| course 6205 | MENT OF PUBLIC S Student | Credits | Semester | Frequency | | | | | | | |
|--|---|---|--|---|--|-----|---|--|--|--|--|
| | | Cicuits | Semester | Frequency | Duration | | | | | | |
| | workload | (ECTS) | 2 | Even | | | | | | | |
| | | . , | | | 1x per | | | | | | |
| | | | | | semester | | | | | | |
| | 510 | 4.53 ECTS: | | | | | | | | | |
| | | | | | | | | | | | |
| | (minutes/week) | | | | | | | | | | |
| | Types of | Contact hours | : | Independent | Class size X | | | | | | |
| | courses : | 150 minutes/\ | week | study | students | | | | | | |
| | Seminar | | | 360 | 15 students | | | | | | |
| | | | | minutes/week | (S2) | | | | | | |
| Prerequi | sites for participati | on | | | | | | | | | |
| - | | | | | | | | | | | |
| Learning outcomes | | | | | | | | | | | |
| Students know and understand how to prepare, design and carry out public service management (P1) Students understand the basic concepts of Public Service Management (P1) | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | management, evaluate public service management using good methods (KK2) | | | | |
| - | | | | | | | | | | | |
| | | | | | | | | | | | |
| • | | | | | | | | | | | |
| - | ment paradigm in the public sector conceptually and practically in realizing public | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| in public services in Indonesia so that they can encourage successful learning. This cour discusses comprehensively the theory of public service management, the development public service management thinking, the legal basis for implementing public services, citizen-oriented service systems, identification of actors and their roles, the concept of | | | | | | | | | | | |
| | | | | | | 0 0 | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| - | | | | | | | | | | | |
| • • | | | | | | | | | | | |
| | | | | | | | | | | | |
| | • | | | | | | | | | | |
| • | - | Administration | | | | | | | | | |
| | • | | | | | | | | | | |
| | | | า | | | | | | | | |
| | | | | | | | | | | | |
| | | 0, | | | | | | | | | |
| | | | novation | | | | | | | | |
| | | | | | | | | | | | |
| | • · | | | | | | | | | | |
| | • | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | mance | | | | | | | | |
| | Learning 1. S 2. S 3. S The dyna dynamic manager services understa in public discusses public se citizen-ol good gov quality o bureaucr citizen/p participa public se developr Subject a 1. F 2. C 3. N 4. F 5. N 6. N 7. T 8. C 9. N 10. F | Types of courses : Seminar Prerequisites for participati - Learning outcomes 1. Students know and service management 2. Students understam 3. Students are able to management, evalu Description The dynamics of the develo dynamic and complex. This management paradigm in the services with integrity. Mas understand the basic conce in public services in Indonest discusses comprehensively public service management citizen-oriented service syst good governance in public service quality of service performant bureaucratic reform and put citizen/public oriented orgat participation in service delive public services, strategic isst development of public service Subject aims/Content: Paradigm of Public MPP's role in Public MPP's role in Public MPP's role in Public Measurement of Public Measurement of Public New Service Develor Measurement of Public Public Service Strate New Service Develor Measurement of Public Public Service Strate New Service Develor Measurement of Public Public Service Strate Net Service Develor Measurement of Public Public Service Ethic | Types of courses : Seminar Contact hours 150 minutes/M Prerequisites for participation 150 minutes/M - - - Learning outcomes 1. Students know and understand ho service management (P1) 2. Students understand the basic con 3. Students are able to analyze intera management, evaluate public service dynamics of the development of service dynamic and complex. This course summa management paradigm in the public secto services with integrity. Mastery of this sub understand the basic concepts and paradig in public services in Indonesia so that they discusses comprehensively the theory of p public service management thinking, the le citizen-oriented service systems, identifica good governance in public service delivery quality of service performance. public servi bureaucratic reform and public services in citizen/public oriented organizational cultu participation in service delivery, citizen cha public services, strategic issues and dynam development of public service performance. 1. Paradigm of Public Administration 2. 2. Definition of Public Service 3. 3. MPP's role in Public Administration 4. 4. Public Service Development 6. 5. New Service Development 6. 6. Measurement of Public Service 8. 7. Technology in Service 8. 9. Notice of Public Service 8. 9. No | Types of courses : Seminar Contact hours : 150 minutes/week Prerequisites for participation - Learning outcomes 1. Students know and understand how to prepare, d service management (P1) 2. Students understand the basic concepts of Public. 3. Students are able to analyze interactions between management, evaluate public service management dynamic and complex. This course summarizes the develo management paradigm in the public sector conceptually a services with integrity. Mastery of this subject is the basis understand the basic concepts and paradigm developmen in public services in Indonesia so that they can encourage discusses comprehensively the theory of public service ma public service management thinking, the legal basis for im citizen-oriented service systems, identification of actors ar good governance in public services delivery, measurement quality of service performance. public services, decentrali: bureaucratic reform and public services in Indonesia, inclu citizen/public oriented organizational culture, minimum se participation in service delivery, citizen charter's, transpar public services, strategic issues and dynamics implementa development of public Service performance assessment m Subject aims/Content: Paradigm of Public Administration Definition of Public Service MPP's role in Public Service New Service Development Measurement of Public Service Innovation Technology in Service Quality of Public Services Notice of Public Service | Types of courses : Seminar Contact hours : 150 minutes/week Independent study 360 minutes/week Prerequisites for participation . | | | | | | |

| 5 | Teaching methods | | | | |
|---|---|--|--|--|--|
| | Presentation and discussion, Case Study, group work, Group Presentation and discu | | | | |
| | lectures, seminars | | | | |
| 6 | Assessment methods: assignments, Mid-Term Exam, Final-Term Exam, quizzes, | | | | |
| | | | | | |
| 7 | Other information e.g. bibliographical references: | | | | |
| | 1. Boyne, George, Kenneth J. Meier, Laurence J. O'Toole Jr, and Richard M. Walker | | | | |
| | (Ed.), Public Service Performance: Perspective on Measurement and Management. | | | | |
| | Cambrige University Press (2006). | | | | |
| | 2. Basuki, Johanes, Budaya Pelayanan Publik Penerbit Hartomo Media Pustaka Jakarta (2013) | | | | |
| | 3. Basuki, Johanes, Administrasi Publik: Teori dan Empiris. Penerbit Rajagrafindo Persada Jakarta (2018) | | | | |
| | 4. Calabro, Andrea, Governance Structure and Mechanisms in Public Service Organization. : Theories, Evidence and Future Directions. Springer Heidelberg Dordrecht London, New York (2011) | | | | |
| | 5. Denhardt, Janet V & Robert B. Denhardt, The New Public Service: Serving, not Steering. Armont, New York (2003) | | | | |
| | 6. Fitzsimmons, James A and Mona J. Ftizsimmons, Service Management: Operations, Strategy, Information Technology (2008) | | | | |
| | Govindarajan, Vijay & Chris Trimble, Reverse Innovation: Create Far, From Home, Win Everywhere. Harvard Business Review Press (2012) | | | | |
| | 8. Hendrik, Jan, Peters (Professor of Service Management, Service Management: Managing the Image. Trisakti University Jakarta. 1999 | | | | |
| | Milner, Ellen and Paul Joyce, Lessons in Leadership: Meeting the Challenges of Public Services Management. Routledge : Taylor & Francis Group, London and New York (2005) | | | | |
| | Pollitt, Christopher, Johnson Birchall, Keith Putman, Decentralising Public Service Management. Macmillan Press Ltd. (1998) | | | | |