al. (2025), showcasing how organizational support elevates healthcare outcomes [23]. For example, hospitals prioritizing employee well-being often bask in heightened job satisfaction [24].

Strategies for Improvement

At Pidie Jaya General Hospital, we can cultivate a flourishing work environment by:

- Balancing workloads to shield staff from burnout.
- Celebrating employee triumphs with awards or public recognition.
- Offering pathways for professional growth through training and promotions.

Healthcare Service Quality

The goal of this study was to see how these variables influence healthcare service quality at Pidie Jaya General Hospital. The results show that job satisfaction ($\beta=0.65$) and communication skills ($\beta=0.60$) both strongly predict service quality.

Job Satisfaction and Service Quality Satisfied nurses tend to engage more in their work. They are also more dedicated to providing high-quality care. They are also less likely to experience burnout, which can negatively affect patient outcomes [25].

The Power of Communication in Elevating Service Quality

When good communication flows, patients feel truly heard and understood. This connection ignites satisfaction, transforming care into a comforting experience.

Research has shown that higher EI levels are associated with better teamwork and more compassionate patient care. Studies have highlighted the mediating role of communication skills in linking EI with service quality. The positive impact of organizational support on job satisfaction has been widely documented.

This study builds on past research by weaving together key elements. We integrate communication skills and work environment into a cohesive framework. This new way helps us understand healthcare service quality at Pidie Jaya General Hospital better.

Yet, as with all gems, it bears a few imperfections. First, the cross-sectional design limits our ability to trace causality over time. Second, the reliance on self-reported data may usher in response bias. The findings are promising for Pidie Jaya General Hospital, but they may not apply to other places.

Looking ahead, future research could tackle these concerns head-on. Employing longitudinal designs could illuminate trends over time. Broaden the sample size by incorporating diverse hospitals to boost validity significantly. Future studies could embark on exciting explorations, including:

- The cultural influences shaping emotional intelligence among nurses.
- The ripple effect of leadership styles on nurturing supportive work environments.
- Longitudinal explorations of how educational interventions impact EI levels over time.

Conclusion

This discussion highlights the critical role of education in enhancing emotional intelligence among nurses at Pidie Jaya General Hospital. Emotional intelligence positively influences job satisfaction and communication skills, which are essential for delivering high-quality healthcare services. Communication skills and work environment act as key mediators in these relationships, underscoring the need for targeted interventions in education and organizational support. By addressing these factors comprehensively, hospital administrators can improve patient care outcomes while fostering a positive work culture for medical personnel.

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