

Name: Public Services						
module/course code		Student workload	Credits (ECTS)	Semester	Frequency	Duration
PJK4A406		510 (minutes/week)	4.53 ECTS	IV	Even Semester	1x per semester
		Types of courses:	Contact hours:		Independent study	Class size X students
		Tutorial/Lecture/Response	150 minutes/week		360 minutes/week	30 Students (S1)
1	Prerequisites for participation					-
2	Learning outcomes					
	1. Understand the concepts, theories, and applications of public services					
	2. Able to analyze various public service problems, especially related to taxation					
	3. Able to solve public service problems, especially related to taxation					
3	Description					
	The course provides students with an understanding and mastery of concepts, philosophies, reforms, service standards, quality measurement instruments, and management functions in public services in Indonesia.					
4	Subject aims/Content :					
	1. Understanding the Basic Concepts of Public Service Management					
	2. Approaches and Dimensions / Levels in Public Service					
	3. Issues and Blurred Portraits of Public Service					
	4. Good and Service					
	5. Public and Private Sector Service Management					
	6. Public Service Communication					
	7. Creating an organization's public service communication media					
	8. MIDDLE SEMESTER EXAM					
	9. Quality of Public Service Performance					
	10.Designs to Improve the Quality of Public Services					
	11.Privatization in Public Services					
	12.Service Innovations: some practical experiences					
	13.Normative Study of Public Service Policy in Indonesia:					
	14.Observing public service organizations and discussing the results of observations					
	15.Observation of public service organizations and discuss the results of observations					
	16.SEMESTER FINAL EXAM					
5	Teaching methods: Presentation, Students, Active student participation, Lecturer presentation					
6	Assessment methods: Presentation 10% Discussion 10% Task 20% Quiz 10% MIDDLE SEMESTER EXAM 25% FINAL SEMESTER EXAM 25%					
7	Other information e.g. bibliographical references:					
	C.1 Mandatory					
	1. Denhardt, Janet and Robert Denhardt. 2003. The New Public Service : Serving not Steering. M.E.Sharpe. London (DJR)					
	2. Dwiyanto, Agus (dkk). 2006. Mewujudkan Good Governance Melalui Pelayanan Publik. Gadjah Mada University Press. (DAG)					

3. Hetifah, Sumarto.2009. Inovasi, partisipasi dan good governance : 20 prakarsa inovatif dan partisipatif di Indonesia. Yayasan Obor Indonesia (HS)
4. Dwiyanto, Agus (dkk). 2002. Reformasi Birokrasi Publik di Indonesia. Pusat Studi Kependudukan dan Kebijakan. Universitas Gadjahmada. (DAB)
5. Hardiansyah, 2015. Komunikasi Pelayanan Publik,Penerbit Gava Media: Yogyakarta (HKP) 6. UU 25 Tahun 2009 (UU)

C.2 Complementary

1. Jabra, Joseph G & OP Dwivedi. 1988. Public Service Accountability : A Comparative Perspective. Kumarian Press Inc., USA. (JJO)
2. Milakovich, Michael E.1995. Improving Service Quality Achieving High Performance in The Public and Privat Sectors. St. Luice Press, Delray Beach Florida. (MME)
3. Rosenbloom, David, McCallum, Bruce. 1984. The Public Service Manager, An Introduction to Personnel Management in the Australian Public Service. Longman Cheshire Pty Limited. Melbourne (RDM)
4. Jabra, Joseph G & OP Dwivedi. 1988. Public Service Accountability : A Comparative Perspective. Kumarian Press Inc., USA. (JJP)
5. Savas, E.S. 2000. Privatization and Public-Private Partnerships. Chatam House Publishers, Seven Bridges Press, LLC. New York. (SES)
6. McCallum, Bruce. 1984. The Public Service Manager, An Introduction to Personnel Management in the Australian Public Service. Longman Cheshire Pty Limited. Melbourne (MBP)
7. Common, Richard., Norman Flynn and Elizabeth Mellon. 1993. Managing Public Services, Competition and Decentralization. Butterworth-Heinemann Ltd. London. (CNE)