

Name: Public Service Management					
<b>module/course code:</b>	<b>Student workload:</b>	<b>Credits (ECTS):</b>	<b>Semester</b>	<b>Frequency</b>	<b>Duration</b>
IAP9202	340 Minutes/Week	3.02 ECTS	2	Even Semester	1x / Semester
<b>Types of courses:</b>		<b>Contact hours:</b>	<b>Independent study</b>	<b>Class size X students:</b>	
Tutorial/Lecture/Response		100 minutes/week	240 minutes/week	10 Students	
1	Prerequisites for participation -				
2	<b>Learning outcomes</b> <ol style="list-style-type: none"> <li>1. Students have the ability to understand and analyze public service management theory</li> <li>2. Students have the ability to develop and formulate new approaches and theories of public service management</li> </ol>				
3	<b>Description</b> 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	Teaching methods: project work, case studies, group work, lectures, discussions, seminars				
5	Assessment methods: Assignments, Mid-Term Exam, Final-Term Exam, Quiz				
6	<b>Other information e.g. bibliographical references:</b> <ol style="list-style-type: none"> <li>1. Osborne, S. P. (Ed.). (2010). <i>The New Public Governance? Emerging Perspectives on the Theory and Practice of Public Governance</i>. London: Routledge.</li> <li>2. Denhardt, J. V., &amp; Denhardt, R. B. (2015). <i>The New Public Service: Serving, Not Steering</i> (4th Edition). New York: Routledge.</li> <li>3. Bovaird, T., &amp; Löffler, E. (2015). <i>Public Management and Governance</i> (3rd Edition). London: Routledge.</li> <li>4. Hughes, O. E. (2012). <i>Public Management and Administration: An Introduction</i> (4th Edition). London: Palgrave Macmillan.</li> <li>5. Van Dooren, W., &amp; Van de Walle, S. (2016). <i>Performance Information in the Public Sector: How It Is Used</i>. London: Palgrave Macmillan.</li> <li>6. McKevitt, David, 1998. <i>Managing Core Public Service</i>. Blackwell, Chapter 1</li> <li>7. Moore, Mark H., 1997. <i>Creating Public Value: Strategic Management in Government</i>. Harvard University Press, Chapter 1 (pp. 1-23)</li> <li>8. Hartley, Jeans et al., 2008. <i>Managing to Improve Public Services</i>. Cambridge University Press, Chapter 1</li> <li>9. Kearns, Kevin P., 2000. <i>Private Sector Strategies for Social Sector Success: The Guide to Strategy and Planning for Public and Nonprofit Organizations</i>.</li> </ol>				

Jossey-Bass, Chapter 1 (pp. 3-31)

10. Gilmour, Peter & Russell D. Lansbury, 1984. *The Public Service Manager*. Longman Cheshire
11. Hartley, Jeans et al., 2008. *Managing to Improve Public Services*. Cambridge University Press
12. Boyne, A. George et al., 2006. *Public Service Performance: Perspective on Measurement and Management*. Cambridge University Press (Ch. 1-8)
13. Shah, Anwar, 2005. *Public Service Delivery*. Public Sector Governance and Accountability Series, The World Bank (Ch. 1-3.7)
14. Aulich, Chris et al., 2001. *Australian Handbook of Public Sector Management*. Allen & Unwin
15. Denhardt, Janet V. & RB Denhardt, 2003. *The New Public Service: Serving not Steering*. ME Sharpe
16. UNDP, 2014. *Motivation of Public Service Officials: Insights for Practitioners*. Global Center for Public Service Excellence #08-01, Singapore