

Name: Public Service Management					
module/course code: JAP60005	Student workload: 340 Minutes/Week	Credits (ECTS): 3	Semester 5/6	Frequency Odd/Even Semester	Duration 1x / Semeste
Types of courses: Tutorial/Lecture/Response		Contact hours: 100 minutes/week	Independent study 240 minutes/week	Class size X students: 30 Students	
1	Prerequisites for participation -				
2	<p>Learning outcomes</p> <ol style="list-style-type: none"> 1. Students are able to master, theories and concepts of public service management 2. Students are able to present their knowledge related to the concept of public service management in the context of libraries and information institutions with full responsibility. 3. Students are able to show independent performance in reviewing the implementation and evaluation of public services 4. Students are able to manage information using methods that are in accordance with the development of science and technology based on analysis of library functions and other information institutions in studying the meaning and terms of service management, regulations / legal basis for services, the development of the public service paradigm (concepts, theories and indicators), the scope of public services, the characteristics of public goods and services, good public services, public service standards, managing public service human resources, professionalism, managing service costs, managing service culture, managing public service quality, customer satisfaction and public service innovation. 				
3	<p>Description</p> <p>The Public Service Management course examines the importance of public service studies in the perspective of Library Science. Students are expected to be able to learn about the Definition and Terms of Service Management, Regulations / Legal Basis for Services, Development of Public Service Paradigms (Concepts, Theories and Indicators), Scope of Public Services, Characteristics of Public Goods and Services, Good Public Services, Public service standards, Managing Public Service Human Resources, Professionalism, Managing Service Costs, Managing Service Culture, Managing Public Service Quality, Customer satisfaction and public service innovation.</p>				
4	<p>Teaching methods:</p> <ol style="list-style-type: none"> 1. Lectures 				
5	<p>Assessment methods:</p> <ol style="list-style-type: none"> 1. Assignments, 2. Middle semester examination, 3. Quizzes, 4. Final semester examination 				

6	<p>Other information e.g. bibliographical references:</p> <ol style="list-style-type: none"> 1. Revida, Erika, dkk. 2021. Manajemen Pelayanan Publik. Medan: Yayasan Kita Menulis. 2. Hayat. 2017. Manajemen Pelayanan Publik. Jakarta: Rajawali Press.
	<ol style="list-style-type: none"> 3. Mindarti, Lely Indah. 2016. Manajemen Pelayanan Publik (Menuju Tata Kelola Yang Baik). Malang: Universitas Brawijaya Press. 4. Saggaf, Said, dkk. 2018. Reformasi Pelayanan Publik Di Negara Berkembang. Makassar: CV Sah Media. 5. Katharina, Riris. 2020. Pelayanan Publik dan Pemerintahan Digital Indonesia. Jakarta: Yayasan Pustaka Obor Indonesia. 6. Hamirul & Widya Pratiwi. 2020. Inovasi Pelayanan Publik. Banyumas: CV. Pena Persada. 7. Pestoff, Victor. 2020. Co-Production and Public Service Management Citizenship, Governance and Public Service Management. Inggris: Taylor & Francis Group. 8. Leisinx, Peter, dkk. 2021. Managing for Public Service Performance, How people and values make a difference. United Kingdom: Oxford University Press. 9. Cepiku, Denita. 2020. The Co-production of Public Services Management and Evaluation. California: Springer International Publisher. 10. Berman, Evan M., dkk. 2021. Human Resource Management in Public Service Paradoxes, Processes, and Problems. Washington DC: CQ Press. 11. Buama, Chester Alexis C. 2020. Modern Civil Service Management Techniques: Government Departments and Their Needs. Kanada: Arcler Education Incorporated. 12. Haning, Mohamad Thahir, dkk. 2020. Public Trust Dalam Pelayanan Organisasi Publik, Konsep, Dimensi, dan Strategi. Makassar: UPT Unhas Press. 13. Mustanir, Ahmad. 2022. Pelayanan Publik. Pasuruan: CV.Penerbit Qiara Media. 14. Rahmadana, Muhammad Fitri, dkk. 2020. Pelayanan Publik. Medan: Yayasan Kita Menulis. 15. Sudarmanto, Eko, dkk. 2020. Manajemen Sektor Publik. Medan: Yayasan Kita Menulis. 16. Sawir, Muhammad. 2020. Birokrasi Pelayanan Publik. Yogyakarta: Penerbit Deepublish. 17. Dwiyanto, Agus, dkk. 2021. Reformasi Birokrasi Publik di Indonesia. Yogyakarta: UGM Press. 18. Dwiyanto, Agus. 2021. Mewujudkan Good Governance Melalui Pelayanan Publik. Yogyakarta: UGM Press. 19. Komarudin. 2020. Regulasi Pelayanan Publik, Konsep dan implementasinya Pada Pemerintahan Daerah. Banten: Dinas Perpustakaan dan Kearsipan Provinsi Banten. 20. Sudiantini, Dian. 2020. Leaders And Culture, Bagaimana Strategi Meningkatkan Kinerja Layanan Publik. Jakarta: Elex Media Komputindo. 21. Osborne, Stephen P. 2021. Public Service Logic. New York: Routledge. 22. Strokosch, Kirsty. 2021. Public Service Management and Asylum, Co-Production, Inclusion and Citizenship. Inggris: Taylor & Francis Group.