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**Articles and Statements**

## Sustainable Development of the Social Sphere in Kazakhstan

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**Abstract**

This article shows the social sphere, consisting of a set of industries that create a different product in the material form of advantage, and intangible, which ultimately provide for the needs of the individual: education, health, culture and sports, passenger transport and communication.

Under the social sphere of the village should be understood part of the economic complex associated with the agricultural activity, which not only produces services that meet the needs of the population, as well as forms the management of the development of the mechanism of lifestyle and, finally, works to build a view of the future of vital subjects and forms of society. Such forms as the competitiveness of the rural population, its integration into the social space of the country and others.

A modern rural economy in difficult conditions can achieve competitive advantages and high efficiency through greater adaptability and flexibility by attracting and retaining talented workers, whose knowledge, competencies and creativity are constantly expanding, increasing the intellectual level of the management system.

**Keywords:** social sphere, social services, rural areas, infrastructure.

### 1. Ведение

Понятие *«социальная сфера»,* несмотря на прозрачный и общепризнанный состав видов деятельности, до сих пор является предметом дискуссий относительно её экономического содержания и роли в процессе воспроизводства национального продукта и национального богатства страны.

В современной экономической литературе используются различные методологические подходы к сущности и содержанию социальной сферы. Разногласия в определении понятия и структуры социальной сферы имеют корни в смене методологии марксизма в период плановой экономики на mainstream современной экономической теории.

Развитие социально-экономического уровня территорий постепенно снижается. Поток молодёжи из сельских районов в большие города увеличивается, разрушается социально-бытовая инфраструктура, становится хуже экологическая ситуация и демографическая обстановка. У сельских работников становится значительно ниже заработная плата, чем в отраслях других индустрий. Чтобы повысить достойный уровень жизни сельского народа нужно улучшить бытовые и социально-экономические условия для жизни в селе.

2. Объектом исследования выступает устойчивое развитие социальной сферы сельских районов Республики Казахстан.

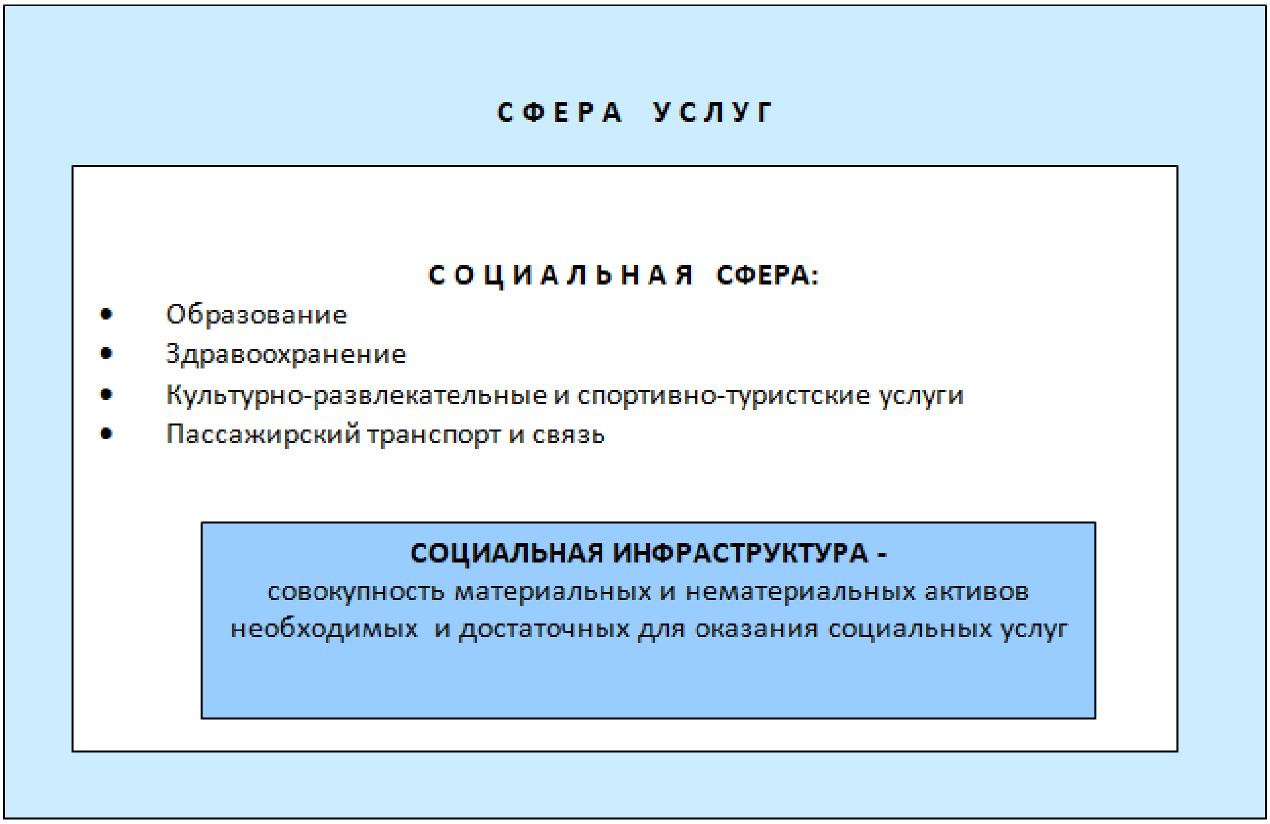


**Рис. 1.** Соотношение понятий «сфера услуг – социальная сфера – социальная инфраструктура»
Источник: составлено автором

**3. Теоретическую и методологическую основу** статьи составили фундаментальные положения теории возвышения экономических потребностей и качества жизни индивида, теории многофункциональности сельского хозяйства, теория устойчивого развития, теории социальной сферы и её роли в удовлетворении потребностей.

Специфика выбранной темы предопределила использование принципов системного анализа. Для оценки уровня социально-экономического развития сельских поселений использовались методы оценки динамики и структуры основных статистических показателей, принцип единства качественных и количественных показателей, характеризующих состояние сферы.

Наиболее распространенной в научной литературе, является точка зрения, согласно которой, под сферой услуг понимается совокупность отраслей экономики, удовлетворяющих потребности человека в форме деятельности другого человека или организации. К сфере услуг принято относить культуру, образование, здравоохранение, бытовое обслуживание населения, спорт, туризм, систему общественного питания и др. (Ансофф, 1989).

Согласно действующей в Казахстане статистической классификации в сферу услуг включают: торговлю, ремонт автомобилей, бытовых изделий и предметов личного пользования; транспорт; финансовую деятельность; государственное управление; образование; здравоохранение и предоставление социальных услуг; операции с недвижимым имуществом, аренда и предоставление услуг потребителям; предоставление коммунальных, социальных и персональных услуг; гостиницы и рестораны; прочие услуги.

В отличие от других отраслей экономики, которые потребляют услуги социальной сферы совместно, то есть с помощью единых объектов и услугодателей, то по вышеуказанным причинам, население, занятое в аграрном секторе вынуждено потреблять услуги социальной сферы на отдельных территориях. Именно поэтому многие авторы рассматривают сельский район – *как социальную систему*, которая включает в себя исторические, национальные и культурные особенности территории. Следует отметить, что район является воспроизводственной системой, на пространстве которой локализуется часть воспроизводственных связей экономики страны, выпускается часть валового национального продукта (Капустина, 2000).

Анализ влияния законодательной базы на социальную сферу позволяет выявить значительные отличия в городской и сельской социальной инфраструктуре и экономике социальной сферы. Национальное законодательство должно быть ориентировано на ускорение социального развития села, способствовать переводу сельскохозяйственного труда в разновидность технологического, которое обеспечивает решение других проблем отношений в социальной сфере, в том числе, выравнивание профессионального и культурного уровня сельского населения, культуры и здравоохранения, торговли и общественного питания, бытового обслуживания и коммунального хозяйства.

По мнению автора, *основными функциями социальной сферы являются:*

- обеспечение устойчивого социального развития и реализация социальной миссии, в том числе, создание услуг для непосредственного удовлетворения потребностей населения;

- участие в воспроизводстве трудового потенциала общества в соответствии с требованиями научно-технического прогресса;

- создание предпосылок для рационального использования свободного времени, то есть для удовлетворения духовных потребностей, повышение культуры, самообразования, сохранения и поддержания здоровья.

С позиций структурно-функционального подхода состав социальной сферы может быть определен следующим образом:

1. Социальная инфраструктура - это пассивная часть основных фондов, которая закреплена территориально и формирует в своей пространственно-организованной совокупности среду для жизни людей в обществе;

2. Совокупность предприятий, учреждений и организаций отраслей социальной сферы;

3. Производимые ею продукты – услуги в области образования, здравоохранения, бытового обслуживания населения и так далее;

4. Органы и институты управления социальной сферой;

5. Механизмы и нормативная база регулирования социального поведения населения (Игнатов, 2005).

*Понятие инфраструктура* в трудах отечественных и зарубежных учёных также имеет несколько значений.

Слово «*инфраструктура*» зарождается из двух слов лат.: infra – вниз и structure – строение, расположение. Отсюда распространенная интерпретация – «фундамент», «основание» (Смирнова, 2005)

По определению В.М. Рутгайзера, социальная инфраструктура представляет собой многоотраслевой комплекс, выполняющий различные функции и обеспечивающий удовлетворение личных и коллективных потребностей всех членов общества (Рутгайзер, 2010).

По мнению Искакова Н.А. (Искаков, 2004), социальная инфраструктура состоит из материальных объектов, деятельность которых нацелена на создание условий для всестороннего развития личности, культурное и бытовое обслуживание населения.

С точки зрения общепризнанной методологии и вышеупомянутой системы СНС, по мнению автора, уточнена социальная инфраструктура, как совокупность материальных и нематериальных активов отраслей, деятельность которых связана с удовлетворением потребностей человеческой личности: образование, здравоохранение и социальное обеспечение, культурно-развлекательные и спортивно-туристские услуги, пассажирский транспорт и связь.

Подводя итог вышесказанному, мы представляем систему исходных представлений и соотношение понятий «сфера услуг – социальная сфера – социальная инфраструктура».

Социальная сфера сельских местностей в плане методологии, исходит из понятия *«сельские территории»,* что ведёт за собой совокупность населённых пунктов и близлежащих земель.

Термин *территория* [латин. territorium] – земельное пространство, ограниченное какими-либо пределами, границами (Толковый словарь Ушакова). В малом энциклопедическом словаре Брокгауза и Ефрона, территория с политической точки зрения – это земля, принадлежащая определённому государству.

*Территория*, один из трёх существенных элементов государства; территория, народ и власть. Фундаментальной задачей всякого развивающегося государственного организма было расширение и установление границ территорий, необходимой как базис для хозяйственной деятельности народа (Малый энциклопедический словарь...).

*Определение сельская территория* рассматривается нами, как пространственный базис для социальной сферы сельского сектора экономики, который в силу особенностей производственной деятельности, размещает социальную сферу на отдельных территориях и плотность сельского и лесного хозяйства, а также степенью развития агропромышленного производства, торговли и сферы услуг (Neue Landwirtschaft).

Фундаментом для производства и эксплуатации коммуникаций в сфере инженерии являются сельские местности, а именно дороги, электропередачи, нефтепроводы и газопроводы.

По нашему мнению, *сельская территория* – это пространственный ресурс аграрного сектора и часть народнохозяйственного комплекса страны, включающая в себя совокупность экономического пространства аграрного сектора, которая характеризуется общностью признаков (природных, экономических, социальных).

Развитие экономического пространства сельской территории является общехозяйственной задачей. Поскольку хозяйственная деятельность аграрного сектора экономики пространственно рассредоточены, поэтому сельские территории представляются важнейшей её жизнеобеспечивающей частью, так как обеспечивают население страны и сами территории продовольствием, рабочей силой, услугами образования и здравоохранения и другими услугами собственно социальной сферы (Капустина, 2000).

В отличие от других отраслей экономики, которые потребляют услуги социальной сферы совместно, то есть с помощью единых объектов и услугодателей, то по вышеуказанным причинам, население, занятое в аграрном секторе вынуждено потреблять услуги социальной сферы на отдельных территориях. Именно поэтому многие авторы рассматривают сельский район – *как социальную систему*, которая включает в себя исторические, национальные и культурные особенности территории. Следует отметить, что район является воспроизводственной системой, на пространстве которой локализуется часть воспроизводственных связей экономики страны, выпускается часть валового национального продукта (Капустина, 2000).

По *мнению автора*, под сельским районом подразумевается *определенная территория, население которой занимается, в основном, сельскохозяйственным трудом, отличающимся по ряду признаков и обладающим определённой целостностью, взаимосвязанностью элементов.*

Межрегиональные различия проявляются на уровне развития экономики, специализации, природно-климатических условий, традиций и социального состава населения.

*Сельский район* выполняет различные функции в системе территориального разделения труда. Внутренней функцией сельского района выступает повышение уровня жизни населения, создание благоприятного климата для предпринимательства и эффективной экономической деятельности хозяйствующих субъектов. Внешней функцией сельского региона являются поставки агропродукции на рынок и обеспечение товаров с целью удовлетворения потребностей населения.

Комплексные меры, которые защищают социально-экономические интересы сельского народа это есть социальное развитие, которые влияют на уровень жизни жителей неаселения.

Такое понятие, как социальная сфера села имеет разные взгляды, то есть, социальная сфера – есть подсистема общества, которая нуждается в особенных организациях производства, государственной защите труда.

Следующий момент: социальна сфера – это символ общего системного сельскохозяйственного производства, а также социально-экономического развития государства, при этом всё зависит от масштаба благополучия страны.

Автор статьи, в основном, согласен с вышеперечисленными мнениями, однако, представляется необходимым расширить понятие социальной сферы села. Под *социальной сферой села,* следует понимать *часть хозяйственного комплекса, связанную с сельскохозяйственным видом деятельности, которая не только производит услуги, удовлетворяющие потребности населения, а также формирует управление развитием механизма образа жизни и, наконец, работает на построение вида на будущее жизнедеятельных субъектов и форм социума.* Такие формы, как конкурентоспособность сельского жителя, интегрированность его в социальное пространство страны и другие.

Для социальной сферы, находящейся в распоряжении работников сельских районов, типично низкое качество и обеспечение непромышленными фондами, а также сервисными предприятиями, относительно низкий материальный, трудовой и технический потенциалы. Это определяет относительно низкую образованность и конкурентоспособность сельских жителей с работниками других видов деятельности, которые получают услуги социальной сферы в городах разного масштаба.

Таким образом, *сельская социальная сфера* – это часть общественно-экономического комплекса, которая обусловлена особенностями сельскохозяйственного производства, сельского расселения и организационно-экономической модели её формирования и функционирования.

Социальная сфера сельских поселений представлена: сельскими жилыми домами; сельскими общественными зданиями, детскими дошкольными учреждениями, детскими домами многосемейного типа, общеобразовательными школами; учреждениями здравоохранения (поликлиниками, больницами, диспансерами, амбулаторно-поликлиническими учреждениями); клубами, домами культуры и другими досуговыми учреждениями; магазинами, рынками и другими объектами торговли; заведениями общественного питания (столовыми, кафе, ресторанами и др.); банями, прачечными, химчистками, парикмахерскими, мастерскими и другими объектами бытового обслуживания населения; стадионами, площадками и другими объектами спорта; административными зданиями.

Инженерные сети (оборудование): сельские дороги; сети энергообеспечения (электрические, газоснабжение, тепловые); средства телефонной связи, телекоммуникации; сети водоснабжения, канализации и сооружения на них; автономные системы инженерного оборудования; благоустройство, озеленение территорий.

Производственная сфера: земли сельских поселений и агроландшафт, как место приложения труда (адаптивно-ландшафтное обустройство земель); сельскохозяйственные производственные здания, сооружения и комплексы (помещения для содержания скота, птицы, хранилища, продукции и другие производственные объекты).

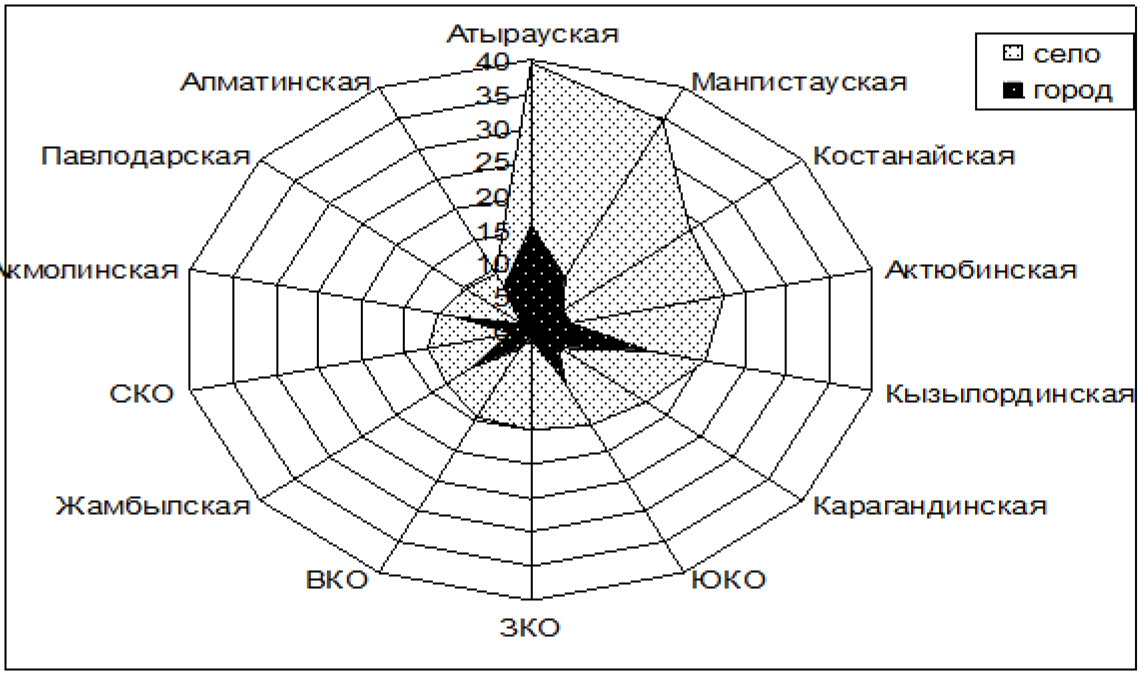


**Рис. 2.** Доля бедных в городских и сельских районах Республики Казахстан в 2015году (%).

Согласно исследованиям автора статьи к элементам социальной структуры сельских территорий, предлагается относить отрасли: образование; здравоохранение; культуру и искусство; жилищно-коммунальное хозяйство; общественный транспорт и средства связи; бытовое обслуживание; торговое обслуживание; физкультура и спорт.

Таким образом, на наш взгляд, под социальной сферой сельских районов, следует понимать вышеперечисленные отрасли, которые представляют собой совокупность отраслей, создающих продукты, преимущественно, в форме нематериальных, но также, и в форме материальных услуг, и своей деятельностью удовлетворяющих потребности населения, а также предприятий, учреждений, организаций.

Эти отрасли имеют сложившиеся особенности, в разной степени они взаимосвязаны между собой, но иногда разнонаправлены, они проявляются в разных комбинациях и налагают существенный отпечаток на все стороны функционирования и развития всей социальной сферы сельских территорий, как в целом, так и отдельных её секторах. Кроме того, внутри каждого сектора социальной сферы имеются свои отличительные черты, признаки и свойства, оказывающие влияние на организацию деятельности и возможности преобразований.

Принципы устойчивого развития сельских районов на современном этапе развития экономики Казахстана могут быть определены следующим образом:

1) Системное видение отраслевой и территориальной структуры экономики на средне- и долгосрочную перспективу;

2) Ресурсосбережение (энерго-, материало-, фондо-, трудоемкость) и интенсификация использования ресурсов (производительность труда) на основе внедрения инновационных технологий;

3) Повышение степени переработки местного сырья: вертикальная и горизонтальная диверсификация продукции;

4) Выравнивание уровня обеспеченности и доступности услуг социальной сферы для жителей города и села;

5) Сохранение биоразнообразия и снижение уровня загрязнения окружающей среды.

При применение этих принципов для обеспечения устойчивого развития сельского хозяйства и его социальной сферы должны учитываться специфические особенности сельских районов:

* природно-территориальные, например плотность населения, традиционные занятия, средства сообщения, геоэкономическое положение, удаленность одних регионов от других;

* демографические, то есть национальный состав, модель воспроизводства семьи, миграционные процессы, характер воспроизводства населения, половозрастная группа;

* трудовые (трудовые отношения, значительный удельный вес самозанятости в сельской местности, трудности с подготовкой и повышением квалификации работников);

* социально-экономические (образовательно-квалификационный состав населения, региональное качество и уровень жизни народа, региональная зависимость в экономическом понимании;

* производственные (формы хозяйственной деятельности (сельхозформирования, фермерские хозяйства ЛПХ, масштабы производства и его организационно-экономические характеристики);

* экологические (применение прогрессивных ресурсосберегающих технологий обработки почвы, (прежде всего, влагосберегающих), использование экофильных технологий защиты растений, применение экологически чистых кормов для животных и т.д.);

* правовые (создание законов и подзаконных актов).


**Рис. 3.** Факторы устойчивости социальной сферы сельских районов
Источник: составлено автором

**Таблица 1.** Действия населения для улучшения своей жизни

| Действия населения для улучшения своей жизни | Средний балл % |
|---|---|
| Переехать в районный центр или город | 18,8 |
| Найти новую работу | 16,5 |
| Начать своё дело, стать предпринимателем | 9,4 |
| Расширить личное подворье, разводить больше скота, птицы | 10,0 |
| Повысить свою квалификацию по имеющейся специальности | 13,5 |
| Пройти курсы профессиональной переподготовки, получить новую специальность | 4,7 |
| Ничего не будут предпринимать | 26,5 |
| Другие варианты ответа | 6,5 |

Источник: Составлено автором

## 4. Заключение

Развиты теоретические основы устойчивого развития социальной сферы сельских районов по уточнению содержания категории "социальная сфера", которая состоит из совокупности отраслей, создающих различный продукт в преимуществе материальной формы и нематериальной, которые в конечном итоге, обеспечивают потребности личности: образование, здравоохранение, культура и спорт, пассажирский транспорт и связь.

Автором уточнено, что под социальной сферой села следует понимать часть хозяйственного комплекса, связанную с сельскохозяйственным видом деятельности, которая не только производит услуги, удовлетворяющие потребности населения, а также формирует управление развитием механизма образа жизни и, наконец, работает на построение вида на будущее жизнедеятельных субъектов и форм социума. Такие формы, как конкурентоспособность сельского жителя, интегрированность его в социальное пространство страны и другие.

Проведена оценка потенциала социальной сферы села в Казахстане, что позволила сделать вывод, что недостаточность бюджетного финансирования и несвоевременность обновления основных фондов и оборудования являются главными причинами слабости материально-технической базы села, а более привлекательные условия жизни в городе и низкий уровень оплаты труда в сельской местности обуславливают перманентный отток квалифицированных кадров в город. В совокупности эти факторы обуславливают более низкий уровень услуг социальной сферы на селе. Согласно нашей методологической схеме материально-технические, инвестиционные и кадровые факторы обуславливают слабую устойчивость функционирования социальной сферы сельских поселений.

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## Устойчивое развитие социальной сферы в Казахстане

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**Аннотация.** Данная статья показывает социальную сферу, состоящую из совокупности отраслей, создающих различный продукт в преимуществе материальной форме, и нематериальной, которые в конечном итоге, обеспечивают потребности личности: образование, здравоохранение, культура и спорт, пассажирский транспорт и связь.

Под социальной сферой села следует понимать часть хозяйственного комплекса, связанную с сельскохозяйственным видом деятельности, которая не только производит услуги, удовлетворяющие потребности населения, а также формирует управление развитием механизма образа жизни и, наконец, работает на построение вида на будущее жизнедеятельных субъектов и форм социума. Такие формы, как конкурентоспособность сельского жителя, интегрированность его в социальное пространство страны и другие.

Современная экономика сельских районов в сложных условиях может достичь конкурентных преимуществ и высокой эффективности посредством большей адаптивности и гибкости путем привлечения в органы управления и сохранения талантливых работников, чья база знаний, компетенций и творчества постоянно расширяется, повышая интеллектуальный уровень управленческой системы

**Ключевые слова:** социальная сфера, социальные услуги, сельские территории, инфраструктура.

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## The Factors in the Occurrence and Development of Nomadism in the Territory of Central Kazakhstan

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**Abstract**

This article attempts to trace the influence of the geographic factor in the emergence and formation of nomadic pastoralism in the territory of Central Kazakhstan. In this article the climatic and geographical conditions of the region are analyzed, the relationship between climate drought that occurred in the late Bronze Age and the emergence of a nomadic lifestyle is also traced. The author adheres to the thesis that nomadism was dictated by the struggle for survival, an attempt to find the optimal form of existence in the droughty conditions of the geographical area. The author examines the contemporary historiography of the question of the factors of nomadic pastoralism in the region, whose object of study became the pastoral household of the Kazakhs of Central Kazakhstan.

**Keywords:** nomadism, steppes, dispersion, region.

### 1. Introduction

The origins of nomadic pastoralism in Central Kazakhstan go back centuries, in the Bronze Age. This type of management can be called traditional, as for centuries, showing considerable stability and development, handed down from generation to generation, representing not just a life support system but the way of life of the Kazakhs. As Fernan Braudel pointed out, history is divided into three levels, the traditional household can be attributed to the sphere of "man, the earth, the space" – the very bottom, the deep layer of historical reality, dominated by the constancy and stable structures. "Time here runs so slowly that it seems motionless, changes of society's relationship and nature are measured by centuries and sometimes even in millennia" (Brodel Fernan, 1986: 19). It's almost motionless story of people in their close relationship with the land on which they walk, and that feeds them, history of constantly repeating dialogue with the nature ... (Brodel Fernan, 1986: 19).

Relevance of the research on this topic is also due to increased interest in regional issues. A regional approach to the study of such questions can successfully avoid such extremes as excessive generalization of the material schematically – stereotypical reflection of historical events. A region, as it is known, can have not only a geographical and economic, but also political, historical, cultural and even military nature. The focal area (Central Kazakhstan) takes a prominent position, has a unique historical tradition. In this region since ancient times there had been practiced the traditional Kazakh form of management – nomadic herding.

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On the role of geography in the history of civilization there were written by both domestic and foreign researchers. For example, Johnston R.J has written an essay about the history of Anglo-American social geography after 1945 (Dzhonston, 1987).

Considerable contribution to the coverage of this issue has made domestic scientist N.E. Masanov, who has studied the livelihoods of nomadic society of the Kazakhs. In his paper, the author focuses his attention on the relationship between environmental and socio-economic factors. The author characterizes the pastoral household of the Kazakhs as environmentally deterministic, multi-purpose and efficient, fully focused on the satisfaction of consumer interests of the local population. By revealing patterns of organization of the process of production, the author considers the special nature management mechanism – the variance (dispersion of ownership in the area) (Masanov, 1995).

The dispersity, by the author's opinion, was caused by a number of interrelated factors: droughty of areas, lack of food and water resources, the importance of soil conservation and ecological balance in natural and socio-economic processes. The author focuses on the environmental consequences of non-compliance of dispersion: pasture digression, desertification of areas and etc. It is dispersion, as says N.E. Masanov, led to community organizations and low population density (Masanov, 1995).

In this regard, it is of scientific interest the works of famous domestic scholar J.B. Abylhozhin (Abylkhozhin, 1989). In his studies, he holds an idea of forms depending on the household of the natural – climatic factors and adheres evidence-based point of view of most of the arid territory of Kazakhstan, which implies the development of cattle breeding, not cultivation. The author also considers the socio-economic aspects of the operation and transformation of traditional structures, characterizes the concept of "traditional ways", and examines the impact of reforms in the late 20-ies XX century to strengthen the marginalization of the Kazakh village, explores the process of collectivization and its tragic outcome.

Great contribution to the study of this issue has made the work published in the form of essays, under the title "The traditional culture of Kazakhs life support." Authors of the collection reveal the various aspects and mechanisms for the implementation of the traditional culture of Kazakhs life support (TCKLS) such as nomadic herding, nomadic community, portable housing, and folk knowledge. Thus, N. Alimbay claims that TCKLS developed and functioned as an organic part of the economic and cultural activities. According to N. Alymbay, nomadic society's ultimate goal of production was not so much the production of wealth as community relations (Alimbay, Argynbayev, 1998).

However, it is necessary to establish the fact that the topic is poorly understood at the regional level (Central Kazakhstan), which implies the purpose and objectives of this study. In particular, it is not enough to study the effect of geographical factors on the formation of the nomadic pastoral household on the territory of Central Kazakhstan, insufficiently illuminated the historiography of this issue.

## 2. Materials and methods

Lighting of the traditional household of the Central Kazakhstan in the years of early twentieth century will not be, in our opinion, quite adequate and deep, if we do not direct our research interest in the natural and climatic characteristics of the region. The need to study the climatic conditions is due to the concept of geographical determinism, insisting on the existence of a direct link between the geographical features of the region and the specifics of the economic activity of people. After all, economic – cultural types depend, as is well known, on the specific geographical zones. As Grach D.A. wrote: "Because of this, for example, no one would ever think to look in the steppes of Mongolia hunters of sea mammals; equally it is impossible to search within the circumpolar zone, on the shores of the Arctic Ocean, people, herding sheep and camels" (Grach, 1984: 127).

A similar view was held by E. Huntington, arguing that climate, continuously pulsing, brings people to the prosperity, then decline. The decisive role in world events took place assigned to climatic factors: climate change could even lead to the death of a number of ancient civilizations of the East and led to the movement of nomads from Central Asia (Grach, 1984: 126).

In this article, we will adhere to the concept of geographical determinism, a theory which insists on the crucial role of the geographical factor in history.

**3. Discussion**

Central Kazakhstan is far from the oceans and because of that continental climate therefore is expressed here stronger than in most other regions of Kazakhstan. This is noted by the researchers: "The climate of Central Kazakhstan includes the features of the climate of the northern deserts such as stretching through the territory of Eurasia from the lower reaches of the Volga River to the East China ranges" (Konobritskaya, 1954: 23). This climate is characterized by sharp temperature fluctuations during the day, summer heat, negative forty degree frosts in winter, dry air, low rainfall, and often blowing strong winds and snowstorms. Rainfall in Central Kazakhstan falls very little, and its number decreases rapidly in the direction from north to south. For example, in Karaganda, the average annual rainfall is 250 mm, but in the Balkhash – only 100 mm.

Agricultural scientists N.A. Tagil'tsev in his article quotes Nikolsky, which happened in 1885, a trip to Lake Balkhash: "Intolerable winds under clear skies, pillars of salt vortices scorching summer heat, lack of water and solitude, clay, round stunted bushes, larks, antelopes and lizards, phalanges, scorpions and mosquitoes ... only Central Asian nomads, adapted to this nature with their pastoral culture can only exist in the winter in these deserts "(Tagiltsev, 1928, 243).

In the desert Betpak – Dala annual precipitation ranges from 100 to 150 mm, with one-third of their total number falls in early spring but in summer, during the growing season – only 15 percent (Masanov, 1995). The dry climate of Central Kazakhstan affected the river, most of them in the summer dries up or broken into stretches, and the water is strongly mineralized. Dry climate and aridity of the territory of Central Kazakhstan resulted in the predominance in the region of semi-desert and desert landscapes and their corresponding land cover. The north of Central Kazakhstan is represented with area grass steppes on dark chestnut soils, the middle part of Central Kazakhstan – a desert-steppe zone with a light-brown soils and sagebrush-saltwort vegetation and cereal.

The south of the region is dominated by saltwort desert with brown soils with patches of saline. For example, in the soil cover of the Karaganda region there is dominated by the complex semi-desert soils, and to the south – the typical desert gray soils. There is also disseminated soil as clay, sandy and gravelly solonetzic type with increased salinity in the lower parts of the terrain. This means that the soil of Karaganda region is unsuitable for large-scale agriculture, as well as the soil of the first two zones of the steppes of Central Kazakhstan (in varying degrees). The desert Betpak – Dala is also not suitable for agriculture, soil cover of which is represented by "thin solonized brown soils with patches of salt marshes, sand and dry-type playa" (Masanov, 1995). Under Betpak – Dala we must imply more or less homogeneous high plateau that lies in the watershed of the Chu River (downstream) and Sarysu and the western shore of Lake Balkhash. Among the plants it is dominated by those which better extract moisture from the deeper soil layers or easier to tolerate sudden temperature fluctuations. In the Kazakh farming of the Central Kazakhstan desert Betpak – Dala was widely used for grazing mostly fat-tailed sheep, the most adapted to long spans.

The soil cover of Balkhash region is dominated by gray-brown soils on compact rocks; plains develop grayish-brown soils with salt marshes and dry-type playa.

A more fertile are dark chestnut soils, prevalent mainly in the basin of the River Nury. In the arable layer they contain 3-4 % humus, but among them there are sometimes found salt marshes, which lie on clays and loams. This area was good for autumn and spring, and in some places summer pastures for all kinds of cattle (Masanov, 1995: 172).

Thus, the natural and climatic conditions in Central Kazakhstan, established as far back as the Bronze Age: droughty climate, poor soil and water resources, the structure of economic activities caused the structure of the inhabitants of this region. About this wrote Kazakh agronomist P.G. Amosov, who has studied the geographical location and economic structure of the county Karkarala: "What a way other than grazing, people could use these spaces. There was no other way, they do not exist at present and they are unlikely to be available to our influence in the future?" (Amosov, 1926: 69).

Pastoral household of the Kazakhs, as has been said above, was formed in the era of antiquity. Researchers date the transition to nomadic transhumant 10-9 centuries. BC. (Begazy Dandybay stage) and therefore it is called Begazy – Dandybay culture – the culture of the nomadic tribes of the Andronov.

On the broad development of cattle breeding in Central Kazakhstan region/Bronze Age/ there is archaeological evidence – material settlements and cemeteries. A particularly large number of domestic animal bones found by archaeologists during excavations of burial grounds of the Middle Bronze Age (Ayshrak, Aksu Ayuly, Bylkyldak, Temir-Astaz) and monuments of the Late Bronze Age (Begazy, Bugulov II, III, Sangru I, III, Kent ) and so on. Thus, nomadic herding was the predominant type of economic activity in Central Kazakhstan tribes already in the Bronze Age.

Regarding the factors that contributed to the emergence and development of nomadic pastoralism in the scientific literature, there are many points of view and hypotheses. According to one of them, the transition to nomadic pastoralism has been associated with an increase in livestock herds and the difficulty of their sustenance. Therefore, pastures changed periodically, and cattle graze farther and farther away from the settlements. Ultimately, the groups interested in cattle breeding stopped practicing agriculture and became nomads (Abylkhozhin, 1989). However, according to M.Hazanov, under extensive cattle breeding long and continuous growth of livestock numbers is not possible and therefore the desire to increase the number of livestock could not have been "motive of nomadization" (Khazanov, 2000: 178). According to Letimor, the emergence of nomadic pastoralism is explained by displacement of certain groups of people to the arid zones, due to the pressure of stronger neighbors, or as a result of overpopulation (Khazanov, 2000: 179).

In the scientific literature another point of view received approbation, which assumes existence of a link between climate change (gradual desiccation of the climate by the beginning of I millennium BC.) and the transition to a nomadic cattle breeding (Khazanov, 2000: 179). Because of this, we are of the opinion that the emergence and development of the nomadic pastoral household was due to the further adaptation of people to the harsh realities of the struggle for existence, trying to find a more rational and adequate to geographical conditions form of management. In this regard, it is quite legitimate statement by Arnold Toynbee, who asserted that nomadic civilization emerged as a result of a response to the challenge of the environment, and all efforts nomads directed at overcoming the challenges of Steppes. According to A. Toynbee, the nomads could not have beaten steppe and survived in such a harsh natural environment if they had not developed the intuition, self-control, physical and mental endurance (Toynbi, 1991: 183).

The special features of nomadic pastoralism, determining its economic essence, the researchers include the following features: 1) cattle as the predominant form of economic activity, 2) its extensive character associated with perennial stabling; 3) periodic mobility within certain grazing areas, or between them, caused by economic needs; 4) participation in the migrations of all or most of the population; 5) The natural character of the household. It is these economic needs of nomadic pastoralism which represent the basic and defining its specificity (Masanov, 1995: 84).

Archaeologically and historically data shows the forms of economic activity, developed in the Bronze Age, remained stable in the later stages of formation and development (up to the end of the 20-ies of XX century). Stability of economic forms, according to scientists, was determined by "uniformity of ecology" and "specificity of livestock farming", which was reflected in the fact that the "primitive accumulation of surplus product did not always have an upward trend, and social processes were often reversible."

The immediate impact on the system of material production and lifestyle of the Kazakhs was influenced by seasonal climate changes according to Alymbay Nursan, seasonally segmentation /жайлау, күзеу, қыстау, көктеу/ was "a particular way of socio-environmental and economic spatial organization of the territory" and a manifestation of the adaptive strategy of nomads " (Alimbay, Argynbayev, 1998: 49).

So, all kinds of nomadic grassland farms were needed for normal functioning. Thus, the traditional Kazakh household was so closely adapted to the landscape, which is almost a "top tier of biogeocoenosis" and after all these it was subject to all the nuances of seasonal and perennial natural rhythms.

## 4. Conclusion

Thus, nomadism as a lifestyle and as a type of household was dictated by the need to survive in the steppe and semi-desert areas of Central Kazakhstan. The geographical factor was decisive in the emergence of nomadic pastoralism. This type of household arose in the region in the late Bronze Age and passed a long way of development – until the 1920s.

It is also necessary to establish the fact that the traditional household of the Kazakhs of Central Kazakhstan, in particular, nomadic pastoralism, triggered a research interest in economists and agrarians in the 1920s. It must be emphasized that the majority of these researchers recognize the adaptive nature of the household of the Kazakhs, supported the view that the geographic conditions, poor soil and water are responsible for the household structure of the region.

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# Human Image in Blake's Poetry

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**Abstract**

The paper explores the representation of the human in William Blake´s poetry. In order to grasp depiction of humankind in all its depth, a number of constructs in close relation to the human image are being investigated including the role and nature of God, nature, animal world, as well as the place and illustration of the world of children and adults.

All of the concepts are examined in regards to the poet´s dichotomist depiction of the concepts in his both earlier and later literary works, culminating in the ultimate reconciliation and reunion of the seemingly opposing perceptions within the later literary writings.

**Keywords:** Blake, Songs of Innocence, Songs of Experience, childhood, adulthood, God, animals, nature.

## 1. Introduction

William Blake is certainly one of the most remarkable and the most controversial English poets (Vaughan, 2013). He is one of those individualist figures occurring from time to time among the uniform mass of writers to bring a new light and perspective to art, life and the world. Blake is one of those artists, who cannot be easily qualified into a single epoch, for their work is so complex and non-conformist in its essence in regards to the ideology of the time, which is why they are frequently disparaged and misunderstood by their contemporaries (Beer, 2005). However, they are always "rediscovered" by later critics and the literary world. Thus, Blake as a person with a very peculiar, unusual and unique philosophy uncommon to his time was not retained in the past and the historic frame to which he belonged, but a poet whose complexity, broadness of themes and the universal questions he raised turned his opus into a great legacy for the modern thought and the modern audience (Clarke, 1929). Manifold of symbolism and topicality of his poetry have resulted in an ever-lasting discussions and novel interpretations of his poems. He was truly one of those spiritual presences that are (still being) felt in the world.

## 2. Discussion

### Blake´s Poetry

During the course of his life, Blake was growing, transforming and maturing as a poet and, thus, he gradually altered some of his original beliefs, opinions and worldviews. As a result, his poems present myriad of seemingly opposite and completely contrary states and notions on life, universe, the Creator and the man (Mounsey, 2011). His poetry overflows with divergent

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perspectives of the same subjects and it is often quite challenging to discuss any of his topics in broad terms. Consequently, Blake's poetry offers us a wide scope for speculations and different interpretations for he, indeed, was not a typical representative of his time whose work could be entirely fit into the ideological frame of the epoch, but rather a unique, revolutionary and powerful artist who presented a fresh and groundbreaking perceptions of life, love, cosmos and, most importantly, the man: "There may be others in the English tradition as great as Blake, but there can hardly be many as urgently great, looming over the dither of our situation with a more inescapable clarity, full of answers to questions that we have hardly learned how to formulate" (Frye, 1957: 21). Regardless of the multitude of the themes he explored, they all ultimately have a sole objective: to comprehend the man's disposition and human nature in its entire depth; to depict the reality of human state and to offer us an alternative view to it as the counterpoint to the conventional perception; to draw a distinction between the human molded and produced by society and the human as they inherently could (should) be. Therefore, a man being a complex microcosm in itself and the greatest mystery of all, Blake in his poetry explores plentiful different notions and concepts that should all allow him to grasp human nature more profoundly. In this sense, Blake is a humanist whose principal concern is to speak of the man through talking of all other things that are so human-related (Jamili, Khoskham, 2017). Therefore, Blake's depiction of the man cannot be fully comprehended in isolation, i.e. the endeavor requires analysis, comparisons and contrasts of his portrayal of God, nature and animal world as well as a separate analysis of the world of adults and the imagery of children that he presents us with in his works.

**Life is just a Bowl of Cherries*: Songs of Innocence***

In the earlier part of his literary life, Blake wrote a collection of poems named *Songs of Innocence*. In the broad array of the poems, he portrays a world of purity, a blissful, serene world of naivety. A reader is introduced with an ideal, idyllic state of the human world. It is a world of children and their unspoiled nature. These poems overflow with the images of joy, tranquility, and human benevolence (Dizdar, 1999). In this poetic cycle Blake offers an optimistic view of the world and the man, which is well expressed in *The Divine Image:* "Mercy has a human heart, pity a human face" (*The Divine Image*, lines 9-10). The recurring characters appearing in these poems are children. A reader becomes overwhelmed with the atmosphere of bliss, lightness and innocence. The children presented in these poems, however, are a powerful symbolic system through which Blake emits his vision of the original and inherent human nature that knows nothing of the sufferings, infliction and malevolence. It is an Eden, a Golden Age of human souls, an ideal world frequently filled with pastoral images and naive biblical allusions. The benevolent man is also surrounded with a benevolent world. The nature is spectacular and pure, the gamboling animals are frolic and joyful, God is merciful and compassionate. The entire universe is an optimistic place and an utmost positive image of all humankind is presented:

"And all must love the human form,
In heathen, turk or jew." (*The Divine Image*, lines 17-18)

One of fine exemplars of this intricate emblematic representation is a poem *The Little Boy Found*. This poem offers us a glimpse into Blake's perception of God. A little boy got lost and the mother "the little boy weeping sought" (The Little Boy Found, line 8). In this poem, Blake in his symbolical manner points out that childhood and the world of the youth is an enclosed entity to the adults. For the poet, the child's nature that is an emblem of an ideal innocent human state is beyond the comprehension of the adults and, thus, the child stays solitary in the world that the parents cannot enter. Although the mother is concerned for her child and looks for him "in sorrow pale" (The Little Boy Found, line 7), she herself cannot find the boy on her own, as she is denied the access to his world of childhood. Thus, only God is able to rescue him and restore the bliss. Precisely then figure of God seems to be one of the most interesting aspects of the poem. After little boy starts crying for being lost and far away from his mother, "God, ever nigh, appeared like his father, in white" (The Little Boy Found, lines 3-4). These verses immediately evoke an image of God being an old man, with a long white beard, mild smile on his face and dressed in a white gown descending to the Earth to take care of His children. Blake compares God to the father, accentuating His protective role. He is a symbol of safety. He is a haven and the sanctuary for the weak, lost and unprotected. This God is also "ever nigh" (The Little Boy Found, line 3), an image that instigates an overpowering feeling of hope and security. His divine presence embodied in an image of a fatherly figure suggests that He is always watching out for his children; He takes care of them and never leaves them to themselves. He is always there to save the day and restore joy and happiness.

This image of the loving, caring God is embedded into many other poems from the cycle as well, such as *The Chimney Sweeper* or *The Little Black Boy*. However, upon close and thorough inspection of the first cycle poems, one cannot fail to notice that this God is not entirely the God as perceived in more conventional terms: a divine figure separated and elevated from humans in its superiority. Rather, a slightly different image and impressions are conveyed through the paintings that Blake engraved next to his poems. Thus, "*In the Little Black Boy* he appears specifically as a Christ. On the flame-flower of *The Divine Image*, he appears as Christ in the lower right, lifting a fallen man, and on the upper left he appears as a female deity descending from the sky. In the frontispiece the divine image is a child on a cloud" (Bloom, Hilles, 1965: 312). The notion that strikes one at this point is that Blake presents God in various human forms. For him, God is human. Every man is permeated with the divine nature: "For Blake, God and imagination are the one; that is; God is the creative and spiritual power in man and apart from man the idea of God has no meaning" (Bowra, 1966: 34). The essence of Blake´s poetic sentiment in relation to the Creator is possibly described and unified best in his own poetic words:

"For Mercy, Pity, Peace, and Love
Is God, our father dear,
And Mercy, Pity, Peace, and Love
Is Man, his child and care" (The Divine Image, lines 4-8)

Hence, Blake equated the divine and human and thus expressed his anthropocentric and humanist attitude, suggesting that the humans are essentially Blake's chief and ultimate concern. Love, peace, mercy and all the other positive qualities are all a part of the divine that exists in the humans and make them deities.

Another poem from *Songs of Innocence* cycle that nicely portrays some of Blake´s conceptual and ideological attitudes in relation to the humankind is *The Lamb*. As the very title suggests, Blake is prone to portraying animals in his poetry (Jamili, Kohskham, 2017). The lamb is a recurrent animal appearing in many of his poems (e.g. *America: A Prophecy, Jerusalem* etc.). Besides this meek animal, he tends to embed in his poetry some wild and fiercer animals such as leopards, lions and tigers. However, none of these animals is a sheer representative of their own kinds, i.e. they are often paragons of some concepts and ideas, as in Blake's poetry it is always possible to "interpret further and further the possible implications of phrases, associations, and symbols" (Ford, 1957: 79). Thus, the animals with frequently religious symbolism become concrete realization of Blake's abstract ideas. Blake starts *The Lamb* with a question asked by a child: "Little Lamb, who made thee?" (The Lamb, line 1) and proceeds with other questions related to its creation throughout the entire first stanza. Considering the fact that Blake "was brought up on the Bible" (Frye, 1965: 63), it comes as no surprise that his poetry is permeated with religious biblical motifs that he, however, does not perceive in a conventional way, but makes them subdued to his own purpose and objective of writing. The initial question in the poem is the question of creation and divine intervention. The child asks a very simple question, which is, however, at the same time, a universal inquiry raised in all times and places. The lamb is a meek animal that is always perceived as something benign, placid and innocent. Therefore, it serves as a very convenient symbol for Blake's depiction of the innocent state of human life, of the childhood. In the second stanza, the child itself offers us an answer to its question to the lamb. He says:

"Little Lamb, I'll tell thee,
Little Lamb, I'll tell thee.
He is called by thy name,
For He calls Himself a Lamb" (The Lamb, lines 11-14)

Here we see an innocent, simple answer of a child that was taught religious dogma and that naturally accepts it without having it questioned. Therefore, the creator of the lamb - animal is another Lamb, a biblical symbol for Jesus Christ or *Agnus Dei*. Blake gives him characteristics of meekness and mildness, the traits usually associated with the image of Christ. However, only in the following lines, speaking of Christ, we can see the true product of Blake's mind:

”He became a little child.
I a child, and thou a lamb,
We are called by His name.” (The Lamb, lines 18-20)

In these lines Blake equates the lamb animal with the Lamb Christ and the child. Thus, these three become interchangeable in the second part of the poem where once again we witness Blake’s relentless and unconditional optimism, humanism and the uniqueness of his ideology. Although he uses common Christian motifs, he incorporates them in his poetry to enforce a completely unorthodox, unconventional and new meaning. Thus, the lamb in the poem can stand for innocence, a child, Jesus, or even sacrifice. In this poem, like in many others, Blake points out that the divine spirit resides in children and innocent creatures living in the Nature. Thus, we see an ecocentric emphasis on the interconnectedness between the world of animals, humans and the divine. It really all is the one concept of peace, tranquility, human mercy, brotherhood and ultimate love that is present in all the poems of *Songs of Innocence*.

**Doom and Gloom: *Songs of Experience***

However, in his later cycle that he named *Songs of Experience,* Blake implies that there is the other side of the coin. Being more experienced, dispirited and disillusioned that humans can ever achieve perfection and purity of which he was speaking in his former cycle, Blake takes similar or the same themes and presents them in a completely new light which is always more negative, bleak and pessimistic. It seems that Blake believed that “tough this state of childlike happiness, which he seems to have enjoyed in his first manhood, is wonderfully charming, it is not everything, and it cannot last. To reach a higher state man must be tested by experience and suffering. Experience is not only a fact; it is a necessary stage in the cycle of being” (Bowra: 36). Unlike *Songs of Innocence* that are pervaded with the sense of tranquility, joy, serenity radiating calm and moderate emotions, *Songs of Experience* posses a quality of passion, intensity and rising tension.

While in the first cycle the poet depicts the world of children, in the latter one he introduces us into the corrupt and unjust world of the adults (Glen, 2005). As a sharp observer of society around him, Blake grew not to view his personal conception of a world filled with merry children, to be the actual world of reality. Blake's rationale for this dichotomy seems to be the fact that the humankind, in fact, has a distorted nature.

While in the world of the childhood, pity, peace and mercy are all highlighted optimistic features of the human nature; in the world of adults Blake believes that

“Cruelty has a human heart,
And Jealousy a human face;
Terror the human form divine,
And Secrecy the human dress.” (A Divine Image, lines 1-4)

Thus we are given completely opposite perception of humankind from the one portrayed in the earlier series of the poems. Here we are confronted with a highly negative image of the cruel, jealous man. The image of the man changes and we can perceive undertones of guilt and accusation in these poems. The entire society is blamed for calamities of the world.

However, not only is the man a resented, criticized figure, but God himself alters from the fatherly, sympathetic figure into “the jealous, love-chaining God” (Ford, 1957: 76). Wee see a hint of this in the words: “terror the human form divine” (A Divine Image, line 3), where divine and human are still an interconnected web as presented in earlier poems, but now the divine is not standing for mercy, but is rather related to the fear and terror. In the world of experience that is pervaded with cruelty, corruption, injustice, poverty and hatred, there is no place for a merciful God. The new God that Blake creates is an angry and vengeful God that simply created the world and left all the humankind unprotected and in agonies. This God looks indifferently at the sufferings of the people.

A good instance for this alteration of God´s nature is a poem *A Little Boy Lost*. At a sermon where a priest recommend us to “love another as itself” (A Little Boy Lost, line 1), a little boy naively and honestly says to his father that he loves him no more than a “little bird that picks up crumbs around the door “ (A Little Boy Lost, lines 7-8). For this honesty, the boy is being burned in “the holy place” (A Little Boy Lost, line 21) by the priest while his helpless parents weep unable to save him. Here, a reader is faced with a feeling of helplessness, cruelty and injustice that cannot be defeated. There is no more a God coming and saving His child, restoring the happiness. This God dismisses and neglects the humans leaving them to the brutality of the world. In this poem Blake harshly criticizes the institutionalized religion, the Church embodied in the priest, but also the humankind itself in the form of the believers that "admired priestly care" ((A Little Boy Lost, line 16) after the priest took the boy harshly for his hair. Unlike in T*he little Boy Found*, in this poem the boy is lost forever by the means of the Church and not protected and saved by anybody, which leaves a reader with a heavy feeling of bitterness and remonstrance.

Presumably, the most famous poem from *Songs of Experience* is *The Tyger*. In the line with his change in the portrayal of humanity and God, Blake also changes his perspective towards the animal world. In this poem, there are no remnants of the sentiments of love and happiness felt in *The Lamb*. The poet starts the poem with a fierce intensity:

"Tyger! Tyger! burning bright
In the forests of the night,
What immortal hand or eye
Could frame thy fearful symmetry?" (The Tyger, line – 4)

The opening is filled with the images of blazing fire, frightening and awesome mechanism of the animal. But already in the second stanza, there is a shift from the creation to the Creator:

"On what wings dare he aspire?
What the hand dare sieze the fire?" (The Tyger, lines 7-8)

As with the creation, the poet is equally amazed and mesmerized by the Creator who was able to make such a creature because they are both the sources of energy and passion: "The poem is a contemplation of the fact that, beside peacefulness and gentleness, the world includes fierce strength terrifying in its possibilities of destructiveness but also impressive and admirable, a stupendous part of creation and seemingly a challenge to the idea of a benign Creator" (Ford, 1957: 68). Therefore, the tiger is not being represented as the evil, opposite to the good. We are only faced with the series of rhetorical questions instigated by admiration and amazement of "this fearful symmetry" (The Tyger, line 4). The poet keeps asking about the tools with which and the place in which this animal was made. It all gives a mysterious undertone to the poem, to the creation and the Creator. For we never receive an answer, we are made to wonder: "Did he who made the Lamb make thee?" (The Tyger, line 20). Thus we are compelled to absorb the possibility that the meekness of the lamb and the fierceness of the tiger have one and the same source, that they are both the product of the same Power and Energy. Here we see an innuendo of interconnectedness, a close connection between the good and the seemingly evil. They are presented as parts of the One, as having the same origin. This idea is only slightly conceived in *Songs of Innocence and Experience* and its true elaboration would come later in Blake's later work: *The Marriage of Heaven and Hell*. Thus, Blake poses a series of questions and provides no answers. He ends the poem with the same questions that are indeed relevant for all times and places: the question of creation that has troubled the humankind from the conception of the world.

An original notion that Blake conceives in this poem is that there should not be a conventional, traditional distinction between the good and the evil because "the Tyger is the face of the creation, marvelous and ambiguous; he is not evil. This is poem of triumphant human awareness; it is a hymn to pure being. And what gives it its power is Blake's ability to fuse two aspects of the same human drama: the movement with which a great thing is created, and the joy and wonderment with which we join ourselves to it" (Kazin, 1997).

Yin and Yang: *The Marriage of Heaven and Hell*

As already suggested in Songs of Experience, *The Marriage of Heaven and Hell* further emphasizes the fact that the experience is not the evil; it "merely shows us the face of evil as a human face, so that we shall learn that the world is exactly what man makes it, and that its ultimate triumphs occur within his understanding" (Kazin, 1997). In the very title of the poem where he joins together two seemingly opposite concepts, Blake suggests us his revolutionary worldview: that, namely, the good and the evil are the two inevitable and natural opposing states of the human soul. He juxtaposes contraries on many different levels: the bodily and spiritual, the city and the country, cruelty and holiness (Green, 2004). He abhors the dualistic theory of the Church and the common belief in which we should strive to achieve only the good and in which "the evil" in the form of emotions, passion and energy is demonized and suppressed. For Blake, "desire is never vicious in itself; it is only turned to vicious ends when driven out of its real channel. Restraint in the name of the moral code is alone evil, for it distorts man's real nature. It is a device of the rulers of this world to keep us chained. For life is holy. Energy is eternal delight. Jesus is dear to us not because he was divine, but because he was a rebel against false Law, and the friend of man's desire" (Kazin, 1997). Blake believes that "without contraries is no progression" (The Marriage of Heaven and Hell, line 2) and he presents us his vision of the world that should not offer us confusion, pessimism or a startle, but salvation.

## 3. Conclusion

As exemplified earlier, almost each of Blake's poems has its counterpart, a different view of the same theme. In all of these poems, Blake's intention is not to speak of the evil and good forces as being in the state of constant struggle. His aim is rather to speak of humans who are trying to find their position within the world of opposite forces. He fuses the good and the evil and makes us realize that they are not the opposite sides in the conflict but rather the parts of the same united world in which the man himself has to find the balance and become the center. Blake himself was an illustration of this concept of opposites united in one: "He was a libertarian obsessed with God; a mystic who reversed the mystical pattern, for he sought man as the end of his search. He was a Christian who hated the churches; a revolutionary who abhorred the materialism of the radicals." (Kazin, 1997) His poems do not mean to draw a classical division of the good and the evil and do not promote traditional God's punishment for the man's sins. He never provides us with the conventional religious consolation and rationale behind the presented contrasts. Blake simply presents us the world blending the light and the darkness, raising a question of the man's position in this world, his awareness of it and his ability to balance and find his own authentic place. Thus, for Blake, the man is the ultimate objective and the theme. For him, "all forms are identified as human. Cities and gardens, sun, moon and stars, rivers and stones, trees and human bodies-all are equally alive, equally parts of the same infinite body which is at once the body of God and of risen man" (Frye, 1968: 60). All the other themes revolve around the issue of the man's position in life and the universe. In this sense, the humans in Blake's poetry are also symbols of this world of opposites and the man himself has to find within him his own human identity. Blake believes that "all that is invisible and infinite to man under the dominion of God, matter, and reason, that he tears away the shell of earth, the prison of man in his own senses, to assert that there is nothing but man and that man is nothing but the highest flights of his own imagination" (Kazin, 1997). Thus, Blake stands for an honest humanist who does not want to offer us a typical religious system and solace or to present man as a sinner, but rather as a lost being who needs to find his own individual and unique way to reach the true human identity. Therefore, it might be concluded that Blake's poetry is a defense of integral human selfhood and an attempt to revolutionize and humanize the world in which the man has to live.

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# Trends in the Business Development and Investment Dynamics in Kazakhstan at the Present Stage

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**Abstract**

The relevance of the topic chosen is obvious, because the market economy cannot exist without business. It is already an accomplished fact of the experiencing great difficulties in entrepreneurship of modern Kazakhstan. It is protected by law and will be developed. The authors reflected in their research the essence of the business, its advantages and disadvantages, current status and development trends. The practical part is describing all the organizational framework. And carefully, describing every sector starting from the Sales department, Research and Development department, Purchase department, Assembly hall, and service department. During the time composing the article, I met in person all workers responsible and gave them short presentation how their procedure is overlooking ISO plan.

**Keywords:** economy, investment, entrepreneurship, market competitiveness

## 1. Introduction

The transition to a market economy requires a radical transformation of the product structure, aimed at overcoming the monopoly and competition. According the world experience, we can see that the solution to this problem cannot be proves without the development of entrepreneurship, based on the different ownerships' forms.

However, the whole entire prerequisites are intensively developed entrepreneurial activity in the Republic of Kazakhstan, in particular, carried out extensive work on privatization, by which creates a solid economic foundation for the development of entrepreneurship, thus society as a whole. Owing the entrepreneurs and businesses the country thrives. At the same time, businessmen and entrepreneurs are thrive owing the government support (Auezkanov, 2009).

The decision of important problems, ensuring the development of a new layer of entrepreneurship in the regions, reflected in the Message of President of Kazakhstan Nursultan Nazarbayev on January 31, 2017 "Third Kazakhstan Modernization: global competitiveness"

## 2. The main types of business activities

Entrepreneurship as a special form of economic activity may be carried out in both the public and private sector. In accordance with this distinction:

a) state enterprise;

b) private enterprise.

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State enterprise is a form of the economic activity on behalf of companies established: a) public authorities, which are authorized to manage state property (state owned enterprise), or b) local authorities. An important characteristic of such enterprises in favor of the fact that they are responsible for its obligations only property that is in their ownership.

Private enterprise is a form of the economic activity on behalf of the company or entrepreneur (if such activities are carried out without the employment of the workforce, in the self-employment form).

Indeed, each of these types – public and private business – has its own features, but the basic principles of their implementation are very similar. In both cases, the implementation of such activities requires initiative, responsibility, innovative approach, the pursuit of profit maximization. Typology of both types of businesses has a very similar trend yet.

Entrepreneurship as a form of proactive activities aimed at profit (business income), includes:

1) Implementation of direct productive functions, i.e. production of goods (products) or services (such as engineering firm, tourist company, the design office);

2) the implementation of mediation, i.e. services related to the goods promotion on the market and its transfer to the appropriate (socially acceptable) form of the direct producers such goods to the consumer.

Public awareness of the problem comes down to the fact that, on the one hand, the priority is the first type of business as social wealth (as a generalized result of the level and life quality for every society member) depends on the state of affairs is in the sphere material production, scientific-technical and services (Mamyrov, Ikhdanov, 1998). On the other hand, is a social relation to this type of business practice is not really the priority nature – society and contributes to the development of the second business type, i.e., mediation. Why? First of all, that the level and life quality and comfort for every society member to a large extent depend on the level of development in the society intermediary sphere (convenient for the buyer organization of trade, advertising, delivery of goods in the house, order goods by mail, telephone and so on. d).; the same applies to consumer's industrial goods (Shirshova, 2011).

But is the public perception of mediation being not the only and main reason. The main thing is different – intermediary business activities, its presence and complexity to reasonable levels is:

1) to increase the direct producer's productivity of goods based on the specialization;

2) to accelerate the turnover (circulation) capital;

3) saturation commodity markets to objectively required size and functioning of the direct producers in accordance with the consumers` interests.

Depending on the content of entrepreneurial activity and its relation to the main stages reproductive process to distinguish between different types of businesses: manufacturing, commercial, financial, mediation, insurance.

Entrepreneurship is called productive if the entrepreneur directly, using as factors implements and objects of labour, produce products, goods, services, work, information, spiritual values for subsequent sale to consumers, customers, trade organizations. Thus, the production function in this kind of business - mainly determined.

The practice of business in any form includes the innovative process. The above-cited business division typesare based on the conviction that the production and placing on the market of traditional products is also carried out with the use some new methods or techniques associated with the product organization, technical elements of production or changes in the quality characteristics of manufactured goods.

### 3. The current state of entrepreneurship in Kazakhstan

Society is increasingly aware that small and medium business is one of the key conditions for the formation of market mechanisms and is an integral part of a modern market system. Small business development in unity with diversification (splitting) industrial sector constitute one of the pillars strategy "Kazakhstan – 2030". Small business in Kazakhstan is not only a necessary step in the market creation economic system, but also the most significant element in the social transformation society.

Despite the rapid development of business in recent years, there are several problems hindering the qualitative growth of the economy. These problems include:

• Legislation imperfection – legislation on private enterprise contains outdated rules. On several issues, the development of SMEs are no clear rules, which leads to an increase in administrative barriers and dual interpretation of the current legislation;

• Problem determination criterion businesses - criteria for classifying businesses as small and medium businesses do not correspond to international practice. They stimulate artificial "splitting" of business, reduce the effectiveness of the support measures and the competitiveness domestic business;

• Insufficient structural tax system – Tax system of Kazakhstan does not provide economic incentives for small business scale, and its gradual transformation into the middle;

• Administrative barriers – administrative barriers is a major obstacle to the development of small and medium-sized businesses. However, their complex analysis of diets keys to the most effective solution to this problem;

• Underdevelopment and fragmentation of infrastructure to support entrepreneurship – existing in Kazakhstan SME support infrastructure does not provide comprehensive support for the development to small and medium-sized businesses and leads to increased transaction costs;

• Low competitiveness products of small and medium-sized businesses – insufficient assets-high level of wear and low renewability fixed assets, as well as the low technological SME sector as a whole, reduce productivity, economic efficiency and competitiveness of the products small and medium-sized businesses;

• Access` lack to financial resources – the global financial crisis has exacerbated the problem of funding lack for SMEs. Timely implementation of the State Stabilization Program allowed to partially neutralize the negative impact of the crisis on the SME sector (Voyevutko, 2011).

The challenges posed by the President of Kazakhstan, and implementation methods are already confirmed by the practice of the leading economies in the world.

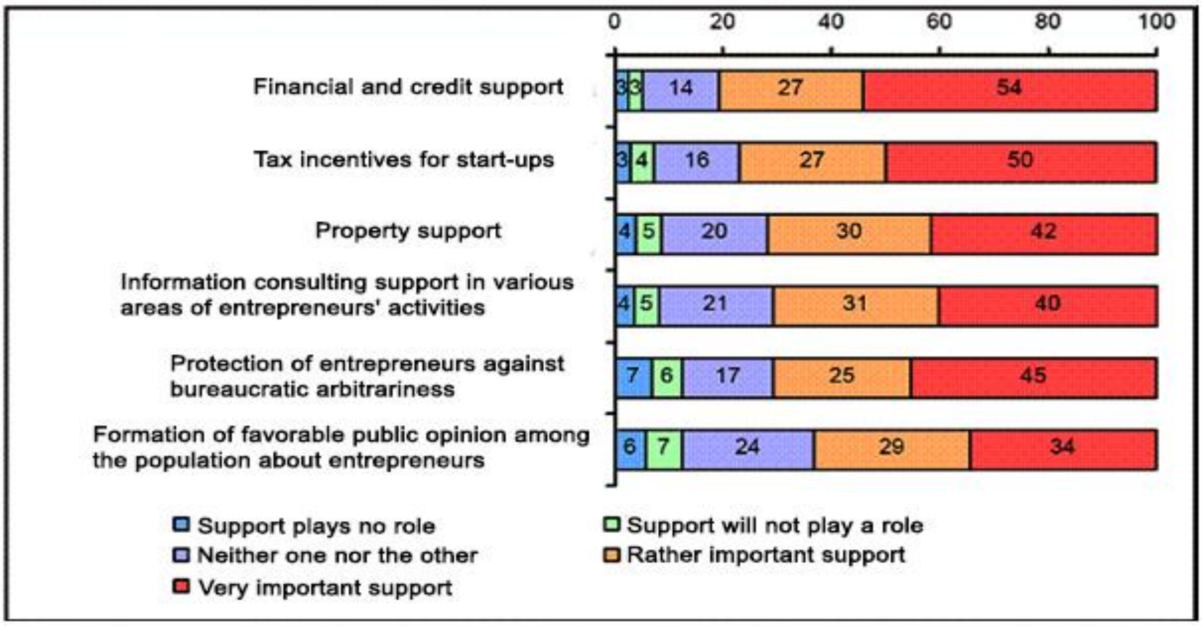


**Fig. 1.** Important evaluation of state support for entrepreneurship

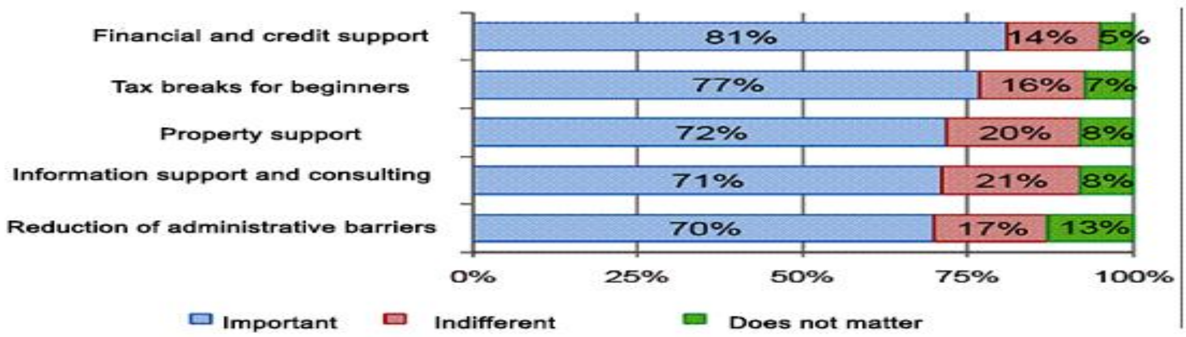


**Fig. 2.** Assessment of state support for entrepreneurship development importance

As can be seen from Figures 1 and 2, most entrepreneurs appreciate the importance of the test directions state support. The most important are financial and credit support and support in the form of tax incentives for business start-ups. Approximately the same number of = Kazakhstan` businessmen (70 %) include property support, information, consulting, support and protection entrepreneurs from bureaucratic arbitrariness in the category – the most important.

The main role is going for the development of small businesses in Kazakhstan. Nursultan Nazarbayev (the State` Head), presenting the content «Strategy «Kazakhstan-2050» said: "The domestic business is the driving force behind a new economic course. The share of small and medium-sized businesses in the economy should grow at least twice by 2030. Firstly, we have to create conditions so that man could try his hand in business, to become a full participant in the country's economic reforms, rather than wait for the state will solve all the problems for him. It is important to raise the overall level of business culture and encourage entrepreneurial initiative. "

The number of small and medium-sized businesses is growing up in our country every year. This is best evidenced by the statistics.

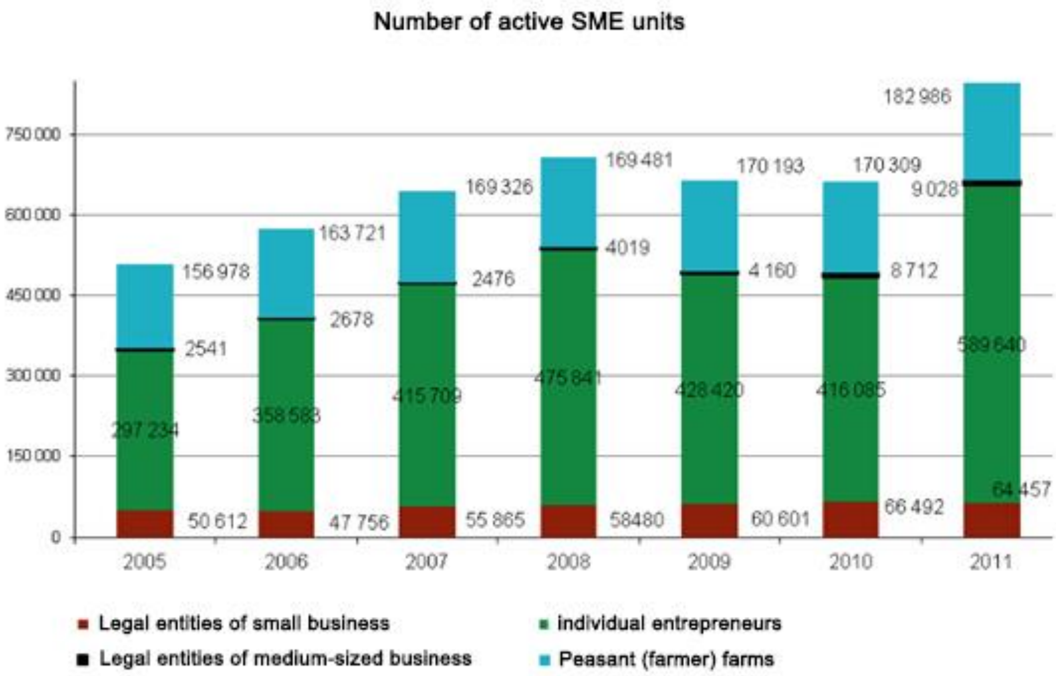


**Fig. 3.** The number of active SME units

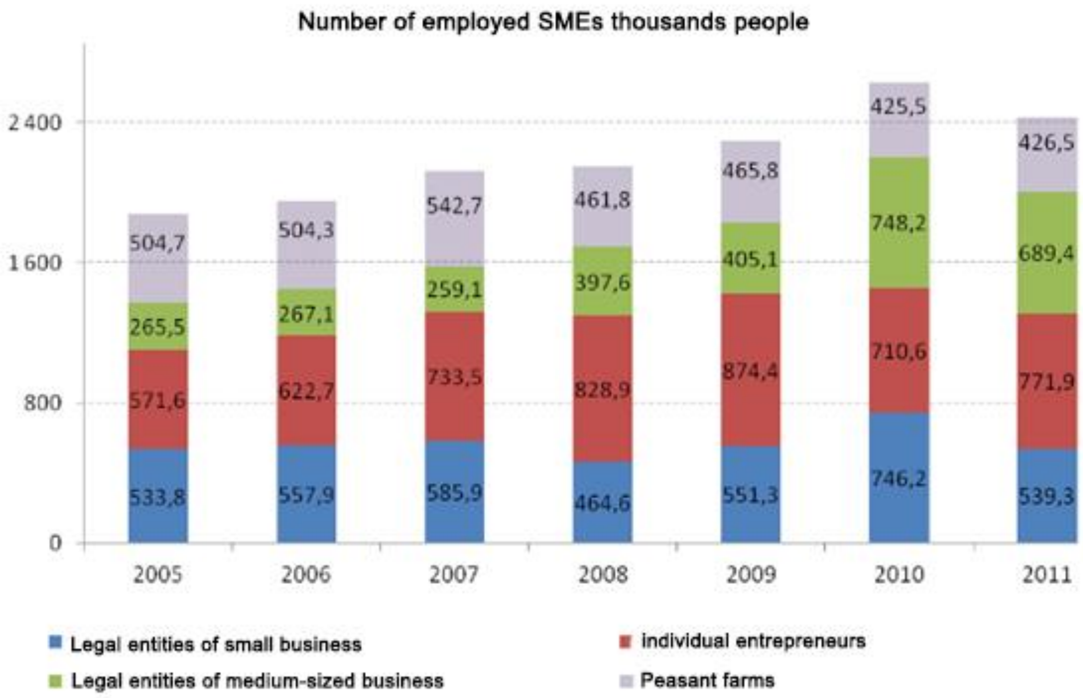


**Fig. 4.** The number of workplaces is increasing created by small and medium-sized businesses

The World Bank prosecute annual inquiry (Doing Business Report) in which based on 10 indicators assessed the ease of doing business in 183 countries. The number of indicators include: the complexity of starting a business, dealing with construction permits, connection to the power supply system of property registration, taxation, etc.

**4. Investment dynamics in Kazakhstan at the present stage**

Now, in general, difficult stage of world development. It will be a simple making neither in geo-politics nor in the economy for any of the countries.

On January 1, 2016 Kazakhstan living in the new legal and institutional environment. It is formed by the adoption of 59 laws and 400 regulations. For every citizen of Kazakhstan opens new opportunities similar to those which exist in most developed countries world.

Plan' nation accomplishment has allowed the elimination bureaucratic barriers for the development of small and medium enterprises, which is consistent with the country's accession to the leading economic blocs: The World Trade Organization and the Eurasian Economic Union.

Over the past one and half year, revenues from oil and gas sales have fallen sharply, and the energy companies have been forced to abandon their projects in the Caspian region. In the face of this difficult economic situation, the Government of Kazakhstan has developed set of reforms that will enable the country to cope with the problems. As Nazarbayev noted, the country already has successful experience in overcoming economic difficulties (Law of the Republic of Kazakhstan, 1998).

National economies acquired a new investment dynamic. According the rating "Easy Business" our country occupies 41 places among 189 countries. Kazakhstan takes 18th place among 140 countries in labour market efficiency. The «green corridor»is now open for foreign investors. Strategic investors were attracted in the agricultural sector from Germany, Italy and China. Two large dairy farms and factory are going to be builtwith the investors participation in Akmola region. There are also projects for the construction of modern meat processing plants, the total annual power 37 thousand tons of production in East Kazakhstan and Aktobe region, West Kazakhstan and Kostanay area. The total investment in them – about 66 billion tenge (State Program, 2010-2014).

There is an organization of the Eurasian multimodal corridor, as a part of global logistics in Kazakhstan. Only the logistics area of Kazakhstan in the Chinese port of Lianyungang sevenfold increase the flow of goods through our territory. The European Commission has lifted all restrictions on flights in EU airline "Air Astana".

There area lot of state-owned enterprises in Kazakhstan: because they account for about 40 % of gross domestic product. In accordance with the October 2016 privatization plan, shares of some state-owned enterprises will be sold on international markets (Decree No. 104, 1998). This will make a qualitative leap towards a more transparent corporate governance, increased competition in the domestic market and successful cooperation with international companies. Shares of many companies, and managed belong to "Samruk_Kazyna", "KazAgro" and holding "Baiterek", will be sold through auctions. All these changes in the economic landscape suggests that a new era has begun in Kazakhstan.

Kazakhstan established a dynamic strategic relationship with international partners and attracts business from all over the world. International ratings confirm that this is one of the most fertile in emerging markets in terms of doing business. Over the past ten years' country attracted more than 215 billion dollarsUSA direct investment, becoming a leader in this indicator in Central Asia (President decree 2003-2015).

Kazakhstan's contribution to the region's economy is growing steadily. In the framework of the "New Silk Road", in particular, are built and developed transport routes that will transform landlocked Kazakhstan to the sea in a link in the bridge between Asia and Western Europe.

At the same time, the International Financial Centre, which is scheduled to create in Astana by 2018, will open the country's banking sector to foreign investment. When it will run a new trial for the consideration of the financial and investment disputes, based on English law.

Maintaining and developing relationships with partners such as the US – a key element of our strategy. US – the second largest source of investment in Kazakhstan.

Removed export barriers, such industries as telecommunications, have become more open to foreign investment.

## 5. Conclusion

Summing up the results of the study can be said that the number of small businesses is growing from month to month, with progressive growth that does not have any jumps and falls, this circumstance characterizes business in the country as a steadily developing. Along with certain operating time in Kazakhstan there are serious problems that require a radical reorganization of the activities in the implementation quality policy. The state affairs in this area now allows us to conclude the backlog of Kazakhstan from the European countries about 12-14 years. It is easy to imagine that if not now begin a purposeful work in this direction, this gap will increase significantly.

The economy of any society is a collection for different activities, which results in the creation for wealth and the consumer movement. This activity is based on the interaction of the productive forces and product relations, characterized by their penetration and inter expression. Business activity also historically arose in the course of development of the society.

As for economic freedom – an important factor in the development of business – it is an economic activity freedom, trade, land use, voluntary co-operation with each other, etc. Economic freedom is equally important for an entrepreneur, a businessman, and for the consumer, because it creates an environment for the creative activity of the person.

The large number of entrepreneurs significantly intensify competition in the national economy and competition, acts known guarantor for deterrence monopolistic trends, inflation, unemployment. Economic mobility, flexibility, decision-making, spatial mobility – all of these features are inherent in the modern enterprise.

Based on the analysis of the course work it should be noted that in the Republic of Kazakhstan received the dynamic development for business in recent years.

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# Opportunities and Challenges Facing Bosnian High-School EFL Learners

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**Abstract**

The importance of learning English as a second or foreign language has been globally recognized, as its presence is plainly evident in diverse areas, in the area of business and science in particular (Schütz, 2005). Thus, as a global lingua franca, the English language is taught as the first foreign language in non-English-speaking countries around the world, and likewise it is fairly widespread as a compulsory course in elementary and secondary schools in Bosnia and Herzegovina. According to the curriculum of the Ministry of Education, Science and Youth (Ministry of Education, 2016), the expected level of English language proficiency that students need to achieve at the end of their secondary education is B2+ (CEFR, 2001). With this in mind, this paper primarily aims to determine whether Bosnian secondary-school students reach the expected B2+ level of English language proficiency as well as whether there is any significant difference between female and male students in that respect. In order to gain a better insight into the grading practices, a correlation between the students' proficiency level and the English language grade they obtain at the end of the academic year was also explored.

**Keywords:** English language proficiency, high school students, foreign language learning, GPA.

## 1. Introduction

With the largest number of second or foreign-language speakers in the world (Simons, Fennig, 2018) and that is 1.6 billion (Crystal, 2012, 2015), English is certainly the most dominant language in different foreign language contexts. It is thus taught as a foreign language all over the world through formal education and different courses in foreign language schools, starting from kindergartens to elementary and secondary schools and then being also one of the obligatory or elective courses at various universities. However, it is also acquired informally, through watching movies and listening to music in English, as well as through different informal technology-involving activities, which seems to further confirm the strong position of a global lingua franca that it has held for many years.

In Bosnia and Herzegovina, English is taught as the first foreign language from the first grade of elementary schools in the Sarajevo Canton or the third grade in other cantons (Ministry of Education, 2016). Thus, Bosnian students are exposed to English through formal education for a rather long period of time spaning from eleven to thirteen years. In secondary schools, students have two, three or four classes per week, depending on the type of school they attend (vocational school, gymnasiums (general department) and gymnasiums (language department) respectively).

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The official English language curriculum followed in secondary schools clearly sets out goals and tasks for students to achieve during each school year. Thus, according to the Ministry of Education (Ministry of Education, 2016), students' expected English language proficiency level is B2+/C1 if English is taught as a first foreign language in gymnasiums, while it is B1+ if English is learned as a second foreign language. B2+/C1 is required in some schools or departments since these students are exposed to more English language classes and their focus is on language learning in comparison to the other subjects. Since no research whatsoever has been conducted so far to show how potentially effective English language teaching and learning in the Bosnian EFL context is and whether the curriculum expectations are met in reality, this paper aims at determining the level of English language proficiency of final-grade students at a secondary school in Sarajevo and it also aims to observe whether the achieved results meet the expectations raised in the officially approved curricula.

The main reason lying behind such research is to get a better insight into the situation with English language proficiency and to try to draw relevant attention to the importance of English language proficiency testing especially at the end of students' high school education.

## 2. Literature review

Extensive research on foreign language teaching, and English language teaching and learning in particular, has been conducted in different EFL contexts, including various aspects such as foreign language learning motivation, types of teaching and learning methods, factors influencing foreign language acquisition as well as many others (Brown, 1994; Crystal, 1997, 2003; Lambert, Gardner, 1972; Krashen, 1987; Ortega, 2009; Rost, 2006). The importance of learning English as a foreign language is also reflected in the fact that this is a mandatory subject in as many as 14 European countries or regions within countries, including primary and secondary schools (Baidak, et al., 2012) and the improvement of the quality and effectiveness of language learning has become one of the key goals of the European Educational and Training Framework for Education and Training "ET 2020" (Baidak et al., 2012). A large amount of research studies devote close attention to students as individuals and focuses on their personal interests and needs in terms of foreign language learning, including their age, gender, motivation as well as methods and learning strategies (Dornyei, 1994; Horwitz, 1987).

In addition to that, a significant wealth of research also deals with factors influencing the process of English language learning, but there are few studies focusing on the students' achieved language proficiency and the factors impacting it. Namely, Makewa, et al. (2013) conducted research in secondary schools in Dodoma, Tanzania, which investigated the perceived English language proficiency of 300 secondary school students, 131 female and 169 male participants. The factors affecting their English language proficiency that were taken into consideration and measured were learning resources, classroom activities, anxiety, attitude, and motivation. The results showed that their perceived English language speaking skills were on an average level. Furthermore, a statistically significant correlation between the factors influencing their English language knowledge and their perceived proficiency was found. It was concluded that attitude, classroom activities and motivation were the most significant factors influencing the students' English language proficiency. Finally, the authors suggested that further research needed to be conducted in order to obtain a better insight into the students' real proficiency level since the questionnaire was based only on the students' self-perceptions. Sijali (2017) also strived to measure the proficiency level of 529 high school students and to determine the impacting factors. The findings indicated that the students' knowledge of the English language was not on an enviable level, but the male participants achieved better results than the female participants and the private-school students performed better than the public-school students.

### 2.1 The present study

To our knowledge, no similar research was conducted in the Bosnian EFL context. Some steps were taken in the direction of improving the process of English language teaching and a plan of external testing was adopted in 2013 and implemented in primary schools in Sarajevo, Zenica and other cities, where the students' knowledge in the field of mathematics, Bosnian/Croatian/Serbian and the first foreign language was examined. The main aim of this testing was to show that "students know English at the predefined level of morphology, semantics, syntax and lexis, to use certain vocabulary, and to deal with different types of tasks".

The conducted proficiency test consisted of reading, vocabulary, grammar and communication skills. The results of external testing conducted in the 2012/2013 school year including 2.583 final-year students from 65 primary school in the Canton of Sarajevo and 221 students outside the Canton of Sarajevo showed that the mean for the English language was M=8.26 (the maximum number of points was 10). The overall results pointed to the fact that the external testing scores are in line with the achieved scores obtained in English language classes at the end of their nine-year education (Ministry of Education, 2016).

Moreover, Ivošević et al. (2013) evaluated the application of curricula in 5 groups of related professions in SSO B&H and examined students', teachers' and parents' attitudes towards learning and teaching in high schools in general. The study suggested that no major changes related to the curriculum had been made lately and that the students, parents, and teachers believed that the existing curricula and programs were not flexible and needed adjustments and changes, as well as that the existing modular curriculum is preferred over the traditional one. Depending on the school, the participants' opinions were divided on the specific teaching content and practical application of the acquired knowledge, as well as the introduction of elective courses.

As for the process of learning, English language learning in particular, many research studies primarily focused on the use of different types of learning strategies (Bećirović et al., 2017; Bećirović et al., 2018; Brdarević-Čeljo, Asotić, 2017), whereas some studies investigated different factors impacting students' proficiency in primary and high schools in Sarajevo and other cities in B&H (Bećirović, Podojak, 2018; Delić et al,, 2018; Habibić, Dubravac, 2016, Rizvić, Bećirović, 2017; Tankosic, Dubravac, 2016). For instance, Tankosić and Dubravac (2016) investigated the assessment of Bosnian EFL learners' knowledge by means of two different measures, a test and a writing assignment. They analyzed and compared the results of the test and writing assignments given to the students and also conducted interviews with the professors. The results showed that the focus is placed more on accuracy than fluency as well as on explicit rather than implicit knowledge. Furthermore, Delić et al. (2018) analyzed the effects of grade level and gender on the foreign language learning process in Bosnian high schools and the findings indicated significant differences between male and female respondents in foreign language learning. On the other hand, no significant differences were measured between students of different grade levels. The aforementioned research aimed at providing a deeper insight into the difficulties the students face in the process of English language learning.

Thus, this research might fill a gap in the existing research and show whether any discrepancy exists between the English language curriculum goals and expectations, on the one hand, and real English language proficiency of the fourth grade secondary school students, on the other hand. Since, to our knowledge, no similar research has been conducted in Bosnia and Herzegovina, this paper presents an attempt to shed some light on the issue. Thus, the present research is guided by the following research questions:

RQ1: Do the secondary school students reach B2+ level at the end of their secondary education?
RQ2: Is there a correlation between the students' English language proficiency and their English language grade?
RQ3: Is there a statistically significant difference between female and male students' English language proficiency?
RQ4: What are the students' perceptions about their English language course in the school?

H1: Secondary school students are expected to reach B2+ level of English language proficiency at the end of their secondary school education (Ministry of Education, 2016).
H2: There is a significant correlation between the students' English language proficiency and their English language grade.
H03: There is no statistically significant difference between male and female students in regards to their English language proficiency level.

## 3. Methods

3.1 Participants

The mixed method design was employed within this study. The respondents were 58 fourth-grade secondary-school Bosnian students, out of whom 38 (65.5 %) respondents were female and 20 (34.5 %) male. As for their general success at school, 8 respondents were good, 27 very good, and 23 were excellent (Table 2). In regards to their English language grade, 8 students obtained C ('good'), 29 B ('very good'), and 21 A ('excellent'). A detailed description of the participants is provided in Table 1.

**Table 1.** Demographic statistics

| | | N | Percent |
|---|---|---|---|
| Gender | Female | 38 | 65.5 |
| | Male | 20 | 34.5 |
| Overall success at school | Excellent (A) | 23 | 39.7 |
| | Very good (B) | 27 | 46.6 |
| | Good (C) | 8 | 13.8 |
| English language grade | Excellent (A) | 21 | 36.2 |
| | Very good (B) | 29 | 50 |
| | Good (C) | 8 | 13.8 |
| TOTAL | | 58 | 100 |

3.2. Measures and procedures

All the respondents completed a Full placement test, with the permission from the Mind Series, Macmillan Education website. The test, which was completely anonymous, consisted of two parts. The first part contained demographic data, including gender, year, GPA, English language GPA and some open ended questions. The second part contained the Full Placement Test consisting of 60 multiple-choice questions, three reading parts, and three writing tasks. Taking into consideration that it was necessary to allocate a minimum of 60 minutes for the entire test, it was necessary for the instrument to be reduced and it ultimately consisted of 60 multiple-choice questions in the grammar and vocabulary section, and included one reading and one writing section. In regards to the test scoring, the original test maximum score was 100, where the levels are settled from essentials to Master Mind 2 which are from pre-A1 to B2/C1 CEFR level. However, since it was necessary for this test to be reduced, the scores for different levels were also adjusted as it can be seen in Table 2.

**Table 2.** Full Placement Test grading scale

| Number of points | Full Placement Test Level | CEFR Level |
|---|---|---|
| 0-6.5 | Essentials | Pre-A1 |
| 7-18 | openMind 1 | A1 |
| 18.5-33 | opendMind 2 | A2 |
| 33.5-48 | opendMind 3 | B1 |
| 48.5-66 | masterMind 1 | B1/B2 |
| 66.5-73 | masterMind 2 | B2/C1 |

3.3. Results

*Do secondary school students reach B2+ level at the end of their secondary education?*

In regards to the students' English language proficiency level, the result mean value for all the participants was *M* = 41.59 and the standard deviation *SD* = 13.64. The overall test results show that only 2 (4 %) out of 58 students met the criteria for B2+ level of English language proficiency (*M* = 41.59,). The results are based on their total sum of the test scores, including vocabulary, grammar, reading, and writing. Most of the respondents, namely 21 (38 %) of them were at B1 level, followed by 18 respondents (31 %) whose English level proficiency was between B1 and B2, 14 respondents (22 %) who achieved A2 level, and finally there were also 3 (5 %) respondents whose total sum of points indicated that they reached A1 level (see Graph 1). The minimal score achieved was 13 and the maximum score was 69 points. The first participant who reached B2+ level was a female whose English language course grade was an A. This participant stated that she listened to music, watched movies and read books in English, but did not have any additional English language classes and she also stated that she was neither satisfied nor dissatisfied with the teaching methods applied and the course book used in English classes. The second student who met the B2+ criteria was a male and he also achieved an A in the English language course. He stated that he sometimes listened to music in English, but always watched movies and read books in English. He also stated that he had not attended additional English language classes previously and expressed his satisfaction with the teaching methods and course book. When the remaining proficiency test results are taken into consideration, 21 participants achieved B1 and 18 participants B1/B2 level and a considerable number of students (N=14) reached A2 level. In addition to that, there were also some participants (N=3) whose score indicated that they achieved only A1 English level proficiency level. The first participant whose proficiency was on A1 level achieved B in the English language course and stated that he read books, listened to music and watched movies in English and also had additional language classes. Another two participants who achieved A1 level, got C and B in the English language course and did not read books in English or attend additional English language classes. Moreover, they stated that they often listened to music and never watched movies without translation in English.

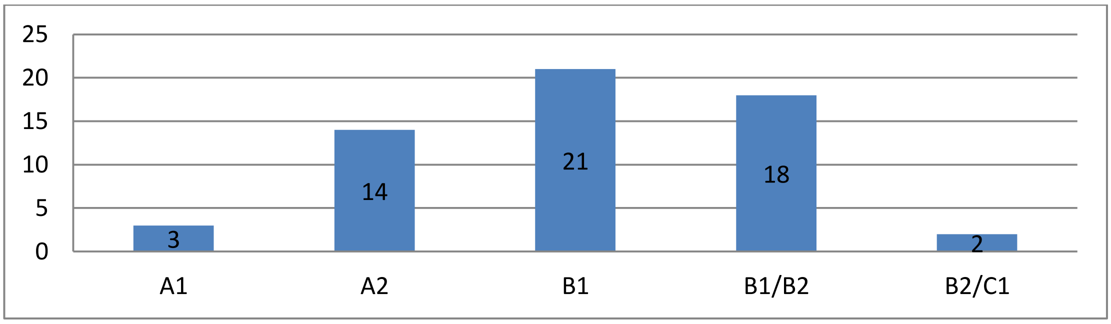


**Fig. 1.** English language proficiency level of the final-grade secondary-school students

*Is there a significant correlation between students' proficiency test score and their English language grade?*

Secondly, Spearman correlation coefficient was computed to assess the relationship between the students' proficiency test score (*M = 41.59, SD = 13.64*) and their English language grade (*M = 4.22, SD = .68*). The results showed that the correlation between the students' proficiency test score and their English language grade was moderate and significant ($r_s = .47$, $p = .000$). In other words, the Spearman correlation coefficient showed that the increase in the proficiency test score correlates with the higher English language grade.

*Is there a statistically significant difference between female and male students' English language proficiency?*

The next hypothesis tested whether any significant difference exists between female and male students' English language proficiency. The results of the independent sample T-test showed that no statistically significant difference was found in that respect. The results showed no significant difference in the participants' English language proficiency ($t$ = -1.607, $p$=.124) between males

(*M* = 45.40, *SD* = 12.70) and females (*M = 39.57, SD = 13.85*). These results suggest that the students' gender does not affect their English language proficiency. However, as can be observed in Table 3 below the male respondents (*M* = 45.40, *SD* = 12.70) had an insignificantly higher mean in the proficiency test score than the female participants (*M* = 39.57, *SD* = 13.85) (Table 3).

**Table 3.** T-test results comparing males and females' English language proficiency level

| Gender | N | Mean | SD | *p* |
|---|---|---|---|---|
| Female | 38 | 39.57 | 13.85 | |
| Male | 20 | 45.40 | 12.70 | .124 |

*Students' perceptions about the English language course in their school*

When the students' perceptions are closely analysed, it can be noticed that most respondents believe that English needs to be more frequently used as the means of communication in the classroom and that a better rapport between students and professors needs to be established (see Table 4). Several respondents regretted the fact that the syllabus lacks lessons that can be applied to everyday situations and conversations. Likewise, the participants complained about the use of outdated teaching methods that include grammar learning without precise goals and objected to rather large class groups. Certainly, there were a few respondents who said they would not change anything in their English language course. Some of the comments are presented in Table 4.

**Table 4.** Students' opinions about English language course

| |
|---|
| **Student 1**: ''Change the curriculum and syllabus as well as the way of the communication between the students and teachers.'' <br> **Student 2**: ''Change the course book, the way of teaching and learning and finally put the focus on the speaking skill rather than boring grammar. We do not know the purpose of the grammar learning.'' <br> **Student 3**: ''Increase the number of the projects and presentations so that students more participate and enhance their vocabulary and speaking skills.'' <br> **Student 4**: ''Teachers should dedicate more time and effort to the students, especially in the speaking skill. Our homework could also be changed to watching movies in English and then discussing it in the class etc.'' <br> **Student 5**: ''Teachers should focus more on our conversational skills and force us to read more literature in English''. |

## 4. Discussion and conclusion

This research study aimed to see whether the final-grade secondary-school students reached the B2+ level of English language proficiency by using the Full Placement Test. Moreover, it also aimed to investigate some other factors that might influence students' English language proficiency and their opinions. The first hypothesis stating that secondary school students are expected to reach B2+ level of English language proficiency at the end of their high school education was refuted as only 2 (4 %) out of 58 students reached this level. Since the proficiency test results ranged from A1 to the expected B2+, the assumption stating that there is usually a high discrepancy between the students' English language knowledge as well as their proficiency test results might be valid. These results are in line with Makewa et al.'s results (2013) which indicated that their participants' English language knowledge was average. Likewise, the present findings are in concordance with the research study conducted by Sijali (2017), which indicated that Nepali students achieved a very poor English language proficiency level. This hypothesis set different questions for discussion, and one of them asks for possible reasons for such poor results achieved at the ELL proficiency test by the students who have an excellent or a very good grade in their English language course. The answers to this question might be as follows: (1) the respondents were not motivated enough to do the test in the best way or (2) the respondents have high grades because their English language professors did not impose rather demanding requirements and thus the students did not have such advanced English language skills. Furthermore, one of the possible issues might be the learners' insufficient knowledge regarding the value of English as a foreign language and the possibility to use it in different domains. Finally, it is highly possible that the lack of intrinsic and extrinsic motivation, not clearly defined goals and benefits of learning English are related to the fact that English language learners have not achieved a satisfactory level at English language proficiency test.

The second hypothesis stating that there is a significant correlation between the students' English language proficiency and their English language grade was supported as a significant positive correlation at ($r_s = 0.467$, $p = .000$) was found between the English language grade (M = 4.22, SD=.68) and the students' English language proficiency ($M$ = 41.59, $SD$ = 13.64). Such findings indicate that as the students obtain better English language grades they achieve better proficiency test results. This is in line with the findings presented in Racca and Lasaten (2016), which also showed that the correlation between the students' English language proficiency and their academic performance in English, mathematics, and science was significant.

The third hypothesis stating that there is no statistically significant difference between the female and male participants' English language proficiency was also supported. Despite the fact that the male participants achieved a moderately higher score than the female participants, that difference was insignificant. However, to some extent, these results diverge from those presented in Delić et al. (2018) in which a statistically significant difference was found between male and female students in the process of English language learning, with males achieving a slightly higher mean than females. On the other side, the obtained data were in concordance with the findings of Sijali (2017), which showed that the female participants achieved a lower proficiency mean than the male participants.

Finally, students were also asked about the quality of teaching the English language course in their school, and their answers suggested that they are not completely satisfied with it and that they would like some changes to be implemented, mostly in terms of the language usage in the classroom and the curriculum adaptation to the needs of regular wide ELL usage. More precisely, the majority of the participants were not satisfied with the teaching methods, they would like to have classes organized differently with more focus placed on speaking and reading skills instead of grammar and translation. However, there were some participants who said that they are satisfied with the English language course and that they would not like to change anything.

One of the limitations of this research is a small research sample so the results cannot be widely generalized. Thus, in order to get a better insight into this issue, a larger sample should be included as well as teachers who could also point to the difficulties that they encounter in the process of EFL teaching. In that way, one suggestion for future research might be to examine the possible causes of not fulfilling the requirements of English B2+ level in depth by taking into consideration all the current issues and challenges in teaching. All the obtained data can be used as a guideline in future EFL learning research in Bosnian high schools with the aim of improving it and focusing on having successful English language learners whose English language knowledge obtained in high schools might be an impetus for their future career.

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## Analysis of Films from Northern European Countries on the Topic of the School and University

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**Abstract**

The author made an attempt to carry out hermeneutical analysis on the examples of feature films of Northern European countries (Sweden, Denmark, Norway and Finland) on school and University subjects. The author notes that each of the countries represented is nationally distinctive and has its own unique features, but still, they all have a similar aesthetic and stylistic cinematic space. The authors of these media texts often turn to school and University subjects based on real events, to acute social issues and problems of our time, as well as the solution of interpersonal and internal conflicts, self-analysis. Many of them are purely commercial works, offering simple entertaining stories about the difficulties of adolescence, puberty, first love and friendship. The school as a whole is presented positively, in the educational plan, where the plot of the movie assumes display of the process of training, the certain structure is visible. The types of the characters are very diverse: teachers and trainers act as role from authorities, who cared for his business and the role of the «tormentors» exceeding their authority; pupils are young people, with different characters, difficulties and internal conflicts inherent in age, hopes for a bright future, social organization and personal affirmation.

**Keywords:** hermeneutical analysis, cinema, feature film, school, University, Sweden, Denmark, Norway, Finland.

### 1. Введение

Кинематограф стран Северной Европы (Швеции, Дании, Норвегии, Финляндии) отличается определенным колоритом, который накладывает свой отпечаток и на игровые фильмы на тему школы и вуза. Каждая из представленных стран национально самобытна и имеет свои уникальные особенности, но все они имеют близкое эстетическое и стилистическое кинематографическое пространство. Как правило, сюжеты фильмов отличаются глубиной, психологизмом и социальной актуальностью: «Травля» (*Hets,* Швеция, 1944), «После падения» (*Jälkeen syntiinlankeemuksen,* Финляндия, 1953), «Пора цветения» (*Lust och fägring stor.* Швеция, 1995), «Песня для рэгги-парня» (*Song for a Raggy Boy,* Ирландия-Великобритания-Дания-Испания, 2003), «Товарищ Педерсен» (*Comrade Pedersen,* Норвегия, 2006), «Зло» (*Evil,* Дания-Швеция, 2003) и др. Но есть и множество коммерческих лент, сюжеты которых имеют развлекательный характер: «Приключения учительницы» (*Opettajatar seikkailee,* Финляндия, 1960), «Замена» (*Vikaren,* Дания, 2007), «Любовь с первого поцелуя/ПоцелуйчИК» (*Love at First Hiccup*, США-Дания, 2009).

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Популярны также и молодежные сериалы о сложностях подросткового возраста «Стыд» (*Skam*, Норвегия, 2015-2017) и др.

**2. Материалы и методы исследования**

Материал нашего исследования – игровые фильмы Северных стран Европы (Швеции, Дании, Норвегии, Финляндии) на тему школы и вуза. Основной метод – герменевтический анализ аудиовизуальных медиатекстов, касающихся данной тематики (включая: анализ стереотипов, идеологический анализ, идентификационный анализ, иконографический анализ, сюжетный анализ, анализ характеров персонажей и др.), антропологический и гендерный анализ. Мы будем использовать методологии герменевтического анализа медиатекстов, разработанные А. Силверблэтом (Silverblatt, 2001: 80-81) и У.Эко (Эко, 2005: 209).

**3. Обсуждение**

В своих исследованиях, посвященных фильмам на школьную тему, зарубежные ученые анализируют образ учителя и преподавателя, проблемы подростков, учеников (Dalton, 1995, 2004; Edelman, 1990; Bauer, 1998; Beyerbach, 2005; Burbach, Figgins, 1993; Martínez, 2010; Landy, 1986; Stillwaggon, Jelinek, 2016; Hinton, 1994). Отечественные же авторы, анализируя историю кинематографа, дают свою оценку фильмам различных зарубежных авторов, стилей и направлений, только иногда касаясь темы школы, вуза (Агафонова, 2005; Соловьев, 2012; Колодяжная, Трутко, 1961; Федоров, 2017) и др.

**4. Результаты исследования**

Нами проделан анализ игровых фильмов стран Северной Европы в целях выявления кинофильмов отражающих жизнь школы и вуза, школьников и студентов разных лет.

*Место действия, исторический, религиозный, культурный, политический, идеологический контекст.*

*Особенности исторического периода создания медиатекстов, условия рынка, которые способствовали замыслу, процессу создания медиатекстов, степень влияния событий того времени на медиатексты.*

Можно согласиться с тем, что по окончании второй мировой войны «начался ренессанс шведского кино. Кинематографисты примкнули к общехудожественному течению фюртиотализма, которое сформировалось как творческий протест молодых художников и литераторов против социального неравенства. Однако в отличие от традиционной платформы социального реализма шведский фюртиотализм был в значительной мере пропитан философией экзистенциализма» (Агафонова, 2005: 99). В этом направлении работали такие мастера кино как А. Шёберг, А. Маттсон, А. Саксдорф и др., Можно также отметить большой вклад в развитие кино Швеции режиссера и сценариста Ингмара Бергмана, чей сценарий к фильму «Травля» (1945) стал своеобразным «экранным манифестом фюртиотализма».

В этой драме исследование конфликта личности происходит в средней школе, где ученики выпускного класса готовятся к итоговым экзаменам и мечтают вырваться из школы во взрослую жизнь, в их числе и главный герой Ян-Эрик Видгрен.

Школа по выражению самого директора представлена как «строгая воспитательница, требовательная наставница, возможно не всегда справедливая, возможно не всегда совершенная, но полная честного и искреннего желания сделать из учеников способных и полезных граждан».

Сюжет разворачивается между главным героем и учителем латинского языка, который имеет среди учащихся скверную репутацию. Он очень строг, авторитарен, и, кажется, получает удовольствие от унижения учеников. Учащиеся ненавидят, боятся и презирают его, «за глаза» называют его свиньей и садистом. Неким антиподом данного учительского образа выступает директор школы, а по совместительству классный руководитель выпускников. Мудрый и понимающий наставник, искренне считающий, что учитель – это призвание, что педагог должен заботиться о своих учениках и понимать их, и что ученые степени и выслуга лет – это далеко не все, что нужно человеку – «учителю людей».

**Рис. 1.** Кадр из фильма «Травля» (1944)

Мы полагаем, что у стран Северной Европы, не смотря на все различия, существует единое кинематографическое пространство с общей стилистикой и эстетикой, с сюжетами, связанными с острыми социальными проблемами. Нередко эти страны объединяются для создания фильмов, облегчая себе решение вопросов с прокатом и бюджетом.

События драмы «Зло» (*Evil/Ondskan*, 2003) совместного производства Дании и Швеции переносит нас в 1950-е годы в Стокгольм. Шестнадцатилетний школьник Эрик ради удовольствия часто избиваемый отчимом дома, не знает другого решение проблем в школе как применение силы. После очередной драки, опасаясь за будущее сына, мать отправляет его в школу-интернат, чтобы он, закончив последний год обучения, получил возможность учиться в вузе. Главному герою приходится приложить немалые усилия, чтобы не быть исключенным из новой школы, так как там действует строгий свод законов, которые до него никто не осмеливался нарушать. Жизнь предлагает ему такие ситуации, в которых он не может ответить насилием на насилие, и ему приходится искать более демократичные способы разрешения конфликтных ситуаций в свою пользу.

*Как знание реальных исторических событий конкретного периода помогает пониманию данных медиатекстов.*

Исторические события конкретного временного периода, несомненно, откладывают свой отпечаток на все стороны жизни общества, и на искусство в частности.

К примеру, в конце 1950-х – начале 1960-х финский кинематограф получил поддержку в виде субсидий и отмены налогов на кинодеятельность, следствием чего стало повышение конкуренции в киноиндустрии. Авторы фильмов искать нетрадиционные творческие подходы и художественные решения, а подоспевшая сексуальная революция сделала сюжеты более нравственно раскрепощенными (Сластошевская, 2009).

Моральные и нравственные вопросы в школьной среде всегда вызывали интерес кинематографистов. В финском фильме «Приключения учительницы» (1960) в комедийном жанре и очень по-доброму высмеиваются строгости в соблюдении нравственных устоев со стороны учительницы женской гимназии. Совсем еще молодая, но уже заработавшая определенный авторитет, строгая учительница истории стоит на страже нравственности своих учениц, но вдруг попадает в череду нелепых случайностей, которые, в конечном счете, помогают ей взглянуть на свои прежние убеждения под другим углом.

**Рис. 2.** Кадр из кинофильма «Приключения учительницы» (1960)

*Социокультурный, идеологический, мировоззренческий, религиозный контекст.*

*Идеология, мировоззрение авторов данных медиатекстов в социокультурном контексте; идеология, культура мира, изображенного в медиатекстах.*

Идеологическими и политическими идеями пронизан весь сюжет фильма «Товарищ Педерсен» (2006), действие которого происходит в 1960-е – 1970-е годы в Норвегии. Молодой учитель истории старших классов переезжает на новое место работы, и, поддавшись коммунистическим настроениям, не без влияния одного из своих учеников, начинает поддерживать критику социального устройства Норвегии и идею о вооруженном восстании.

**Рис. 3.** Кадр из фильма «Товарищ Педерсен» (2006)

Вступив местное отделение компартии, он переживает череду внутренних конфликтов, касающихся не только идеологических представлений, но и личностных устремлений.

*Мировоззрение людей мира, изображенного в медиатекстах, иерархия ценностей согласно данному мировоззрению; как данные медиатексты отражают, укрепляют, внушают, или формируют отношения, ценности; поведение, мифы.*

*Мировоззрение* мира, представленного в фильмах о школе и вузе Северных стран Европы в целом оптимистичное. Несмотря на то, что персонажи подвержены глубоким психологическим размышлениям, переживают подчас сложные личностные конфликты, а также вовлечены в решение социальных проблем, они в итоге, как правило, с надеждой смотрят в будущее и верят в преодоление препятствий.

*Иерархия ценностей:* социальное благополучие, образование, межличностные отношения, чувства, знания, призвание.

*Основной стереотип успеха в этом мире:* самоутверждение, социальная стабильность, активность, образованность.

*Структура и приемы повествования в данных медиатекстах.*

Схематично структуру, репрезентативность, этику, особенности жанровой модификации можно представить следующим образом:

- *место и время действия медиатекстов:* страны Северной Европы XX – XXI веков.
- *характерная для данных медиатекстов обстановка, предметы быта:* школа, вуз, учебные классы, школьные коридоры, холлы, школьный двор, дома, квартиры, улицы.
- *жанровые модификации:* драма, мелодрама, комедия.

*Типология персонажей:* в образах представленных в игровых фильмах Северных стран Европы на тему школы и вуза фигурируют, как правило, школьники старших классов или студенты, учителя и преподаватели различных возрастов и убеждений:

- *возраст персонажей:* от 6 до 70 лет.
- *уровень образования:* незаконченное среднее и высшее, высшее;
- *социальное положение, профессия:* школьник, студент, учитель, преподаватель.
- *внешний вид, одежда, телосложение персонажа, черты его характера, лексика:* как правило, внешний вид персонажей выдержан в строгом стиле, отвечает требованиям учебного заведения и занимаемых должностей. Свободней всего стиль одежды студенческой молодежи. Черты характера и телосложения различны и зависят от типологии персонажа.

**5. Заключение**

Авторы фильмов Северных стран Европы (Швеции, Дании, Норвегии и Финляндии) часто обращаются к школьной и вузовской тематике, основанной на реальных событиях, к острым социальных проблемам, к решению межличностных и внутренних конфликтов, самоанализу. Немало среди них и чисто коммерческих работ, предлагающих развлекательные истории о сложностях подросткового возраста, полового созревания, первой любви и дружбы. Типажи персонажей очень разнообразны: учителя и преподаватели выступают как в роли авторитетных наставников, радеющих за свое дело, так и в роли «мучителей», превышающих свои полномочия; ученики – молодежь, с разными характерами, трудностями и внутренними конфликтами, присущими возрасту, надеждами на светлое будущее, социальную устроенность и личностное самоутверждение.

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## Анализ игровых фильмов Северных стран Европы на тему школы и вуза

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**Аннотация.** Герменевтический анализ фильмов на тему школы и вуза сделан в статье на примере конкретных игровых фильмов Северных стран Европы (Швеции, Дании, Норвегии и Финляндии). Автор отмечает, что каждая из данных стран национально самобытна и имеет свои уникальные особенности, но все они имеют близкое эстетическое и стилистическое кинематографическое пространство. Создатели анализируемых в статье медиатекстов часто обращаются к школьной и вузовской тематике, основанной на реальных событиях, к острым социальных вопросам и проблемам современности, а также решению межличностных и внутренних конфликтов, самоанализу. Есть среди них и коммерческие произведения – простые развлекательные истории о сложностях подросткового возраста, полового созревания, первой любви и дружбы. В целом школа в фильмах Северных стран представлена позитивно, там, где сюжет фильма предполагает показ самого процесса обучения, просматривается определенная структура. Типажи персонажей очень разнообразны: учителя и преподаватели выступают как в роли авторитетных наставников, радеющих за свое дело, так и в роли «мучителей», превышающих свои полномочия; ученики – молодежь с разными характерами, трудностями и внутренними конфликтами, присущими возрасту, надеждами на светлое будущее, социальную устроенность и личностное самоутверждение.

**Ключевые слова:** герменевтический анализ, кинематограф, игровой фильм, школа, вуз, Швеция, Дания, Норвегия, Финляндия.

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# Analysis of Acceptance Level Related to E-Filing of Annual Tax Return of Personal Taxpayer (Case Study: Tax Office of Pratama Batang)

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**Abstract**

The Directorate General of Taxes (DGT) seeks to improve the satisfaction of taxpayers and all tax stakeholders in order to realize a high level of public trust in taxation services. In order to increase the level of compliance with the submission of the Annual Tax Return (ATR) of Personal Income Tax and the modern taxation system, DGT improves its services through e-filing. This study is aimed at analyzing the acceptance level of personal taxpayers for e-filing and finding out what factors affect the acceptance. The study was conducted by applying quantitative method. The hypothesis testing used Structural Equation Modeling (SEM) method and the processing used Lisrel 8.7 program. The research findings showed that the variables of compatibility and perceived ease of use have significant effect on perceived usefulness. Meanwhile, the variables of complexity, trust, and social influence do not have significant effect on perceived usefulness of taxpayers. On the other hand, the variable of social influences does not have significant effect on perceived usefulness of taxpayers. The variables of complexity and compatibility have significant effect on perceived ease of use. Meanwhile, the variable of perceived usefulness has significant effect on attitude towards using. However, it turns out that the variable of perceived ease of use does not have significant effect on attitude towards using. Conversely, the variables of attitude towards using, social influence, and facilitating condition have significant effect on behavior intention. Meanwhile, the variable of social influence which includes the role of the media, government, and tax officers in providing recommendations for the use of e-filing actually has effect on the taxpayer's behavior intention. In addition, the variable of facilitating condition which includes hardware and software availability, ease of access to e-filing site, and assistance of tax officers also have significant effect on taxpayer's behavior intention. Furthermore, the variable of trust does not have effect on taxpayer's perceived usefulness and behavior intention. Finally, the variable of perceived risk does not have effect on taxpayer's behavior intention.

**Keywords:** perceived usefulness, perceived ease of use, attitude towards using, behavior intention.

## 1. Introduction

One of the strategic objectives of the Directorate General of Taxes (DGT) is to increase the satisfaction of taxpayers and all tax stakeholders in order to realize a high level of public trust in tax services. This is in accordance with the mandate of Law number 25 of 2009 concerning Public

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Services and the direction of the President of the Republic of Indonesia regarding efforts to stop all forms of crime and irregularities and in order to improve DGT performance achievements. One effort to achieve a high level of satisfaction with taxation services is to improve the quality of service to taxpayers. To improve the quality of service to taxpayers so as to create excellent service, a Circular Letter of the Director General of Taxes number SE-84/PJ/2011 was issued concerning Excellent Service.

According to Leisink, P., Steijn, B. (2009) service is an activity or sequence of activities that occur in direct interaction between someone with another person or machine physically, and provides customer satisfaction. According to Perry and Hondeghem (2008) excellent service is the best service in meeting customer expectations and needs. Excellent service is based on service that refers to customer satisfaction.

Satisfaction is the level of one's feelings after comparing the performance (results) they feel with their expectations (Armstrong et al., 2014). Improving taxation services can be seen from the development of modern tax administration and information technology in various aspects of activities by submitting an Electronic Annual Tax Return (e-filing). Based on the Directorate General of Taxes Regulation number PER-1/PJ/2014, e-filing is a way of delivering ATR that is carried out online and in real time through the pages provided by DGT.

Based on the DGT performance report in 2017, it was stated that the growth of ATR delivery through e-filing as a whole amounted to 85.72 % which became one of DGT's indicators in order to improve the excellent service for taxpayers. The level of formal compliance alone has only reached the level of 62.96 %. From Graph 1, the number of taxpayers who reported the Annual Tax Return (ATR) during the last three tax years 2015, 2016 and 2017, always increased. Until the end of May 2018, there were 8,289,184 individual taxpayers who had reported ATR through e-filing.

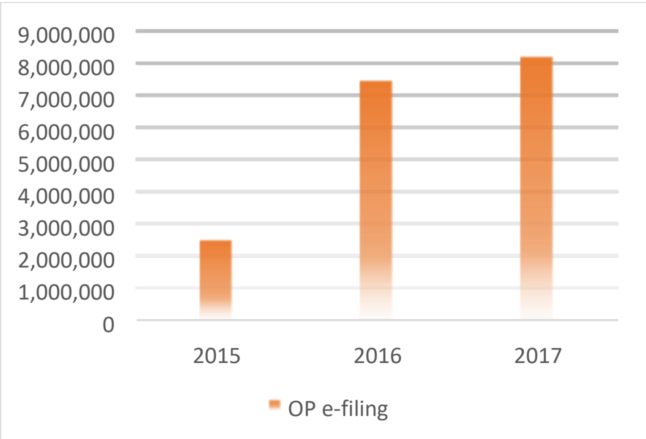


**Fig. 1.** Users of Personal E-Filing for the Last Three Years
Source: Directorate of Communication and Information Technology Transformation CITT of DGT

Tax Office of Pratama Batang is the First Tax Office located in Batang Regency whose working area covers Batang and Kendal Regencies. In 2017, the Tax Office of Pratama Batang became the only Tax Office that reached the number of revenue targets in the Central Java Regional Office I. However, the level of achievement of the e-filing target in the Tax Office of Pratama Batang was ranked twelve of the sixteen Tax Offices in the Central Java Regional Office I. Tax Office of Pratama Batang can only meet the achievement target of e-filing by 70.88 %. The number of taxpayers in the Tax Office of Pratama Batang based on the sources of the Data and Information Processing section in 2018 respectively are the 8937 agencies, 2452 collection agencies, 122,235 personal taxpayers, and others. This shows that the Personal Taxpayers has the largest composition; as many as 91 %.

## 2. Research Method

2.1 Research Approach

This study was conducted by using quantitative approach in the form of survey. There was a two-phase project that was involved by researchers. In the first phase the researchers collected quantitative data and then analyzed the results. Next, the researchers continued the analysis of qualitative data from the results of answers to open questions. Overall, the objective of this design is to help qualitative data explain in detail the previous results of quantitative data.

2.2 Data Collection Method

The data collection method using primary data were obtained through distributing questionnaires to taxpayers in which the questionnaire will be filled in by the respondent (self-administered questionnaire) manually or online. The researcher used structured questions with a Likert scale with arrange of 1 to 5. In addition, the secondary data were obtained from sources originating from previous studies, supporting books, articles from magazines, internet sites, and other types of literature related to this study.

2.3 The Scope of the Research

This study aims to see what factors affect the taxpayers to use e-filing in their tax report. In its implementation, this study uses a minimum of 379 samples. The number of samples obtained from the Krejcie and Morgan's (1970) table in Sekaran (1992) in which the population is (N) 30,000.

This study took the scope of the Personal Taxpayers of Tax Office of Pratama Batang. The distribution of questionnaires was carried out both directly and online using purposive sampling and was not limited to the number of samples in each area (non-quota sampling).

2.4 Research Variables

The variables in this research can be seen in Figure 2.

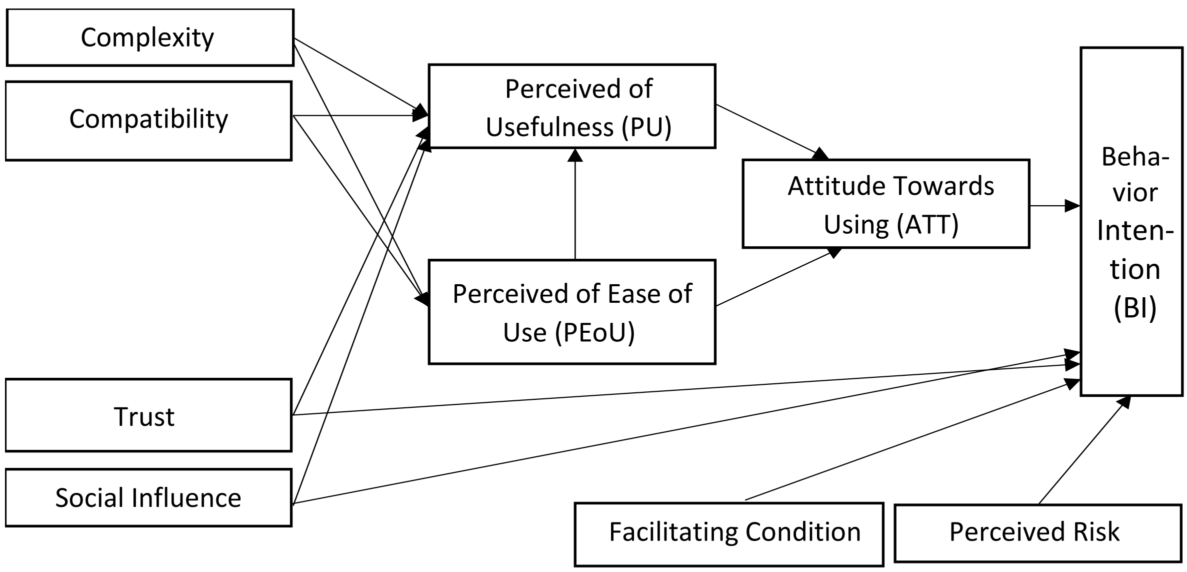


**Fig. 2.** Research Variables

2.5 Research Hypothesis

Based on the theoretical framework and findings of previous studies, the following hypotheses are proposed:

$H_1$= perceived risk in the use of e-filing has negative effect on the behavior intention in using the application in the following year

$H_2$= facilitating condition in the use of e-filing has positive effect on the behavior intention in using the application in the following year

$H_3$= attitude toward using the use of e-filing has positive effect on the behavior intention in using the application in the following year

$H_4$= perceived of usefulness the use of e-filing has positive effect on attitude toward using

$H_5$= perceived of ease of use e-filing has positive effect on attitude toward using

$H_6$= perceived of ease of use e-filing has positive effect on perceived of usefulness

$H_7$= complexity of the use of e-filing has negative effect on perceived of usefulness

$H_8$= complexity of the use of e-filing has negative effect on perceived ease of use

$H_9$= compatibility has positive effect on perceived of usefulness

$H_{10}$= compatibility has positive effect on perceived of ease of use

$H_{11}$= trust has positive effect on perceived of usefulness

$H_{12}$= trust has positive effect on behavior intention in using the application in the following year

$H_{13}$= social influence has positive effect on perceived of usefulness

$H_{14}$= social influence has positive effect on behavior intention in using the application in the following year

The method used to test the hypothesis is Structural Equation Modeling (SEM). SEM is used to examine and justify a model (Hair et al., 2012). Model visualization is carried out to reduce the level of error in the construction of a model in SEM. The program that will be used for statistical testing is the application of Lisrel 8.7 and SPSS.

## 3. Findings and Discussion

3.1 General Description of Respondent Characteristics

The respondents of this study were personal taxpayers who used e-filing in their ATR reporting. The distribution of questionnaires was carried out online and directly. The number of respondents who returned the questionnaire was 381 people and all the results of the response were used in this study. This number has exceeded the minimum number of samples required by Krejcie and Morgan (1970) in Sekaran (1992) for a total population of 30,000, i.e. 379 respondents.

3.2 Validity and Reliability Tests

The observed variable is considered to have good validity for its construct or latent variables if the t-value of the loading factor is greater than the critical value (1.645) and the standard loading factor is greater or equal to 0.50 (Wijanto, 2008). Wijanto (2008) added, if the standard value of the loading factor is <0.50 but still ≥0.30 then the related variable can be considered not to be deleted.

A measurement model is considered to have good reliability to measure each of its latent variables if its construct reliability value (CR) is 0.70 or more and its variance extracted value (VE) is greater than 0.50 (Hair et al., 2012). However, variance extracted less than 0.50 is acceptable, because Fornell and Larcker mentioned that when VE is less than 0.50, but CR is higher than 0.6, then convergent construct validity is still reliable (Fornell, Larcker, 1981).

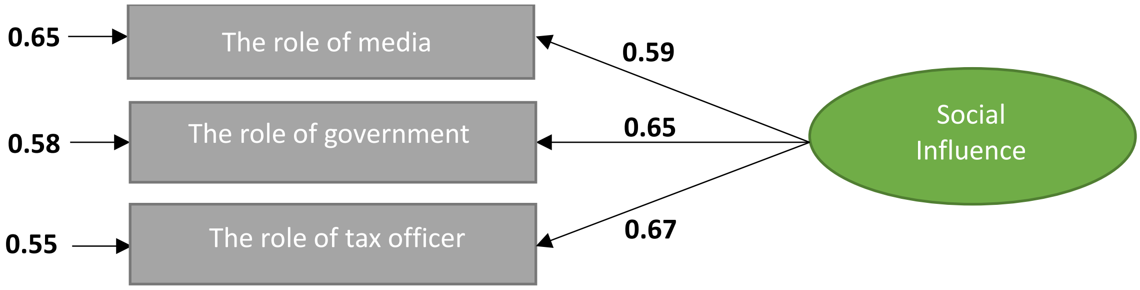


**Fig. 3.** Value of Loading Factor of Indicator Standard on the Latent Variable of Social Influence
Source: Processed from Lisrel 8.7

The latent variable of social influence describes the perception of taxpayers on social influence in the use of e-filing. The findings showed that the observed variable role of the tax officer has the biggest contribution. Variance extracted obtained from the three observed variables to measure the latent social influence variable is 0.41. This value indicates that 41 percent of the information contained in the observed variables can be represented by the latent variable of social influence.

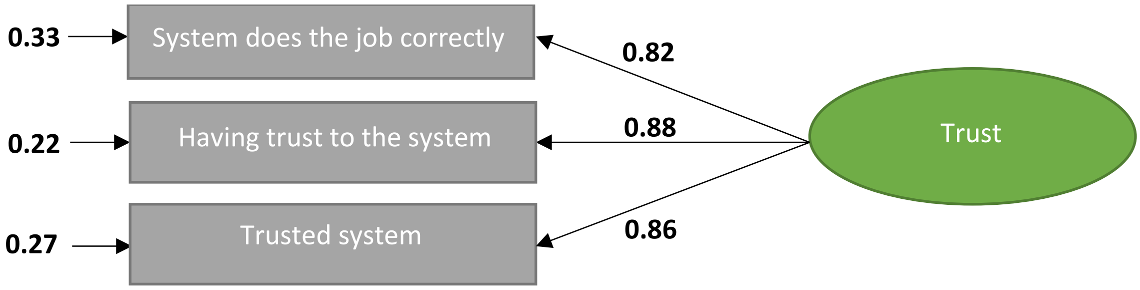


**Fig. 4.** Value of Loading Factor of Indicator Standard on the Latent Variable of Trust
Source: Processed from Lisrel 8.7

The latent variable of trust describes the perception of taxpayers on trust in the use of e-filing. The findings showed that the observed variables of trust in the system has the largest contribution. Variance extracted obtained from the three observed variables to measure the latent variable of trust is 0.73. This value indicates that 73 percent of the information contained in the observed variable can be represented by the latent variable of trust.

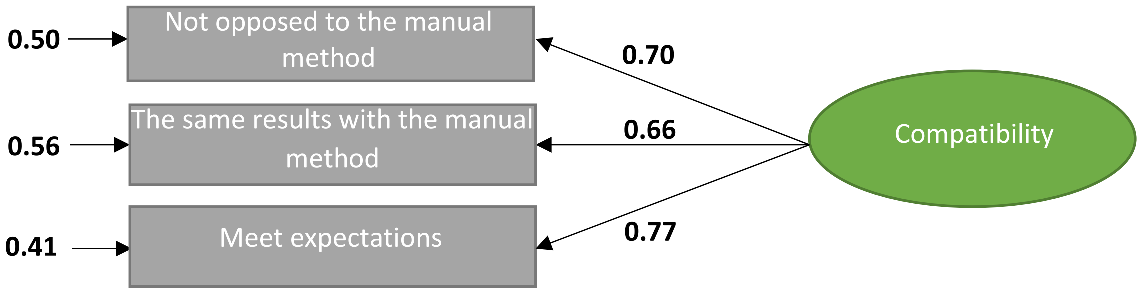


**Fig. 5.** Value of Loading Factor of Indicator Standard on the Latent Variable of Compatibility
Source: Processed from Lisrel 8.7

The latent variable of compatibility describes the perception of taxpayers on the convenience of using e-filing. The results showed that the variables fulfilled the expectations of taxpayers on the application had the largest contribution. Variance extracted obtained from the three observed variables to measure the compatibility latent variable is 0.51. This value indicates that 51 percent of the information contained in the observed variable can be represented by the latent variable of compatibility.

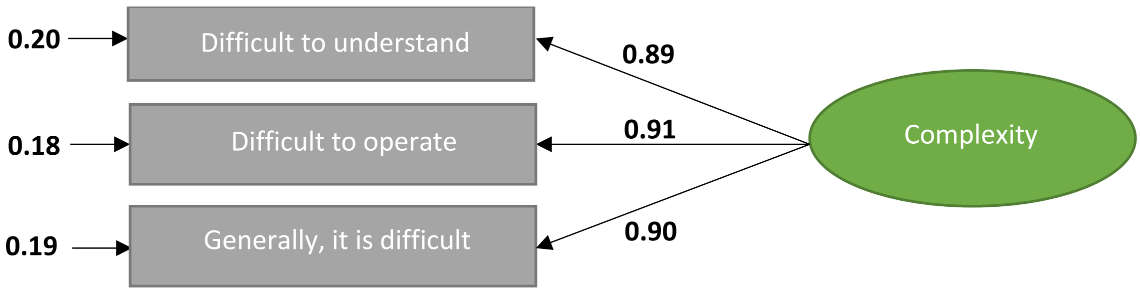


**Fig. 6.** Value of Loading Factor of Indicator Standard on the Latent of Variable Complexity
Source: Processed from Lisrel 8.7

The latent variable of complexity describes the taxpayer's perception on the complexity of using e-filing. The research findings showed that the variable of 'difficult to operate' has the largest contribution. Variance extracted obtained from the three observed variables to measure the latent variable of complexity is 0.81. This value indicates that 81 percent of the information contained in the observed variable can be represented by the latent variable of complexity.

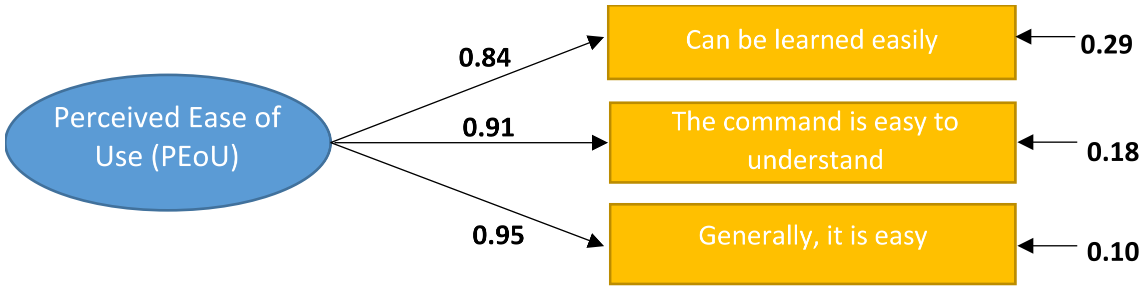


**Fig. 7.** Value of Loading Factor of Indicator Standard on the Latent Variable of Perceived Ease of Use
Source: Processed from Lisrel 8.7

The latent variable of perceived ease of use describes the taxpayer's perception of the ease of using e-filing. The research findings showed that variable of 'generally, it is easy' has the greatest contribution. Variance extracted obtained from the three observed variables to measure the latent variable of perceived ease of use is 0.81. This value indicates that 81 percent of the information contained in the observed variable can be represented by the latent variable of perceived ease of use.

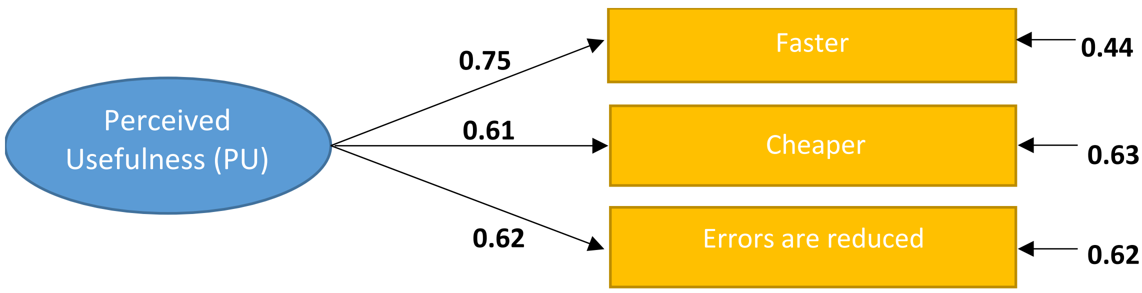


**Fig. 8.** Value Loading Factor of Indicator Standard on the Latent Variable of Perceived Usefulness
Source: Processed from Lisrel 8.7

The latent variable of perceived usefulness describes the taxpayer's perception of the perceived benefits in the use of e-filing. The research findings showed that the observed variable of 'faster' has the greatest contribution. Variance extracted obtained from the three observed variables to measure the latent variable of perceived usefulness is 0.44. This value indicates that 44 percent of the information contained in the observed variables can be represented by latent variable of perceived usefulness.

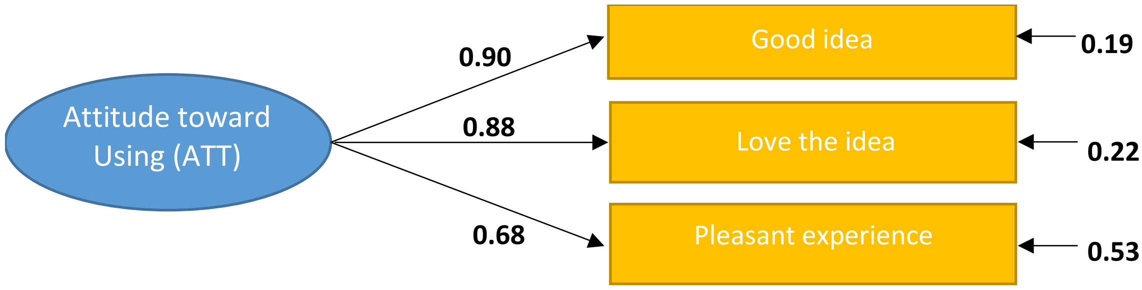


**Fig. 9.** Value of Loading Factor of Indicator Standard on the Latent Variable of Attitude Toward Using
Source: Processed from Lisrel 8.7

The latent variable of attitude towards using describes taxpayers' attitude on the use of e-filing. The research findings showed that the observed variable of 'good idea' has the largest contribution. Variance extracted obtained from the three observed variables to measure the latent variable of attitude towards using is 0.69. This value indicates that 69 percent of the information contained in the observed variable can be represented by the latent variable of attitude towards using.

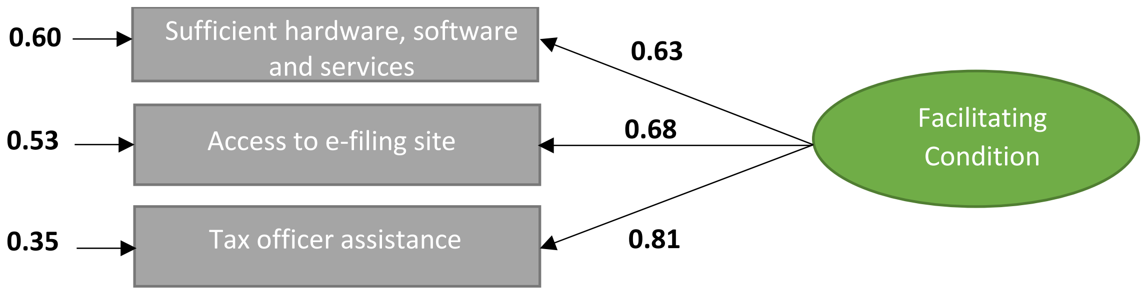


**Fig. 10.** Value of Loading Factor of Indicator Standard on the Latent Variable of Facilitating Condition
Source: Processed from Lisrel 8.7

The latent variable of facilitating condition describes the taxpayer's perception of the facilitating condition in the use of e-filing. The research findings showed that the observed variable of tax officer assistance has the largest contribution. Variance extracted obtained from the three observed variables to measure the latent variable of facilitating condition is 0.51. This value indicates that 51 percent of the information contained in the observed variable can be represented by the latent variable of facilitating condition.

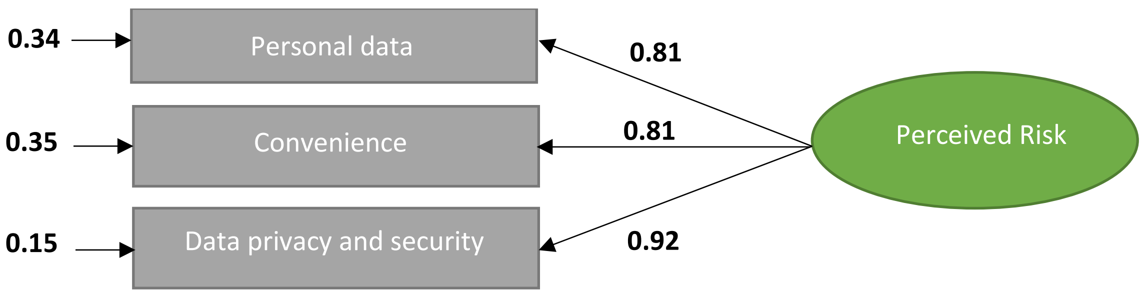


**Fig. 11.** Value of Loading Factor of Indicator Standard on the Latent Variable of Perceive Risk
Source: Processed from Lisrel 8.7

The latent variable of perceived risk describes the taxpayer's perception of the risks faced by the taxpayers in the use of e-filing. The research findings showed that the observed variable of 'data privacy and security' has the largest contribution. Variance extracted obtained from the three observed variables to measure the latent variable of perceived risk is 0.72. This value indicates that 72 percent of the information contained in the observed variables can be represented by the latent variable of perceived risk.

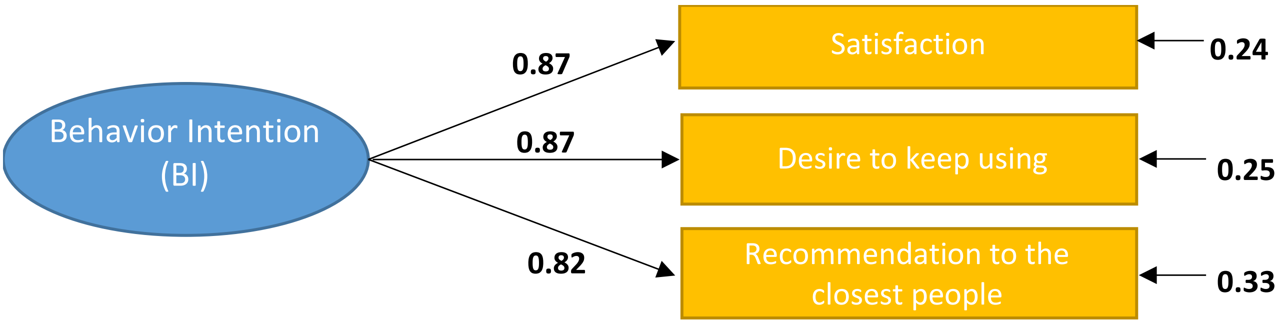


**Fig. 12.** Value of Loading Factor of Indicator Standard on the Latent Variable of Behavior Intention (BI)
Source: Processed from Lisrel 8.7

The latent variable of behavior intention describes taxpayers' behavior on the use of e-filing. The research findings showed that observed variables of 'satisfaction' and 'desire to keep using' have greater contribution. Variance extracted obtained from the three observed variables to measure the latent variable of behavior intention is 0.73. This value indicates that 73 percent of the information contained in the observed variable can be represented by the latent variable of behavior intention.

3.3 Goodness of Fit of the Overall Model

Goodness of fit of the overall test is an overall evaluation of the degree of suitability or Goodness of Fit (GoF) between the data and the model. Structural Equation Modeling (SEM) does not have GoF measures that can be used as a basis for evaluating the suitability of an entire model exclusively, but rather considering several existing GoF measures (Wijanto, 2008).

The GoF test results attached to Appendix VII present that the SEM model obtained meets 9 good of fit criteria, 2 marginal fit criteria, and 4 unfavorable criteria. Therefore, it can be considered that the resulting model is a good model. Furthermore, interpretation of the resulting structural model is carried out. Structural model analysis is related to the evaluation of parameters that show causal relationships between latent variables. This analysis can answer the research hypotheses including:

3.3.1 Perceived Usefulness (PU)

Figure 13 illustrates the path diagram and the structural model equation for the perceived usefulness produced based on the results of processing using Lisrel 8.7.

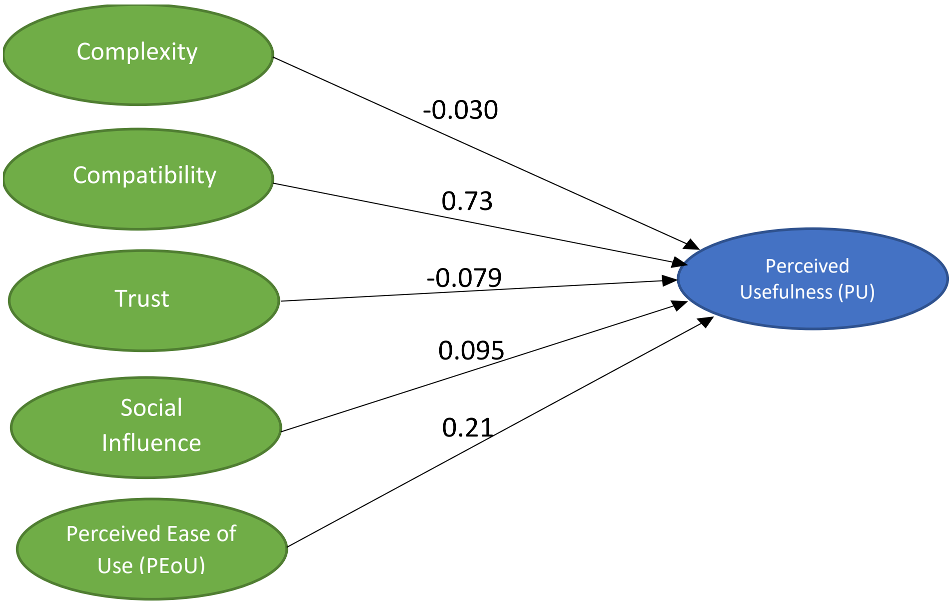


**Fig. 13.** Path Diagrams of the Latent Variables of Complexity, Compatibility, Trust, Social Influence, and Perceived Ease of Use on Perceived Usefulness
Source: Processed from Lisrel 8.7

PU= -0.030 * Complexity +0.73 * Compatibility -0.079 * Trust +0.095 * Social Influence +0.21 * PEoU se (0.033) (0.17) (0.069) (0.13) (0.053) t-value -0.90 4.24 -1.13 0.72 3.96

The above equation shows the correlation between the variables of complexity, compatibility, trust, social influence, and perceived ease of use toward perceived usefulness. Path parameter coefficient obtained from the correlation between compatibility and perceived usefulness variables is 0.73 with a t-statistic value of 4.24. This value is more than 1.645 at the significance level $\alpha$ = 0.05. Therefore, with a confidence level of 95 percent, it can be concluded that there is a significant effect between taxpayers' perceptions regarding the compatibility variable to the taxpayer's perceived usefulness. These findings are consistent with the findings of Fu et al. (2006) which concluded that compatibility affects PU. The positive value of the parameter coefficient means that better taxpayers' perception of the compatibility variable which includes the results that are not contradictory and the same as the manual method and to meet the taxpayers' expectation; thus, taxpayers' perceived usefulness in the use of e-filing is better.

Meanwhile, path parameter coefficients obtained from the correlation between the variables of perceived ease of use and perceived usefulness is 0.21 with a statistic value of 3.96. This value is more than 1.645 at the significance level $\alpha$ = 0.05. Therefore, that with a confidence level of 95 percent, it can be considered that there is a significant effect between the taxpayers' perception regarding the variable of perceived ease of use toward the taxpayers' perceived usefulness. These findings are in accordance with the findings of Chang et al. (2005) and Davis et al. (1989). The positive value of the parameter coefficient means that better taxpayers' perception regarding the variable of perceived ease of use includes the ease of learning and operating the e-filing in which it will get better perceived usefulness experienced by the taxpayers in the use of e-filing.

Meanwhile, the path parameter coefficient obtained from the correlation between the variables of complexity, trust, and social influence with perceived usefulness has a t-statistic value of less than 1.645 at a significance level of $\alpha$ = 0.05. Therefore, with a confidence level of 95 percent it can be concluded that there is no significant effect between taxpayers' perception of complexity, trust, and social influence and the taxpayers' perceived usefulness.

3.3.2 Perceived Ease of Use (PEoU)

Figure 14 illustrates the path diagram and structural model equation for perceived ease of use produced based on the results of processing using Lisrel 8.7.

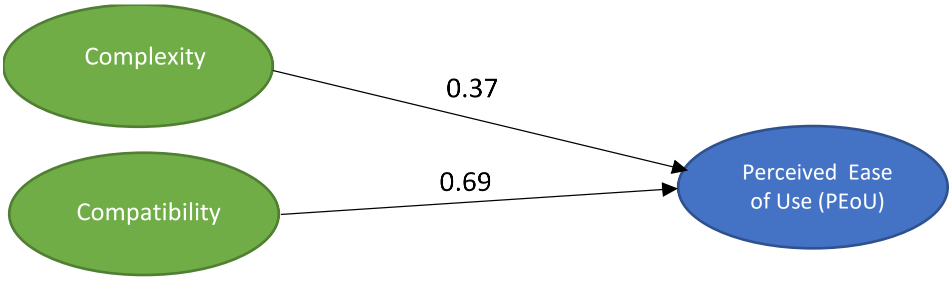


**Fig. 14.** Path Diagram of Latent Variables of Complexity and Compatibility toward Perceived Ease of Use
Source: Processed from Lisrel 8.7

PEOU= -
0.37*Complexity + 0.69*Compatibility
se (0.039) (0.082) t-value -9.61; 8.36

The above equation shows the correlation of the variables of complexity and compatibility toward perceived ease of use. Path parameter coefficient obtained from the correlation of the variables of complexity toward perceived ease of use is -0.37 with a t-statistic value of -9.61. This value is bigger than 1.645 at the significance level α = 0.05. Therefore, with a confidence level of 95 percent, it can be concluded that there is a significant effect between taxpayers' perceptions of the complexity variable on taxpayers' perceived ease of use of. This finding is consistent with the research conducted by Lu et al. (2003) which concluded that complexity has effect toward PEoU. The negative value of the parameter coefficient means that the taxpayers' perception is more complicated which includes difficulties in understanding and operating the e-filing in which the perceived of ease of use or convenience values will get worse.

Meanwhile, the path parameter coefficient obtained from the correlation between the variables of compatibility and perceived ease of use is 0.69 with a t-statistic value of 8.36. This value is bigger than 1.645 at a significance level of α = 0.05. Therefore, with a confidence level of 95 percent, it can be concluded that there is a significant effect between taxpayers' perceptions of the compatibility variable on taxpayers' perceived ease of use. This finding is consistent with the finding of Fu et al. (2006) which concluded that compatibility affects PEoU. The positive value of the parameter coefficient means that the better the taxpayer's perception of compatibility or comfort variables (which include results that are not contradictory and the same as the manual method and meet the expectations of taxpayers in using e-filing applications), the better the taxpayers' perceived ease of use or perceived convenience in terms of using the e-filing.

3.3.3 Attitude Toward Using

Figure 15 illustrates the path diagram and the structural model equation for 'attitude towards using' based on the results of processing using Lisrel 8.7.

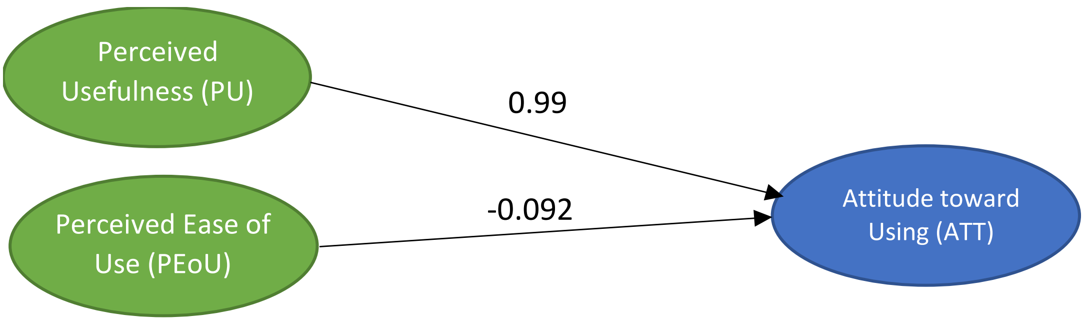


**Fig. 15.** Path Diagram of Latent Variables of Perceived Usefulness and Perceived Ease of Use on Attitude Towards Using
Source: Processed from Lisrel 8.7

ATT = 0.99*PU – 0.092*PEoU
se (0.10) (0.060)
t-value 9.83 -1.54

The above equation shows the correlation between perceived usefulness variables and perceived ease of use on attitude toward using. Path parameter coefficient obtained from the correlation between perceived usefulness variables and attitude toward using is 0.99 with a t-statistic value of 9.83. This value is bigger than 1.645 at the significance level α = 0.05. Therefore, with a confidence level of 95 percent it can be concluded that there is a significant effect between taxpayers' perception regarding the variable of perceived usefulness on taxpayers' attitude toward using. This finding is consistent with the findings of Hung et al. (2006) which found that PU has effect on attitude. The positive value of the parameter coefficient means that the better the taxpayers' perception regarding the variable of perceived usefulness (which includes faster, cheaper costs, and reduced errors), the better the taxpayers' attitude towards using in terms of using the e-filing.

Meanwhile, path parameter coefficients obtained from the correlation between the variables of perceived ease of use and attitude towards using have a t-statistic value of less than 1.645 at a significance level of α = 0.05. Thus, with a confidence level of 95 percent it can be concluded that there is no significant effect between taxpayers' perception of the variable of perceived ease of use and taxpayers' attitude towards using.

3.3.4 Attitude Toward Using

Figure 16 illustrates the path diagram and the structural model equation for the behavior intention based on the results of processing using Lisrel 8.7.

The equation below presents the correlation between the variables of attitude towards using, social influence, trust, facilitating condition, and perceived risk toward behavior intention. Path parameter coefficient obtained from the correlation between the variables of attitude toward using and behavior intention is 0.40 with a statistic value of 6.15. This value is bigger than 1.645 at the significance level α = 0.05. Therefore, with a confidence level of 95 percent, it can be concluded that there is a significant effect between the taxpayers' perception regarding the variables of attitude towards using on taxpayer's behavior intention. This finding is in line with the theory proposed by Ajzen, Fishbein (1980) and the research findings from Hung et al. (2006). The positive value of the parameter coefficient means the better the taxpayers' perception regarding the variable of attitude toward using (which includes 'love the idea' and 'pleasant experience' of e-filing in using it, the better the taxpayers' behavior intention.

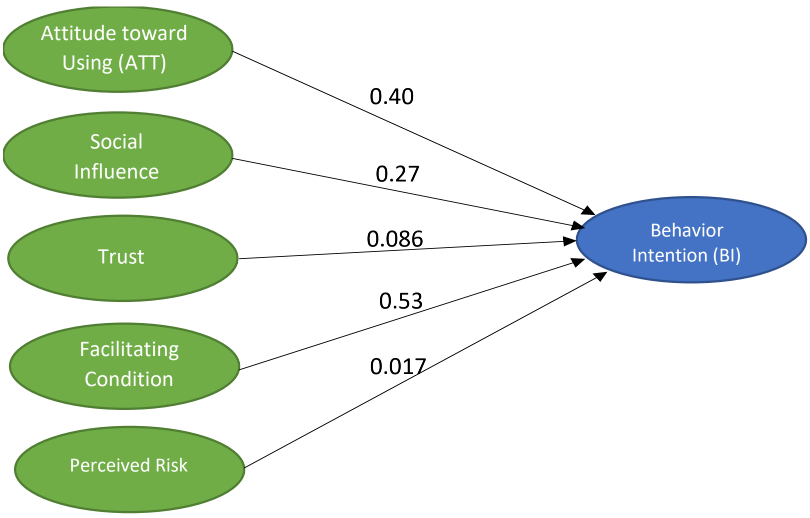


**Fig. 16.** Path Diagram of Latent Variables of Attitude toward Using, Social Influence, Trust, Facilitating Condition, and Perceived Risk on Behavior Intention
Source: Processed from Lisrel 8.7

BI = 0.40*ATT+0.27*Social Influence+0.086*Trust+0.53*Facilitating Cond+0.017* Risk se (0.065) (0.12) (0.054) (0.099) (0.038) t-value 6.15; 2.30; 1.58; 5.33; 0.45

Furthermore, the path parameter coefficient obtained from the correlation between the variables of social influence and behavior intention is 0.27 with a t-statistic value of 2.30. This value is bigger than 1.645 at the significance level $\alpha = 0.05$. Therefore, with a 95 percent confidence level, it can be concluded that there is a significant effect between taxpayers' perception regarding the variable of social effect on taxpayers' behavior intention. This finding is in accordance with the TAM theory proposed by Davis et al (1989). The positive value of the parameter coefficient means that the better the taxpayers' perception of social influence variable (which includes the role of the media, the role of the government, and the role of the tax officer in advising the use of e-filing), the better the taxpayers' behavior intention.

Path parameter coefficient obtained from the correlation between the variables of facilitating condition and behavior intention is 0.53 with a t-statistic value of 5.33.

This value is bigger than 1.645 at the significance level $\alpha = 0.05$. Therefore, with a confidence level of 95 percent, it can be concluded that there is a significant effect between taxpayers' perception regarding the variable of facilitating condition on the taxpayers' behavior intention. This is consistent with research conducted by Triandis (1977) who mentioned that the absence of facilities resources could inhibit the use. Thus, a taxpayer does not want to receive e-filing when there is a little or no computer equipment is available and when the technical support is low. The positive value of the parameter coefficient means that the better the taxpayers' perception of the variable of social influence (including the availability of hardware and software, the ease of access to e-filing sites, and the help of tax officers), the better the taxpayers' behavior intention.

Meanwhile, the path parameter coefficient obtained from the correlation between the variables of trust and perceived risk toward behavior intention has a t-statistic value of less than 1.645 at the significance level $\alpha = 0.05$. Thus, with a 95 percent confidence level, it can be concluded that there is no significant effect between taxpayers' perception on the variables of trust and perceived risk toward behavior intention.

3.5 Implications of the Research Findings

The above research findings conclude that the complexity variable does not affect taxpayers' perceived usefulness. It means that the taxpayers consider that the difficulty in operating the e-filing has no effect or does not become a significant problem. Currently, it is due to high taxpayers' dependence level on tax officers. Based on the observations, there are still many taxpayers who choose to fill out e-filing reports manually by coming to the tax office so that they can be assisted by the tax officers. This fact is also supported by the research findings that the observed variable of 'tax officer assistance' has the greatest contribution to the formation of the latent variable of facilitating condition.

This is different from the findings of Lu et al. (2003) in their journal entitled Technology Acceptance Model for Wireless Internet which concluded that complexity has effect on PU. Complexity can also affect the satisfaction of a technology that can later encourage users to use it in the future. This encouragement does not appear in using the e-filing due to the element of taxpayers' compulsion and behavior who prefer to come to the tax office in filling out the e-filing step by step with the assistance of tax officer.

In addition, it is also found that social influence does not affect taxpayers' perceived usefulness. It means that the role of government, media and tax officers in persuading taxpayers to use e-filing does not necessarily make taxpayers believe that e-filing is useful for them. It is basically due to the compulsion like what happened to the civil servants who are required to use e-filing. Moreover, the tax office seems to force the taxpayers to use e-filing to achieve the required target. It also explains why the observed variable of the role of tax officer has the highest effect in the latent variable of social influences.

In contrast to what Davis et al (1989) mentioned in their TAM model which mentioned that environmental influences have effect on with perceived usefulness. Social influence can have a significant effect on perceived usefulness if the use of the system can give them status and influence in the work group and thus improve their job performance which they do not get in the use of e-filing.

Regarding the variable of 'perceived ease of use' having no effect on attitude towards using, it can be interpreted that taxpayers do not consider that the ease of operating the e-filing can encourage them to use it. It can be caused by the high dependence level of taxpayers to the tax officers.

Although this finding is not in accordance with the TAM model of Davis (1989) who mentioned that perceived ease of use has a significant effect on attitude toward using, in his own journal, Davis stated that perceived ease of use has a very small effect compared to perceived usefulness on attitude toward using, i.e. 0.02:0.36. This small finding then becomes insignificant because taxpayers are still very dependent on tax officers in filling the e-filing.

Other research findings conclude that trust variable has no effect on taxpayers' perceived usefulness and behavior intention. It means that the trust in the system and the trust that the system has carried out its job properly does not become taxpayers' concern in the use of e-filing or which is a consideration that e-filing is useful. This could be due to the high level of trust in the government in 2016. The latest report of the Organization for Economic Cooperation and Development, OECD, noted that the level of public trust in the Indonesian government in 2016 was 80 percent; an increase of 28 percent compared to 2007 which was only 52 percent. The level of taxpayer's formal compliance based on DGT's performance report data was 62.96 % in 2017.

Gefen (2003) in his journal entitled 'Trust and TAM in Online Shopping: An Integrated Model' found that trust has a positive effect on BI and PU. Trust is needed in order to build trust-building mechanisms between users and application owners; in this case, between taxpayers and the government. Trust will only have effect if there is no coercion element in the use of the application in which it does not apply to e-filing. Even though the taxpayers are not sure whether the system has carried out its duties correctly or not, taxpayers inevitably have to report their taxes through e-filing.

Last, the variable of perceived risk does not have effect on taxpayers' behavior intention, which means that the security of personal data, convenience, and privacy and data security do not become their concerns in the use of e-filing. It can be due to the existence of Article 34 of Law number 6 of 1983 as lastly amended by Law Number 28 of 2007 concerning General Provisions and Tax Procedures which regulates the confidentiality of taxpayers' data. It reassures the taxpayers that their data stored in the e-filing application are safe.

Different findings are found by Gefen (2003) who stated that perceived risk has effect on behavior intention. Gefen mentioned that risk is one of the mediators in trust in using the application, or it means that the lower the risk, the higher the level of user confidence. However, in this study, the risk has no significant effect on BI with the reasons mentioned above which is in line with the insignificant effect of trust on BI.

## 4. Conclusion

Based on the research findings and discussion described in the previous chapter, the following conclusions can be drawn:

The variable of compatibility and perceived ease of use have significant effect on perceived usefulness. The taxpayers find that if the application provides results that are not contradictory and the same as the manual method and meet expectations, the e-filing application is considered to be useful. In addition, the ease of learning and operating the e-filing is also a consideration of the usefulness of the application.

Meanwhile, the variables of complexity, trust, and social influence do not have significant effect on taxpayers' perceived usefulness. Complexity variable does not have effect on taxpayers' perceived usefulness, which means that taxpayers do not consider that the difficulty in operating e-filing has no effect or is not a significant problem.

On the other hand, social influence variable does not have effect on taxpayers' perceived usefulness which indicates that the role of the government, the role of the media and the role of tax officers in persuading taxpayers to use e-filing does not necessarily make taxpayers consider that e-filing is useful for them.

The variables of complexity and compatibility have significant effect on perceived ease of use. It means that the level of difficulty in understanding and operating the e-filing and convenience includes results that are not contradictory and the same as the manual method and fulfill the expectations of taxpayers in using e-filing applications to consider whether or not the application is easy to operate.

The variable of perceived usefulness has significant effect on attitude toward using. Taxpayers consider that if the e-filing application can make the reporting faster, lower costs, and reduced errors, it will increase the desire of taxpayers to use e-filing.

However, it turns out the variable of perceived ease of use does not have effect on attitude toward using. Taxpayers do not consider that the ease of operating e-filing can encourage them to use it. It is due to the high level of taxpayers' dependence on tax officers in terms of helping to direct the filling of ATRs using e-filing. Although the research findings found that the convenience variable is still a significant factor to consider the usefulness of e-filing for the taxpayers, it turns out that these factors are still not significant to encourage taxpayers to use it.

The variables of attitude toward using, social influence, and facilitating condition have significant effect on behavior intention. Variable of attitude towards using, which includes 'love the idea' and 'pleasant experience' of e-filing, is the consideration of taxpayers in using e-filing in the following years even though in this case the taxpayer cannot stop using once they decided to use it. In this case, it would be more appropriate if the measure of attitude towards using has effect on the satisfaction level of the taxpayers in using e-filing in following years.

In addition, social influence variable, which include the role of the media, the role of the government, and the role of tax officers in providing recommendations for the use of e-filing, in fact has effect on taxpayers' intention behavior; although it has no effect in determining whether the application is useful or not.

The facilitating condition variable, which includes hardware and software availability, ease of access to e-filing sites, and assistance from tax officers, also has significant effect on taxpayers' behavior intention.

Trust variable does not have effect on taxpayers' perceived usefulness and behavior intention. It means that the trust in the system and the trust that the system has carried out its job properly does not become taxpayers' concerns in the use of e-filing or does not become a consideration that the e-filing application is useful.

Lastly, perceived risk variable does not have effect on taxpayers' intention behavior. It means that the security of personal data, convenience, and privacy and data security are not taxpayers' concerns in using the e-filing.

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