

Name : MANAGEMENT OF PUBLIC SERVICE					
module/course code IAP6205	Student workload 510 (minutes/week)	Credits (ECTS) 4.53 ECTS:	Semester 2	Frequency Even	Duration 1x per semester
	Types of courses : Seminar	Contact hours : 150 minutes/week		Independent study 360 minutes/week	Class size X students 15 students (S2)
1	Prerequisites for participation -				
2	Learning outcomes <ol style="list-style-type: none"> 1. Students know and understand how to prepare, design and carry out public service management (P1) 2. Students understand the basic concepts of Public Service Management (P1) 3. Students are able to analyze interactions between actors in public service management, evaluate public service management using good methods (KK2) 				
3	Description The dynamics of the development of service management in the public sector is very dynamic and complex. This course summarizes the development of the service management paradigm in the public sector conceptually and practically in realizing public services with integrity. Mastery of this subject is the basis for students to know and understand the basic concepts and paradigm developments scientifically and in practice in public services in Indonesia so that they can encourage successful learning. This course discusses comprehensively the theory of public service management, the development of public service management thinking, the legal basis for implementing public services, citizen-oriented service systems, identification of actors and their roles, the concept of good governance in public service delivery, measurement of service performance and quality of service performance. public services, decentralization of public services, bureaucratic reform and public services in Indonesia, inclusive services, creation of a citizen/public oriented organizational culture, minimum service standards, public participation in service delivery, citizen charter's, transparency and accountability of public services, strategic issues and dynamics implementation of public services, development of public service performance assessment models				
4	Subject aims/Content: <ol style="list-style-type: none"> 1. Paradigm of Public Administration 2. Definition of Public Service 3. MPP's role in Public Administration 4. Public Service Strategy 5. New Service Development 6. Measurement of Public Service Innovation 7. Technology in Service 8. Quality of Public Services 9. Notice of Public Service 10. Public Service Ethics 11. Evaluation of Public Service Performance 				

5	Teaching methods Presentation and discussion, Case Study, group work, Group Presentation and discussion , lectures, seminars
6	Assessment methods: assignments, Mid-Term Exam, Final-Term Exam, quizzes,
7	Other information e.g. bibliographical references: <ol style="list-style-type: none"> 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, Johanés, Budaya Pelayanan Publik . . Penerbit Hartomo Media Pustaka Jakarta (2013) 3. Basuki, Johanés, 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) 7. 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 9. Milner, Ellen and Paul Joyce, Lessons in Leadership: Meeting the Challenges of Public Services Management. Routledge : Taylor & Francis Group, London and New York (2005) 10. Pollitt, Christopher, Johnson Birchall, Keith Putman, Decentralising Public Service Management. Macmillan Press Ltd. (1998)