



Universitas Negeri Surabaya
Faculty of Social and Legal Sciences,
Bachelor of State Administration Study Program

Document Code

SEMESTER LEARNING PLAN

Courses	CODE	Course Family	Credit Weight	SEMESTER	Compilation Date
Education Services Management	6320102053		T=2 P=0 ECTS=3.18	6	July 18, 2024
AUTHORIZATION	SP Developer		Course Cluster Coordinator	Study Program Coordinator	
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Learning model	Case Studies				
Program Learning Outcomes (PLO)	PLO study program that is charged to the course				
	Program Objectives (PO)				
	PLO-PO Matrix				
		P.O			
Short Course Description	This course provides comprehensive insight into service management problems in the education sector that have emerged as a result of developments in science and technology and demands from society, especially the education sector. This course presents the material substance of the scope of educational services, an overview of educational service problems, strategies for improving educational services, and service innovation in the education sector.				
References	Main :				
	<ol style="list-style-type: none"> 1. Denim, Sudarwan. 2013. Visi Baru Manajemen Sekolah. Bumi Aksara. 2. Hardiyansyah. 2011. Kualitas Pelayanan Publik . Gava Media. 3. Matin, 2014. Manajemen Pendidikan dan Aplikasinya . Rajawali Press. 4. Moenir, H.A.S. 2014. Manajemen Pelayanan Umum Indonesia . Bumi Aksara. 5. Mukarom, Zaenal & Laksana, Muhibudin W. 2015. Manajemen Pelayanan Publik . Bandung: Pustaka Setia. 6. O'Toole, Laurence. 2011. Public Management . Cambridge University Press. 7. Pranoto, Juni. 2011. Strategi Pembaharuan Administrasi dan Manajemen Publik. Alfabeta. 8. Rodliyah, St. 2012. Partisipasi Masyarakat dalam Pengambilan Keputusan dan Perencanaan di Sekolah. STAIN Jember. 9. Sagala, Syaiful. 2011. Manajemen Strategik dalam Peningkatan Mutu Pendidikan . Bandung: Alfabeta. 10. Tilaar. HR. 2012. Kebijakan Pendidikan. Pustaka Pelajar. 11. Wibowo. Agus, 2013. Akuntabilitas Pendidikan. Pustaka Pelajar Yogyakarta. 				
	Supporters:				
Supporting lecturer	Tauran, S.Sos., M.Soc.Sc. Fitrotun Niswah, S.AP., M.AP. Dr. Suci Megawati, S.IP., M.Si. Trenda Aktiva Oktariyanda, 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 (%)

		Indicator	Criteria & Form	Offline (offline)	Online (online)	1	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Students are able to understand public services as a science and as a basis for educational service management courses	- Explaining the ontology of public services - Explaining the epistemology of public services - Explaining the axiology of public services	Criteria: 1.Assessment sheet 1 is used to assess students' mastery of knowledge about Educational Service Management. 2.The assessment contained in Assessment Sheet 1 is carried out during the Mid-Semester Examination (UTS). 3.Assessment Sheet 1. Consists of 4 essay questions. 4.Weight of Question No. 1 = 25 5.Weight of Question No. 2 = 25 6.Weight of Question No. 3 = 25 7.Weight of Question No. 4 = 25	- Pulpit lecture - Question and answer. - Discussion 2 X 50			0%
2				2 X 50			0%
3				2 X 50			0%
4				2 X 50			0%
5				2 X 50			0%
6				2 X 50			0%
7				2 X 50			0%
8				2 X 50			0%
9				2 X 50			0%
10				2 X 50			0%
11				2 X 50			0%
12				2 X 50			0%
13				2 X 50			0%
14				2 X 50			0%
15				2 X 50			0%
16				2 X 50			0%

Evaluation Percentage Recap: Case Study

No	Evaluation	Percentage
		0%

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** 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.
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.