

**ABSTRACT**

Title of Research Paper : Factors Affecting the Work Efficiency of the  
Immigration Officers : A Case Study of the  
Immigration Office in the Northeast

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**The study was conducted for the following objectives :**

1. To find out the work efficiency level of the immigration officers at the Immigration Office in the Northeast,
2. To point out the factors affecting their work efficiency level, and
3. To use the research results as a guideline to increase the work efficiency of the immigration officers.

The total of 164 immigration officers at the Immigration Office in the Northeast were included in the study. Frequency, percentage, mean, standard deviation, t-test and F-test were employed to analyze the data.

**The findings were summed up as follows :**

1. Most of the immigrant officers were 51 years old or higher. They were non-commissioned officers and their education was below a Bachelor's degree. They were married. They had ban working at the Immigration Office for 1-5 years. They used to undergo training to increase their work efficiency. They earned 15,001-20,000 baht per month.

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2. The immigration officers' opinion about the environmental factors was found to be moderate. All the variables were found to be moderate mean. These variables ranking from the highest to the lowest mean were relationship with colleagues, supervision, career advancement and work environment, respectively.

3. The immigration officers' were found to have high work efficiency. All the variables were found to be highly efficient. They were work performance, job evaluation and planning, respectively.

4. The factors found to significantly influence their efficiency were work environment, relationship with colleagues, supervision, and career advancement, respectively. On the other hand, age, official rank, education, marital status, number of working years, receiving training, and income were found to have no impact on their work efficiency.