

Psychological Impact on Mankweng Hospital Employees on Displaying the Names of Award Winners in the Hospital Corridor Wall and Its Effect on Enhancing Motivation and Performance

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ABSTRACT

Background: The concept of giving out accolades and rewards has been there for centuries. When an individual is recognized for their good deed, they feel delighted. This inspires them to keep getting better and binds them to greater goals. First Annual award ceremony of the Mankweng Tertiary and Academic Hospital was held in March 2022. The hospital's management recognized outstanding employees from all the different sections. After the ceremony, the hospital's management displayed those award winners' names on the wall of the main corridor of the hospital and this was done in order to enhance further motivation, engagement & encouragement. The main objective of the study to find out the employee's perception on the displaying reward winner names in the wall of the Mankweng Hospital corridor and whether there is any enhancement of the employees' motivation.

Material & Method: The questionnaires were distributed to the different units for all categories of workers in Mankweng Hospital. The questionnaires form comprises of 5 sections: Section A, B, C, D & E. The study was cross-sectional that applied one-way analysis of variance to assess participant's responses, feeling and research is explanatory in nature.

Result: Total 222 participants. Out of that 140 (63%) participants have positive feeling about the display the award winner name in the wall & 132 (59.5%) have participants are motivated with this display and in future 54% participants prefer combination of Supervisor & Peer colleague's assessment for reward selection.

Conclusion: From this study we can conclude that displaying of award winner name in the public place enhance motivation of employee. Majority of participants agreed with the combination of Supervisors and colleagues' involvement for future assessment method.

Keywords: Award, motivation, recognition, supervisors.

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I. INTRODUCTION

The concept of giving out accolades and rewards has been there for centuries. When an individual is recognized for their good deed, they feel delighted. This inspires them to keep getting better and binds them to greater goals. Reward of Appreciation is one of the most suggested actions that come across to show the gratitude to the employees. Everybody desires some appreciation [1]. Some studies showed that the positive effects of recognition and rewards are many and it's becoming an integral part of various organizations [1].

What is employee recognition? Employee recognition is the acknowledgment of an organization's staff for exemplary performance. Essentially, the goal of employee recognition in the workplace is to reinforce particular behaviours, practices, or activities that result in better performance and positive

occupational results [2].

Why is employee recognition that important? One of the biggest motivators for employees is to be held in high esteem by their peers. The best way of earning this respect is by being acknowledged for being good at what they do [2]. To engage employees for a quality performance output, the shift in focus from financial supplements to psychological fulfilment aspects is required [3]. Best employees cannot perform well when they are not motivated enough. This is why employee recognition in the workplace has to be an innate part of any organization's philosophy [2].

According to [2] there are four main benefits of employee recognition. Make employees happier; improve employee retention; cultivate a culture of self-improvement and boost morale. boosting of morale is very important major role in employee motivation. Letting staff know their hard work is being recognized by the management which can help

motivate the organization most valuable asset [2]. According to [4] motivation is the process that stimulates performance, which results in stimulating people to make an action and achieve a desired performance.

Employees want their performance to be appreciated by employer. Offering them appropriate rewards and benefit package is an effective way, not only to achieve their organizational goals but also their continuation of the relationship with talented employees [5]. First annual award ceremony of the Mankweng Tertiary and Academic Hospital was held in March 2022. The hospital's management recognized outstanding employees from all the different sections and specialties in the hospital. After the ceremony, the hospital's management displayed those award winners' names on the wall of the main corridor of the hospital and this was done in order to enhance further motivation, engagement & encouragement to all the employees. Obviously, many employees are delighted to see the image in display boards (Fig. 1).

There is no study done regarding the feelings of the employees in Mankweng hospital about the awards. The main objective of the study to find out the employees' perception on the public display of award winners' names on the wall of the Mankweng Hospital corridor and whether there is any effect on the employees' motivation, engagement & performance.



Fig. 1. Display of Award winner names in Mankweng Hospital corridor.

II. MATERIAL & METHOD

Self-administered questionnaire was developed, and the questionnaires were administered in such a way that the respondents remained anonymous. The questionnaires were distributed to the different units for all categories of workers in Mankweng hospital. The study was cross-sectional that applied one-way analysis of variance to assess participant's responses, feeling and research is explanatory in nature. There was an introduction to the questions which emphasized the importance of the survey and why employees were to take it earnestly to improve their performance. This study is inclusive of both groups: those who received the award and those who did not.

The questionnaires form comprises of 5 sections: Section A, B, C, D and E which is reflected in Table I.

All the questionnaires gathered were captured in the

Microsoft Excel spreadsheet for cleaning and prepare for analysis. Confidentiality and anonymity were insured. Descriptive statistics, frequencies used to analyze the data. Open ended comments & suggestions presented in themes for analysis. Appropriate approval was obtained from the Hospital authority to conduct this study.

TABLE I: QUESTIONNAIRE		
Section A:	Name of the section/ ward you are working	
	What is your rank	
Section B: (Please mark with X which is your answer)	What is your feeling on the display of the award recipient names in the wall of Mankweng Hospital corridor?	Good
		Not Good
	Is the display of the name encouraging you to do perform better in the future	Yes
		No
Section C: (Please mark with X which is your answer)	Did you receive any Award in March 2022?	Yes
		No
Section D: (Please mark with X which is your answer)	What is your feeling about the assessment method (combination of Peer colleagues & supervisor) that was applied to select the candidate for Reward	Strongly agree
		Agree
		Not agree or disagree
		Disagree
		Strongly disagree
	In Future, what type of assessment should be done for reward selection?	Only Supervisor
		Only peer colleagues
		Combination of both
Section E: (comments & suggestions)		

III. RESULTS

Total participant: 222. Doctor, nurse, finance, corporate, communication and other employee from different section and ward participated in this study. Among all participants, 27 participant received reward and 195 participants did not receive award. Out of that 140 (63%) participants have positive feeling about the display the award winner name in the wall & 132 (59.5%) have participants are motivated with this display and in future 54% participants prefer combination of supervisor & peer colleague's assessment for reward selection. Detail result in the Table II and analysis of result in Table III.

Majority (85%) of participant those who received the award and 60% of those who did not receive the award indicated that they feel good when the award recipients name is displayed in the corridor with a significant association of p-value 0,011<0,05. There is a significant association between 56% of participants who were motivated but did not receive the award and 85% who received the award felt motivated. Results shows that 44% of those who did not receive the award were not motivated while only 15% that received the award were not motivated by the awards (p-value = 0,0036<0,05). Many participants (50%) who suggested combination method of assessment who did not receive the award compared to 81% who prefers combination method those who received the award.

TABLE II: ANALYSIS OF PARTICIPANT'S FEELING AND MOTIVATION & FUTURE ASSESSMENT METHOD

		Did You Receive Reward?			Chi-square	df	p-value
		No	Yes	Total			
Feeling on display award winner name	Good	117 (60%)	23 (85%)	140 (63%)	6.458a	1	0,011045
	Not good	78 (40%)	4 (15%)	82 (37%)			
	Total	195 (100%)	27 (100%)	222 (100%)			
Motivating you!	No	86 (44%)	4 (15%)	90 (41%)	8.439a	1	0,003672
	Yes	109 (56%)	23 (85%)	132 (59%)			
	Total	195 (100%)	27 (100%)	222 (100%)			
Future assessment	Combinations	97 (50%)	22 (81%)	119 (54%)	10.108a	4	0,038646
	None	20 (10%)	2 (7%)	22 (10%)			
	Only colleagues	46 (24%)	2 (7%)	48 (22%)			
	Only supervisor	31 (16%)	1 (4%)	32 (14%)			
	Other based on audit	1 (1%)	0 (0%)	1 (0%)			
	Total	195 (100%)	27 (100%)	222 (100%)			

TABLE III: DESCRIPTIVE SUMMARY OF PARTICIPANTS

Category	Variable	N (%)
Feeling: What is the Feeling on display award winner name in the wall!	Good	140 (63%)
	Not Good	82 (37%)
Motivation: On displaying winner name in the wall, is it Motivating you!	Yes	132 (59%)
	No	90 (41%)
Did you Receive Reward in 2022	Yes	27 (12%)
	No	195 (88%)
Past Assessment method	Strongly Agree	19(8.6%)
	Agree	61(27.5%)
	Not Agree/Not Disagree	19(8.6%)
	Disagree	42(18.9%)
	Strongly disagree	81(36.5%)
Future assessment	Supervisor only	32 (14.4%)
	Peer colleagues only	48 (21.6%)
	Combination of Supervisor & Peer colleagues	119 (53.6%)
	None	22 (9.9%)
	Other	1
	Total	222

IV. DISCUSSION

This study explored the evaluation on the Impact of Motivation & Perception on Performance on Mankweng Hospital Employee after First Annual award ceremony & displaying of the names of reward winners in the Hospital corridor wall. Any recognition is generally valuable acknowledgment, but if one can make it specific, timely, and genuine, that's going to take farther than anything [7]. Happy employees are more productive. Being recognized gives the staff feeling of job mastery and they are a great fit for their role and for their organization [2]. Acknowledgment can also enhance loyalty and promote collaboration. The workplace should be an environment where positive reinforcement is promoted and constructive feedback is embraced [2].

In this study participants are from doctor, nurse, finance, corporate and other employee from different section. Majority (n140=63%) of participants have a positive feeling on the displaying the award winners' names on hospital's corridor wall and this includes respondents both groups who received and those who did not receive an award during the ceremony. However, those who received awards showed a higher prevalence of having a positive feeling when

compared to participants who did not receive awards (P-value = 0.011). In this study, the majority (n195=88%) participants did not receive an award however, many respondents (60%) indicated that they are feeling positive & 56% motivated by seeing the award recipients name on the wall from this group who did not receive an award.

Employee recognition refers to all the way an organization shows its appreciation for employees' contributions. It can take many forms and may or may not involve monetary compensation [8]. Why employee recognition matters: Claire Hastwell mentioned that Employee recognition helps to: retain top talent, increase employee engagement and encourage high performance [8]. However, Elizabeth Wairimu Waiyaki concluded in the study that money was a highly motivating factor for the employees and management should look into increasing the monetary and benefits package they give [9]. Nonetheless in our study only few participants did mention about financial benefit issue. In another study, Great Place to Work® Trust Index™ [2] surveyed that measure how much employees feel recognized at work, able to see the impact of recognition culture on employee experience. Compared to those who do not consistently feel recognized at work, people who do feel recognized at work are: 2.6 times more likely to think that promotions are fair; 2.2 time more likely to say innovative thinking is embraced & 2 time more likely to say people here are willing to go above and beyond.

Commitment of the employee is very imperative for any organization. Reference [10] define that "commitment of employee is multi-dimensional in nature which involves high degree of employee's dedication with the organization, their readiness to put forth high level of effort, similarity of objectives and values and a strong wish or desire to be a part of the organization". According to a Cornell University study, people who were rewarded immediately and frequently were overall more interested in and motivated to complete small tasks while at work. Additionally, the same research concluded that after the rewards were removed, the same people were still engaged and interested in their work [11]. Incentive programs also help with staff recruitment, retention, and engagement, according to the Incentive Research Foundation. When rewarded the right way, people are not only more likely to stay engaged and employed at the office, but workplace becomes more appealing, increasing in its desirability [12]. How do employee incentives help organizations achieve goals? Rewards, if implemented correctly, have a positive effect on an organization's goals.

According to The Business Journals, employee incentive programs can improve teamwork and morale, and attract and as well as retain top talent [13]. Most studies conclude that employees want to feel that their work and contribution to the company is recognized and appreciated [13]. A structured incentive plan should be well-balanced across individual, division and organization wide goals so that the results do not inadvertently create unwanted behavior or divisions among teams or within the institution [13].

Is displaying the name of the award winner in the main hospital corridor a motivator factor? Is there any effect on motivation on employee performance? Does it encourage people to engage oneself to do some more activity to increase the performance or do better! Reference [3] reported that it is possible to achieve an engaged workforce with a true effort from the management by facilitating them with right opportunities. People prefer work role that gives psychological satisfaction more than a monetary incentive [3]. Understanding employee preferences and creating a platform to express and employ them at work is a major responsibility of management. Once provided, the satisfaction resulted from need fulfilment tremendously motivates employee to engage with task thereby performance [3]. Rewards must excite employees. Additionally, for the system to truly work, these rewards must only be given in exchange for meeting certain goals [12].

Reference [14] stated that motivation and employee performance have a strong correlation. Motivation positively and significantly influences employee performance. Motivation has 48.6% influences on employee performance [14]. There was a positive relationship of intrinsic and extrinsic motivation of employees with their performance. With the increase in intrinsic and extrinsic motivation, employee's performance tends to increase as well [15]. Reference [16] stated, motivation helps the employees to coordinate so that there can be the best possible utilization of human resource. Motivated employees can bring best outcomes and goal achievement [15]. The employees can be motivated extrinsically by offering good salary packages, remunerations, and other monetary rewards. Literature shows that non-monetary rewards are also a great source of motivation for employees. In some research, it has been shown that performance is not greatly affected by extrinsic motivation but intrinsic [15]. A study conducted in Norway showed that intrinsic motivation is significantly related to employee's performance [17]. Reference [18] stated that employees who are more motivated perform better. Most of the theories related to motivation have discussed how work performance is affected by the motivation and extrinsic and intrinsic motivations are mediated by incentives and performance [18]. Extrinsic motivation is not all the time beneficial for employees. They need intrinsic motivators as well [17]. Reference [19] conducted a study aimed to investigate the impact of financial and moral incentives on organizational performance for the employees of the Jordanian Universities. This study aimed at identifying the role of the Jordanian universities' employees' societal needs, knowing the implemented incentives approach, and knowing the level of performance in the Jordanian universities. The study found that financial incentives ranked in 1st place while moral incentives ranked in the 2nd place [19]. In our study

only few participants want financial benefit in addition of award certificate, nevertheless majority (56%) of participants who were motivated but did not receive the award and 85% who received the award and felt motivated. Intrinsic motivation is important encouraging factor.

Whenever an employee receives an award, they become happy and it encourages them to do more but not receiving an award may have a counter-effect, it demotivates [1]. Usually award recipients will display or put away their trophy or award certificate in the office or home. However, the public display of award recipients' names has a real impact in motivating and encouraging other employees to perform better. Award winner's names are displayed on the Mankweng hospital corridor wall (Fig. 2, 3, 4 and 5). In this study, it has been found 63% of employees were motivated by such a display. Though majority of them did not receive an award, in spite of that they still motivated. In this study it is shown that the public display of the winners' names stimulates many employees to enhance their performance and motivate them to do better. Those who received awards showed a higher prevalence of having a positive motivation when compared to participants who did not receive awards (P-value =0.0036). It is one of the catalysts for motivation.



Fig. 2. Mankweng Hospital corridor displaying the reward placards.



Fig. 3. Mankweng Hospital corridor displaying the reward placards.



Fig. 4. Mankweng Hospital corridor displaying the reward placards.



Fig. 5. Mankweng Hospital corridor displaying the reward placards.

Some questions were raised around the assessment methods used for the selection of the award winners. Should it be supervisor or peers or combination? There will always be differences in the opinion. Some will say the supervisor should assess because supervisor has direct control and contact with the employee and he/she knows the performance of the employee, however the question of favoritism raises, when the manager is involved. It may not be fair judgement [1]. Some will favor peer to peer assessment because recognition from peers holds unique value. Sometimes peers are more aware of the work of their co-workers than managers. They are the ones that work alongside, and they have a more impersonal relation with each other. They often see qualities that managers overlook. Healthy peer-peer recognition is a key to make it's organization come to life [1]. Assessments for the first Mankweng hospital award ceremony were carried out using the combination method of assessment with supervisor and peer/colleagues' reports. Only 36% participants have shown that they were happy with the assessment method that was applied for the award selection. However, over 55% of participants do not agree with the method. Some of the participants reflected that when the colleagues were rating each other it was not put in the same level and rank in certain category. For future assessment, 50% participants who suggested combination method of assessment who did not receive the award compared to 81% who prefers combination method those received the award. Few of the participants mentioned that they do not agree with these assessments for an individual winner rather it should be a team award as everybody is working for the same goal.

V. CONCLUSIONS

In this study the majority (63%) of the employees have a positive feeling about the public display of award winners' names on the wall of Mankweng hospital corridor and nearly 60% mentioned that it is a very important motivating factor for doing better in future. From this study we can conclude that displaying of award winner name in the public place enhance motivation of employee. Majority of participants agreed with the combination of Supervisors and colleagues' involvement for future assessment method.

AUTHORS CONTRIBUTIONS

Equal contributions for concept, acquisition of data, analysis of data, drafting of the manuscript and critical revision for important intellectual content.

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CONFLICT OF INTEREST

Authors declare that they do not have any conflict of interest.

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