

Name: Seminar on Development Issues					
Module/course code: IAP62004	Student workload: 510 Minutes/Week	Credits (ECTS): 4.53 ECTS	Semester 7	Frequency Odd Semester	Duration 1x / Semester
Types of courses: Seminar		Contact hours: 300 minutes/week	Independent study: 210 minutes/week	Class size X students: 30 Students (S1)	
1	Prerequisites for participation -				
2	<p>Intended Learning outcomes</p> <p>ILO 1 Students can understand the concepts and theories about the process of designing and managing public sector organizations, implementing public policies, managing services and public participation.</p> <p>ILO 10 Students can manage public sector organizations to promote public values (such as efficiency, effectiveness, justice, and democracy) individually and collectively.</p> <p>Course Learning Outcomes</p> <ol style="list-style-type: none"> 1. Students are able to identify public service issues and problems. 2. Students are able to present their ideas in the form of scientific papers and deliver them in academic forums (seminars). 				
3	<p>Description:</p> <p>The course "Seminar on Issues and Challenges in Public Service" is a detailed and systematic course designed to provide students with an in-depth understanding of the complexities and dynamics of issues and challenges that arise in the public service environment. The main focus of this course is the critical exploration of various public service issues, such as accountability, transparency, efficiency, and equity in service delivery, and their impact on the quality of life in society. The material taught includes the analysis of various real-world cases and contemporary issues in public service, with an emphasis on problem-solving through debate, discussion, and independent research. As an integral part of the course, interactive seminars are held to facilitate deep and meaningful discussions between students, lecturers, and professional public service practitioners. The aim of this course is to build students' critical understanding of the challenges and opportunities in public service, as well as to develop their ability to analyze, formulate, and implement innovative strategies and solutions. Therefore, this course not only prepares students to become effective leaders and policymakers but also helps them contribute to improving the quality of public services and the overall well-being of society.</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"> ● Hayat, H. (2017). Manajemen Pelayanan Publik. Rajawali Press. ● Lorenzo Bordogna, S. B. (2016). Public Service Management and Employment Relations in Europe: Emerging from the Crisis. Taylor & Francis. ● Mindarti, L. I. (2016). Manajemen Pelayanan Publik: Menuju Tata Kelola yang Baik. Malang : Universitas Brawijaya Press. ● Muhamad Mu'iz Raharjo, M. M. (2021). Manajemen Pelayanan Publik. Bumi Aksara. ● Pestoff, V. (2018). Co-Production and Public Service Management: Citizenship, 				

	Governance and Public Services Management. Taylor & Francis.
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- Tengku Ine Hendriana, S. M. (2023). Manajemen Pelayanan Publik. Cendikia Mulia Mandiri