

EFFECTIVENESS OF NATIONAL ADMINISTRATION SYSTEMS IN IMPLEMENTATION OF PUBLIC SERVICES

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Abstract

When it comes to the standard of public service, the efficiency of the state administration system is crucial. The role of institutions and supervisory mechanisms in improving effectiveness has a crucial role in enhancing the efficiency of the state administration system. For example, regulatory bodies such as ombudsmen, financial regulators, and government internal regulators can play an important role in ensuring that regulations are implemented properly and effectively. With effective supervisory institutions and mechanisms, it can be expected that public services will become more transparent, accountable, and responsive to the needs of the public. Therefore, coordinated efforts between the government, the supervisory agencies, and civil society are required to ensure the efficacy of state administration in the public service. The research methodology used in this study is library research. The concepts of public administration, state administration, and the relationship between public services and state administration are covered in this study, along with the variables influencing the efficiency of the state administration system and its impact on public service improvement.

Keywords: Efficiency, system of state administration, public service

INTRODUCTION

State Administration is collaboration within the scope of government which includes the three branches of government: executive, legislative and judicial. Its role is very important in creating good governance, namely governance that is good, moral, and able to provide quality public services, transparent, accountable, and responsive to community needs. State Administration can be interpreted as actions carried out by the government to meet the needs of society or as a field of science that studies how to manage government effectively and efficiently (Dick Sagoe, 2020). The important role of State Administration in the government system includes: 1) Increasing the effectiveness and efficiency of public services; 2) Strengthening government accountability and transparency; 3) Encourage community participation in decision making and supervision; 4) Enhancing the community's standard of living by providing high-quality services.

To achieve good governance, State Administration must adhere to principles such as accountability, transparency, responsiveness and community involvement. In addition, good management, including planning, organizing, implementing and monitoring, must also be considered. In the development of State Administration theory, there are several approaches, including normative theory to predict the future

of administration, descriptive theory to describe the current situation, and prescriptive theory to provide suggestions for overcoming administrative problems (Zahran et al, 2023).

State administration theory has related applications in the delivery of public services with the aim of increasing effectiveness, efficiency and creating good governance. Some examples of the application of state administration theory in public services include: The goal of bureaucratic reform is to enhance bureaucratic performance in delivering public services that are both affordable and of high quality. Bureaucratic reform is carried out through organizational restructuring, improving work processes, and changing the bureaucratic work culture to make it more effective and efficient in carrying out government tasks.

Applying information and communication technology to public services with the goal of improving accessibility, transparency, and service efficiency is known as e-government. Through E-Government, public services can be accessed online, such as online registration, online tax payments and online complaints, to make things easier for the public (Zahran et al, 2023).

Public services based on community needs is an approach that focuses on providing public services that are in accordance with community needs and aspirations. This approach involves community participation in the decision-making process and monitoring government performance to ensure that public services truly meet community needs.

It is important to create good governance in public services by applying principles such as accountability, transparency, responsiveness and community involvement, as expressed by Walker & Boyne (2006). Therefore, research and development of state administration theory must continue so that it can be in line with the times and the changing needs of society

State administration is currently faced with various complex and dynamic challenges and opportunities in line with the times and the increasingly complex needs of society. The challenges faced include the continued problem of corruption in government bureaucracy, which has a negative impact on the effectiveness and efficiency of public services. Bureaucracy that is slow in providing public services also becomes an obstacle to the development of society and the economy. In addition, rapid technological changes often make it difficult for government bureaucracies to keep up with current developments (Yazdany et al (2016).

However, there are also opportunities that can be exploited in current State Administration. Bureaucratic reform, as an opportunity, can improve bureaucratic performance in providing quality and affordable public services. Technological innovation has great potential to improve the accessibility, transparency and efficiency of public services. Active community participation in public services is also an opportunity that can increase government accountability, transparency and responsiveness to community needs.

In facing these challenges and taking advantage of opportunities, it is important to continue to carry out research and development of state administration theory so that it is in line with current developments and the changing needs of society. In addition, efforts to improve the quality of human resources in government bureaucracy, such as through training and competency development, are important steps in overcoming challenges and maximizing existing opportunities (Sukhina et al, 2021).

Is there a unique theory associated with public service if it is a byproduct of the development administration thinking orientation and development administration is a new orientation of state administration reform? Expert on state administration Gerald Caiden (1986) once made a joke regarding the existence of this theory. Caiden argues that there are too many theories of state administration, but no single theory can be used to explain state administration in a comprehensive way. However, public service is more commonly recognized in some literary works as a conceptual arrangement than as a theoretical arrangement. As a result, the terms "public service," "social service," "service to the people," and "excellent service" are also used to refer to this concept. In discussing theories connected to public services, this type of statement further exacerbates the ontological (what, why), epistemological (how), and axiological (what for) confusion.

RESEARCH METHOD

The research method used in this article is a literature review. A literature review is a systematic approach to evaluating, synthesizing, and presenting findings from various literature sources relevant to the research topic. In the context of critical analysis of the consistency and effectiveness of state administrative law texts in ensuring quality public services, a literature review will allow us to identify approaches, concepts, findings and recommendations that already exist in the related literature (Denney & Tewksbury, 2013). A variety of resources, such as periodicals, books, documents, the internet, and libraries, are available for literature study. The writing style that is employed is a literature review study, with an emphasis on writing outcomes connected to the efficiency of the state administration system in enhancing public services.

RESULT AND DISCUSSION

Concept of National Administration

The word "administration" is general and refers to all facets of life. As a result, the term administration has numerous definitions. Nevertheless, administration consists of three primary components. The classification of an action as an administrative activity or not is also determined by these three factors. We can classify administration according to process, administration, and government or state administration based on the definition of administration that is now in use. State

administration is one of the many fields of administration as a science (Benz et al, 2018).

There are several definitions of state administration as well, although they fall into two main groups. First, an explanation that solely considers state management inside the executive branch. Secondly, all branches of government and public affairs are included in a definition that considers the extent of state management. The management of the state and its social surroundings are interdependent. Cultural factors are the ones in the social context that have the biggest impact on how state administration appears and functions (Knill, 2001).

According to Fenger & Bekkers (2016) provide an explanation of state administration as follows:

1. State administration entails carrying out governmental directives made by bodies with political representation.
2. The coordination of both individual and collective efforts to carry out governmental policies is known as state administration. This mostly refers to the government's routine tasks.
3. To sum up, state administration is a procedure that deals with laws, employs a wide range of abilities, and gives a lot of people a purpose and direction.

Carey (2019) stated that there are 7 special things about state administration, namely:

1. Inevitable
2. Always expect obedience
3. Have priorities
4. There are exceptions
5. Top political leadership
6. Difficult to measure
7. Expecting too much from public administration

Public service

Public organizations, also referred to as BLUs, are government agencies that were established to serve the public by offering products and/or services that are sold without giving priority to profit-making and by conducting their operations with an emphasis on productivity and efficiency. According to Denhar (2015), a service is any lucrative endeavor carried out by a cohesive group that provides satisfaction even in the absence of a tangible output. Furthermore, Dobel (2016) defines a service as an imperceptible action or sequence of actions that come from contacts between clients and staff or from other offerings made by the service provider business with the goal of resolving client/consumer issues. According to Mosher's (2016) research, public service is defined as meeting the requirements of individuals or groups in society who are interested in the organization by following established guidelines and protocols.

According to dEnHART (2015), public services are those that are rendered in compliance with the fundamental policies and guidelines to meet the needs of individuals or groups in the community who have an interest in the organization. Furthermore, public services are defined as all service activities provided by public service providers in an effort to meet the demands of service recipients and to carry with the terms of laws and regulations by KEPMENPAN No. 63/KEP/M.PAN/7/2003. Public services are all forms of services provided by government agencies at the national level, in the regions, and within State-Owned Enterprises or Regional-Owned Enterprises in the form of goods and/or services, both in the context of efforts to meet community needs and in the context of implementing statutory provisions, according to the Decree of the Minister of State Apparatus Empowerment Number 81 of 1993.

All actions taken by public service providers in an attempt to meet the needs of the general public and carry out legal and regulatory requirements are referred to as public services. In this instance, government organizations such as the following are considered to be delivering public services: Work units and ministerial organizational units come first. Department comes in second. Third, government organizations that are not departments. The Secretariat of the highest state institutions ranks fourth. Fifth, businesses owned by the state. State-Owned Legal Entity ranks sixth. Regionally Owned Enterprises rank seventh. Eighth, other national and regional government agencies, such as agencies and agencies. Therefore, public service is when state officials meet the needs and wishes of the community. Naturally, the public's goal when founding the state was to increase the wellbeing of its citizens (Staats, 2018).

In accordance with Menpan Decree Number 81 of 1993, public services must include the following components: First, each party must be certain of their rights and obligations with regard to the government and those who receive public services. Second, while maintaining efficiency and effectiveness, the regulations governing each type of public service must be modified to the demands and financial capacity of the community, in accordance with the provisions of relevant laws and regulations. Third, in order to guarantee accounted-for security, comfort, ease, and legal certainty, public service quality, procedures, and outcomes must be improved. Fourth, government entities that are required to charge for public services must give opportunities for the public to engage in the provision of those services in compliance with relevant laws and regulations.

Talking about public services, of course it can be understood that it is very difficult to assess the quality of services which are qualitative in nature in non-profit organizations rather than assessing profit or benefits which are more quantitative in nature in profit organizations. As stated by Denhart (2015), the five principles that public servants must pay attention to, so that service quality can be achieved include: First, Tangible (touchable), such as physical abilities, equipment, personnel and material communication. Second, Reliability, the ability to provide the promised

service accurately and consistently. Third, Responsiveness, namely a sense of responsibility for service quality. Fourth, Assurance, namely employee knowledge, behavior and abilities. Fifth, Empathy, namely individual attention to customers. Furthermore, theoretically, the goal of public services is essentially to satisfy the community, according to Dobel (2016). Excellent service quality is necessary to obtain this satisfaction, and it shows in the following ways: First, transparency, or providing services that are clear, simple, and simply understood by all parties in need of them. The second is accountability, which refers to providing services that meet legal requirements. Third, conditional services, which follow the guidelines of effectiveness and efficiency but are contingent on the circumstances and capacities of both the service provider and the recipient. Fourth, participatory services—that is, those that, by considering the needs, goals, and desires of the community, can promote community involvement in the provision of public services. Fifth, equal rights, which provide that no service provider should discriminate on the basis of any factor, including social class, race, religion, ethnicity, or status. The sixth is the balance of rights and obligations, or services that take into account the fairness of the relationship between public service providers and recipients. In the context of public administration, service refers to the caliber of the community services provided by bureaucrats. Quality can be defined in a variety of ways, ranging from traditional to more tactical. Traditional definitions of quality typically focus on a product's immediate attributes, such performance. Next, dependability. Thirdly, user-friendly. Fourth, beauty, and so forth.

Relationship between State Administration and Public Services

During its approximately one hundred year history of development, State Administration has experienced various ups and downs. The concepts and theories continue to develop. One of its main missions is as "the guardian of public interest" and providing quality services to the community and this has become an obsession that it always wants to achieve. To capture the current reality, the horizon of state administration must be broadened, its perspective needs to be widened (Dahl, 2018).

Apart from expanding horizons and broadening perspectives, state administration must remain faithful to its main tasks, namely carrying out general government functions, developing and enforcing laws, implementing development and providing quality services to the community (Pérez-Morote et al, 2020). Another important thing that must always be maintained is maintaining and developing the spirit of renewal, the spirit of reform, the progressive doctrine that has become the reason for its existence. This spirit is what makes state administrative discipline continue to live and develop in accordance with the progress of the times.

In relation to the quality of public services, each country is different because different situations and conditions may have different priorities. There have been many efforts made by the government, both in improving legal regulations, structuring

institutions, improving systems and procedures, increasing human resource capabilities, creating an organizational climate through a work force that encourages achievement, providing better facilities and infrastructure, providing rewards and punishments and What is also no less important is to gradually improve the salary system for the officers. However, the community still feels that the efforts made by the government are not enough. The public wants the quality of public services to continue to be improved and improved. Government partnerships with the private sector also need to be further developed.

Since one of the duties of the government is to offer services to the community, public services and the government are closely intertwined. When evaluating the caliber of government, the public's experience with public services can be directly compared to its quality. In the course of carrying out government functions, public services are developed out of obligations. Public services are defined by Law Number 25 of 2009 concerning public services as actions or a sequence of actions to satisfy service needs in compliance with statutory regulations for each and every citizen and resident regarding goods, services, and/or administrative services offered by service providers public (De Vries et al, 2016).

Government acts themselves fall into two categories under state administrative law theory: factual/material actions and legal actions. Government legal actions are those that the government takes with the intention of enforcing legal consequences in specific legal domains. They are founded on certain legal norms. Government factual/material acts are those that the government takes without planning to go to court in order to meet the factual/material demands of the populace. Public and civil/private legal actions are two categories into which government legal actions can be divided (Rosenbloom, 2022).

The goal of public service is to fulfill the needs of the general public or the community. In order to accomplish this, high-quality services that meet community needs and preferences are required. The degree to which expectations and reality align is known as service quality. As public workers, government officials have a commitment to serve the community with excellence, which is the essence of public service. In a state where the rule of law is upheld, legal protection against government activities is a means of preventing or recovering losses incurred by the populace as a result of those actions.

Factors that Influence the Effectiveness of the State Administration System in Public Services

The dawn of the reform era as a result of the multidimensional crisis that has hit our country has given rise to demands for change that are also multidimensional. This multidimensional crisis has an impact on the country's ability in financial aspects. Conversely, the community's need for more complicated public services has grown both in quantity and quality, but this hasn't been accompanied by an increase in

regional funding to support them. As a result, public services are neglected, such as damage to transportation facilities and infrastructure, irrigation channels, education and health, both qualitatively and quantitatively (Bryson, J., & George, B, 2020). Signals of the powerlessness of state administration through its bureaucracy in dealing with social, economic and political problems have been felt for a long time. This kind of condition in the state administration debate is often referred to as an "Identity Crisis" which questions the tendency of the role and position of state administration as a science or as a practice. The impression that state administration practices are formal legal, specific, and culturally oriented, to the extent that they lack scientific and theoretical requirements, is reinforced by the overlap between the roles of political science, economics, and administrative science which is generally applicable. Therefore, Robert Dahl (2018) suggests the existence of a comparative study of state administration which is capable of making breakthroughs, especially in responding to development challenges, namely problems of poverty and social injustice, especially those that occur in developing countries and poor countries.

The development administration paradigm emerged from this line of thinking and was established in 1966 in Tehran by the Association of Asian Development Administration Scholars, a group dedicated to enhancing state administration in the eastern area. One of the orientations is how state administration is able to develop itself in carrying out development functions, especially in terms of public services that can be accounted for, have strong responsiveness and are able to represent the interests of the community based on applicable legal provisions and regulations with a shining conscience. Thus, this type of change in administrative thought should not only have an impact on how the bureaucratic organization's structure, function, finances, and personnel change, but also—and perhaps more importantly—on how these changes can be followed by adjustments to organizational culture, bureaucracy, and the conduct of those who work there. The anticipated outcome in terms of public service efficacy will be attained if this shift is successful.

In the meantime, Lapuente, V., & Van de Walle, S. (2020) propose changing the methodological approach used in administrative research from: (1) normative approach to an empirical approach (particularly in relation to observing public service phenomena). The first two approaches are ideographic and nomothetic; the third is structural and corresponds to the ecological approach; the fourth is behavioral and corresponds to the post-behavior approach (analogy approach). It is hoped that state administration studies would be able to accomplish these tasks.

1. Capable of developing novel ideas and theories that transcend cultural barriers
2. Capable of evaluating current formal provisions, laws, and regulations to serve as a foundation for decision-making and policy development (public services)
3. Capable of taking action based on an analysis of field data and facts. A tentative conclusion that can be made is that in order for state administration to identify theories about public services, comparative studies of state administration in this

area must be conducted, and field research or research activities pertaining to the creation of public policies, the execution of public services, and the assessment of public products must be increased.

Raising the standard of public services is crucial since it benefits both the government and society. In this instance, raising standards can benefit people's welfare and have a significant impact on public faith in the government. In addition, raising the caliber of public services can lessen illicit taxes and corrupt practices while also boosting the efficacy and efficiency of government officials. Efforts that can be made to improve the quality of public services include increasing human resources, innovation in the field of public services, improving regulations on public services, improving the public service system, and utilizing information technology in the delivery of public services.

In addition to initiatives aimed at raising the caliber of public services, there are other elements that affect service quality. Kuziemski, M., & Misuraca, G. (2020) list a number of elements that contribute to a service's successful operation, including:

1. The awareness factor of officials and officers involved in public services
2. Regulatory factors that form the basis of service work
3. Organizational factors which are tools and systems that enable service activity mechanisms to run
4. Organizational factors which are tools and systems that enable the functioning of service activity mechanisms
5. Officer skill factor
6. Facilities factor in carrying out service tasks.

These six factors have different roles but influence each other and together they will realize optimal service delivery, whether in the form of verbal services, written services or services in the form of movements/actions with or without writing. To improve the quality of public services, the government must pay attention to these six factors and make necessary improvements.

The Influence of the Effectiveness of the State Administration System on Improving Public Services

Consistency of state administration is a critical aspect in efforts to ensure the effectiveness and sustainability of quality public services. Analysis of the consistency between various state administrative law regulations reveals significant challenges (Van Dooren et al, 2015). This is mostly because of the intricate and varied administrative law structure in the nation, where different government bodies make laws with varying goals and purviews. As a result, there are often overlaps or contradictions between existing regulations, which can be confusing for both the government and society.

Inconsistency in the state administration system has a detrimental impact on public services. For example, lack of clarity in regulations can cause legal uncertainty for public service providers, which can then hinder innovation and efficiency in service

provision. Apart from that, inconsistencies can also create legal loopholes that are exploited for immoral or illegal interests, which in turn can be detrimental to society as a whole. Consistency in the text of state administrative law is an important prerequisite for quality public services. To overcome this challenge, coordinated efforts are needed between various government agencies and other stakeholders to improve the policy-making process, increase inter-institutional coordination, and strengthen monitoring and accountability mechanisms in the state's administrative legal system.

The effectiveness of the state administration system is very important in maintaining the quality of public services. Effective implementation of the state administration system requires a deep understanding of how these regulations are applied in public service practice. This entails evaluating the degree to which pertinent government entities adhere to and carry out legal regulations, as well as the degree to which these regulations are successful in accomplishing the declared goals of raising the caliber of public services. It is crucial to consider aspects like compliance, accountability, transparency, and responsiveness to community needs when conducting this review (Osborne et al, 2016).

Several challenges that must be overcome in an effort to achieve the effectiveness of the state system in improving public services are First, the complexity and diversity in legal regulations often make consistent and effective implementation difficult (Rosenbloom et al, 2022). Additionally, political changes, changes in societal needs, and administrative constraints can also hinder efforts to ensure that regulations are implemented effectively. Furthermore, there are also challenges in terms of compliance with regulations, both by the government and the private sector, which can result in failure to achieve the desired public service objectives.

The role of institutions and supervisory mechanisms in increasing the effectiveness of the system has a very important role in increasing the effectiveness of state administrative legal texts. For example, supervisory agencies such as ombudsman agencies, financial oversight bodies, and internal government oversight bodies can play an important role in ensuring that regulations are implemented correctly and effectively. In addition, monitoring mechanisms such as audits, performance evaluations and public reporting can also help in detecting and overcoming violations or weaknesses in the implementation of state administrative law texts (De Vries et al, 2016).

With the existence of effective institutions and monitoring mechanisms, it can be hoped that public services will become more transparent, accountable and responsive to community needs. Thus, to achieve effectiveness in state administration in public services, coordinated efforts are needed between various parties, including the government, supervisory institutions and civil society. Only with good cooperation and strong commitment from all parties involved, can we ensure that state regulations

and administration can be implemented effectively and provide maximum benefits for society.

CONCLUSION

State administration theory has related applications in the delivery of public services with the aim of increasing effectiveness, efficiency and creating good governance. The effectiveness of the state administration system is very important in maintaining the quality of public services. Effective implementation of state administration requires a deep understanding of how these regulations are implemented in public service practice. The role of institutions and supervisory mechanisms in increasing system effectiveness has a very important role in increasing the effectiveness of the state administration system.

With the existence of effective institutions and monitoring mechanisms, it can be hoped that public services will become more transparent, accountable and responsive to community needs.

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