



**Universitas Negeri Surabaya
Faculty of Economics and Business
Bachelor of Commerce Education Study Program**

Document Code

SEMESTER LEARNING PLAN

Courses	CODE	Course Family	Credit Weight	SEMESTER	Compilation Date																																		
Excellent Service	8721102016		T=2 P=0 ECTS=3.18	6	July 19, 2024																																		
AUTHORIZATION	SP Developer		Course Cluster Coordinator		Study Program Coordinator																																		
		Dr. Tri Sudarwanto, S.Pd., MSM.																																		
Learning model	Project Based Learning																																						
Program Learning Outcomes (PLO)	PLO study program that is charged to the course																																						
	Program Objectives (PO)																																						
	PLO-PO Matrix																																						
		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50px; height: 20px;">P.O</td> <td colspan="16"></td> </tr> </table>					P.O																																
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	PO Matrix at the end of each learning stage (Sub-PO)																																						
	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50px; height: 20px;">P.O</td> <td colspan="16" style="text-align: center;">Week</td> </tr> <tr> <td></td> <td style="width: 20px;">1</td> <td style="width: 20px;">2</td> <td style="width: 20px;">3</td> <td style="width: 20px;">4</td> <td style="width: 20px;">5</td> <td style="width: 20px;">6</td> <td style="width: 20px;">7</td> <td style="width: 20px;">8</td> <td style="width: 20px;">9</td> <td style="width: 20px;">10</td> <td style="width: 20px;">11</td> <td style="width: 20px;">12</td> <td style="width: 20px;">13</td> <td style="width: 20px;">14</td> <td style="width: 20px;">15</td> <td style="width: 20px;">16</td> </tr> </table>					P.O	Week																	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
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	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16																							
Short Course Description	This course includes a discussion of the basic concepts of the nature of recognizing and defining excellent service, relevant to aspects of the general description of excellent service, the concept of excellent service, principles of excellent service, forms of excellent service. Lectures are conducted using lecture, discussion and role playing methods.																																						
References	Main :																																						
	<ol style="list-style-type: none"> 1. Sentana, Aso. 2006. Excellent Service & Customer Satisfaction. Elex Media Komputindo. 2. Tjiptono, Fandy. 2008. Service Management, Mewujudkan Layanan Prima. Andi Publisher. 3. Widaningsih & Rizal, Samsul. 2008. Melaksanakan Pelayanan Prima. Jakarta: Erlangga 4. E. Juhana Wijaya.2010. Pelayanan Prima (excellent Service). Bandung: Armico. 																																						
	Supporters:																																						
Supporting lecturer	Dr. Tri Sudarwanto, S.Pd., MSM. Dr. Raya Sulistyowati, S.Pd., M.Pd. Veni Rafida, S.Pd., M.Pd.																																						
Week-	Final abilities of each learning stage (Sub-PO)	Evaluation		Help Learning, Learning methods, Student Assignments, [Estimated time]		Learning materials [References]	Assessment Weight (%)																																
		Indicator	Criteria & Form	Offline (offline)	Online (online)																																		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)																																
1	Understand the meaning/definition of excellent service	- Explaining ontology of excellent service - Explaining epistemology of excellent service - Explaining axiology of excellent service	Criteria: Assess understanding of the meaning, material, scope and objectives of excellent service	Lecture Questions and Answers Discussion 2 X 50			0%																																

2	Understand and describe the concept of excellent service. Implement excellent service standards	Can describe the concept of excellent service Can describe service strategy standards	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of excellent service and problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provides several problems/natural phenomena in the field of excellent service and problem points 5.Score < 50 6.Wrong answer / no answer	discussion of the concept of excellent service performing excellent service 2 X 50			0%
3	Understand and describe the concept of excellent service. Implement excellent service standards	Can describe the concept of excellent service Can describe service strategy standards	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of excellent service and problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provides several problems/natural phenomena in the field of excellent service and problem points 5.Score < 50 6.Wrong answer / no answer	discussion of the concept of excellent service performing excellent service 2 X 50			0%
4	Understand and describe the concept of excellent service. Implement excellent service standards	Can describe the concept of excellent service Can describe service strategy standards	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of excellent service and problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provides several problems/natural phenomena in the field of excellent service and problem points 5.Score < 50 6.Wrong answer / no answer	discussion of the concept of excellent service performing excellent service 2 X 50			0%
5	Identifying institutional (organizational structure) services. Understanding human resource management in public services	understand the types of organizations in providing excellent service, analyze the culture and types of organizations in providing excellent service	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of planning in the problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provide several problems/phenomena in the planning area in problem points 5.Score < 50 6.Wrong answer / no answer	lecturediscussionpresentation 2 X 50			0%

6	Identifying institutional (organizational structure) services. Understanding human resource management in public services	understand the types of organizations in providing excellent service, analyze the culture and types of organizations in providing excellent service	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of planning in the problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provide several problems/phenomena in the planning area in problem points 5.Score < 50 6.Wrong answer / no answer	lecturediscussionpresentation 2 X 50			0%
7	Identifying institutional (organizational structure) services. Understanding human resource management in public services	understand the types of organizations in providing excellent service, analyze the culture and types of organizations in providing excellent service	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of planning in the problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provide several problems/phenomena in the planning area in problem points 5.Score < 50 6.Wrong answer / no answer	lecturediscussionpresentation 2 X 50			0%
8	Midterm exam			2 X 50			0%
9	Students are able to identify service quality	Identify factors that influence service quality Explain the importance of improving service capabilities (priority scale)	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of excellent service and problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provides several problems/natural phenomena in the field of excellent service and problem points 5.Score < 50 6.Wrong answer / no answer	discussion presentation 2 X 50			0%
10	Students are able to identify service quality	Identify factors that influence service quality Explain the importance of improving service capabilities (priority scale)	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of excellent service and problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provides several problems/natural phenomena in the field of excellent service and problem points 5.Score < 50 6.Wrong answer / no answer	discussion presentation 2 X 50			0%

11	analyze consumer problems, provide service responses to consumer expectations in accordance with the principles of excellent service, be able to manage the integrity of public services, be able to understand customer satisfaction	customer service communication measures customer satisfaction	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of excellent service and problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provides several problems/natural phenomena in the field of excellent service and problem points 5.Score < 50 6.Wrong answer / no answer	reviewing excellent service strategies analyzing service strategies according to customer problems measuring consumer satisfaction 2 X 50			0%
12	analyze consumer problems, provide service responses to consumer expectations in accordance with the principles of excellent service, be able to manage the integrity of public services, be able to understand customer satisfaction	customer service communication measures customer satisfaction	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of excellent service and problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provides several problems/natural phenomena in the field of excellent service and problem points 5.Score < 50 6.Wrong answer / no answer	reviewing excellent service strategies analyzing service strategies according to customer problems measuring consumer satisfaction 2 X 50			0%
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15	analyze consumer problems, provide service responses to consumer expectations in accordance with the principles of excellent service, be able to manage the integrity of public services, be able to understand customer satisfaction	customer service communication measures customer satisfaction	Criteria: 1.Score > 80 2.Provide several problems/phenomena in the field of excellent service and problem points and be able to provide reasons for the importance of these phenomena being discussed 3.Score > 65 4.Provides several problems/natural phenomena in the field of excellent service and problem points 5.Score < 50 6.Wrong answer / no answer	reviewing excellent service strategies analyzing service strategies according to customer problems measuring consumer satisfaction 2 X 50			0%
16							0%

Evaluation Percentage Recap: Project Based Learning

No	Evaluation	Percentage
		0%

Notes

- Learning Outcomes of Study Program Graduates (PLO - Study Program)** are the abilities possessed by each Study Program graduate which are the internalization of attitudes, mastery of knowledge and skills according to the level of their study program obtained through the learning process.
- The PLO imposed on courses** are several learning outcomes of study program graduates (CPL-Study Program) which are used for the formation/development of a course consisting of aspects of attitude, general skills, special skills and knowledge.
- Program Objectives (PO)** are abilities that are specifically described from the PLO assigned to a course, and are specific to the study material or learning materials for that course.
- Subject Sub-PO (Sub-PO)** is a capability that is specifically described from the PO that can be measured or observed and is the final ability that is planned at each learning stage, and is specific to the learning material of the course.
- Indicators for assessing** ability in the process and student learning outcomes are specific and measurable statements that identify the ability or performance of student learning outcomes accompanied by evidence.
- Assessment Criteria** are benchmarks used as a measure or measure of learning achievement in assessments based on predetermined indicators. Assessment criteria are guidelines for assessors so that assessments are consistent and unbiased. Criteria can be quantitative or qualitative.
- Forms of assessment:** test and non-test.
- Forms of learning:** Lecture, Response, Tutorial, Seminar or equivalent, Practicum, Studio Practice, Workshop Practice, Field Practice, Research, Community Service and/or other equivalent forms of learning.
- Learning Methods:** Small Group Discussion, Role-Play & Simulation, Discovery Learning, Self-Directed Learning, Cooperative Learning, Collaborative Learning, Contextual Learning, Project Based Learning, and other equivalent methods.
- Learning materials** are details or descriptions of study materials which can be presented in the form of several main points and sub-topics.
- The assessment weight** is the percentage of assessment of each sub-PO achievement whose size is proportional to the level of difficulty of achieving that sub-PO, and the total is 100%.
- TM=Face to face, PT=Structured assignments, BM=Independent study.