

# Effectiveness of Acknowledgement and Gratitude on Nurse Performance and Motivation in a 60-Bedded Harmony Hospital in Ahmedabad, Gujarat

Samta Sonule

*Nursing Superintendent Affiliation: HARMONY HOSPITAL*

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**ABSTRACT :** In the healthcare sector, acknowledgement is necessary for a positive work atmosphere. They have a crucial role in improving job satisfaction, increasing nursing motivation, and ultimately influencing the quality of patient care. This study aims to assess how nurses' performance and motivation in a 60-bed Harmony Hospital in Ahmedabad are affected by recognition and gratitude. Forty staff nurses took part in a cross-sectional, descriptive study using a standardised questionnaire. The findings demonstrated how recognition significantly improves motivation, engagement, and performance measures, including productivity, teamwork, and patient care quality. The study concludes that organised appreciation programmes can enhance worker productivity and patient outcomes.

**KEYWORDS :** Recognition, Appreciation, Nurse Motivation, Performance, Patient Care, Work Environment

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## I. INTRODUCTION

Patient outcomes are directly impacted by the work of nurses, who are the foundation of healthcare systems. One of the main motivators that affects nurses' engagement, work happiness, and productivity is recognition and praise. Workplace recognition has been shown to significantly improve psychological well-being and job satisfaction among nurses (Alahiane et al., 2023). Fostering a culture of appreciation becomes crucial in healthcare settings like Harmony Hospital, Ahmedabad, where workload and stress levels are high. Nurses are more driven to provide high-quality care when they feel appreciated, which enhances patient safety and organisational effectiveness. To further strengthen motivation and engagement among nursing staff at Harmony Hospital, structured initiatives such as **spot appreciation programmes** and **weekly engagement activities** have been conceptualised. These initiatives aim to create a positive work culture where nurses feel valued and encouraged to perform their duties with greater dedication and accuracy.

**Review of Literature :** Research indicates that recognition and incentives have a strong positive impact on nurse performance. Sohail and Riaz (2021) found that nurses who received appreciation demonstrated significantly higher performance levels. Structured recognition programmes have also been shown to enhance staff effectiveness and reduce turnover rates (Dacanay & Smalley, 2026). Furthermore, motivation and reward systems are directly associated with improved nursing performance and better patient outcomes (Pamungkas et al., 2022). Recognition contributes to organisational success by improving engagement, teamwork, and workplace satisfaction (Stricker, 2024).

### Objectives

1. To determine how much nurses are acknowledged and valued.
2. To assess its impact on nursing staff morale.
3. To ascertain its effect on the performance of nurses.
4. To determine the elements that affect performance and motivation.

## II. METHODOLOGY

### Study Design

Descriptive cross-sectional study

### Setting

Harmony Hospital, Ahmedabad, Gujarat

### Sample Size

40 staff nurses

**Sampling Technique**

Convenience sampling

**Inclusion Criteria**

Nurses with ≥6 months' experience  
Willing participants

**Data Collection Tool**

Structured questionnaire (Likert scale)

**Data Collection Method**

Self-administered questionnaire

**Intervention Component**

As part of organisational improvement, the study also considered the implementation of:

- **Spot Appreciation Program:** Immediate recognition of nurses for exemplary performance every month.
- **Weekly Engagement Activities:** Short interactive sessions including team-building exercises, motivational talks, games, and stress-relief activities  
These initiatives were designed to enhance motivation, improve morale, and promote a culture of recognition within Harmony Hospital.

**III. DATA ANALYSIS**

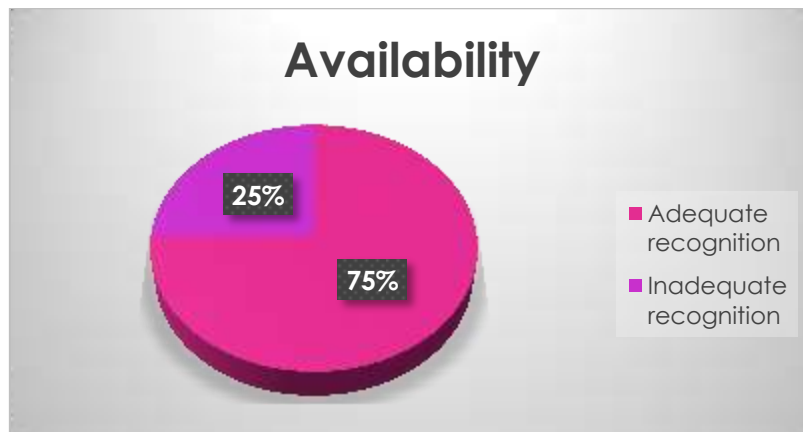
Descriptive statistics (percentage, frequency)

**Results**

**1. Recognition Availability**

Recognition	Availability
Adequate recognition	75%
Inadequate recognition	25%

The majority of nurses perceive a positive recognition culture.



**Fig.1: Representing Availability among Nurses through a pie chart**

**2. Effect on Motivation**

Strongly Agree	55%
Agree	30%
Neutral	10%
Disagree	5%

85% of nurses reported increased motivation due to recognition.

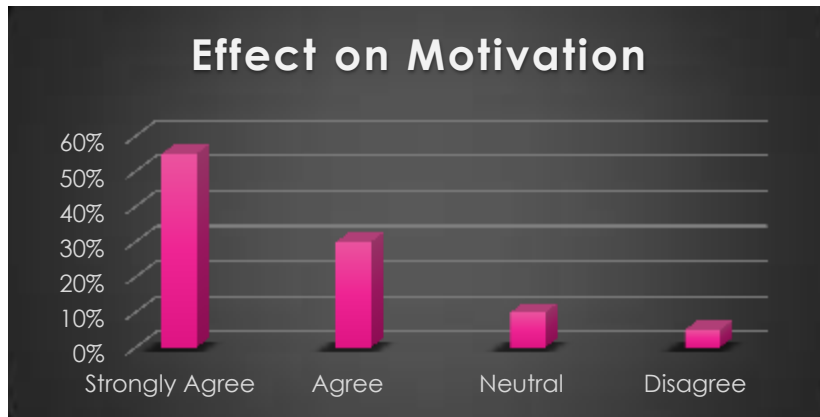


Fig.2: Representing Bar graph on the effect of Recognition on Motivation

### 3. Impact on Performance

Parameter	Improvement (%)
Work Efficiency	80%
Patient Care Quality	85%
Job Satisfaction	90%
Teamwork	75%

Recognition significantly improves performance indicators.

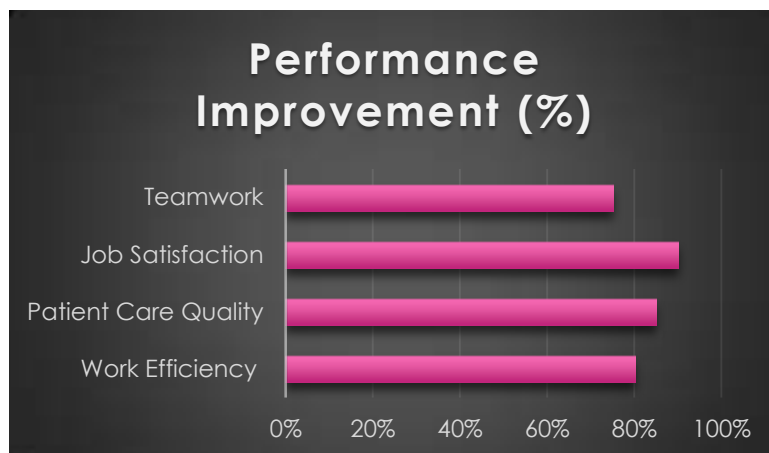


Fig.3: Cluster Bar Graph representing Improvement in Nursing Performance Indicator

### 4. Preferred Recognition Methods

Verbal appreciation	85%
Certificates/awards	70%
Incentives	65%
Public recognition	60%

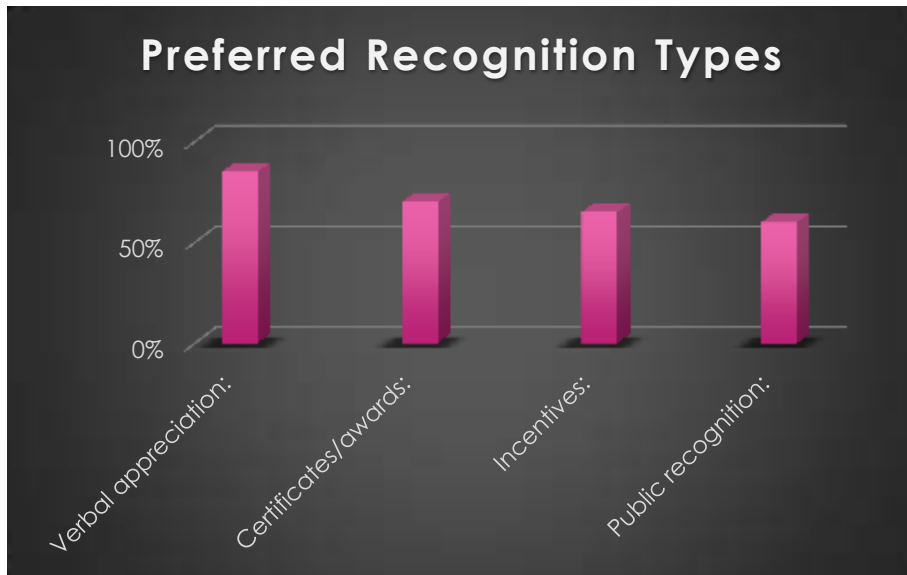


Fig.4: Bar Graph representing Preferred Recognition Types

### 5. Impact of Recognition Initiatives

Parameter	Improvement (%)
Motivation Level	88%
Job Satisfaction	90%
Work Accuracy	85%
Team Coordination	80%

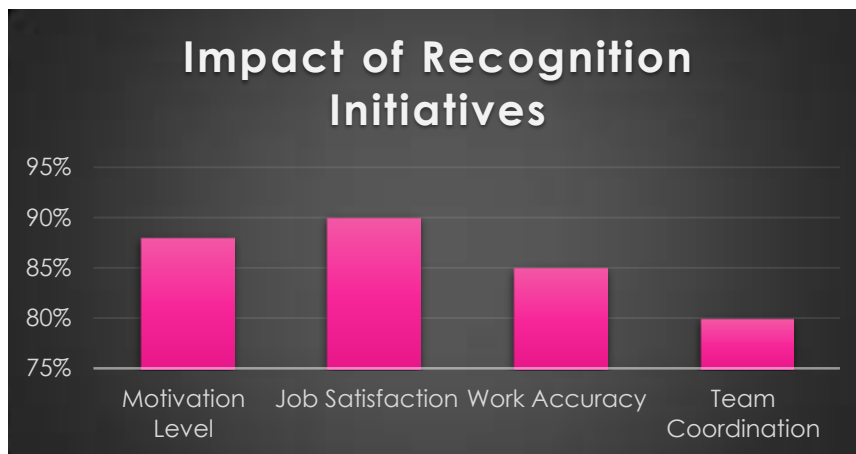


Fig.5: Cluster column representing Impact of Recognition on Initiatives

**Interpretation:** The introduction of structured recognition initiatives, such as spot appreciation and engagement activities, has shown a noticeable improvement in motivation, performance accuracy, and teamwork among nurses.

**Discussion :** The introduction of structured initiatives such as **spot appreciation programmes and weekly engagement activities** further enhanced nurse motivation and workplace positivity. Immediate recognition through spot appreciation reinforced desirable behaviours, while weekly engagement activities promoted teamwork, reduced stress, and improved communication. These findings support the concept that continuous reinforcement and emotional engagement are critical for sustaining motivation in high-stress healthcare environments. Such initiatives not only improve individual performance but also contribute to a positive organisational culture and better patient outcomes. The study's findings demonstrate that praise and recognition

have a significant positive influence on nurses' performance and motivation. Nurses who are valued are more involved, confident, and effective. These findings are consistent with previous research, which demonstrates that recognition enhances job satisfaction, reduces burnout, and improves patient care outcomes (Alahiane et al., 2023; Pamungkas et al., 2022). Workplace appreciation also fosters teamwork and creates a supportive environment, ultimately contributing to improved clinical outcomes and organisational success (Stricker, 2024).

**Conclusion :** Acknowledgement and gratitude are essential for boosting nursing performance and motivation. Due to recognising procedures, most nurses at Harmony Hospital reported increased job satisfaction, efficiency, and quality of patient care. Maintaining a positive work atmosphere and guaranteeing the provision of high-quality healthcare requires the implementation of structured appreciation systems. The integration of structured initiatives, such as spot appreciation and engagement activities, plays a crucial role in sustaining nurse motivation, improving performance, and fostering a positive work environment at Harmony Hospital.

### **Recommendations**

- Implement **monthly spot appreciation programmes** to recognise outstanding nursing performance
- Conduct **weekly engagement activities** such as team-building sessions, stress management programmes, and motivational interactions
- Encourage **peer-to-peer appreciation culture**
- Develop a **formal recognition policy** within the hospital
- Monitor impact through regular feedback and performance evaluation

### **Ethical Considerations**

- Informed consent was obtained
- Confidentiality maintained
- No harm to participants
- Institutional permission obtained

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