		Document Code
 UNESA	**Universitas Negeri Surabaya** **Faculty of Social and Legal Sciences,** **Bachelor of Public Administration Study Program**	

SEMESTER LEARNING PLAN

Courses	CODE	Course Family	Credit Weight			SEMESTER	Compilation Date
Education policy	6320102041	Compulsory Study Program Subjects	T=2	P=0	ECTS=3.18	7	July 24, 2023

AUTHORIZATION	SP Developer	Course Cluster Coordinator	Study Program Coordinator
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Learning model	Case Studies

Program Learning Outcomes (PLO)	**PLO study program which is charged to the course**	
	PLO-8	Mastering theoretical concepts of administration and public policy.
	PLO-11	Contribute to improving the quality of life in society and the state.
	PLO-14	Able to make decisions in solving problems based on the results of information and data analysis.
	Program Objectives (PO)	
	PO - 1	Sub-CPMK1 Students are able to understand public service as a science
	PLO-PO Matrix	

P.O	PLO-8	PLO-11	PLO-14
PO-1			

PO Matrix at the end of each learning stage (Sub-PO)

P.O	Week															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PO-1																

Short Course Description	This course explains the limitations, scope, characteristics and development of the public service management paradigm. Students are also equipped with basic knowledge about public and private goods, public service principles and service standards, public service institutions and how to manage resources and organizational culture so as to improve the quality of public services and customer satisfaction through handling complaints, as well as service reform and innovation.

References	**Main :**	
	1. Denhardt, Janet V. and Denhardt, Robert B. 2011.The New Public Servic: Service, not Steering. New York: M.E. Sharpe. 2. Denhardt, Janet V. and Denhardt, Robert B. 2013.Pelayanan Publik Baru dari Manajemen Steering ke Serving. (Terjemahan dari judul asli: The New Public Service). New York: M.E.Sharpe. 3. Hardiyansyah. 2011.Kualitas Pelayanan Publik. Gava Media 4. .Hesti dkk, Puspitosari & Khalikussabir. 2011.Filosofi Pelayanan Publik. Setara Press dan Jaringan Nasional Masya 5. Osborne, Stephen P. 2010.The New Public Governance. New York: Routledge.	
	Supporters:	

Supporting lecturer	Dr. Suci Megawati, S.IP., M.Si. Badrudin Kurniawan, S.AP., M.AP.

Week-	Final abilities of each learning stage (Sub-PO)	Evaluation	Help Learning, Learning methods, Student Assignments, [Estimated time]	Learning materials [References]	Assessment Weight (%)

(1)	(2)	Indicator (3)	Criteria & Form (4)	Offline (*offline*) (5)	Online (*online*) (6)	(7)	(8)
1	Students are able to understand public service as a science	- Explaining the ontology of public services - Explaining the epistomology of public services - Explaining the axiology of public services	**Criteria:** Assessing understanding of public services as science **Form of Assessment** : Participatory Activities	- Pulpit lecture - Question and answer. - Discussion 2 X 50		**Material:** Public Service as science **Bibliography:** *Denhardt, Janet V. and Denhardt, Robert B. 2011. The New Public Service: Service, not Steering. New York: M.E. Sharpe.*	5%
2	Students are able to understand the development of the public service paradigm	- Identify the concept of public service - Identify public service theory	**Criteria:** Assess understanding of the development of the public service paradigm **Form of Assessment** : Participatory Activities, Portfolio Assessment	- Pulpit lecture - Question and answer. - Discussion 2 X 50		**Material:** public service paradigm **Reader:** *Hardiyansyah. 2011. Quality of Public Services. Gava Media*	5%
3	Students are able to differentiate between public goods and private goods	- Explain the meaning of public goods - Explain the meaning of private goods	**Criteria:** assess understanding of public goods and private goods **Forms of Assessment** : Participatory Activities, Project Results Assessment / Product Assessment	- Pulpit lecture - Question and answer. - Discussion 2 X 50		**Material:** public goods and private goods **Reader:** *Hardiyansyah. 2011. Quality of Public Services. Gava Media*	5%
4	Students are able to identify the principles and standards of public services	- Identifying public service principles - Identifying public service standards - Identifying public service principles	**Criteria:** Assess understanding of public service principles and standards **Form of Assessment** : Project Results Assessment / Product Assessment	- Pulpit lecture - Question and answer. - Discussion 2 X 50	- -	**Material:** identification of principles and standards of public service **Reference:** *Osborne, Stephen P. 2010. The New Public Governance. New York: Routledge.*	7%

5	Students are able to identify public service institutions	- Identifying public service institutions in Indonesia - Identifying the tasks of public institutions	**Criteria:** 1. 81 - 100 Papers prepared according to standards for writing scientific papers and in-depth analysis. 2. 71 - 80 Papers are prepared according to scientific paper writing standards and lack in-depth analysis 3. 50 - 70 Papers are not prepared according to the standard format for writing scientific papers and the analysis is not strong **Form of Assessment** : Participatory Activities	- Scientific pulpit - Discussion - Question and answer - Performance 2 X 50		**Material:** public service institutions in Indonesia **Reference:** *Hesti et al, Puspitosari & Khalikussabir. 2011. Philosophy of Public Service. Setara Press and Masya National Network*	5%
6	Students are able to understand HR management and public service culture	- Identify managing human resources - Explain the meaning of public service culture - Identify the function of public service culture - Identify types of organizational culture based on attention to people and performance - Identify government policies in developing service culture	**Criteria:** Assess understanding of HR management and public service culture **Form of Assessment** : Participatory Activities	- Scientific pulpit - Discussion - Questions and answers 2 X 50		**Material:** HR management and public service culture **References:** *Denhardt, Janet V. and Denhardt, Robert B. 2013. New Public Services from Steering Management to Serving. (Translation from original title: The New Public Service). New York: MESharpe.*	5%
7	Students are able to understand HR management and public service culture	- Identify managing human resources - Explain the meaning of public service culture - Identify the function of public service culture - Identify types of organizational culture based on attention to people and performance - Identify government policies in developing service culture	**Criteria:** Assess understanding of HR management and public service culture **Form of Assessment** : Project Results Assessment / Product Assessment	- Scientific pulpit - Discussion - Questions and answers 2 X 50		**Material:** HR management and public service culture **References:** *Denhardt, Janet V. and Denhardt, Robert B. 2011. The New Public Service: Service, not Steering. New York: M.E. Sharpe.*	8%

8	Students are able to understand the material that has been given previously	Explaining the material at meetings 1 - 7	**Criteria:** 1. Unlucky weight: 2. Weight of Questions No. 1 and 3 = 20 3. Weight of question no. 2 and 4 = 30 **Form of Assessment** : Test	Test 2 X 50		**Material:** Material 1-7 **References:** *Denhardt, Janet V. and Denhardt, Robert B. 2013. New Public Services from Steering to Serving Management. (Translation from original title: The New Public Service). New York: MESharpe.*	15%
9	Students are able to manage service costs	- Explain the meaning of service costs - Identify the function of service costs - Identify the use of funds for services	**Criteria:** Assess understanding of service cost management **Form of Assessment** : Participatory Activities	- Scientific pulpit - Discussion - Questions and answers 2 X 50		**Material:** Costs, Functions and Use of Public Service Funds **References:** *Denhardt, Janet V. and Denhardt, Robert B. 2011. The New Public Service: Service, not Steering. New York: M.E. Sharpe.*	5%
10	Students are able to identify the quality of public services	- Identify concept A3 - Identify concept A6 - Identify factors that influence service quality - Explain improving service capabilities	**Criteria:** Assess understanding of the quality of public services **Form of Assessment** : Participatory Activities	- Pulpit lecture - Discussion - Question and answer - 1 X 1 work performance		**Material:** Concepts A3 and A6 **References:** *Denhardt, Janet V. and Denhardt, Robert B. 2013. New Public Services from Steering to Serving Management. (Translation from original title: The New Public Service). New York: MESharpe.*	5%
11	Students are able to identify the quality of public services	- Identify concept A3 - Identify concept A6 - Identify factors that influence service quality - Explain improving service capabilities	**Criteria:** Assess understanding of the quality of public services **Form of Assessment** : Participatory Activities	- Pulpit lecture - Discussion - Question and answer - 1 X 1 work performance		**Material:** Quality of public services **References:** *Denhardt, Janet V. and Denhardt, Robert B. 2013. New Public Services from Steering Management to Serving. (Translation from original title: The New Public Service). New York: MESharpe.*	5%

12	Students are able to manage the integrity of public services	- Explain the meaning of public service integrity - Explain the importance of public service integrity	**Criteria:** Assessing the management of public service integrity **Form of Assessment** : Project Results Assessment / Product Assessment	- Work platform - Discussion - Javanese questions 2 X 50		**Material:** Integrity of public services **References:** *Denhardt, Janet V. and Denhardt, Robert B. 2011. The New Public Service: Service, not Steering. New York: M.E. Sharpe.*	7%
13	Students are able to understand customer satisfaction	- Identifying internal customer expectations - Identifying external customer expectations - Identifying performance linked expectations and satisfaction	**Criteria:** Assess understanding of customer satisfaction **Form of Assessment** : Participatory Activities	- Scientific pulpit - Discussion - Questions and answers 2 X 50		**Material:** Customer satisfaction **Reference:** *Osborne, Stephen P. 2010. The New Public Governance. New York: Routledge.*	5%
14	Students are able to identify handling customer complaints	- Identifying positive images in the eyes of customers - Explaining efforts to understand first before being understood - Identifying customer character	**Criteria:** Assess understanding of handling customer complaints **Form of Assessment** : Participatory Activities	- Scientific pulpit - Discussion - Questions and answers 2 X 50		**Material:** Handling customer complaints **References:** *Osborne, Stephen P. 2010. The New Public Governance. New York: Routledge.*	5%
15	Students are able to understand innovation and reform in public services	- Identifying service strategies - Calculating community satisfaction index - Calculating community satisfaction surveys	**Criteria:** Assess understanding of innovation and reform in public services **Form of Assessment** : Project Results Assessment / Product Assessment	- Scientific pulpit - Discussion - Questions and answers 2 X 50		**Material:** Innovation and reform in public services **Reference:** *Osborne, Stephen P. 2010. The New Public Governance. New York: Routledge.*	8%
16	Students are able to understand the material that has been given previously	Explaining the material at meetings 1 - 15	**Criteria:** 1. Question weight: 2. Weight of questions No. 1 and 3 = 20 3. Weight of question no. 2 and 4 = 30 4. or customize **Form of Assessment** : Test	Test 2 X 50		**Material:** Material 9-15 **References:** *Denhardt, Janet V. and Denhardt, Robert B. 2013. New Public Services from Steering to Serving Management. (Translation from original title: The New Public Service). New York: MESharpe.*	5%

Evaluation Percentage Recap: Case Study

No	Evaluation	Percentage
1.	Participatory Activities	45%
2.	Project Results Assessment / Product Assessment	32.5%
3.	Portfolio Assessment	2.5%
4.	Test	20%
		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.