



Factors Influencing the Efficiency of Work of Personnel in the Legal and Land Ownership Department, Nakhon Ratchasima Province

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Abstract:- Efficiency of work depends on the efficiency of work, so organizations need to find methods or measures to improve work efficiency for maximum benefit. The purpose of this research was to study the factors influencing the efficiency of work of personnel in the legal and land ownership department. The population is civil servants, government employees, full-time employees, mission-based employees, and general employees of the Legal and Land Ownership Department, Office of the Department of Highways 10 (Nakhon Ratchasima) totaling 17 people. The data collection tool is a questionnaire on factors influencing performance. Data analysis using Mean and Standard deviation statistics. Factors influencing the efficiency in the work of personnel in the legal and land ownership departments were at the highest level, both overall and in each aspect. The averages are arranged in descending order as follows: Personnel, Work Achievement, Creative and Challenging Nature of Work, Career Advancement, Wages and Compensation, and Work Security, respectively.

Keywords: Factors Influencing; Efficiency of Work

Introduction

Highway Office 10 (Nakhon Ratchasima) was established in the year 1941, Formerly known as Nakhon Ratchasima Highway District, The office is located on Highway No. 205 on the left side of the Nakhon Ratchasima District Office, located in the same building as Nakhon Ratchasima Highway District 1 and Nakhon Ratchasima Highway District 2. But with the amount workforce and having more agencies than before, causes the workplace to be cramped, unable to expand or add to the existing office, In the fiscal year 1987, received a budget of 3,976,951 baht for the construction of a new Nakhon Ratchasima Provincial Land Office as a two-story building located on the opposite side of the old office, which was opened for business on June 5, 1988. In the year 1991, the Nakhon Ratchasima Highway District was renamed Highway Office No. 8 by Order of the Department of Highways No. 1.7/5/2534 dated June 17, 1991. The position of the Highway District Officer was changed to the Director of the Highway Office. 8th place and later in the year 1995 was upgraded to the Office of Highway No. 8 (Nakhon Ratchasima) by order of the Department of Highways No. 1.7/3/2538 dated June 30, 1995, the position of Director of the Office of Highway No. 8 changed to Director of the Office of Highways 8. In 2012, there was an improvement in the highway number system, the location of the Office of Highway No. 8 (Nakhon Ratchasima) is located on Highway No. 205, Khok Sawai-hang section of Nakhon Ratchasima at 1 km. 231+800 on the right side. Later in the year 2015, there was a new division of the Department of Highways under the ministerial rules. 2015, according to the announcement in the Government Gazette, Volume 132, Part 5, dated 27 January 2015, the name of the Office of Highways has been changed to the Office of Highways, Office of Highways 8 (Nakhon Ratchasima), thus changing the name of Highway Office 10 (Nakhon Ratchasima) according to the order. Department of Highways No. Jor. 1.9/5/2558 dated February 18, 2015, until the present.



For the duties of the legal and land ownership section, which consists of (1) Proceed to allocate land ownership in the road area. (2) Procurement and maintenance of reserved land outside the road boundary. (3) Control and operate the area of highways, land, and property. (4) Supervise, follow up, give advice and support the implementation of highway laws for the highway district. (5) Consider and approve the request for legal acts as assigned. (6) Carry out civil and criminal proceedings. (7) Carrying out administrative cases. (8) Take action on disciplinary action. (9) Accelerate follow-up to solve problems and report on performance. (10). Recommendations for the development of relevant laws and regulations.

Due to the authority of the Legal and Land Ownership Section above, together with a large organization, there is a large number of missions and projects to be done, Personnel in the organization are therefore an important factor in driving these missions to be successful. And for this reason, the personnel of the Legal and Land Ownership Department must be of a quality and able to perform their duties effectively. However, if the personnel of the Legal and Land Ownership Division can perform their duties effectively, this will result in the strength of the Legal and Land Ownership Division to be able to manage the organization to better serve the people as well. The efficiency of the personnel depends on the cooperation and sacrifice of the people in the organization in which they cooperate. This may be due to several reasons, one of the main reasons being the satisfaction of the workforce within the organization because satisfaction drives the person to work with enthusiasm, voluntariness, and willingness. Operations enable the organization to achieve its goals and be effective. Ultimately, job satisfaction is essential for every operator. Therefore, executives at all levels should pay attention and use it as a component in job analysis. and setting human resource management guidelines to achieve job satisfaction, which will lead to increased operational efficiency and maximum benefits along with leading to the success of the objectives set. However, Junead, W., and Boonyarataphan, T.(2019) found that (1) the level of achievement of adoption and implementation of regulations was higher than 80 percent, and (2) the factors influencing the achievement, statistically significance 0.05, consisted of clarification of regulations, concepts, culture, new values of government officers and practice and policy and (3) the recommendations were suggested: encouraging and providing support to officers to learn Malay language, organizing a training course on regulations of ethical officers, sending officers to local areas and giving honors to officers with outstanding work ethics. As the same of Bunyarit, N. (2016) found that motivation was found a relationship with the work efficiency of the employees in the moderate level ($R = .632$). There was an effect on the work efficiency of employees of Chonburi Provincial Administration Organization at the significance level of 0.05 ($F = 164.651$, $df = 1$, $Sig. = .000$). However, overall factors affecting work performance were found no effect on the work efficiency of employees of Chonburi Provincial Administration Organization.

Therefore, it is interesting to study to what extent the legal and land ownership personnel are effective in their work, and what factors affect the performance of government officials, government employees, full-time employees, mission-based employees, and general employees of the Legal and Land Ownership Section, Office of the Department of Highways 10 (Nakhon Ratchasima). This is to apply the research results to the work of the personnel of the legal and land ownership department to be more efficient in their work.



Research objectives

To study the factors influencing the efficiency in the work of personnel in the legal and land ownership department.

Scope of research

This study was conducted following the following scope:

1. The population is civil servants, government employees, permanent employees, mission-based employees, and general employees of the Legal and Land Ownership Department, Office of the Department of Highways 10 (Nakhon Ratchasima), totaling 17 people.

2. The contents: factors influencing the efficiency in the work of personnel in the legal and land ownership department: 1. Personnel 2. Work success 3. Creative and challenging nature 4. Advancement in Occupation 5. Wages and compensation 6. Work security.

3. Time scope: Data collection period November-February 2019-2020.

Methodology

The study of factors affecting the efficiency in the performance of personnel in the Legal and Land Ownership Section, Office of the Department of Highways 10 (Nakhon Ratchasima). The researcher has the following steps:

Population and sample: The population used in this study were: Personnel of the Office of the Department of Highways 10 (Nakhon Ratchasima), a total of 17 people (Office of the Department of Highways 10 (Nakhon Ratchasima), 2019)

Table 1 Number of personnel at Department of Highways Office 10 (Nakhon Ratchasima)

Position	Frequency (Man)
Government officer	3
Civil servant	2
Permanent employee	7
Permanent employee	5
Total	17

The research tool used in the research was a questionnaire on factors affecting the efficiency of work of personnel in the legal and land ownership section of the Department of Highways Office 10 (Nakhon Ratchasima). The process of creating a research tool The process of creating a research questionnaire is as follows:

1. Study from textbooks, documents, articles, concepts, theories, and related research to determine the scope of research and create research tools to cover research objectives.

2. Determine the scope for creating a questionnaire according to the nature of the content you want to know.



3. Take the draft questionnaire that has already been created and ask for advice from an advisor to revise and improve the questionnaire.

4. The questionnaire that has been checked for content accuracy and revised was applied to the sample group of 17 civil servants, civil servants, temporary employees of the Legal and Land Ownership Department, Department of Highways 10 Nakhon Ratchasima.

5. Let's try it with a group of civil servants, full-time employees, mission-based employees, and general employees of the Department of Highways Office 10 (Nakhon Ratchasima) and find the Reliability value using Cronbach's Alpha Coefficient.

The nature of the questionnaire: Questionnaire, which the student-created 3 parts. Part 1 General conditions concerning personal factors of personnel such as gender, age, education, position. By creating a question style as Checklist, a nominal scale gauge type. The second part was a questionnaire about the factors influencing the efficiency of work performance, namely: 1. staffing, 2. success at work, 3. the nature of creative and challenging work, 4. career advancement, 5. The wages and compensation 6. The stability of work. It is a Likert Rating Scale type of questionnaire. Set the answer as 5 levels of text, From the initial consideration, the criteria for evaluating the questionnaire were determined as follows:

An average score of 4.21-5.00 indicates that it has the greatest influence on performance.

An average score of 3.41-4.20 indicates that it has a great influence on performance.

An average score of 2.61-3.40 indicates that it has a moderate influence on performance.

An average score of 1.81-2.60 indicates that it has little influence on performance.

An average score of 1.00-1.80 indicates that it has the least influence on performance.

Data Collection Method

Primary data was obtained by using a questionnaire to collect data from a group of 17 personnel of the Department of Highways Office 10 (Nakhon Ratchasima, with the following steps:

1. Contact for permission to collect information from the head of the department of each agency to know the procedure and method of collecting data from 17 personnel at the Department of Highways Office 10 (Nakhon Ratchasima).

2. Collect data in the Office of the Department of Highways 10 (Nakhon Ratchasima to obtain complete information

3. Data collection period November-February 2019-2020

Data analysis method: After collecting all the questionnaires, the researcher took all the questionnaires as follows:

1. Editing The researcher examined the completeness of the questionnaire responses obtained as a complete 100 percent.

2. Coding is the ordering of coding queries and groups of processing queries.

3. Process statistical data with computers using statistical social science package SPSS/PC.

4. The results of the statistical analysis were analyzed, examined, and explained at the significance level of the variables and proved the hypothesis by interpreting the results obtained from the tested variables.



5. Bring the explanation results from the statistical analysis to do research on the theory and consider the reasons to help frame the guidelines for the data analysis.

6. Summarize the results of the data analysis to verify the hypothesis.

Statistics used in data analysis: The personal factors data of the sample included gender, age, education, location, data were analyzed using Frequency and Percentage. The data on the factors influencing work performance is (1) Personnel, (2) Work achievement, (3) Creative and challenging nature of work, (4) Career advancement, (5) Wages and compensation, And (6) In terms of stability in work by using statistics Mean and Standard deviation.

Results

A Study of Factors Affecting the Performance of Personnel in the Legal and Land Ownership Section, Office of the Department of Highways 10 (Nakhon Ratchasima) were found as follows:

Part 1 The results of the general data analysis of the respondents

Analyzing the data, the researcher presents the results of the data analysis by creating and analyzing descriptive tables using Frequencies and Percentages) to distribute the number (frequency) and find the percentage. The data include gender, age, education level, position, which are detailed as follows.

Table 2 Number (frequency) and personal percentage of personnel classified by gender

Gender	Frequency (Man)	Percentage
Male	9	52.9
Female	8	47.1
Total	17	100

Table 2 shows that the majority of personnel in the unit are 9 males representing 52.9% and 8 are females representing 47.1%.

Table 3 Number and percentage of individuals classified by age

Age	Frequency (Man)	Percentage
20-30 years old	4	23.5
31-40 years old	5	29.4
Age 41-50	4	23.5
51 years of age or older	4	23.5
Total	17	100

Table 3 shows that the majority of personnel are aged 31-40 years, 5 people representing 29.4%, The next in order is those aged 20-30,41-50. And aged 51 and over, there were 4 people, accounting for 23.5%.

Table 4 Number and percentage of educational personnel

Education	Frequency (Man)	Percentage
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High school or equivalent	6	35.6
Diploma or equivalent	4	23.5
Bachelor's degree	5	29.4
Postgraduate	2	11.8
Total	17	100

Table 4 shows that the majority of personnel are at the level of high school education or the equivalent of 6 people representing 35.6%, followed by 5 bachelor's degrees, accounting for 29.4%, and 4 diplomas or equivalent, representing 23.5 percent.

Table 5 Number and percentage of personnel in the position

Position	Frequency (Man)	Percentage
Government officer	3	17.6
Civil servant	2	11.8
Full-time employee	5	29.4
Temporary employee	7	41.2
Total	17	100

Table 4 shows that the majority of personnel are in the position of 7 temporary employees, representing 41.2%, followed by 5 full-time employees, accounting for 29.4%. And lastly, 3 civil servants accounted for 17.6 percent.

Table 5 Mean, Standard Deviation, and Rating Factors Influencing Performance

Factors influencing operational efficiency	Mean	SD.
1. Personnel	12.88	2.43
2. The success in work	12.64	2.82
3. Characteristics of creative and challenging work	12.82	2.49
4. Career advancement	12.41	3.19
5. Wages and compensation	12.88	2.59
6. Work stability	13.64	1.76
Total	77.27	15.28

Table 5 shows that the majority of personnel expressed their opinions on security with an average of 13.64. Followed by personnel, and in terms of wages and compensation, the average was 12.88. And third, was the nature of creative and challenging work with an average of 12.82.

Table 6 Mean, Standard Deviation and Personnel Opinion

Personnel	Mean	SD.	Level
1. Personnel allocation agency with knowledge and competence corresponding to the line of work	3.88	0.96	High
2. Personnel in the unit cooperate well in their work.	4.52	0.69	Highest



3. The agency allocates sufficient personnel to perform the tasks.	4.47	0.77	Highest
Total	12.88	2.43	Highest

Table 6, shows that the opinions of personnel in the work unit are cooperating well with an average of 4.52 at the highest opinion level. And the agency allocated sufficient personnel to perform the task had an average of 4.47 at the very opinion level. The third most competent personnel allocation agency with an average of 3.88 in the opinion level at a high level.

Table 7 Mean, Standard Deviation, and Level of Work Achievement Rating

Work Achievement	Mean	SD.	Level
1. The assignment was successful as expected.	4.29	0.89	Highest
2. Always try to find ways to improve the work that is being performed.	4.35	0.96	Highest
3. Have a feeling of being part of a successful work	4.00	0.97	High
Total	12.64	2.82	Highest

The table shows that the opinions on the achievement of the tasks assigned to the expected success were averaged 4.29 at the highest opinion level. And always trying to find ways to improve the work performed to be better with an average of 4.35 at the highest level of opinion. Third, the feeling of being part of a successful performance had an average of 4 on the high level of opinion.

Table 8 Mean, Standard Deviation and Level of Opinion on Characteristics of Creative and Challenging Work

Characteristics of Creative and Challenging Work	Mean	SD.	Level
1. Always get challenging and interesting assignments.	4.29	0.74	Highest
2. Initiative to create new methods for successful implementation of creative work.	4.35	0.76	Highest
3. Earn the trust and appreciation of supervisors for the success of the assignments.	4.17	10.98	High
Total	12.82	2.49	Highest

The table shows that the opinions of innovative approaches to successful creative performance were averaged 4.35 at the highest opinion level. And the assignments were always challenging and interesting with an average of 4.35 on the very high opinion level. Third, the supervisor's trust and admiration for the success of the assignments averaged 4.17 at a high level.

Table 9 Mean, Standard Deviation and Career Progression Opinion Level

Career Progression	Mean	SD.	Level
1. To be encouraged to progress according to knowledge and ability	4.11	1.07	High
2. There is always an opportunity to develop knowledge and experience in the work, such as going to work visits, training, seminars, etc.	4.23	1.05	Highest



3. The current position can create a portfolio for promotion.	4.05	1.05	High
Total	12.41	3.19	High

The table shows that the opinions on the development of knowledge and experience in the work always, such as visiting seminars, etc., have an average of 4.23 at the highest level of opinion. And was encouraged to progress according to knowledge with a mean of 4.11 at a high level. 3rd item, the active position can produce results for promotion with an average of 4.05, in the high level of opinion.

Table 10: Mean, Standard Deviation, and Wages and Compensation

Wages and Compensation	Mean	SD.	Level
1. The rate of money received is appropriate for the duties and responsibilities.	4.23	0.87	Highest
2. The agency has a welfare system and another compensation such as travel expenses for official work, compensation for working part-time is sufficient.	4.41	0.84	Highest
3. Affiliated agencies have improved the system of providing welfare for personnel appropriately.	4.23	0.87	Highest
Total	12.88	2.59	Highest

The table shows that the opinions of the departments that provide welfare systems and other compensation such as travel expenses for official work, compensation for working part-time are adequate, with an average of 4.41 at the highest opinion level. Secondly, the rate of money received was appropriate for duties and responsibilities and the departments under the agency had improvements in the welfare system for personnel with an average of 4.23 at the highest level.

Table 11 Mean, Standard Deviation and Occupational Security Opinion

Occupational Security	Mean	SD.	Level
1. The assignment was successful as expected.	4.64	0.47	Highest
2. Working in this agency promotes wealth in personal life.	4.58	0.59	Highest
3. Have the intention to work in this agency until retirement	4.41	0.69	Highest
Total	13.64	1.76	Highest

The table shows that the security personnel working in the assigned tasks achieved the expected average of 4.64 at the highest opinion level. And working in this agency contributes to personal wealth with an average of 4.58 at the highest level. Third, the intent to work in this agency until retirement had an average of 4.41 at the highest level.

Discussion

From this research, it was found that most of the personnel were male because they were working with risks and thought critically about their work, which was consistent with the research as follows: (1) Personnel are knowledgeable and competent in the same



line of work and personnel in the unit have cooperation in the performance of duties and responsibilities as well as allocating sufficient personnel for the performance of work. (2) Success in the work assigned to it can be carried out successfully as expected in the operation, there may be obstacles, problems can be solved with the work performed. Be well and proud and part of the practice. (3) The nature of the work that is creative and challenging when assigned to challenging tasks creates interest and gains new experiences and learning challenges as well as being able to be creative and practical. until success and have trust and admiration with their subordinates. (4) Career advancement, when supported in the successful implementation, there is always an opportunity to develop knowledge and experience in sesame for the further advancement of the work. (5) Wages and compensation are those that build morale in the performance of work such as whether the salary rate is appropriate for the job and benefits for the performance of work. (6) Work stability in the assigned job or job position is important because it is considered to be stable in the work that and will be able to develop and improve working career until the retirement of work. Following Maichan, A., and Saejiw, N. (2018) found that The relationship between the factors that affect performance and operational efficiency in its operations by value, the performance of prognosis R2 equal. 054 said that the possibility of the assumption that the factors. a powerful influence on the performance of the five areas relating to the efficiency of the operation. The percentage. 5.40 The remaining 99.46 percent is due to the influence of other variables. The working factor in terms of stability and progress in work was associated with the performance efficiency significantly (0.05). Pinhoum, S. et al (2020) found that three aspects were at high levels; motivation factor, hygiene factor, and satisfaction of work respectively with a statistical significance of 0.05. in addition, consistency to Tobutr, S. (2020) study the Factors affecting teamwork efficiency of Government officers in Prachinburi found that teamwork factors affect to working efficiency of government officers in Prachinburi Province with statistical significance at the 0.05 level, in 3 attributes including working process, working composition and characteristics, and working design.

Recommendation

The results of the research on factors affecting the efficiency in the performance of personnel in the Legal and Land Ownership Section, Department of Highways Office 10 (Nakhon Ratchasima) are proposed as follows: Supervisors should focus on and promote the ability of personnel to develop operational efficiency, such as allowing personnel to use their talents, tact, decision-making methods, problem-solving to the fullest to achieve results. Quantities are available at the specified time. Including when the organizational structure has been determined, if the qualifications or abilities of the subordinates are found to be inappropriate, support should be given to promote the development of personnel's potential, such as sending them to training projects to apply their knowledge. or to develop efficiency in further operations.



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