

Name : PUBLIC SERVICE MANAGEMENT					
module/course code	Student workload	Credits (ECTS)	Semester	Frequency	Duration
IAP9202	340 (minutes/week)	3.02 ECTS	Semester 2	Semester Events	1x per semester
	Types of courses : Tutorial/Lecture/Response	Contact hours : 100 minutes/week		Independent study 240 minutes/week	Class size X students 10 students
1	Prerequisites for participation -				
2	Learning outcomes : <ol style="list-style-type: none"> 1. Students have the ability to understand and analyze public service management theory 2. Students have the ability to develop and formulate new approaches and theories of public service management 				
3	Description : This course discusses the nature, concepts and basic theories of public management, public service management, theoretical developments in public service management, case studies, issues and practical experiences of public service management, community-oriented service systems, policies, regulations and minimum service standards. public, institutions in public services, critical success factors and effectiveness of public service management; resources and institutions, measurement of service performance, public service reform, innovation, service system, students are expected to be able to understand and develop new theories, approaches or concepts including models of public service management systems				
4	Subject aims/Content: <ol style="list-style-type: none"> 1. Theoretical foundation and concept map of public service management 2. Analysis of public service management models and approaches 3. Public service management objectives and functions 4. Characteristics of public service management 5. Public sector management processes, leadership and institutions 6. Excellent service management principles and standards 7. Theorizing (theorizing) of public service performance, service contracts 8. The theory of public service bureaucratic reform 9. Public service motivation theory 10. Service system theory 11. Public service innovation theory 12. Public service management model 				
5	Teaching methods: Lectures, discussion, group discussion				

6	Assessment methods : Assignments, Mid-Term Exam, Final-Term Exam, Quiz
7	<p>Other information e.g. bibliographical references:</p> <ol style="list-style-type: none"> 1. McKeivitt, David, 1998, Managing Core Public Service, Blackwell, Chapter 1 2. Moore, Mark H., 1997, Creating Public Value: Strategic Management in Government. Harvard University Press. Chapter 1 (pp. 1-23) 3. Hartley, Jeans et al, 2008, Managing to Improve Public Services, Cambridge Univ. Press. Chapter 1 4. Kearns, Kevin P. 2000, Private Sector Strategies for Social Sector Success: The Guide to Strategy and Planning for Public and Nonprofit Organizations, Jossey-Bass, Kearns. Chapter 1 (pp. 3-31) . 5. Gilmour Peter and Russell D. Lansbury, 1984, The Public Service Manager, Cl: Longman Cheshire 6. Hartley, Jeans et al, 2008, Managing to Improve Public Services, Cambridge, University Press. 7. Boyne, A. George et al, 2006, Public Service Performance, Perspective on Measurement and management, NY: Cambridge Univ. Press (Ch.1-8) 8. Shah, Anwar, 2005, Public Service Delivery, Public Sector Governance and Accountability series, Washington DC: The World Bank (Ch.1-3.7) 9. Aulich, Chris et al, 2001, Australian Handbook of Public Sector Management, NSW: Allen & Unwin. 10. Denhardt, Janet V and RB Denhardt, 2003, The New Public Service, Serving not Steering, NY:ME Sharpe 11. UNDP, 2014, Motivation of Public Service Officials Insights for Practitioners, Global Center for Public Service Excellence #08-01, Singapore