

**Communication Skills, Emotional Intelligence and Service quality of Academic Staff in
Public Tertiary Institutions, Ekiti State, Nigeria**

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Communication and Information Sciences, Lead City University, Ibadan, Oyo State, Nigeria.**

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Certification

This is to certify that **Siene Elizabeth EKE** with matriculation number **LCU/PG/001920** carried out this research work titled “**Communication Skills, Emotional Intelligence and Service quality of Academic Staff in Public Tertiary Institutions in Ekiti State**” in the Department of Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, Nigeria, for the award of Master Degree in Office and Information Management and that this has not been previously submitted.

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Dedication

Gratefully dedicated to the Almighty God and to the memory of my late father Mr Apiafi Samuel

Isreal.

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Acknowledgment

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“Even though the above-mentioned institutions and persons have assisted in the process of this research work, I alone stand responsible for the error (s) if any, found in this work”.

Abstract

As tertiary education systems diversify, quality has become the key word and the society is increasingly concerned about the excellence of teaching and value of presentation of instructions by academic staff in the tertiary institutions as quality education is the solution to most societal problems. Hence, it is paramount to identify the level of service quality, communication skills and the level of emotional intelligence of academic staff in public tertiary institutions in Ekiti State. A cross-sectional survey design was adopted with a population of 5,031 academic staff of four public tertiary institutions in Ekiti state. A sample size of 302 was computed through Krejcie and Morgan's sample-size table for the academic staff. The study adopted the simple random sampling technique to select the academic staff. The instrument designed for the study was adapted and validated. The Cronbach's Alpha coefficient range between 0.7, 0.8, 0.6, and 0.76 respectively. The response rate of 80.3% was achieved for the populations, and data were analyzed through descriptive and inferential statistics. Findings revealed that Communication Skills has a moderate and positive correlation with service quality of Educators under investigation ($F(1, 243) = 129.227, p < 0.05$). Study revealed that emotional intelligence has a moderate and positive correlation ($R = 0.458$) with service quality of educators of public institutions higher learning in Ekiti State and that communication skills and emotional intelligence have high and positive correlation ($R = 0.626$) with service quality of academic staff of public tertiary institutions in Ekiti State. The study inferred that a statistically significant effect of educators' competence, effectiveness, reliable, responsiveness, and client-friendliness in public institutions of higher learning in Ekiti State and recommended that the management of public institutions should organize periodic communication skill training for the academic staff so as to stay relevant within the system.

Keywords: Communication Skills; Emotional Intelligence; Service Quality.

Word Count: 299

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List of Acronyms

Abbreviation		Meanings
AES	-	Assessing Emotions Scale
EIA	-	Emotional Intelligence Appraisal
EI	-	Emotional Intelligence
ECI	-	Emotional Competency Inventory
EQ	-	Emotional Quotient
EQ-I	-	Emotion Quotient Inventory
IQ		Intellectual Quotient
HEdPERF	-	Higher Education Performance
MEIS	-	Multifactor Emotional Intelligence Scale
MSCEIT	-	Mayer-Salovey-Caruso Emotional Intelligence Test
S-M-CR	-	Sender-Message-Channel-Receiver Model
SERVQUAL	-	Service Quality
WEIS	-	Wong's Emotional Intelligence Scale