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**A STUDY ON FACTORS AFFECTING ABSENTEEISM
AMONG IMMIGRATION OFFICERS IN THE DEPARTMENT
OF IMMIGRATION AND EMIGRATION
IN SRI LANKA**



H.L.D. MILANI RASANGIKA DE SILVA
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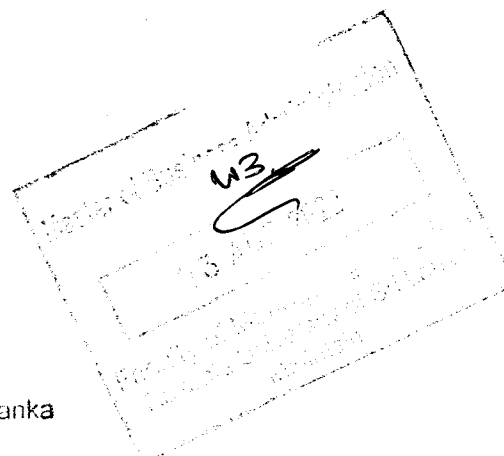
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ABSTRACT

Immigration officer is the first officer whom the passenger meets from the designated ports. Therefore first impressions are lasting and it will make good feedback to all over the world. Then strangers coming to our country of Sri Lanka. The Immigration and Emigration service is one of the most important service in every country. Immigration officers' absenteeism is a major problem in border control in the department of Immigration and Emigration of Sri Lanka. Immigration officers' absenteeism is a serious problem for management because it needs additional expenses. High rate of absenteeism in any department affects an organization's employees of health and also management effectiveness. The objective of the study was to investigate the influence of different factors i.e. job satisfaction, occupational stress, organizational commitment and demographic factors affecting absenteeism among Immigration officers in border control in the department of Immigration and Emigration in Sri Lanka. The study reviewed the literature, theoretical framework as well as empirical studies by other authors from which the conceptual framework was built. The study was a quantitative study, applied type of the research and it was conducted in a non-convenience settings and selected with stratified sampling method. This descriptive study was conducted in a sample of 150 Immigration officers working in the border control at department of Immigration and Emigration in Sri Lanka. A survey was conducted and SPSS was used to identify and analyze the different factors. The questionnaire used statistical analysis i.e. mean values, frequency and percentage counts. The study instrument included nine demographic questions on part A and absenteeism questions, job satisfaction questions, occupational stress questions, organizational commitment questions, on part B. The domains of the questionnaire are different factors. The findings of this study showed that there was a significant relationship between job satisfaction, occupational stress, organizational commitment and demographic factor towards Immigration officers' absenteeism. Based on the regression analysis, occupational stress factor was the most dominant factor that influenced Immigration officers' absenteeism. Finally t-test and ANOVA test were analyzed the different demographics factors on Immigration officers' absenteeism. Out of the eight constructive dimensions, three were significant and the others were not significant. It is recommended to implement fair pay and a new promotion plan for border control. It is recommended to allocate daily Immigration officers' to the staff according to the daily passengers' movement basis and it is recommended to minimize the work overload of Immigration officers in the border

control'. It is hoped the outcome of this study will benefit the department of Immigration and Emigration and it will reduce the average annual absenteeism rate of border control and prevent the absenteeism problem.

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