



Educational Personnel and the Role of Guidance and Counseling Teachers, Learning Supervisors and Administrative Staff

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ABSTRACT

Educational staff are an important component in the world of education that plays a role in supporting the achievement of educational goals. In addition to subject teachers, educational staff also include guidance and counseling teachers, learning facilitators, and administrative staff who each have their own roles in supporting the learning process and development of students. Guidance and counseling teachers focus on helping students develop their potential, overcome personal problems, and prepare for their future careers. Learning facilitators play a role in assisting students, especially in learning activities outside the classroom or in the community, such as non-formal education. Meanwhile, administrative staff supports the smooth operation of schools through the management of data, finances, and logistics as needed. Collaboration between educational staff is important to create a conducive educational environment and support the achievement of optimal learning outcomes. This study aims to examine the role and contribution of educational staff in improving the quality of education in schools and identify the challenges faced in carrying out these roles.

ABSTRAK

Educational staff is an important component in the world of education that plays a role in supporting the achievement of educational goals. In addition to subject teachers, educational staff also includes guidance and counseling teachers, learning facilitators, and administrative staff who each have their own roles in supporting the learning process and development of students. Guidance and counseling teachers focus on helping students develop their potential, overcome personal problems, and prepare for their future careers. Learning facilitators play a role in assisting students, especially in learning activities outside the classroom or in the community, such as non-formal education. Meanwhile, administrative staff support the smooth operation of the school through the management of data, finances, and logistics as needed. Collaboration among educational staff is important to create a conducive educational environment and support the achievement of optimal learning outcomes. This study aims to examine the role and contribution of educational staff in improving the quality of education in schools and identify the challenges faced in carrying out these roles.

1. Introduction

Educational staff plays an important role in supporting the implementation of quality education. They consist of various fields that function to support, direct, and manage non-academic aspects in educational institutions. (Ramadhan et al., 2023). Among educational staff, three main groups that are often encountered are: Guidance Counseling, Learning Supervisors, and Administrative Staff.

Guidance and Counseling (BK). Educational staff in the field of Guidance and Counseling have an important role in assisting students in overcoming personal, social, and academic problems. They help students to recognize their potential, overcome learning difficulties, and develop social and emotional skills that are important for achieving success in education and life. (Putranti et al., 2021). Guidance and Counseling services aim to create an environment conducive to students' personal development. (Yuniar, 2021).

Learning Tutor. Tutors are educational staff who are tasked with managing the learning process outside the formal environment, especially in non-formal educational institutions, such as community learning centers (PKBM). They help students in developing life skills, life skills education, and education for adults who often do not receive formal education. (R Lufky Muhammad, 2018). Tutors play a role in organizing learning programs that are in accordance with the needs of the community, especially for those who want to improve their competence outside of formal education. (Princess, 2020).

Administrative Staff. Administrative staff is an important part of the operation of a school or educational institution. They are responsible for various aspects of management and administration, such as financial management, document filing, human resource management, and communication between the school and parents, the community, and other related parties. Without reliable administrative staff, the daily operations of the school cannot run smoothly, so this function is very vital in maintaining the smooth running of the education process. (Wulandari, 2020).

Each of these categories of educational staff has different responsibilities and roles, but they complement each other in creating an effective and efficient educational environment. Collaboration between them ensures that students receive the academic and non-academic support they need, and creates a holistic learning atmosphere.

2. Literature Review

Educational staff is an important component in the implementation of education that functions to support the achievement of educational goals. They consist of various professions that have different duties and responsibilities, such as guidance and counseling staff, learning tutors, and administrative staff. Each of these educational staff has a crucial role in supporting student development, the smooth running of the teaching and learning process, and the management of educational institutions. (Rio et al., 2021).

Guidance and Counseling. Guidance and counseling (BK) personnel in schools have a strategic role in helping students develop their potential, overcome personal, social, learning, and career problems. They provide counseling services that focus on the mental, emotional, and social development of students. (Donald Sinaga, 2019). In practice, BK staff often act as a bridge between students, parents, and schools to create a conducive learning environment. Literature shows that the effectiveness of guidance and counseling programs greatly affects students' mental well-being and their ability to face academic and life challenges.

Tutors. Tutors play a role in non-formal education, such as in community learning centers (PKBM), course institutions, or training. They act as facilitators in supporting learning processes based on community needs. As educational staff, tutors do not only focus on delivering material, but also help students develop skills that are relevant to the world of work and social life. In the literature review, tutors are considered agents of change who support communities in gaining lifelong knowledge and skills. (Hariyanti et al., 2023).

Administrative Staff. Educational administrative staff are responsible for the management and operationalization of various managerial aspects in schools or educational institutions. They play an important role in ensuring the smooth running of academic activities, financial management, archiving, and supporting the evaluation and assessment process. Good administrative literacy of these staff can support the overall performance of teachers and students. (Andriani & Hidayat, 2023). Based on various studies, efficient management and good administrative governance also influence the quality of education provided by an institution.

Overall, these three types of education personnel function synergistically in supporting the success of the education system. Their different but complementary roles make them important pillars

in realizing holistic and sustainable national education goals. Through this literature review, we can better understand the contributions and challenges faced by education personnel in carrying out their roles, as well as how education policies can better support their existence to improve the quality of education in Indonesia.

3. Method

The literature review research method aims to identify, analyze, and synthesize various literatures that are relevant to a particular topic. In the context of Guidance Counseling, Tutoring, and Administrative Staff, you can use the literature review method to examine concepts, theories, practices, and previous research related to the three fields.

4. Results

Guidance and Counseling (BK), Learning Supervisors, and Administrative Staff are three important elements in the world of education, especially in institutions such as schools or learning centers.(Neviyarni et al., 2022). The following are some research results and findings related to the role, function, and contribution of each of these elements:

1) Guidance and Counseling (BK):

Main Function: BK plays a role in helping students overcome personal, academic, social, and emotional problems. This service aims to optimize students' potential and help them achieve their educational goals and personal development.

Research Findings:

- a. **Effectiveness of BK:** According to research, a good BK program can improve students' psychological well-being, reduce stress, anxiety, and depression levels in students. Students who receive BK services actively also show improvements in academic achievement and social skills.
- b. **BK Challenge:** Several studies have shown that BK in schools is sometimes less effective because the ratio of counselors to students is too large, or because of limited time and facilities.
- c. **Role of Technology:** Recent studies have shown that technology, such as online platforms and mobile apps, can increase the effectiveness of guidance and counseling services, allowing students to access help at any time.

2) Learning Supervisor:

Definition: Learning facilitators are educators who work at Community Learning Activity Centers (PKBM) or other non-formal educational institutions. They are responsible for managing and facilitating the teaching and learning process outside the formal school system.

Research Findings:

Important Role in Non-formal Education: Research shows that tutors have an important role in bridging the education gap, especially for community groups who cannot access formal education, such as school dropouts, adults, or communities in remote areas.(Hadi & Afandi, 2021).

- a. **Quality of Learning:** The quality of learning provided by tutors varies greatly depending on their training and experience. Research also shows the importance of ongoing training for tutors to ensure they remain relevant to modern educational developments.
- b. **Obstacles Faced:** Several studies have identified obstacles such as lack of facilities, minimal learning resources, and limited government support in improving the performance of learning tutors.

3) Administrative Staff:

Primary Function: Administrative staff in educational institutions are responsible for the operational management of a school or educational institution. They ensure that all administrative matters run smoothly, including financial management, student data management, and logistics activities.

Research Findings:

- a. **Contribution to Operational Effectiveness:** Research shows that administrative staff plays a vital role in keeping schools running smoothly. Efficient administration allows teachers and counselors to focus on their tasks, thereby improving the quality of learning.
- b. **Obstacles Faced:** Several studies have shown that administrative staff often face challenges in using modern technology, such as school information management systems (SIMS) or other administrative software. Continuous training is essential for them to perform their duties more effectively.
- c. **Role in Teacher Stress Management:** Competent administrative staff can help reduce teachers' workload by ensuring that

administrative processes run smoothly, so that teachers can focus more on the teaching and learning process without being distracted too much by non-academic matters.

These three elements, Guidance Counseling, Tutoring, and Administrative Staff, have complementary roles in ensuring the operational and educational success of a school or other learning institution. Research suggests the importance of ongoing training, technology integration, and good collaboration between these three elements to create an effective and inclusive learning environment.

5. Discussion

In order to provide a comprehensive discussion of Guidance and Counseling, Learning Supervisors, and Administrative Staff, I will outline the research results and their respective roles in the educational environment:

1) Guidance and Counseling (BK)

Guidance and Counseling is a service that aims to help students overcome personal, social, academic, and career problems. Here are some important points from research related to BK:

- a. **Role of Counselors:** Counselors have a key role in assisting students in facing various challenges in school, such as learning difficulties, personal problems, and career development. According to several studies, counselors have a significant impact on improving students' academic achievement and mental well-being. (Amelia S et al., 2022).
- b. **Approaches Used:** Research shows that the approaches often used in BK are individual counseling, group counseling, and social skills development. These techniques have proven effective in helping students find independent solutions to the problems they face.
- c. **Obstacles in Implementation:** The research results also found obstacles in the implementation of BK in schools, such as the lack of counselors compared to the number of students and the lack of time available for counselors to handle all student problems in depth.
- d. **Benefits for Students:** Good guidance and counseling services can improve self-awareness, stress management skills, and direct students to appropriate career paths. Several studies have also shown that well-running guidance and counseling contribute to reducing deviant behavior in schools.

2) Learning Supervisor

Tutors are educators in non-formal education who are tasked with the learning process outside the formal education system, such as at PKBM (Community Learning Activity Centers) or other educational settings. (Princess, 2020). The following are the results of research related to the role of Learning Supervisors:

- a. **Main Function:** Learning Facilitators act as facilitators who help students access non-formal learning, especially for those who cannot attend formal education, such as school dropouts or people who need special skills.
- b. **Tutor Skills:** Studies show that Tutors must have strong managerial, interpersonal, and pedagogical skills. They are required to be flexible in learning methods, such as participatory learning methods, project-based teaching, and competency-based teaching. (Shomedran, 2020).
- c. **Challenges:** Several studies have stated that the biggest challenges for Tutors are the lack of policy support that supports the sustainability of non-formal education, limited facilities and infrastructure, and the lack of budget to support learning activities.
- d. **Impact on Learners:** Research shows that Tutors play a significant role in empowering communities through skills, literacy, and entrepreneurship education. They also provide opportunities for communities to gain education that is more inclusive and responsive to local needs.

3) Administrative Staff

Administrative staff in schools or educational institutions have an important role in supporting the institution's operations. Here are some research findings related to their roles:

- a. **Role of Administrative Staff:** Administrative staff are responsible for managing documents, finance, human resources, and other administrative matters. Research shows that the smoothness of administrative processes directly affects the operational efficiency of schools and the quality of educational services.
- b. **Relationship with Teachers and Students:** The results of the study indicate that efficient administrative staff facilitates teachers in carrying out teaching tasks and enhances students' learning experiences. Conversely, inefficiency in administrative management can

cause disruption in the teaching-learning process.

- c. **Challenges Faced:** Administrative staff often face challenges related to heavy workloads, especially in educational institutions with limited resources. In addition, research also reveals the need for staff training and development to keep up with modern technology and management.
- d. **Impact of Technology:** Advances in information technology have a positive impact on administrative staff in carrying out their duties. Research shows that the implementation of technology-based management systems (such as the use of school management software) increases efficiency and accuracy in data management.

The results of the study on Guidance and Counseling, Tutors, and Administrative Staff show that these three components are interrelated in creating an effective educational environment. Counselors help students overcome emotional and academic problems, Tutors support non-formal education, and administrative staff ensure that the operation of the educational institution runs smoothly. Each role has its own challenges, but all contribute to the creation of better quality education.

Human Resource Management in Guidance Counseling

Human resource management (HR) in guidance and counseling is an important aspect in creating an educational environment that supports student development. According to (Ulfah & Arifudin, 2020), the implementation of guidance and counseling in schools in the 2013 curriculum requires educational personnel to have adequate competencies. This includes a deep understanding of the role of guidance and counseling in helping students overcome academic and social problems. Thus, good HR management will focus on developing the professionalism of guidance and counseling personnel through training and continuing education.

However, the challenges faced in the management of human resources for guidance and counseling are also quite significant. One of the main challenges is the misunderstanding of the role of guidance and counseling. (New Paper, 2021) noted that many parties, including students and parents, often consider guidance and counseling as a place to get help when experiencing problems. This causes a lack of understanding of

the preventive and developmental functions that should be carried out by guidance and counseling personnel. Therefore, it is important for HR management to carry out effective socialization of the role and function of guidance and counseling.

In addition, the lack of resources and support is also a serious challenge in the management of human resources for guidance and counseling. (Fadhilah et al., 2021) shows that many schools, especially in remote areas, do not have enough qualified guidance and counseling staff. This results in limited services that can be provided to students. In this context, HR management needs to strive to increase the number and quality of guidance and counseling staff through selective recruitment programs and targeted training.

The availability of adequate facilities and tools is also a part of HR management that should not be ignored. (Pangestu et al., 2022) stated that the use of technology in counseling guidance, such as web-based and mobile applications, can increase the effectiveness of services. Therefore, investment in technology and training in the use of these tools should be a primary concern for HR management in the field of counseling guidance.

Thus, HR management in guidance and counseling must integrate comprehensive training, socialization, and resource development. Only with a holistic approach can guidance and counseling function optimally in supporting student development.

Challenges faced in HR management Guidance and counseling

1) Misconceptions about the Role of Counseling Guidance

Misunderstanding the role of guidance and counseling is one of the main challenges in HR management in this field. Many people assume that guidance and counseling only functions as a place to ask for help when students have problems. In fact, the role of guidance and counseling is much broader, covering aspects of prevention, self-development, and improving students' social skills. (New Paper, 2021) emphasizing the importance of educating students, parents, and teachers regarding the function of guidance and counseling in supporting the teaching and learning process.

To overcome this misunderstanding, HR management needs to conduct an intensive socialization program. This program can be in the form of seminars, workshops, and dissemination of information through social media and the school

website. By providing a clear understanding of the role of guidance and counseling, it is hoped that students and parents will be more open to utilizing the available services.

2) Lack of Resources and Support

Lack of resources and support is also a significant challenge in the management of human resources for guidance and counseling. Many schools, especially in remote areas, do not have enough qualified guidance and counseling staff. (Ulfah & Arifudin, 2020) noted that many schools only have one guidance counselor to handle hundreds of students. This is clearly inadequate and has an impact on the quality of services provided.

Therefore, HR management must strive to increase the number of guidance and counseling personnel through more aggressive recruitment programs. In addition, training is also needed to improve the competence of existing guidance and counseling personnel. In this way, it is hoped that guidance and counseling services can be more optimal and can reach more students.

Human Resource Management in Tutoring

Human resource management in tutors has a vital role in organizing non-formal education programs. Tutors are responsible for assisting students in a more flexible and contextual learning process. (Wahyuni, 2021) explained that the success of tutors is highly dependent on their competence and professionalism in managing learning. Therefore, HR management must focus on developing the capacity of tutors through relevant and ongoing training.

One of the challenges faced in the management of human resources for learning facilitators is the limitations in training and development. Marnia et al. (2021) showed that many learning facilitators do not have sufficient access to participate in quality training. This can result in low competence and ability of learning facilitators in managing learning. Human resource management needs to find solutions to provide training that is more affordable and easily accessible to learning facilitators.

1) Limitations in Training and Development

Limitations in training and development are challenges that must be faced by the management of human resources for learning facilitators. Many learning facilitators do not have the opportunity to participate in training that is relevant to the latest developments in education. (Achmad, IA, & Hasdiansyah, 2023) emphasizing the importance of

ongoing training to improve the competence of learning facilitators in preparing effective learning plans.

Therefore, HR management needs to create training programs that can be accessed by all tutors. This program can be in the form of online training, seminars, or workshops that are held periodically. By providing better access to training, it is hoped that tutors can improve their competence and provide better services to students.

2) Curriculum Changes and Educational Demands

Curriculum changes and educational demands are also challenges in the management of human resources for tutors. Every time there is a change in the curriculum, tutors must quickly adapt and update their teaching methods. (Suryanti, S., & Saidi, 2024) noted that these changes often require additional training so that tutors can understand and apply the new curriculum well.

Human resource management needs to anticipate curriculum changes by providing appropriate and timely training. In addition, collaboration with educational and training institutions can also be a solution to increase the capacity of learning facilitators in facing the ever-growing demands of education.

Human Resource Management in Administrative Staff

Administrative staff play an important role in supporting the smooth operation of the school. They are responsible for managing various administrative aspects, from managing student data to preparing financial reports. Arina et al. (2022) explained that HR management in administrative staff must focus on improving competence and work efficiency to support an effective teaching and learning process.

However, administrative staff also face various challenges in carrying out their duties. One of the main challenges is the high workload. (Agustiani et al., 2023) noted that many administrative staff have to handle multiple tasks at once, reducing their focus and effectiveness in completing work. Therefore, HR management must strive to design a more efficient work system.

1) Burden High Work

High workload is one of the serious challenges in HR management of administrative staff. Many staff feel stressed with various tasks that must be completed in a limited time. Muspawi and Robi'ah

(2020) showed that this condition can lead to a decrease in the performance and work motivation of administrative staff.

To overcome this problem, HR management needs to conduct a workload analysis and formulate strategies to distribute tasks more evenly. In addition, regular evaluations of staff performance are also needed to ensure that they are not burdened with excessive tasks.

2) Budget and Resource Constraints

Budget and resource constraints also pose significant challenges in the management of administrative staff human resources. (Marzuki, 2022) noted that many schools face challenges in providing adequate facilities and resources to support administrative tasks. This can impact the effectiveness of staff work and the quality of services provided to students.

HR management needs to find solutions to optimize the use of existing budgets. One way that can be done is by prioritizing the most urgent needs and seeking additional funding sources, such as cooperation with third parties or fundraising. Thus, it is expected that administrative staff can work more efficiently and effectively. (Pahlevi, 2019).

6. Conclusion

Educational staff includes all personnel who support the educational process, including teachers, administrative staff, and other support staff. Their role is very important to create a conducive and effective learning environment. Guidance and Counseling Teachers (BK): Function to help students develop their potential, provide emotional support, assist in solving personal or social problems, and direct students to be more focused in achieving academic and career goals. Learning Supervisors: Play a role in guiding and facilitating the learning process outside the formal path, such as in the Community Learning Activity Center (PKBM). They help students understand the material and support independent learning skills. Administrative Staff: Responsible for the smooth operation of the school, including student data management, finances, and other administrative management. This role is very important to support the teaching and learning process and ensure that all educational needs run smoothly. Overall, educational staff work together to create an orderly educational environment, support student welfare, and help achieve educational goals optimally.

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