

Abstract

Leadership plays a crucial role in shaping the performance and effectiveness of healthcare organizations. This mixed-methods case study examines how different leadership styles—transformational, transactional, and laissez-faire—affect organizational performance within healthcare settings. The research combines quantitative surveys measuring organizational performance and qualitative interviews with healthcare leaders to understand the relationship between leadership behaviors and operational outcomes.

The quantitative component assesses various performance metrics, including staff satisfaction, patient outcomes, and operational efficiency, in relation to the leadership styles adopted by managers. Results suggest that transformational leadership is strongly correlated with higher staff morale, better patient care, and improved organizational outcomes. Conversely, transactional leadership tends to produce more stable operations but lacks long-term improvements in employee engagement and patient satisfaction. Laissez-faire leadership shows a negative correlation with overall performance, particularly in high-pressure environments.

In-depth qualitative interviews with healthcare managers and frontline staff offer additional insights into how leadership styles manifest in day-to-day operations. Participants highlight the importance of clear communication, emotional intelligence, and adaptability in leadership, all of which are linked to higher performance levels. This study concludes by emphasizing the need for healthcare organizations to cultivate transformational leadership practices to foster a positive work environment and enhance organizational performance, with practical recommendations for leaders to strengthen their leadership capabilities.