



Universitas Negeri Surabaya
Faculty of Economics and Business,
Bachelor of Science in Office Administration Education Study
Program

Document
Code

SEMESTER LEARNING PLAN

Courses	CODE	Course Family	Credit Weight			SEMESTER	Compilation Date
Office Communications	8721002135	Compulsory Study Program Subjects	T=2	P=0	ECTS=3.18	2	May 3, 2023
AUTHORIZATION	SP Developer		Course Cluster Coordinator			Study Program Coordinator	
	Durinta Puspasari, S.Pd., M.Pd		Dr. Siti Sri Wulandari, S.Pd., M.Pd			Brilliant Rosy, S.Pd., M.Pd.	

Learning model	Case Studies																																																																																				
Program Learning Outcomes (PLO)	PLO study program which is charged to the course																																																																																				
	Program Objectives (PO)																																																																																				
	PO - 1	Able to demonstrate a responsible attitude towards the work of secretaries, administrative staff, employees in the field of office administration independently and in groups (CPMK 1)																																																																																			
	PO - 2	Able to apply and analyze office administration knowledge in office administration education programs for secretaries, administrative staff, employees (CPMK 2)																																																																																			
	PO - 3	Able to be responsible for the achievement of group work results in supervising and evaluating the completion of work assigned to secretaries, administrative staff, employees under their responsibility (CPMK)																																																																																			
	PLO-PO Matrix																																																																																				
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PO Matrix at the end of each learning stage (Sub-PO)																																																																																					
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Short Course Description This course discusses the basic concepts of communication science and its obstacles in communication, non-verbal and verbal communication, interpersonal communication and group communication, communication ethics, communication ethics using telephone, SMS (Short Message Service), and email, communication ethics in getting acquainted, welcoming guests, and wait in the general waiting area. Learning is carried out by implementing a collaborative approach

References

Main :

- Suranto Aw. 2011. Komunikasi Interpersonal . Yogyakarta: Graha Ilmu
- Rosmawaty H.P.. 2010. Mengenal Ilmu Komunikasi . Bandung: Widya Padjadjaran.

Supporters:

- Onong Uchjana Effendy. 2013. Ilmu Komunikasi Teori dan Praktek. Bandung: PT Remaja Rosdakarya
- Ngalimun. 2017. Ilmu Komunikasi Sebuah Penganatar Praktis. Yogyakarta: Pustaka Baru Press
- Ilona V. Oisina Situmeang. 2016. Komunikasi Organisasi. Yogyakarta: Ekuilibria

Supporting lecturer Dr. Siti Sri Wulandari, S.Pd., M.Pd.
 Durinda Puspasari, S.Pd., M.Pd.
 Durinta Puspasari, S.Pd., M.Pd.
 Lifa Farida Panduwinata, 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	Analyze the basic concepts of communication science and their barriers to communication	1.Explain the definition of communication 2.Explain the communication process 3.Analyze communication components	Criteria: 1.Assessment rubric 2.Discuss the components of communication Form of Assessment : Participatory Activities	Lectures, discussions, questions and answers 2 X 50	Lectures, discussions, questions and answers	Material: Definition of communication; Communication process; Communication components Reader: <i>Rosmawaty HP. 2010. Getting to know Communication Science. Bandung: Widya Padjadjaran.</i>	3%
2	Analyze the basic concepts of communication science and their barriers to communication	1.Analyze communication models 2.Analyze communication barriers	Criteria: 1.Assessment rubric 2.Discuss communication models and communication barriers Form of Assessment : Participatory Activities	Lectures, case studies, discussions 2 X 50	Lectures, case studies, discussions	Material: Communication models; Communication barriers Reader: <i>Onong Uchjana Effendy. 2013. Communication Science Theory and Practice. Bandung: PT Teen Rosdakarya</i>	3%
3	Apply verbal and nonverbal communication	Apply verbal communication	Criteria: 1.Assessment rubric 2.Practice verbal communication Form of Assessment : Practice / Performance	Lecture, practice 2 X 50	Lectures, practice	Material: Verbal communication Reader: <i>Onong Uchjana Effendy. 2013. Communication Science Theory and Practice. Bandung: PT Teen Rosdakarya</i>	7%
4	Apply verbal and nonverbal communication	Apply nonverbal communication	Criteria: 1.Assessment rubric 2.Practice nonverbal communication Form of Assessment : Practice / Performance	Lecture, practice 2 X 50	Lectures, practice	Material: Nonverbal communication Reader: <i>Onong Uchjana Effendy. 2013. Communication Science Theory and Practice. Bandung: PT Teen Rosdakarya</i>	3%
5	Applying interpersonal communication and group communication	1.Explain the definition of interpersonal communication 2.Analyze the principles of interpersonal communication 3.Analyze the characteristics of interpersonal communication 4.Analyze the goals of interpersonal communication	Criteria: 1.Assessment rubric 2.Discuss the principles of interpersonal communication, characteristics of interpersonal communication, goals of interpersonal communication Form of Assessment : Participatory Activities	Lectures, case studies, discussions 2 X 50	Lectures, case studies, discussions	Material: Definition of interpersonal communication; Principles of interpersonal communication; Characteristics of interpersonal communication; Objectives of interpersonal communication Reader: <i>Suranto Aw. 2011. Interpersonal Communication. Yogyakarta: Graha Ilmu</i>	3%

6	Applying interpersonal communication and group communication	<ol style="list-style-type: none"> Analyzing types of interpersonal communication Apply interpersonal communication ethics Analyze group characteristics 	<p>Criteria:</p> <ol style="list-style-type: none"> Assessment rubric Discuss types of interpersonal communication and group characteristics Practicing interpersonal communication ethics <p>Form of Assessment : Participatory Activities, Practice/Performance</p>	Lectures, case studies, discussions, practice 2 X 50	Lectures, case studies, discussions, practice	<p>Material: Types of interpersonal communication; Interpersonal communication ethics; Characteristics of the</p> <p>Library group: <i>Suranto Aw. 2011. Interpersonal Communication. Yogyakarta: Graha Ilmu</i></p>	3%
7	Applying interpersonal communication and group communication	<ol style="list-style-type: none"> Applying small group communication Applying large group communication 	<p>Criteria:</p> <ol style="list-style-type: none"> Assessment rubric Practicing small group communication and large group communication <p>Form of Assessment : Practice / Performance</p>	Lecture, practice 2 X 50	Lectures, practice	<p>Material: Small group communication; Large group communication</p> <p>Reader: <i>Suranto Aw. 2011. Interpersonal Communication. Yogyakarta: Graha Ilmu</i></p>	3%
8	UTS	UTS	<p>Criteria: UTS</p> <p>Form of Assessment : Test</p>	UTS 2 X 50	UTS	<p>Material: -</p> <p>Library:</p>	20%
9	Analyzing communication ethics	<ol style="list-style-type: none"> Explain the definition of communication ethics Analyzing descriptive ethics and normative ethics 	<p>Criteria:</p> <ol style="list-style-type: none"> Assessment rubric Discuss descriptive ethics and normative ethics <p>Form of Assessment : Participatory Activities</p>	Lectures, case studies, discussions 2 X 50	Lectures, case studies, discussions	<p>Material: Definition of communication ethics; Descriptive ethics; Normative Ethics</p> <p>Reader: <i>Ngalimun. 2017. Communication Science A Practical Introduction. Yogyakarta: Pustaka Baru Press</i></p>	3%
10	Analyzing communication ethics	Analyze socio-cultural ethics and professional ethics	<p>Criteria:</p> <ol style="list-style-type: none"> Assessment rubric Discuss socio-cultural ethics and professional ethics <p>Form of Assessment : Participatory Activities</p>	Lectures, case studies, discussions 2 X 50	Lectures, case studies, discussions	<p>Material: Socio-cultural ethics and professional ethics</p> <p>Reader: <i>Ngalimun. 2017. Communication Science A Practical Introduction. Yogyakarta: Pustaka Baru Press</i></p>	3%
11	Apply communication ethics using telephone, SMS (Short Message Service), and email	Apply communication ethics using telephone media	<p>Criteria:</p> <ol style="list-style-type: none"> Assessment rubric Practice communication ethics using telephone media <p>Form of Assessment : Practice / Performance</p>	Lecture, practice 2 X 50	Lectures, practice	<p>Material: Ethics of communicating using telephone.</p> <p>Reader: <i>Onong Uchjana Effendy. 2013. Communication Science Theory and Practice. Bandung: PT Teen Rosdakarya</i></p>	7%

12	Apply communication ethics using telephone, SMS (Short Message Service), and email	1. Apply communication ethics using SMS (Short Message Service) 2. Apply communication ethics using email	Criteria: 1. Assessment rubric 2. Practice communication ethics using SMS (Short Message Service) and email Form of Assessment : Practice / Performance	Lecture, practice 2 X 50	Lectures, practice	Material: Ethics of communicating using SMS (Short Message Service); Ethics of communicating using email Reader: <i>Onong Uchjana Effendy. 2013. Communication Science Theory and Practice. Bandung: PT Teen Rosdakarya</i>	3%
13	Apply communication etiquette in making acquaintances, welcoming guests, and waiting in the public waiting room	Apply communication ethics when making acquaintances	Criteria: 1. Assessment rubric 2. Practice communication ethics when making acquaintances Form of Assessment : Practice / Performance	Lecture, practice 2 X 50	Lectures, practice	Material: Communication ethics in getting acquainted Reader: <i>Onong Uchjana Effendy. 2013. Communication Science Theory and Practice. Bandung: PT Teen Rosdakarya</i>	3%
14	Apply communication etiquette in making acquaintances, welcoming guests, and waiting in the public waiting room	Apply communication etiquette when welcoming guests	Criteria: 1. Assessment rubric 2. Practice communication etiquette in welcoming guests Form of Assessment : Practice / Performance	Lecture, practice 2 X 50	Lectures, practice	Material: Communication ethics in welcoming guests Reader: <i>Onong Uchjana Effendy. 2013. Communication Science Theory and Practice. Bandung: PT Teen Rosdakarya</i>	3%
15	Apply communication etiquette in making acquaintances, welcoming guests, and waiting in the public waiting room	Apply communication etiquette when waiting in the public waiting room	Criteria: 1. Assessment rubric 2. Practice communication etiquette when waiting in a public waiting room Form of Assessment : Practice / Performance	Lecture, practice 2 X 50		Material: Communication etiquette when waiting in a public waiting room Reader: <i>Onong Uchjana Effendy. 2013. Communication Science Theory and Practice. Bandung: PT Teen Rosdakarya</i>	3%
16	UAS	UAS	Criteria: UAS Form of Assessment : Test	UAS 2 X 50	UAS	Material: - Library:	30%

Evaluation Percentage Recap: Case Study

No	Evaluation	Percentage
1.	Participatory Activities	16.5%
2.	Practice / Performance	33.5%
3.	Test	50%
		100%

Notes

1. **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.
2. **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.
3. **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.
4. **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.

5. **Indicators for assessing** abilities in the process and student learning outcomes are specific and measurable statements that identify the abilities or performance of student learning outcomes accompanied by evidence.
6. **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.
7. **Forms of assessment:** test and non-test.
8. **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.
9. **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.
10. **Learning materials** are details or descriptions of study materials which can be presented in the form of several main points and sub-topics.
11. **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%.
12. TM=Face to face, PT=Structured assignments, BM=Independent study.