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EFFECT OF MOOD ON JOB PERFORMANCE OF LIBRARIANS IN FEDERAL UNIVERSITY LIBRARIES IN SOUTH-SOUTH NIGERIA

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Abstract
The study examined the effect of mood on job performance of librarians in federal university libraries in South-South Nigeria. It adopted the ex-post-facto or causal-comparative research design with three (3) specific research objectives. The population of the study was eighty (80) professional librarians from three (3) federal university libraries, namely University of Calabar, University of Port Harcourt and University of Uyo libraries respectively. There was no sampling for the study since the population was quite manageable, thus, the complete census sampling technique was adopted. Data for the study was collected using a researcher developed questionnaire which was validated by research experts. The data collected were analyzed using descriptive statistics of percentage counts, mean scores and standard deviation. The study revealed that the extent to which mood influences librarians' core task performance in federal university libraries in South-South Nigeria was high. It also revealed that the extent to which mood influences librarians' tardiness in federal university libraries in South-South Nigeria was high. The study showed that the extent to which mood influences librarians' absenteeism in federal university libraries in south-south Nigeria was very high. Therefore, based on the findings of the study it was recommended, among other measures, that management of federal university libraries should take into consideration issues that enhance positive mood of librarians such as providing more friendly job rescheduling, well-furnished work environment, and leisure time for librarians, while librarians should imbibe positive attitude towards their job, colleagues, superiors and general work environment in order to enhance job performance in the federal university libraries.

Keywords: Mood, Job Performance, Librarians, University Libraries.

Introduction

University libraries are established as the major organs of the university system with the core mandate of supporting teaching, learning, research and community services. University libraries are primarily responsible for the acquisition, processing, dissemination, preservation and conservation of library information resources in both print and non-print formats (Ibegwam, 2015). They provide information literacy training – a process whereby library clients are taught how to identify their information needs and relevant sources of information as well as how to go about fulfilling such information needs, legally and ethically (Uzuegbu, 2014). University libraries also provide specialized information services such as: current awareness services (CAS), selective dissemination of information (SDI) services, interlibrary loan services, reference services, and many others. They are practically very essential in the achievement of the goals of university education anywhere in the world.

University libraries are administered by librarians who see to the day-to-day activities and functions of ensuring that the aims and objectives of the libraries are accomplished. Librarians are experts in the field of information and knowledge gathering, interpretation,

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analysis, storage and dissemination which help in meeting the needs of patrons. According to Akidi and Agbese (2019), librarians are employees in the university libraries with sound academic background, professional knowledge, and have the required skills and competence needed. They possess degree or postgraduate diploma in Library and Information Science as well as Masters and/or Doctor of Philosophy (PhD) in Library and Information Science. Librarians are saddled with professional duties and are involved in intellectual and non-routine activities in the library, which require higher academic qualifications and professional expertise. They play key leadership roles by providing direction and guidance on how the services and activities of the various departments and units of the university libraries should be carried out.As people with deciding influences, their moods shape their performances in the execution of the functions and services of the libraries. This is because mood seems to be the chief regulator of a man's life vis-à-vis his or her relationship with other people and value for organizational norms and procedures.

Mood is a fundamental psychological state that can occur as a reaction to an event or even manifest for no obvious external cause. It is a serious determinant of employee's job performance in any organization including the university libraries. Mood has both positive and negative effects on job performance of librarians in university libraries. For instance, positive mood may be important in enhancing librarians' core task performance, organizational citizenship behaviors, creativity for problem solving as well as careful and imaginative thinking for effective job performance in the university libraries. Martin & Kerns (2012)

Positive mood may result from possessing adequate skills needed to perform an expected job, job satisfaction, conducive working condition, good night sleep, cordial relationship with management and colleagues, effective communication flow, less stress and high sense of self-esteem. On the other hand, negative mood is said to be a serious reason for poor job performance among employees in organizations Laceulle, *et al*(2015). It has negative influence on librarians' job performance and may lead to workplace aggression, tardiness, absenteeism, depression, job dissatisfaction, and physiological stress. Negative mood has great influence on librarians' poor job performance and manifests in anger, sadness, envy, conflict, general workplace aggression toward colleagues and clients, as well as frequent fights that may result in librarians' absenteeism at work (Nwokike & Unegbu, 2019)

Job performance is a multidimensional and multifaceted construct which affects the overall attainment of organizational objectives. It is defined as a significant indicator in determining an organizational performance with emphasis on achieving competitive edge that promotes responsiveness in the overall organizational effectiveness and efficiency (Ikonne and Fajonyomi, 2019). It is the record of an employees' accomplishment in relations to his or her job specification (Dugguh and Dennis, 2014). (Oyewole and Popoola, 2013), also stated that job performance is that behaviour which a particular organization condones and probably rewards. It is more broadly defined as the ways, means, methods or manner which an individual employee or group of employees carry out the tasks, duties and responsibilities associated with a particular job (Oduwole, 2004). It involves behaviors and actions that support and enrich the social environment for enhancement of goals which bring about high productivity in an organizational setting. It is a vital indicator of organizational output and success. It implies a multidimensional construct which consists of more than one behavioural attitude towards goals (Aghadiuno *et al*.,2020). Job performance refers to a set of employees' behaviours that are perceived to be in agreement with organizational goals and which can be

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measured, monitored and assessed as an achievement at an individual level (Nwokike and Unegbu, 2019).

In the light of the above, the need to study the effect of mood on job performance of librarians in university libraries in South-South Nigeria cannot be overemphasized.Job performance in this work is measured around various indicators such as librarians' core task performance, librarians' tardiness, and librarians' absenteeism.

Statement of the Problem

Mood is a fundamental psychological state that can occur as a reaction to an event or even manifest for no obvious external cause. It is a serious determinant of employee's job performance in any organization including the university libraries. Mood has both positive and negative effects on job performance of librarians in university libraries.For instance, positive mood may be important in enhancing librarians' core task performance for creativity in problem solving as well as careful and imaginative thinking for effective job performance in the university libraries. On the other hand, negative mood could be a serious reason for poor job performance among employees in organizations (Laceulle *et al*., 2015). It could have negative influence on librarians' job performance and may lead to workplace aggression, tardiness, absenteeism, depression, job dissatisfaction, and physiological stress.

Despite the observed effect of mood on job performance of librarians in university libraries and as people who are responsible for the information resources and services needed for teaching, learning and research in the university libraries, none of the literature available for this research holistically investigated the effect of moodas a psychological state of mind on job performance of librarians in university libraries. Thus, this obvious research gap aroused the interest of the researcher to undertake this study.

Objectives of the Study

The general objective of this study is to examine the effect of mood on job performance of librarians in federal university libraries in South-South Nigeria. However, the specific objectives framed to guide the study are, to:

i. Examine the extent to which mood influences librarians' core task performance in federal university libraries in South-South Nigeria.
ii. Determine the extent to which mood influences librarians' tardiness in federal university libraries in South-South Nigeria.
iii. Find out the extent to which mood influenceslibrarians' absenteeism in federal university libraries in South-South Nigeria.

Research Questions

The study is guided by the following research questions based on the specific research objectives.

i. To what extent does mood influence librarians' core task performance in federal university libraries in South-South Nigeria?
ii. To what extent does mood influence librarians' tardiness in federal university libraries in South-South Nigeria?
iii. To what extent does mood influence librarians' absenteeism in federal university libraries in South-South Nigeria?

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Literature Review

Mood

It is a psychological state of the mind influenced by events or happenings in the environments which has a long-term or short-term effect on individual's actions and reactions. Mood is part of human's emotional rhythm, but a little less intense than an emotion. and it is usually triggered by events or experiences (Better Health Channel, 2020). Mitchell and Phillips (2007) state that mood is a dispositional state that lasts for several minutes or hours and influences peoples' actions. Mood is considered under three dimensions such as: positive/happy mood, neutral mood and negative/sad mood (Nettle & Bateson, 2012; Martin & Kerns, 2012; Ziegler, 2010). It is also construed as the affective state that is diffused and unfocused; it is sometimes not directed at a specific object; it is continually present. It shapes the background of humans' moment-by-moment experience and it fluctuate regularly (Lischetzke, 2014).

It manifests in or results from a given state of mind that reflects how people react to situations, environment or expectations. Typically, mood represents the disposition of librarians to act in a particular way or manner in the course of the execution of their job. It is an essential factor on job performance whether positively or negatively. It has lasting implications on human's attitude towards one's job, job environment or condition, and the overall job performance of librarians in university libraries. It affects the way librarians relate, collaborate, judge or draw inferences from certain interpersonal events. In other words, librarians' expectations and predictions are positively or negatively dependent on their mood.

Job Performance

Job performance is a multidimensional and multifaceted construct which affects the overall attainment of organizational objectives. It is defined as a significant indicator in determining an organizational performance with emphasis on achieving competitive edge that promotes responsiveness in the overall organizational effectiveness and efficiency (Ikonne & Fajonyomi, 2019). It is the record of an employees' accomplishment in relation to his or her job specification (Dugguh& Dennis, 2014). Oyewole and Popoola (2013)also state that job performance is that behaviour which a particular organization condones and probably rewards.

It is more broadly defined as the ways, means, methods or manner which an individual employee or group of employees carry out the tasks, duties and responsibilities associated with a particular job (Oduwole, 2004). It involves behaviors and actions that support and enrich the social environment for enhancement of goals which bring about high productivity in an organizational setting. It is a vital indicator of organizational output and success.

Oyewole and Popoola (2013) point that job performance is conceived as an output of a staff on the job, measurable in terms of quality and quantity of job performed or done. It assesses whether a person performs a job well and whether pre-determined objectives of the organization are accomplished.

Librarians and University Libraries

Librarians are indispensable in the overall library and information services delivery chain of university libraries. According to (Okpe, 2012), librarians are involved in the day-to-day management and administration of the university libraries by ensuring that library resources and services are effectively acquired and organized to aid teaching, learning and

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research purposes of their parent institutions. (Akidi and Agbese, 2019) define librarians as library personnel in the university libraries with higher and sound academic background, professional knowledge, skills, competencies and service attitude suitable for the provision of library information services to users. They possess degree or postgraduate diploma as well as Masters and Doctor of Philosophy (PhD) in Library and Information Science.

As professionals in information collection, management and dissemination, librarians are responsible for the provision of professional, intellectual and non-routine services to library users. They possess higher academic qualifications and professional expertise, as well as play leadership roles such as providing direction and guidance on how the services and activities of the various departments and units of the university libraries are to be performed (Arua and Udoh, 2019).

Librarians are considered as academic staff; performing research and academic functions (Ikonne and Fajonyomi, 2019). They are placed, paid and promoted on the basis of their contributions to knowledge as well as scholarly publications. Based on their contributions and as a means of motivation, librarians require some level of recognition, security, training and compensation for their inputs which aids better job performance that can bring about satisfaction even on the part of library administrations.

Mood and Librarians' Core Task Performance

According to Griffin *et al* (2000), core task performance refers to the main or central technical behaviours and activities involved in the job. *Rotundo and Sackett (2002) define coretask as*obligatory behaviors which facilitate organizational performance.Librarians' core task performance entails the technical tasks which facilitate the attainment of the functions, objectives and services of the libraries to users.Core task performance deals with job-specific task proficiency which manifests in behaviors that a librarian undertakes as part of his job, and relates to the librarian's capacity to perform the core substantive or technical tasks central to the job (Nwokike & Unegbu, 2019).

Mood and Librarians' Tardiness

Tardiness is a common employees' attitude found in every organization. It is influenced by many factors including employees' mood, and on the other hand, negatively influences organizational performance (Dina, 2016; Nwokike & Unegbu, 2019). According to Adler and Golan, as cited in (Veenstra, 2015), employee tardiness and lateness can be defined as the start of work after the scheduled starting time as agreed to by employee and employer. Tardiness is a serious impediment to organization performance. It is a behavioural pattern where an employee goes or reports to his or her workplace late than the expected reporting time (Kasu, 2014). It has been a challenge of many employees due to personal and external forces, and has both economic and psychological consequences on level of output and general organizational performance. For instance, when an employee arrives to work late, it puts the whole organization service provision plan into disorder.

Mood and Librarians' Absenteeism

Employees' absenteeism is another costly problem confronting the performance of organizations including university libraries. It is a serious human resource management issue with tremendous economic and non-economic costs on organizations. According to (Cascio 2010), employees' absenteeism is defined as a failure to report and stay at work as

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programmed, in spite of any cause. It is conceived by human resource management experts as the proportion of work days missing through member of staff illness or absence in the place of work (Boxall *et al* 2007). (Augustino, 2017) states that absenteeism is a consistent failure to appear, particularly for work or other usual duty. He further explains that employees in organizations take a leave or fail to report to work for a diversity of reasons such as illness, urgent situation, accidents or for deliberate wrong reasons. Employee absenteeism has multiple effects on the morale of other employees at workplace, increasing their workload or reducing level of service delivery while increasing cost of running the organizations due to overtime costs and unmet schedules (Augustino, 2017). It reduces the moral of other employees who will feel overburdened by the work schedules of the absent worker.

Methodology

The ex-post-facto or causal-comparative research design was used for the study. The population of the study was eighty (80) professional librarians from three federal university libraries (University of Uyo, University of Calabar and University of Port Harcourt) in the South-South zone of Nigeria. The researcher adopted the census sampling technique because the population was small and manageable enough to be comfortably used for the study across the three federal university libraries in South-South Nigeria selected for the study. The three federal university libraries were considered based on convenience and proximity to the researcher for ease of reach and effective contact of the respondents.

The researcher adopted a structured questionnaire as the instrument. The data generated for the study were analyzed using the descriptive statistical tools of percentage counts, mean scores and standard deviation. 2.50 criterion mean score was used as the bench mark. VHE=Very High Extent, HE=High Extent, LE=Low Extent, VLE=Very Low Extent

Results

Table 1: Mean Responses on the Extent to wh ich Mood Influences Librarians' Core Task Performance in Federal University Libraries in South South Nigeria (N = 73)

S/N	Item Statements	VHE	HE	LE	VLE	$\bar{X}$	Std. Dev.	Ranking	Decision
1.	My mood determines my attendance to management meetings	20	41	11	1	3.10	0.690	7th	Agreed
2.	My mood determines my reply to official mails	23	47	1	2	3.25	0.619	1st	Agreed
3.	My mood determines my routine checks of the library departments	18	49	6	0	3.16	0.553	4th	Agreed
4.	My mood determines the way I carry out house-keeping functions in the library	6	13	23	31	1.92	0.968	12th	Disagreed
5.	My mood determines my ability to carry out scientific researches and contribution to knowledge	16	33	16	8	2.78	0.917	11th	Agreed

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6.	My mood determines the way I interpret policies in the library	22	37	10	4	3.05	0.815	9th	Agreed
7.	My mood determines the way I supervise staff under my supervision	15	43	12	3	2.96	0.735	10th	Agreed
8.	My mood determines the way I make administrative decisions	25	36	7	5	3.11	0.843	6th	Agreed
9.	My mood determines the way I serve or attend to library users	26	32	9	6	3.07	0.903	8th	Agreed
10.	My mood determines the way I motivate, establish and maintain effective working relationship with superior and colleagues	31	28	9	5	3.16	0.898	5th	Agreed
11.	My mood determines my communication style with superior and colleagues	28	33	9	3	3.18	0.805	2nd	Agreed
12.	My mood determines the ways I train my subordinates	29	32	8	4	3.18	0.839	3rd	Agreed
	Cumulative					***2.99***	***0.799***		***Agreed***

***Source:** Researcher's Field Survey, 2023* ***Criterion Mean** = 2.50*

Data in Table 1 showed that the extent to which mood influences librarians' core task performance in federal university libraries in South-South Nigeria is high. This is indicated by a higher cumulative mean score of 2.99 as against the criterion mean of 2.50.

Table 2 **Mean Responses OnThe Extent To Which Mood Influence Librarians' Tardiness In Federal University Libraries In South-South Nigeria (N = 73)**

S/N	Item Statements	VHE	HE	LE	VLE	$\bar{X}$	Std. Dev.	Ranking	Decision
1.	My mood determines my lateness to work because my pay (salary) is not good enough for my job requirements	18	39	15	1	3.01	0.717	7th	Agreed
2.	My mood determines my lateness to work because my effort is not adequately appreciated	24	34	13	2	3.10	0.785	5th	Agreed

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3.	My mood determines my lateness to work because my job security is not well-assured	14	18	31	10	2.49	0.959	8th	Disagreed
4.	My mood determines my lateness to work because the physical conditions of my workplace is not good enough	27	32	12	2	3.15	0.794	4th	Agreed
5.	My mood determines my lateness to work because my contributions are not well-recognized	27	40	5	1	3.27	0.651	1st	Agreed
6.	My mood determines my lateness to work because my superior and colleagues have not done enough to support my job	29	31	11	2	3.19	0.793	3rd	Agreed
7.	My mood determines my lateness to work because of circumstances beyond my control	33	29	7	4	3.25	0.846	2nd	Agreed
8.	My mood determines my lateness to work because my job is no longer challenging or inspiring	20	39	10	4	3.03	0.799	6th	Agreed
9.	My mood determines my lateness to work because my family problems are too much for me	5	14	34	20	2.05	0.864	9th	Disagreed
	Cumulative					***2.95***	***0.800***		***Agreed***

Source: *Researcher's Field Survey, 2023* ***Criterion Mean*** *= 2.50*

Data in Table 2 revealed that the extent to which mood influences librarians' tardiness in federal university libraries in South-South Nigeria is high. This is indicated by a higher cumulative mean of 2.95 as against the 2.50 criterion mean.

Table 3 **Mean responses on the extent to which Mood Influence Librarians' Absenteeism in Federal University Libraries in South-South Nigeria (N = 73)**

S/N	Item Statements	VHE	HE	LE	VLE	$\bar{X}$	Std. Dev.	Ranking	Decision
1.	My mood determines my being absent from work when I am sick	17	42	13	1	3.03	0.687	9th	Agreed
2.	My mood determines my being absent from work when I am owed salary	32	35	5	1	3.34	0.671	2nd	Agreed
3.	My mood determines my being absent from work when I am queried	17	29	16	11	2.71	0.993	10th	Agreed
4.	My mood determines my being absent from work when I lose a loved one	28	37	8	0	3.27	0.651	4th	Agreed
5.	My mood determines my being absent from work due to lack of organizational commitment	27	40	3	3	3.25	0.722	7th	Agreed

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6.	My mood determines my being absent from work when I feel overburdened with work schedules (overwork)	27	40	3	3	3.25	0.722	6th	Agreed
7.	My mood determines my being absent from work due to lack of job satisfaction	31	39	3	0	3.38	0.568	1st	Agreed
8.	My mood determines my being absent from work due to unfriendly attitude of co-workers	31	33	9	0	3.30	0.681	3rd	Agreed
9.	My mood determines my being absent from work due to poor performance of my job	3	12	30	28	1.86	0.839	11th	Disagreed
10.	Being absent from work makes me uncomfortable because it affects the satisfaction of library users	14	53	6	0	3.11	0.515	8th	Agreed
11.	I feel that my job will suffer when I am absent from work	30	34	8	1	3.27	0.712	5th	Agreed
	Cumulative					***3.37***	***0.706***		***Agreed***

***Source:** Researcher's Field Survey, 2023 **Criterion Mean** = 2.50*

Data in Table 3 showed that the extent to which mood influences librarians' absenteeism in federal university libraries in South-South Nigeria was very high. This is indicated by a higher cumulative mean of 3.37 against the 2.50 criterion mean.

Discussion of Findings

On the extent to which mood influences librarians' core task performance in federal university libraries in south-south Nigeria, this finding corroborates the study conducted by Bhardwaj and Kalia (2021) on the contextual and task performance, which revealed that vigor, dedication and absorption variables of employee engagement which contribute toward contextual performance since employee engagement has a greater impact on task performance vis-à-vis overall employee performance in any organization including the university libraries. The finding also agrees with Olakitan (2015), who while investigating employees' mood and emotion as imperatives for perceived job satisfaction, revealed that positive employees' mood affected job satisfaction and resulted in high job performance in organizations.

Furthermore, the findings of the study revealed that the extent to which mood influences librarians' tardiness in federal university libraries in South-South Nigeria was high. This indicated that librarians' tardiness affects their contributions when such contributions are not well-recognized, circumstances are beyond the librarians' control, superiors and colleagues have not done enough to support their jobs, the physical conditions of the workplace is not good enough, jobs are no longer challenging or inspiring, and pay or salary is not good enough for the job requirements. This finding affirms earlier studies conducted by Mark *et al* (2016); and Amusa, *et al* (2013), which revealed that positive wellbeing resulting from availability of physical facilities, open communication, motivation such as adequate

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pay, and participatory management in the workplace influenced positive mood and promote high job performance in university libraries.

Finally, the finding of the study revealed that the extent to which mood influences librarians' absenteeism in federal university libraries in South-South Nigeria was very high. This implies that librarians' mood influenced their been absent from work due to lack of job satisfaction, when owed salaries, unfriendly attitude of co-workers, loss of a loved one, sickness, feeling of been overburdened with work schedules or overworked, and lack of organizational commitment. This finding underscores the study conducted by Augustino (2017) on the impact of employees' absenteeism on performance. The study showed that workers absenteeism is a costly problem in organizations including university libraries since it results in excessive work load for remaining staff, delay in daily routine, and poor users' satisfaction in the university libraries.

Conclusion

Mood is a fundamental psychological state that can occur as a reaction to an event or could even manifest for no obvious external cause. Mood has both positive and negative effects on the job performance of librarians in university libraries. This implies that if librarians' mood is positive, it will positively influence the various job performance indicators of librarians such as Core Task Performance, Tardiness, Absenteeism etc. This would also be reflected in the way and manner they carry out their job in the library at every point in time for the attainment of the goals and objectives of the university library.

However, with the effect of mood on job performance of librarians in university libraries and as people who are responsible for the information resources and services needed for teaching, learning and research in the university libraries, the management of federal university libraries should take into consideration issues that enhance positive mood of librarians such as providing a more friendly job environment, well-furnished work environment, good salary packages etc for librarians. Librarians should also imbibe positive attitude towards their job, colleagues, superiors and general work environment in order to enhance their job performance in the federal university libraries.

Recommendations

Based on the findings of the study, the following recommendations are deemed pertinent:

i. Management of federal university libraries should take into consideration issues to enhance positive mood of librarians such as conducive working environment, good remuneration, good interpersonal relationship etc.
ii. Management of federal university libraries should provide more friendly organizational culture for librarians in order to enhance positive mood and job performance.
iii. Management of federal university libraries should put effective measures in place to mitigate against tardiness and absenteeism in order to enhance improved job performance in the libraries. Librarians should develop positive attitude towards their job, colleagues, superiors and general work environment in order to enhance their job performance and achieve set goals and objectives in the federal university libraries.
iv. Librarians should develop positive attitude towards their job, colleagues, superiors and general work environment in order to enhance their job performance and achieve set goals and objectives in the federal university libraries.

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