

Analysis of the Effect of Emotional Intelligence and Servqual-Based Service Quality on Satisfaction Nurses Work at Bima Regional Hospital

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Abstract. Nurse job satisfaction is an important aspect in hospital human resource management because it is related to motivation, performance, commitment, and quality of nursing services. Emotional intelligence and service quality are factors thought to play a role in shaping nurse job satisfaction. This study aims to analyze the relationship between emotional intelligence and SERVQUAL-based service quality with nurse job satisfaction at Bima Regional General Hospital, both partially and simultaneously. This study used a quantitative approach with a cross-sectional design and an analytical survey method. The study sample consisted of 160 nurses selected using a purposive sampling technique. Data were collected using the Wong and Law Emotional Intelligence Scale (WLEIS), SERVQUAL, and Job Satisfaction Survey (JSS) questionnaires. Data were analyzed univariately, bivariate using Spearman correlation, and multivariate analysis using ordinal regression. The results showed that the emotional intelligence of nurses was mostly in the sufficient category, namely 77 respondents (48.1%), while the quality of SERVQUAL-based service was mostly in the sufficient category, namely 74 respondents (46.3%). Most nurses' job satisfaction was in the satisfied category, namely 74 respondents (46.3%). There was a positive and significant relationship between emotional intelligence and nurse job satisfaction ($r = 0.582$; $p = 0.000$) and between SERVQUAL-based service quality and nurse job satisfaction ($r = 0.526$; $p = 0.000$). Simultaneously, emotional intelligence and SERVQUAL-based service quality were significantly related to nurse job satisfaction (Chi-Square = 87.862; $p = 0.000$), with a Nagelkerke value of 0.487. It was concluded that increasing nurses' emotional intelligence and SERVQUAL-based service quality were jointly related to increasing nurse job satisfaction at Bima Regional General Hospital.

Keywords: Emotional Intelligence; Job Satisfaction; Nurses; Service Quality, SERVQUAL.

1. Introduction

Hospitals are healthcare organizations whose success is largely determined by the quality of their human resources, particularly nursing staff, who interact most intensively with patients. Nurses are not only responsible for providing clinical services but also play a role in establishing therapeutic communication, providing emotional support, and maintaining continuity of care 24/7. Therefore, the success of hospital services is determined not only by medical facilities and technology, but also by the psychological and emotional well-being and job satisfaction of nurses in carrying out their duties.

Nurse job satisfaction is a crucial indicator in hospital human resource management because it is closely linked to work motivation, productivity, organizational commitment, service quality, and the sustainability of healthcare services. Nurses with high levels of job satisfaction tend to demonstrate better performance, exhibit strong organizational loyalty, and are able to provide professional and high-quality care to patients. Conversely, low job satisfaction can lead to increased work stress, burnout, absenteeism, and even nursing staff turnover, ultimately impacting the quality of hospital services (Robbins & Judge, 2017).

One factor thought to influence nurse job satisfaction is emotional intelligence. Emotional intelligence is an individual's ability to recognize, understand, manage, and effectively control their own and others' emotions (Salovey & Mayer, 1990; Goleman, 1995). In a hospital environment with high levels of work pressure, nurses are required to be able to control their emotions, adapt to various work situations, work collaboratively in teams, and provide empathetic care to patients and their families.

Nurses with high emotional intelligence tend to be better able to manage work stress, resolve interpersonal conflict, build harmonious working relationships, and maintain work motivation in the face of various healthcare demands. These conditions contribute to increased nurse job satisfaction. Conversely, low emotional management skills can lead to emotional exhaustion, workplace conflict, burnout, and decreased job satisfaction. Various studies have shown that emotional intelligence has a positive and significant relationship with nurse job satisfaction and the quality of nursing care (Labrague et al., 2022; Albagawi et al., 2023).

Besides emotional intelligence, another factor thought to influence nurse job satisfaction is SERVQUAL-based service quality. The SERVQUAL model developed by Parasuraman, Zeithaml, and Berry (1988) measures service quality based on five main dimensions: tangibles, reliability, responsiveness, assurance, and empathy. In the hospital context, these five dimensions not only influence patient perceptions of service quality but also influence the comfort and job satisfaction of healthcare workers involved in the service process.

2. Research Methods

This study uses a quantitative approach with an analytical survey method. The quantitative approach was chosen because the study aims to objectively examine the relationship and influence between independent and dependent variables using statistical analysis. The survey method is used to obtain data directly from respondents by distributing questionnaires compiled based on the indicators of each research variable.

3. Results and Discussion

3.1. Level of Emotional Intelligence of Nurses at Bima Regional Hospital

Based on the results of a study of 160 nurses at Bima Regional Hospital, the highest level of emotional intelligence was in the sufficient category, namely 77 people (48.1%), followed by the good category with 53 people (33.1%) and the poor category with 30 people (18.8%). These findings indicate that in general, nurses at Bima Regional Hospital have sufficient emotional abilities to face the demands of the job, although these abilities can still be developed to a better category.

Emotional intelligence is an individual's ability to recognize, understand, manage, and use emotions adaptively in various situations. In the nursing profession, this ability is crucial because nurses encounter patients in various physical and psychological conditions, including those experiencing anxiety, fear, pain, and critical conditions. Mayer et al. (2008) define emotional intelligence as the ability to recognize and manage emotional information, while Freshwater and Stickley (2004) position emotional intelligence as a crucial skill in nursing practice and education.

The results of this study align with Mora et al.'s (2024) systematic review of emotional intelligence in nurses, which showed that emotional intelligence is a crucial aspect of nursing practice, particularly as nurses face a variety of emotional situations in providing care to patients. This ability can help nurses maintain good interpersonal relationships and navigate emotional situations more adaptively.

A predominance of the sufficient category may also indicate that the nurse's emotional skills have developed, but are not yet fully optimized. Nurses may be able to control their emotions and communicate effectively with patients, but still experience difficulties in certain situations that involve high emotional stress. This is important to consider because nursing requires not only technical competence but also the ability to manage one's own emotions and understand the emotions of others.

These findings imply that improving emotional intelligence can be part of nurse competency development at Bima Regional General Hospital. More recent evidence suggests that

emotional intelligence can also be developed through training. A recent systematic review and meta-analysis found that emotional intelligence training for nurses and nursing students can increase emotional intelligence, reduce stress, and improve communication skills.

Thus, the "sufficient" category, which was dominant in this study, does not indicate a poor condition, but rather indicates room for emotional development. Training in emotion management, therapeutic communication, empathy, stress management, and conflict resolution can be part of a strategy for developing nurses' emotional intelligence.

3.2. SERVQUAL-Based Service Quality at Bima Regional Hospital

The results of the study showed that the quality of SERVQUAL-based services at Bima Regional Hospital was mostly in the adequate category, with 74 patients (46.3%), while 57 patients (35.6%) were in the good category and 29 patients (18.1%) were in the poor category. These findings indicate that service quality has generally been quite good, but not yet fully optimal.

SERVQUAL, developed by Parasuraman et al. (1988), measures service quality through five main dimensions: tangibles, reliability, responsiveness, assurance, and empathy. These five dimensions provide a framework for understanding service quality based on the perceptions of service recipients. In the hospital context, tangibles relate to the facilities and physical conditions of the service, reliability relates to the ability to provide services accurately and consistently, responsiveness relates to the speed and willingness to provide assistance, assurance relates to competence and trustworthiness, and empathy relates to individualized attention to patients.

This research finding is reinforced by Alizadeh et al.'s (2025) systematic review and meta-analysis of hospital service quality using SERVQUAL. The study analyzed 25 studies with a total of 8,021 patients and revealed a gap between patient expectations and perceptions across various SERVQUAL dimensions. This suggests that healthcare quality in various contexts still requires continuous evaluation and improvement.

More recent evidence was also obtained from Farrokhi et al. (2026) through a systematic review and meta-analysis of 51 studies with a total of 19,679 respondents. The study showed that there is still a gap between expectations and perceptions of service quality across the five dimensions of SERVQUAL. The study also emphasized the importance of improving communication, empathy, and responsiveness in enhancing service quality.

These results are relevant to the condition of Bima Regional Hospital, as the dominant "sufficient" category indicates that services have met most respondents' needs, but there are still areas that need improvement. Improving service quality is not only related to

physical facilities, but also to consistency of service, speed of response, staff competence, and the ability to provide patient care.

Thus, the research results suggest that improving service quality at Bima Regional Hospital requires a comprehensive approach, addressing all dimensions of SERVQUAL. Improvements in reliability and responsiveness, for example, can help create more consistent and responsive service to patient needs.

3.3. Level of Job Satisfaction of Nurses at Bima Regional Hospital

The results of the study showed that the highest level of job satisfaction among nurses at Bima Regional Hospital was 74 (46.3%) in the satisfied category, followed by 62 (38.8%) in the somewhat satisfied category and 24 (15.0%) in the dissatisfied category. These findings indicate that nurses generally have a relatively positive perception of their work.

Job satisfaction is an individual's positive or negative evaluation of their work. In the nursing context, job satisfaction can be related to the work environment, interpersonal relationships, leadership, rewards, workload, career development opportunities, and organizational support.

The results of this study are supported by Zhao et al. (2025)'s updated literature review on job satisfaction in hospital nurses. The study emphasized that nurse job satisfaction is a crucial issue because it is linked to nurse turnover and the quality and safety of patient care. The predominance of the satisfied category in this study indicates that most nurses experienced a relatively positive work experience. However, the relatively large proportion of those in the somewhat satisfied category, at 38.8%, indicates that there is still a group of nurses who have not yet achieved optimal job satisfaction.

This situation requires management attention because job satisfaction is not only related to individual well-being but can also be linked to the sustainability of the nursing workforce and the quality of service. Therefore, hospitals need to maintain factors that support job satisfaction while simultaneously evaluating factors that continue to contribute to dissatisfaction.

3.4. The Influence of Emotional Intelligence on Nurses' Job Satisfaction at Bima Regional Hospital

The analysis results show a positive and significant relationship between emotional intelligence and nurse job satisfaction at Bima Regional Hospital, with a correlation coefficient of 0.582 and a p-value of 0.000. This value indicates a moderate relationship. A positive relationship indicates that the better the nurse's emotional intelligence, the higher the tendency for job satisfaction. Nurses who are able to understand and control their

emotions tend to be better able to cope with work pressure, interpersonal conflict, and emotional situations that arise in the service.

These findings are supported by Othman et al. (2024), who discussed the relationship between emotional intelligence and job satisfaction and organizational commitment in nurses. These findings support the notion that emotional intelligence is a relevant personal aspect of nurses' work experiences. The research findings also align with Mora et al. (2024), who demonstrated the importance of emotional intelligence in nurses' coping with emotional situations and building interpersonal relationships in nursing practice.

The ability to manage emotions can help nurses maintain a professional demeanor when dealing with difficult patients or family members, high workloads, or stressful clinical situations. Conversely, difficulty managing emotions can increase psychological distress and potentially decrease positive perceptions of work. Thus, the study results indicate that emotional intelligence is a personal factor related to nurse job satisfaction, although the strength of the relationship is moderate. This suggests that other factors play a role in determining nurse job satisfaction.

3.5. The Influence of SERVQUAL-Based Service Quality on Nurses' Job Satisfaction at Bima Regional Hospital

The results of the study indicate a positive and significant relationship between SERVQUAL-based service quality and nurse job satisfaction at Bima Regional General Hospital, with a correlation coefficient of 0.526 and a p-value of 0.000. This relationship is categorized as moderate. These results indicate that the better the service quality, the higher the tendency for nurse job satisfaction. This condition is understandable because nurses are a crucial part of the hospital service process. A good service system can help nurses carry out their duties in a more structured manner, obtain support facilities, and work in a more conducive environment.

In the tangible dimension, the availability of adequate facilities and equipment can assist nurses in carrying out nursing care. In the reliability dimension, a consistent service system can reduce uncertainty in the work. Meanwhile, responsiveness can help expedite the handling of patient needs. The assurance and empathy dimensions are also related to competence and the quality of interpersonal relationships in care.

These findings are supported by Alizadeh et al. (2025), who showed that hospital service quality, as measured using SERVQUAL, still shows a gap between patient expectations and perceptions. Furthermore, Farrokhi et al. (2026) found that healthcare service quality still shows gaps across various SERVQUAL dimensions and emphasized the importance of improving communication, empathy, and responsiveness. In light of the research findings, the predominance of service quality in the sufficient category indicates that there is still

room for improvement in the service system. These improvements not only have the potential to improve the patient experience but can also create a more supportive work environment for nurses.

3.6. The Simultaneous Effect of Emotional Intelligence and SERVQUAL-Based Service Quality on Nurses' Job Satisfaction at Bima Regional Hospital

Based on Table, the results *Model Fitting Information*. The ordinal regression showed a Chi-Square value of 87.862 with $df = 4$ and a significance value of 0.000. Because the p -value < 0.05 , the ordinal regression model that included the variables of Emotional Intelligence (EQ) and SERVQUAL-Based Service Quality (KP) had a better fit than the model without predictors. Thus, it can be concluded that Emotional Intelligence and SERVQUAL-Based Service Quality simultaneously had a significant relationship with the level of nurses' Job Satisfaction at Bima Regional General Hospital.

These results indicate that nurse job satisfaction is related to a combination of personal and organizational factors. Emotional intelligence helps nurses recognize, understand, and manage emotions when facing job demands, while service quality reflects the condition of the service system and work environment in which nurses perform their duties. When both aspects are in good condition, nurses have the potential to receive more adequate personal and organizational support in carrying out their work.

These findings align with recent research showing that emotional intelligence plays a crucial role in nursing work because nurses face ongoing emotional demands, interpersonal communication, conflict, and decision-making. A systematic review indicates that emotional intelligence is related to nurses' ability to manage emotional situations, build therapeutic relationships, improve communication, and support patient-centered care (Mao et al., 2024). Furthermore, research on emotional intelligence and job satisfaction suggests that the ability to manage emotions can help nurses cope with stress and conflict, thus supporting more positive work experience (Alharbi et al., 2023).

a. Ordinal Regression Model Fit

The Goodness-of-Fit results in Table show a Pearson's significance value of 0.338 and a Deviance value of 0.152. Both values are greater than 0.05. These results indicate that there is insufficient statistical evidence to indicate a discrepancy between the model and the observed data. In other words, the constructed ordinal regression model has an adequate fit with the empirical data.

This finding needs to be distinguished from the Model Fitting Information results. A Chi-Square value of 87.862 with $p < 0.001$ indicates that the model incorporating the KE and KP variables provides improved fit compared to the model without predictors. Meanwhile,

Pearson and Deviance values greater than 0.05 indicate that the model used does not show significant inconsistencies with the data. Therefore, both results together support the suitability of the ordinal regression model for analyzing nurse job satisfaction.

However, model interpretation still requires consideration of ordinal regression assumptions, particularly the proportional odds or parallel lines assumptions. If these assumptions have been tested and met, the model coefficients can be interpreted as changes in the nurses' propensity to be in higher job satisfaction categories. If these assumptions are not met, coefficient interpretation requires more caution or the use of an alternative ordinal model.

b. The Contribution of Emotional Intelligence and Service Quality to Job Satisfaction

Nagelkerke's pseudo-R-Square value of 0.487 indicates that the model consisting of Emotional Intelligence and SERVQUAL-Based Service Quality has a relatively good ability to distinguish variations in the Job Satisfaction category. This value should not be interpreted directly as the R^2 in linear regression. Therefore, the figure of 0.487 is more appropriately understood as an indicator of the relative strength of the model, not as evidence that KE and KP causally explain 48.7% of job satisfaction.

Thus, there are still other factors not included in the model, such as workload, compensation, leadership, organizational support, work environment, career development opportunities, interpersonal relationships, job security, and work-life balance. A recent systematic review and meta-analysis showed that nurse job satisfaction is a multidimensional construct influenced by working conditions, relationships with coworkers and leaders, rewards, workload, organizational support, and individual psychological factors (Zhang et al., 2024).

These results reinforce the idea that job satisfaction cannot be explained by a single factor. Emotional intelligence can help nurses cope with job demands, but its impact may be diminished if nurses work in systems with high workloads, poor communication, limited facilities, or low organizational support. Conversely, good service quality can create a more orderly work environment, but it may not necessarily lead to optimal job satisfaction if nurses struggle to manage emotional stress.

c. Partial Influence of Emotional Intelligence

Based on Table, Emotional Intelligence shows a significant relationship with Job Satisfaction. The low EQ category has an estimate of -3.248 with $p < 0.001$, while the medium EQ category has an estimate of -2.067 with $p < 0.001$. The high EQ category is used as the reference category.

In ordinal regression models, negative coefficients need to be interpreted based on the reference category and the direction of outcome coding. With the high EQ category as the reference, these results indicate that nurses with low and moderate emotional intelligence are less likely to be in the higher job satisfaction category than nurses with high emotional intelligence, after controlling for the Service Quality variable.

The coefficient pattern also shows a hierarchical trend. The coefficient for the low EQ category is more negative than for the medium EQ category. Substantively, this pattern supports the hypothesis that the lower the emotional intelligence, the lower the nurse's tendency to achieve higher job satisfaction categories. However, this interpretation must be adjusted to reflect the direction of the outcome categories and the coding used in the statistical software.

These findings can be explained by emotional regulation skills. Nurses with high emotional intelligence tend to be better able to recognize sources of stress, manage emotional responses, communicate effectively, resolve conflicts, and maintain constructive interpersonal relationships. These skills are crucial because nursing involves intensive interaction with patients, families, physicians, and other healthcare professionals.

A systematic review of emotional intelligence in nursing indicates that it is related to communication, interpersonal relationships, emotional situation management, and the quality of nurse-patient interactions (Mao et al., 2024). More recent intervention evidence also suggests that emotional intelligence training can improve emotional and communication skills and help reduce stress in nurses and nursing students (Huang et al., 2025). This suggests that emotional intelligence is not only a personal characteristic but also a capability that can be developed through training, supervision, reflection, and organizational support.

d. Partial SERVQUAL-Based Service Quality

The SERVQUAL-based Service Quality variable also showed significant results in the model. The low KP category had an estimate of -2.646 with $p < 0.001$, while the medium KP category had an estimate of -1.507 with $p < 0.001$. The high KP category was the reference category.

These results indicate that, after controlling for Emotional Intelligence, Service Quality remained significantly related to Job Satisfaction. Nurses in the low and medium service quality categories were less likely to be in the higher job satisfaction categories than nurses in the high service quality category.

Service quality is an integral part of the nursing work environment. Quality service requires coordination, clear procedures, reliability, responsiveness, competence, communication,

facilities, and good interpersonal relationships. When the service system operates consistently, nurses can carry out their duties with greater focus and gain certainty in their work. Conversely, unreliable or slow service can increase work barriers, increase psychological burden, and decrease job satisfaction.

In the context of SERVQUAL, the five dimensions—tangibles, reliability, responsiveness, assurance, and empathy—can be linked to nurses' work experiences. Tangibles relate to the availability of facilities and the physical condition of the service. Reliability relates to the consistency and accuracy of service. Responsiveness relates to the speed and willingness to provide assistance. Assurance relates to competence, a sense of security, and trustworthiness. Meanwhile, empathy relates to attention and concern for patients and fellow staff.

Recent research and reviews on healthcare quality indicate that reliability and responsiveness are often aspects that need strengthening. Gaps in these two dimensions can disrupt service flow, increase additional workload, and impact the work experience of healthcare workers (Alharbi et al., 2024). Therefore, the results of the study at Bima Regional Hospital demonstrate the importance of improving service reliability and responsiveness as part of a strategy to increase nurse job satisfaction.

Improving service quality also needs to be understood as a systemic responsibility, not just the responsibility of individual staff. The WHO emphasizes that quality healthcare requires leadership, teamwork, staff engagement, open communication, continuous learning, feedback, and a culture of safety (WHO, 2024). Therefore, nurses need to be positioned as a crucial part of the planning, implementation, evaluation, and improvement of service quality.

e. The Influence of Simultaneous on Job Satisfaction

The main finding of this study is that Emotional Intelligence and SERVQUAL-Based Service Quality simultaneously have a significant relationship with nurses' Job Satisfaction at Bima Regional General Hospital, as indicated by the Chi-Square value of 87.862 with $p < 0.001$. This means that when both variables are entered simultaneously into the model, the combination of the two provides a meaningful contribution in differentiating the level of nurses' job satisfaction.

Conceptually, these results can be explained through an approach that combines personal and work environment factors. Emotional intelligence is an internal resource that helps nurses manage the emotional demands of their jobs. Meanwhile, service quality reflects the condition of the system and environment in which services are provided. These two factors can complement each other in shaping nurses' work experiences.

Nurses with high emotional intelligence may be better able to cope with stress, but they can still experience dissatisfaction when working in an unsupportive care system. Conversely, a good care system can help create a more orderly work environment, but this may not be sufficient if nurses struggle to manage emotions, conflict, and interpersonal stress. Therefore, improving job satisfaction requires both individual capacity development and organizational system improvements.

These results are consistent with evidence that nurse job satisfaction is related to the quality of nursing care. A recent meta-analysis showed that nurse job satisfaction is associated with care quality, patient safety, and outcomes. More satisfied nurses tend to have greater job engagement and commitment, while job dissatisfaction can be associated with burnout, turnover intentions, and an increased risk of missed care (Zhang et al., 2024).

Thus, job satisfaction and service quality can form a mutually influential relationship. A positive service environment can increase job satisfaction, while satisfied and engaged nurses can provide more consistent, responsive, and patient-oriented care.

f. Implications for Bima Regional Hospital Management

The research results imply that efforts to improve nurse job satisfaction at Bima Regional Hospital require a multidimensional approach. Improving job satisfaction is not sufficient through individual training alone; it must be accompanied by improvements to the service system and organizational environment.

From an individual perspective, hospitals can develop training in emotional intelligence, emotion regulation, therapeutic communication, conflict management, and stress management. Training should not be a one-off, but rather combined with supervision, case discussions, practice reflection, and support from the ward head. Recent evidence suggests that emotional intelligence-based interventions can improve emotional and communication skills and help reduce stress in nurses (Huang et al., 2025).

From an organizational perspective, hospitals need to strengthen service quality by improving reliability and responsiveness, ensuring adequate facilities, interprofessional coordination, internal communication, ensuring procedures, and fostering an empathetic service culture. Improvements can be made through regular quality audits, monitoring response times, evaluating patient complaints, strengthening handovers, and involving nurses in the development and evaluation of service standards.

Hospitals also need to consider workload, staffing, work schedules, rewards, career development opportunities, and leadership support. These factors are important because nurse job satisfaction is influenced by overall working conditions, not just individual abilities or perceptions of service quality. A recent systematic review showed that organizational

support, interpersonal relationships, working conditions, rewards, and workload are important factors related to nurse job satisfaction (Zhang et al., 2024).

Furthermore, Bima Regional Hospital management needs to establish a feedback mechanism that allows nurses to report service barriers, facility needs, coordination issues, and improvement suggestions. Nurse involvement in decision-making can enhance a sense of ownership, organizational equity, and commitment to service quality. This approach aligns with the WHO principles of a culture of quality, which emphasize leadership, teamwork, staff involvement, learning, and continuous improvement (WHO, 2024).

Overall, the ordinal regression results indicate that Emotional Intelligence and SERVQUAL-Based Service Quality simultaneously have a significant relationship with nurses' Job Satisfaction at Bima Regional General Hospital ($\chi^2 = 87.862$; $df = 4$; $p < 0.001$). The model has an adequate fit with the data, indicated by the Pearson test ($p = 0.338$) and Deviance ($p = 0.152$). The Nagelkerke value of 0.487 indicates that the model has sufficient relative ability to distinguish variations in job satisfaction categories, although this value is not R^2 in the sense of linear regression and there are still other factors outside the model.

Partially, Emotional Intelligence and Service Quality both showed significant results ($p < 0.001$). Compared to the reference categories, namely high EC and high KP, the categories of low EC, medium EC, low KP, and medium KP had a lower tendency to be in the higher job satisfaction category. This interpretation was made by considering the direction of the coefficient, the reference category, and the outcome coding in the ordinal regression.

These findings reinforce the idea that nurse job satisfaction is the result of the interaction between personal abilities and the work environment. Therefore, strategies to improve job satisfaction at Bima Regional Hospital require integrating the development of nurses' emotional intelligence with improvements in the quality of the service system. This approach is more comprehensive than focusing on just one factor, as job satisfaction is influenced by a combination of individual, interpersonal, and organizational factors.

4. Conclusion

Based on the results of research on emotional intelligence, SERVQUAL-based service quality, and nurse job satisfaction at Bima Regional General Hospital, on 160 respondents, the following conclusions can be drawn:

1. The emotional intelligence of nurses at Bima Regional Hospital is mostly in the sufficient category, namely 77 people (48.1%).
2. The quality of SERVQUAL-based services at Bima Regional Hospital was mostly assessed as being in the sufficient category, namely by 74 people (46.3%).

3. The highest number of nurses' job satisfaction at Bima Regional Hospital is in the satisfied category, namely 74 people (46.3%).
4. There is a positive and significant relationship between emotional intelligence and nurse job satisfaction at Bima Regional Hospital, with a correlation coefficient of 0.582 and a p-value of 0.000. The level of relationship is in the moderate category.
5. There is a positive and significant relationship between SERVQUAL-based service quality and nurse job satisfaction at Bima Regional General Hospital, with a correlation coefficient of 0.526 and a p-value of 0.000. The level of relationship is in the moderate category.
6. Emotional intelligence and SERVQUAL-based service quality simultaneously significantly correlated with nurses' job satisfaction at Bima Regional General Hospital, with a Chi-Square value of 87.862 and a p-value of 0.000. The ordinal regression model had an adequate fit with the data, with a Pearson value of 0.338 and a Deviance of 0.152. The Nagelkerke value of 0.487 indicated the model's relative ability to adequately explain variations in job satisfaction categories.

Overall, the research results indicate that the most dominant conditions are sufficient emotional intelligence, sufficient service quality, and satisfied job satisfaction. Furthermore, emotional intelligence and SERVQUAL-based service quality both showed a positive and significant relationship with job satisfaction, both individually and simultaneously.

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