

Name: Public Service Management					
Module/course code: IAP4005	Student workload: 510 Minutes/Week	Credits (ECTS): 4.53 ECTS	Semester 6	Frequency Even Semester	Duration 1x / Semester
Types of courses: Tutorial/Lecture/ Response		Contact hours: 150 minutes/week	Independent study: 360 minutes/week	Class size X students: 30 Students (S1)	
1	Prerequisites for participation -				
2	<p>Intended Learning outcomes: ILO 5 Students can understand and analyse the concepts and theories of ethics and integrity of public administration.</p> <p>Course Learning Outcomes:</p> <ol style="list-style-type: none"> <li>1. Students are able to explain and identify various important concepts and theories in service management.</li> <li>2. Students are able to identify public service management processes.</li> <li>3. Students are able to analyze public service problems.</li> <li>4. Students are able to apply public service evaluation methods.</li> <li>5. Students are able to propose ideas for public service reform.</li> </ol>				
3	<p>Description: Description The Public Service Management course examines the importance of public service studies in the perspective of Public/State Administration. Students are expected to be able to learn about the Definition and Terms of Service Management, Regulation/Legal Basis of Services, Development of Public Service Paradigms (Concepts, Theories and Indicators), Scope of Public Service, Characteristics of Public Goods and Services, Good Public Service, Public Service Standards, Managing Public Service HR, Professionalism, Managing Service Costs, Managing Service Culture, Managing Public Service Quality, Customer Satisfaction and Public Service Innovation.</p>				
4	Teaching methods: Lectures and Discussions				
5	Assessment methods: Assignments, Mid-Term Exam, Final-Term Exam, and Quizzes.				
6	<p>Other information e.g. bibliographical references:</p> <ul style="list-style-type: none"> <li>● Hayat, H. (2017). Manajemen Pelayanan Publik. Rajawali Press.</li> <li>● Lorenzo Bordogna, S. B. ( 2016). Public Service Management and Employment Relations in Europe: Emerging from the Crisis. Taylor &amp; Francis.</li> <li>● Mindarti, L. I. (2016). Manajemen Pelayanan Publik: Menuju Tata Kelola yang Baik. Malang : Universitas Brawijaya Press.</li> <li>● Muhamad Mu'iz Raharjo, M. M. ( 2021). Manajemen Pelayanan Publik. Bumi Aksara.</li> <li>● Pestoff, V. (2018). Co-Production and Public Service Management: Citizenship, Governance and Public Services Management. Taylor &amp; Francis.</li> <li>● Tengku Ine Hendriana, S. M. ( 2023). Manajemen Pelayanan Publik. Cendikia Mulia Mandiri.</li> </ul>				