

Name: Management of Public Service					
Module/Course code:	Student workload:	Credits (ECTS):	Semester:	Frequency:	Duration:
IAP82013	510 Minutes/week	4.8 ECTS	Semester 2	14 Meetings	7.140 Minutes/ Semester
Types of Courses:		Contact hours:	Independent Study:	Class Capacity:	
Tutorial and Lecture		150 minutes/week	360 minutes/week	Maximum 15 Students	
1.	Prerequisites For Participation:				
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2.	Intended Learning Outcomes:				
	<div>1. Have faith in God Almighty and be able to apply the noble values of religious teachings in morals and concrete actions and have an attitude of professionalism and integrity in carrying out every task and mandate.</div> <div>2. Mastering administrative theory and administrative reform, organization, public governance, public policy, public management, systems thinking approach, development theories, social and political economy, change management theory as well as strategic management and performance management, methods and instruments in a governance perspective public, qualitative, quantitative, and combined research methodologies.</div> <div>3. Able to develop (reconstruct) models, strategies or innovations in the field of public policy and public governance with various approaches including legal, managerial and/or political approaches, at all levels of government, formulating alternative public policies based on the principles of governance either by using various methods, including scenario planning or dynamic systems.</div> <div>4. Able to prepare a strategic plan for the implementation of a short-term public policy (in the form of programs, activities and action plans)</div> <div>Course Learning Outcomes:</div> <div>1. Understanding key concepts, theories, and principles of public service management.</div> <div>2. Evaluating the impact of governance models and public sector reforms on service delivery.</div> <div>3. Analyzing policy implementation strategies to improve public service performance.</div> <div>4. Applying leadership and innovation in managing public sector organizations.</div> <div>5. Developing evidence-based solutions to enhance the quality and accessibility of public services.</div>				
3.	Description				
	This course examines the principles and practices of managing public services, focusing on how to deliver high-quality, efficient, and equitable services to the public. Students will explore topics such as service design, performance measurement, customer satisfaction, and the role of technology in service delivery. The course also addresses				

	the challenges of managing public sector organizations, including budget constraints, accountability, and political influence. Through group projects and case studies, students will develop teamwork in designing service improvements, enhance leadership in managing public service initiatives, and strengthen public speaking skills in communicating policy recommendations. Additionally, the course fosters critical analysis in evaluating service performance and enhances problem-solving skills in addressing operational challenges to improve public service delivery for better societal outcomes.
4.	Teaching Methods: <ol style="list-style-type: none"> 1. Lectures and Discussions 2. Contextual Learning 3. Case-Based Learning
5.	Assessment Methods: <ol style="list-style-type: none"> 1. Assignment 1 - 15% 2. Case-Based 1 - 20% 3. Mid-Semester Exam - 15% 4. Assignment 2 - 15% 5. Case-Based 2 - 20% 6. Final Semester Exam - 15%
6.	Other Information Eg.bibliographical references: <ol style="list-style-type: none"> 1. Ferlie, E., & Ongaro, E. (2022). Strategic management in public services organizations: Concepts, schools and contemporary issues. Routledge. 2. Hayat, S. (2023). Manajemen Pelayanan Publik. PT. RajaGrafindo Persada-Rajawali Pers. 3. Hermawan. (2023). Desain Manajemen Pelayanan Publik di Era Revolusi Industri 4.0. Malang: UB Press 4. Hood, C., & Dixon, R. (2015). A government that worked better and cost less?: Evaluating three decades of reform and change in UK central Government. OUP Oxford. 5. Mindarti, L. I. (2016). Manajemen Pelayanan Publik: Menuju tata kelola yang baik. Universitas Brawijaya Press.