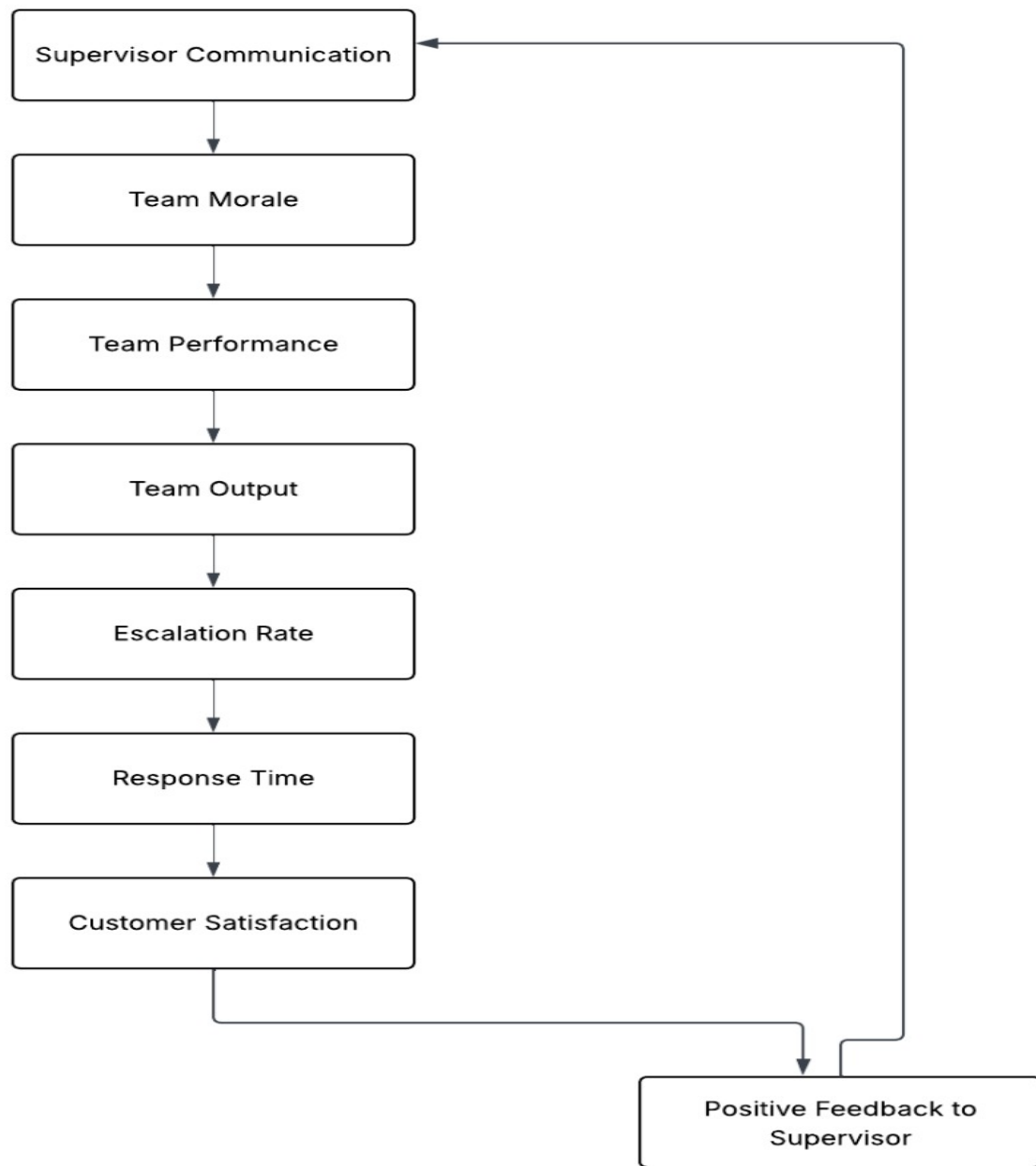


Causal Loop Diagram



In this diagram, there is a feedback loop as Supervisor Communication increases Team Morale, which leads to Team Performance and Output. Better performance will lower the Escalation Rate, and Response Time will decrease along with Customer Satisfaction (Inavolu, 2024). The Supervisor also receives positive feedback; when customers are satisfied, they give positive feedback to the Supervisor, and it enhances communication. This model assists managers in the real world to comprehend how leadership quality plays a role

in service provision. Its main emphasis is on the importance of investing in team morale and communication to increase customer performance. This can be used to structure leadership training, performance reviews, and customer experience strategies by ensuring an organization continuously improves based on an internal and external feedback loop (Idrus, 2025).

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