

## Juridical Analysis of Implementation of Public Service Standards in the Service of Population and Civil Registration in Magetan District

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**ABSTRACT:** *Public service is an activity in which there is a fulfilment of service needs following applicable regulations, because there are laws that regulate it, the community or residents have rights to goods or services and other administrative services that public service providers have provided. The purpose of this research is to find out how statutory regulations are implemented regarding the implementation of public service standards and the obstacles faced in public services. This writing uses the type of empirical legal research. This research is carried out by looking at the facts in the field where the contents of the research include understanding and studying how to apply the law directly to the subject of the field. The results and conclusions of this study are that the implementation of laws and regulations regarding the application of public service standards for the Population and Civil Registration Office of Magetan Regency has implemented the law well marked by the absence of problems with the community. In conclusion, it cannot be fully stated that the Magetan Population and Civil Registration Agency has universally implemented the law. Still, this can be said in one subject as a public service provider is already a perfect thing.*

Pelayanan publik merupakan suatu aktivitas yang terdapat pemenuhan atas kebutuhan pelayanan sesuai dengan aturan yang berlaku, karena terdapat undang-undang yang mengaturnya maka masyarakat atau penduduk memiliki hak atas barang atau jasa dan pelayanan administratif lain yang telah disediakan oleh penyelenggara pelayanan publik. Tujuan dari penelitian ini yaitu agar bisa mengetahui bagaimana implementasi pertauran perundang-undangan terhadap penerpanan standart pelaynan publik dan apa saja hambatan

yang dihadapi dalam pelayanan publik. Penulisan ini menggunakan jenis Penelitian hukum empiris penelitian ini dilakukan dengan melihat fakta-fakta yang ada dilapangan yang mana isi penelitiannya meliputi pemahaman dan mempelajari bagaimana menerapkan hukum secara langsung pada subyek bidangnya. Hasil dan kesimpulan penelitian ini adalah bahwa implementasi peraturan perundang-undangan terhadap penerapan standart pelayanan publik Dinas Kependudukan dan Pencatatan Sipil Kabupaten Magetan telah mengimplementasikan hukum secara baik ditandai dengan tidak adanya masalah dengan masyarakat, walaupun secara kesimpulan belum sepenuhnya dapat mengatakan dispendukcapil magetan sudah secara universal mengimplementasikan hukum namun dalam satu pokok bahasan ini dapat dikatakan sebagai penyedia layanan publik sudah merupakan hal yang sangat baik.

**Keywords:** *Juridical Analysis, Public Service, Population Services, Civil Registration.*

## I. INTRODUCTION

Humans have needs that continue to increase and are very closely related to individuals, which are not easy to achieve because limited human resources demand the development of humans in this world. In this case, it is very encouraging for someone to collaborate in an organisation and in any group (Ikhwan, 2018). Therefore, the modern world is a world of cooperation because the state and government cannot survive without organisational and individual collaboration. However, this cooperative activity has existed since the era of human civilization (Nugroho, 2018). However, in the current era, forms of cooperation show complexity involving almost all aspects of life that require a complex administrative system.

Regarding the discussion of public services, how to achieve a goal that can produce value and can be helpful to recipients is a policy carried out by the government, the essential thing in public policy is to create something fair, equal rights, and of course, there must be openness to the public how the importance of information that needs to be known by the people, because it achieves the objectives of the policy without actual implementation, so the essential thing in the purpose of implementing the policy is implementation (Wahab, 2015).

Regulations from the central government to regional governments make it possible to provide services in a more straightforward, concise and bureaucratic manner, as well as to compete easily and freely in launching a public service innovation to improve the quality of service for the community. Local government, as public servants, must be able to serve the community, which is a manifestation of the government apparatus's duties. Also, create perfect service quality, be responsible for their responsibilities and be open to the public with good morale because the community wants management that prioritises service quality to professional government officials (UU No.28, 1999);(Rohman, Hanafi, & Hadi, 2010).

Therefore, in connection with this problem, namely government activities that are increasingly demanding, it is necessary to study the centralised administrative areas and the system adopted in this country, namely decentralisation. It can also be called

decentralisation, as stated in Law Number 23 of 2014 concerning Regional Government, meaning that it is not only based on the centre but regional governments (autonomy) are represented to mobilise needs in all aspects or fields and, of course, continue to follow instructions from the central government.

Regarding the term civil registration, the ministry of justice (Nico Ngani) stated that civil registration is an agency responsible for recording and registering all events observed by the public, such as marriages, births, deaths and so on. The goal is also to obtain as complete data as possible so that the state knows and recognises citizenship status. Therefore, citizen registration and other population activities must be carried out to maintain community effectiveness. Therefore, this research covers the scope of the Magetan district government (Krishardianto, Santosa TH, & Subarno, 2012).

This research is focused on the Dispendukcapil environment in Magetan District will ask questions about how to implement and what the obstacles are to public services to the community at Dispendukcapil Magetan District. Researchers in the Population and Civil Registry Office of District conducted the research. Magetan seeks to see the facts regarding the above, whether within the scope of the Magetan Dispendukcapil did the above. This research is expected to bring up points about how public services are organised and how the law is implemented.

## II. METHOD

This study uses an empirical juridical methodology, in which this research is carried out by looking at the facts in the field (Sonata, 2014: 28). Sources and data types can provide information about related research. This study's sources and types of data are primary and secondary. Still, this study focuses more on preliminary data because it is by the method used by researchers, namely empirical, so research is by field facts and secondary data is only supported in this research. Primary data is a data source that directly provides data to data collectors (Sugiyono, 2017). The secondary data source in this study is the law on public services, such as journals, articles, and books related to research on public services in the Dispendukcapil Magetan District. The data collection method in this study uses interview and documentation techniques. This study uses descriptive juridical analysis, namely collecting and presenting data that will produce an overview of information related to the research object through sample or population data (Ikhwan, 2021).

## III. RESULT AND DISCUSSION

### **Implementation of Laws and Regulations on the Application of Public Service Standards in Population Services at the Department of Population and Civil Registration of Magetan Regency**

Civil registration records actual events parties face in civil registration at the district/city Population and Civil Registration Service or the technical implementing unit of the population and civil registration service. The Department of Population and Civil Registration of Magetan Regency has a vision and mission, namely the realisation of

excellent service in population administration based on information technology (Mulyadi, 2016). Therefore, the author will explain population administration services and civil registration in more detail, especially in the Magetan district (UU No.24, 2013).

The public service standards for the Dispendukcapil Magetan Regency have criteria that are made and are supported by orders from the Ministry of Home Affairs, one of which is an SOP made due to demands caused by changing times. The Public Service Office provides the maximum possible service to the community because the SOP is based on the central tokdon related to the rule that requires an SOP and also because the implementation of daily activities that do not change is standardised with Service Operational Standards (Lestari, 2016).

The Magetan district Dispendukcapil has participated in the ICO and won the second WBK award. Magetan population and civil registration department must know the public about public service standards by making an official letter to the village through the sub-district to notify the Magetan population and civil registration department's SOP. Magetan, so that people know about innovations related to public services. Then, the population and civil registration department also greets via dispenduk radio, Facebook, newspapers, Instagram and tick tok to socialise about public service standards (Tuti & Mawar, 2017). Dispendukcapil district Magetan received a reward related to the fire engine because of the district civil service administration. Magetan was the first time in Indonesia to make ADM (Independent Civil Registry Pavilion).

Magetan population and civil registration department have also had a talk show on television so that the public knows various methods have been carried out. Even then, some people still understand it, especially if the Dispendukcapil Magetan is inactive. Dispendukcapil Magetan District has followed the rules that all regencies/cities are required to create MPP (Public Service Malls), so the regency/municipality population and civil registration department. Magetan has carried out public service standards by procedural rules. There are two procedures or flows in public service: online service and offline service. Online service is a service that is carried out using the PAKTUWA service (WhatsApp Tutul Service). In contrast, offline service is a service that is carried out directly by visiting the Population and Civil Registry Office, or you can see the sub-district.

District governments must have birth certificates aged 0-18 years with a branch of 97%. Magetan has reached 98.73%. The standard MCH from the district government is at least 35% -40%, and the District Population and Civil Registry Office. Magetan has reached 78%. Standard recording from the Regency government is 98%, and the Magetan District reached 97.3%, but the District Population and Civil Registry Office. Magetan has made recordings to schools, both SMK and SMA, which require KTPs. There is a scope of community satisfaction surveys that must be measured, guidelines for community satisfaction surveys, nine dimensions contained in the minister's regulation for the utilisation of state apparatus and bureaucratic reform number 14 of 2017.

**Table 1. Elements of SKM**

No	Course Group
1.	Server requirements
2.	Executor competence

3.	Service procedure
4.	Executor behavior
5.	Time speed
6.	Facilities and infrastructure
7.	Fees/tariffs
8.	The handling of complaints
9.	Conformity of service products

The results of measuring the service satisfaction index at the Magetan Regency Population and Civil Registration Office. Based on the results of measuring the community satisfaction index for public services can be presented in a table as well as recommendations in the table below:

**Table 2. Results of the IKM of the Magetan Regency Population and Civil Registration Office**

IKM Value	Respondents
86,17	Total: 396 people
	Gender: M=193 / F=203
	Education:
	SD equivalent = 10
	SMP = 110
	SMA = 225
	Diplomas = 13
	S-1 = 37
	S-2 equivalent = 1
Service quality category "GOOD"	April-May 2021 survey period



**Figure 1.** *The flow of public services through online channels*

Information: The first time the applicant registers via the gadget and enters the application provided to get a queue number, the applicant is asked to come to the Population and Civil Registry Office at least two numbers apart before the queue number is called with the required files. The next step is to wait in the queue and go to the counter according to the line to get service and finish.



**Figure 2.** *The flow of public services through offline channels*

Information: The first time, the applicant comes directly to the Magetan district population and civil registration service and then registers to get a queue. After getting a row, the applicant is advised to wait in line first. After the queue number is called, the applicant is asked to go to the counter with the files needed to get the service and finish.

Service standards have a significant meaning in public services. The service standard is a commitment of service providers to assist with quality determined based on community expectations. Service standards are a critical factor in efforts to improve the quality of public services by making efforts for quality services to be carried out by paying attention to service performance. The implementation of public services is contained in Law no. 25 of 2009, article 20. In article 20, it is explained explicitly that some of the regulations contained in public service standards have several things, namely, paying attention to the preparation of public service standards (UU No.25, 2009);(Ella, 2010).

In many cases in Indonesia, problems will always arise between the community and public service providers. In this case, it was mainly because the organisers performed services deemed detrimental to the public, such as delays in handling documents, mistakes in printing documents that required them to be processed again, very long queues, and so

on. This is where researchers feel it is essential to find facts or the truth about the services in the Population and Civil Registration Office of Magetan Regency.

Seeing the regional regulation of Magetan Regency No. 3 of 2016 concerning the administration of public services, the Magetan district government creates the public trust (Perda No.3, 2016). It protects all citizens from abuse of power in the administration of public services. In public service administration's management, sound governance principles must be applied. Local governments must carry out public services regularly and in an orderly manner to meet the expectations and needs of the community regarding the quality of public services. Quality, integrated and sustainable public services are needed to protect public rights (Perbup No.56, 2016).

### ***The principles of public service management***

To achieve service quality, it is necessary to formulate public service standards that serve as benchmarks for quality service. The application of public service standards is a phenomenon that applies both in developed and developing countries. There are nine principles of public service, among others. Namely, to determine service standards as a public service, it is obligatory to decide on service standards because service standards are a benchmark or a guideline for performing services. Service standards must be by the SOP or rules set out in Law no. 25 of 2009 concerning public services (UU No.25, 2009).

Having an open nature and providing complete information, of course, as a public service, must have a genuine nature and be able to provide full details. An open heart, in the sense that it does not cover everything from the community for the benefit of individuals or groups, always provides complete information because this is very helping people to find information or news that can be obtained in total. Involved and consulted public services must always be involved in any matter, such as community problems that may have difficulty getting services. Public service providers must help, consult, and always give time to issue opinions to build good public services.

Encouraging access and choice, in this case, enabling access, is that public servants are expected to provide convenience in accessing, such as providing an online website that aims to make it easier for the public to perform public services. Treat people fairly and indiscriminately. As public service providers, of course, they must treat the community fairly and indiscriminately because all people are the same. Doing somewhat here is giving everything by each portion - each. It indiscriminately means not looking at people based on their social status because, in Indonesia, most people with money come first. In contrast, those who don't have money are being served lately. Violates the applicable rules.

If an error occurs, they can return to the correct one. In this case, public service providers are asked to be able to become an angel who always defends the truth, but what is meant above is that when an error occurs, whether it is an error in writing the name, place of residence, or something else, a public servant must able to return the correct that is to justify replacing the error that occurred. Utilizing resources effectively public service providers are expected to be able to use resources effectively. The meaning here is that



public servants are asked to utilize resources according to targets or succeed in bringing the final output by what has been set at the beginning.

Continuously improving and being innovative, in this case, constantly improving and being creative, is being willed to strengthen from the deficiencies passed to develop quality services and bring up constructive innovations for public services. Working with other service providers and public service providers must be able to work together with other service providers because this can be an innovation that builds and develops quality services.

### ***Rights, obligations and prohibitions for parties involved in the administration of public services***

#### **1. The rights, obligations and prohibitions of the organizer**

Providers have the right to provide services without being hindered by other unauthorized parties. In this case, public service providers must be swift in providing services because, in Indonesia, there are very many individuals acting on behalf of agencies that can benefit individuals or groups, so public service providers need to ensure that their services are not interfered with by any other party.

Collaborating as a public service provider requires close cooperation because this compactness can foster the nature of mutual help, making it easier for parties to carry out public services. Managing the budget for the provision of public services, in this regard managing the budget is something that must be considered because, with this budget, services can run optimally. You can take the example that when making KTPs, funding is needed to print Ribbon, which also costs money. Because if there is no budget, this will also impact the government.

Carry out weight on complaints, demands and lawsuits that are not by reality in the administration of public services, as a public service provider will provide benefits by applicable regulations. Still, when there are complaints that may not be real and can harm or not build the institution If this occurs, the administrator must provide activities such as weighting the complaint. Rejecting requests for services that conflict with statutory provisions, in this case, public service providers can refuse an appeal if the request is contrary to predetermined conditions. In providing public services, service providers have also been regulated by statutory regulations.

Organizers must develop and set service standards. As public service providers, it is necessary to establish service standards with innovations from various sources, which are, of course, to build these service standards. Also, public service providers must be able to set public service standards that can be used as guidelines in public service. They design or compile, define, and publish service announcements. In this case, public service providers are required to design and assemble service standards that are limited to improve service standards. Then the last thing is to publish public services through social media so that they can be accepted by the public efficiently (Sukmawati, 2012).

Placing competent executors as public service providers must find and position executors by their fields. If executors of public services are qualified in their fields, it will facilitate public services. They provide facilities, infrastructure and public service facilities that



support creating a proper service environment. In this case, a public service provider must give public service facilities, infrastructure and facilities because the characteristics above can help create an appropriate environment of service. After all, good service will also foster a good impact on public service providers.

They are providing quality services by the principles of public service. Quality services are services that give quality by the rules or regulations of public services, and quality services can also be characterized by community satisfaction in receiving these public services. Providing services by service standards public service providers are required to provide services by service standards, where these service standards are benchmarks in services that serve as guidelines for carrying out public services (Noviansyah, Siadari, & Fadrijani, 2020).

Participate actively and comply with statutory regulations related to the implementation of public service providers, as public service providers are required to always participate actively in the performance of public service providers and, of course, comply with the laws and regulations that regulate it. Responsible for services that have been provided or organized by service providers. In this case, public service providers must be accountable for services provided and held by public service providers because responsibility is an obligation that must be implemented to overcome misunderstandings in public services.

To promote people's understanding of their rights and responsibilities, public service providers are always required to provide knowledge related to community rights and obligations, this understanding can be provided by seeking to promote this understanding in various ways, such as through social media or seminars and this promotion aims to make the public know of their rights and obligations as recipients of public services. Responsible for managing public service provider organizations. In this case, public service providers are always required to be accountable for the organization in managing the group, whose purpose is also to provide cohesiveness to the public service provider organization.

Be responsible according to applicable law if you resign or accept responsibility for a position or position and ask to join or give the order to follow the legal process on behalf of a government agency organization that is competent and authorized, and valid based on laws and regulations.

Organizers can prohibit, avoid, or refuse to serve services to the community if they are not by service principles and standards. Public service providers are prohibited from favouring society except those not by service principles and standards, so public service providers are not serving arbitrarily. Service to the community, which may need to be by service standards.

Making cooperation agreements with other parties that violate the applicable regulations and harm the community being served, in this case as a public service provider is not allowed to cooperate with other parties that break the rules and make it possible to harm the community being served and giving permission and permitting other parties to use public service facilities, infrastructure and facilities resulting in said public service facilities, infrastructure and facilities not functioning or not by their designation, violating the

principles of providing public services. In this case, public service providers are not allowed to break the regulations of public service that have been regulated in applicable laws.

## 2. The rights, obligations and prohibitions of the executor

Executors have the right to carry out services without being hampered by other parties who are not at their job, regarding this matter as executors of public services have the right to carry out services without being hindered by any party, so executors of public services can carry out their duties according to their respective responsibilities. Carry out service activities according to assignments and service standards and get breaks outside of service hours, as executors of public services can receive jobs in accordance with predetermined terms and service standards, and service implementers get hours to rest outside service hours (Rachman, Hidayat, Mintasrihardi, & Dermawan, 2021).

Obtain additional income or remuneration for providing public services outside of service hours or providing services on holidays. In this case, public service implementers will get extra income or payment if service executors provide services outside working hours or on holidays. This is common because it can be included in overtime pay. Make a defence submitted to the organizers or their superiors against complaints and demands that do not match reality in the administration of public services, as executors of public services can defend themselves if, in working or serving the community, some complaints and demands turn out to be inconsistent with reality in public service providers. Service executors can defend themselves if they are on the right path. Refusing requests for services that conflict with applicable laws and regulations, in this case, as executors of public services, denying requests for assistance in any form, such as requests that conflict with statutory provisions is obligatory.

Executors must provide service activities by the tasks assigned by the organizers. Public service implementers have obligations that must be carried out to provide services by the functions mandated by public service providers. Responsible for carrying out services by applicable legal provisions. In this case, public service implementers must be accountable for carrying out service by applicable legal rules, such as performing services according to service operational standards (SOP) (Tantowi, 2019).

Fulfil summons or attend to carry out orders on behalf of SKPD and BUMD as required by laws and regulations, as executors of public services are necessary to consistently attend and fulfil summons to carry out orders by what is required by laws and regulations on behalf of SKPD and BUMD. Responsible for the services provided if the person concerned resigns or relinquishes his position. Regarding this matter, as an executor of public services, if the person concerned leaves his job or resigns must be responsible for the services provided.

Conduct regular evaluation and preparation of financial and performance reports for administrators and executors of public services in carrying out their performance regularly for administrators. They must or are required to prepare financial statements and carry out evaluations. Providing information related to services, as service executors regarding this matter are always needed to provide information about services, and data can be provided through social media or seminars. Responding to and managing public complaints

through mechanisms by statutory provisions, of course, in public services, there are complaints from the public, and this is the duty of public service implementers to be able to respond to and manage these complaints. Complaints can go through mechanisms that laws and regulations have determined.

Executors are prohibited from concurrently serving as commissioners or business organisation administrators for executors from SKPD or BUMD environments. In this matter as public service executors are not allowed to carry out two jobs in one in implementing commissioners or business management originating from BUMD or SKPD environments. Abandoning duties and obligations, unless they have clear rational and valid reasons by statutory provisions, public service implementers are only advised to leave their responsibilities and obligations if the executor has concrete reasons by applicable rules.

Adding executors without the administrator's approval, in this case, public service implementers are prohibited from adding executors without the administrator's permission. Making cooperation agreements with other parties without the organiser's consent, public service implementers are allowed to enter into cooperation agreements with other parties with the approval of public service providers. They are violating the principles of public service delivery. In this case, a public service provider is not allowed to break the regulations of public service delivery because violating these principles will also negatively impact public service standards. They receive compensation in any form from the public directly or indirectly related to the service provider. Regarding this matter, public service implementers are prohibited from receiving rewards in any form from people that is directly or indirectly related to service providers.

### 3. The rights, obligations and prohibitions of society

The community has the right to know the existence of service standards. In this case, the community needs to know their rights as recipients of public services regarding the contents of public service standards. By understanding the contents of these public service standards, the community will know what rights they get in public service. Overseeing the implementation of service standards, the community or service recipients also need to watch how the performance of public services is by public service standards.

Regarding this matter, the community has the right to get responses to complaints that have been submitted to public service implementers. The community will get advocacy, protection and fulfilment of services, so the above description can calm the community about fulfilling their rights if services are not fulfilled. As service recipients, if there is a service that is not by service standards, the community can notify the service provider's management to improve its service.

Recipients of services or the public can complain about the organizers if there are service standards and they need to improve their services. These complaints can be made to the ombudsperson and the administrator of the organizers, the community is always required to maintain the facilities, infrastructure and public service facilities that public service providers have provided, and the community are required to always participate actively in public service providers and of course, always comply with applicable regulations.

In the description above, it can be concluded that to improve quality and ensure the implementation of public services and guarantee public protection against abuse of power in management, the Magetan district government and other agencies are responsible for providing good public services and for protecting all citizens from abuse of power in public administration, quality, integrated and sustainable public services are needed as part of efforts to protect public rights.

Service standards are guidelines for service delivery and quality assessment benchmarks. This service is an obligation and promise of administrators to the community in the context of quality, fast, simple, affordable and measurable benefits. Public service information systems are a series of activities that include the storage and management of information and mechanisms for obtaining information from administrators to the public.

Regarding this matter, public services need benchmarks that serve as service guidelines because, with service standards, comfort will be created for the community as service recipients receive these services. So that with a general understanding, it can raise a question mark about public service standards and will lead to conclusions about whether the implementation of the law that is in the population service and civil registration of Magetan district has been carried out correctly or not which handling is carried out on public services will describe the actual implementation of the law. However, it needs to be underlined that all the facts regarding public service standards are not something that always exists, so the negative understanding that public service standards are always inadequate must be destroyed and again look at the facts.

Regarding this, the Dispendukcapil district. It is hoped that Magetan will continue to improve in providing services by the SOPs that applicable laws have determined because the existence of this public service standard can have a comforting impact on service recipients or the community which can increase IKM which can be said to be suitable for standard service provider agencies.

Finding facts about public service standards within the scope of the Population and Civil Registration Office of Magetan Regency, researchers are looking for direct data from parties who feel appropriate so that the data obtained can be accounted for. In providing public services to the community so far, the Population and Civil Registry Office of Magetan Regency has not experienced any significant problems related to services by the organizers or in providing services to the community. Because of what is provided in services to the community, The Population and Civil Registration Office of Magetan Regency always gives the best and has provided services by existing procedures. However, if asked whether they have ever experienced public complaints about services, there have been complaints about public services, such as people complaining about waiting in queues, which sometimes the lines can be crowded. Still, many people know that the Magetan district population and civil registration service opens at 08.00. However, they came earlier, like at 07.00, to wait for the Magetan district population and civil registration service to spread. Related to several complaints from the public in waiting in line, this will motivate the Magetan district population and civil registration service to provide more accurate and fast time.

In this case, it is necessary to pay attention so that the community as the service recipient feels supported if there is a long queue, of course the District Population and Civil Registry Office. Magetan must evaluate the lines, which are increasing and increasing every day, it can be expanded in providing services, but it is also undeniable that there are not a few people in Magetan, but lots and lots and even thousands of people who want to administer public services (Perda No.15, 2016).

Some of these facts and data explain that within the scope of the Magetan Regency Population and Civil Registry Office, it has implemented the law well marked by the absence of problems with the community. In conclusion, it cannot fully say that the Magetan Regency Population and Civil Registry Service has universally implemented the law. Still, in one subject this can be said as a public service provider is already a perfect thing.

By looking at the description above, it can be concluded that the public service standards in the Magetan district population and civil registration service, by looking at some of the rules that govern them, raise the question of whether the regency dispendukcapil. Magetan has implemented the law correctly, and by looking at various sources, the answer has been obtained that the Dispendukcapil district. Magetan has implemented service standards well, marked by the absence of problems with the community, but universally, the District Population and Civil Registry Office. Magetan, as a service provider agency, is already good at carrying out its services.

#### IV. CONCLUSION

Implementation of Legislation on the performance of public service standards in population services at the Magetan Regency Population and Civil Registration Service in Regional Regulation No. 3 of 2016 Magetan Regency. Based on the results of interviews with related parties, it is necessary to have research similar to this research with a broader scope in conducting research which, of course, can develop public service standards.

In writing, this is far from perfect. In this way, the researcher, with all humility, hopes for constructive and constructive criticism and comments to improve this research. The researchers hope this thesis will be helpful and valuable for researchers and the development of science, not particularly for the Legal Studies Study Program and other parties interested in the world of education.

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