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

SEMESTER LEARNING PLAN

Courses		CODE	Course Family		Credit Weight			SEMESTER	Compilation Date
Public Service Issues		6320102039			T=2	P=0	ECTS=3.18	0	July 18, 2024
AUTHORIZATION		**SP Developer**			**Course Cluster Coordinator**			**Study Program Coordinator**	
		....			....			Eva Hany Fanida, S.AP., M.AP.	

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
	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

Short Course Description	This course explains issues related to the development of innovation and technology in public services in government agencies

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 Masyarakat. 5. Osborne, Stephen P. 2010.The New Public Governance. New York: Routledge.
	Supporters:
Supporting lecturer	Dra. Meirinawati, M.AP. Fitrotun Niswah, S.AP., M.AP. Badrudin Kurniawan, S.AP., M.AP. 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)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

1	Students are able to understand the introduction of public service issues as science	- Explain the meaning of public service issues - Explain the scope of public service issues - Explain the purpose of public service issues	**Criteria:** Assess understanding of public service issues as science	- Pulpit lecture - Question and answer. - Discussion 2 X 50			0%
2	Students are able to understand the development of public service innovation	- Explain the definition of public service innovation - Explain the characteristics of public service innovation - Explain the typology, levels and categories of public service innovation	**Criteria:** Assess understanding of the development of public service innovation	- Pulpit lecture - Question and answer. - Discussion 2 X 50			0%
3	Students are able to understand e-Gov innovation in public services and the application of e-Gov in the field of health services (e-Health)	- Explain the terminology, definitions and benefits of e-Gov - Explain the use of e-Gov in the health sector (e-Health)	**Criteria:** Assess understanding of e-Gov innovation in public services and application of e-Gov in the field of health services (e-Health)	- Pulpit lecture - Question and answer. - Discussion 2 X 50			0%
4	Students are able to understand the application of e-Gov in the field of Population Administration services	- Explaining the ins and outs of e-KTP - Explaining the ins and outs of e-Lampid - Explaining the ins and outs of SIAK	**Criteria:** Assess understanding of the application of e-Gov in the field of Population Administration services	- Pulpit lecture - Question and answer. - Discussion 2 X 50			0%
5	Students are able to understand the application of e-Gov in the field of tax services	- Explaining the definition of tax - Explaining Tax e-Filing - Explaining Tax e-Billing - Explaining e-Budgeting	**Criteria:** Assess understanding of the application of e-Gov in the field of Tax services	- Pulpit lecture - Discussion - Questions and answers 2 X 50			0%
6	Students are able to understand issues related to case studies of e-Gov implementation in the fields of health services and population administration	- Explain a case study of the application of e-Gov in the field of health services - Explain a case study of the application of e-Gov in the field of population administration services	**Criteria:** 1. Weight: 2. 81 - 100 papers prepared according to standards for writing scientific papers and in-depth analysis 3. 61 - 80 papers prepared according to the standards for writing scientific papers and less in-depth analysis 4. 51 - 60 papers were prepared not according to the standards for writing scientific papers and were not strong	- Group assignment presentation - 2 X 50 discussion			0%

7	Students are able to understand issues related to case studies of e-Gov implementation in the fields of taxation, transportation and education services	- Explaining a case study of the application of e-Gov in the field of tax services - Explaining a case study of the application of e-Gov in the field of transportation services - Explaining a case study of the application of e-Gov in the field of educational services	**Criteria:** 1. Weight: 2. 81 - 100 papers prepared according to paper writing standards and in-depth analysis 3. 71 - 80 papers prepared according to paper writing standards and less in-depth analysis 4. 50 - 70 papers are not prepared according to paper writing standards and the analysis is not in depth	- Group assignment presentation - 2 X 50 discussion				0%
8	Students are able to understand and explain the material that has been given previously	Explaining the mastery that was given previously (meetings 1 - 7)	**Criteria:** 1. Essay Questions. 2. Weight of Question No. 1 = 20 3. Weight of Question No. 2 = 30 4. Weight of Question No. 3 = 20 5. Weight of Question No. 4 = 30	Sub Summative Test / Exam (USS) 2 X 50				0%
9	Students are able to analyze public service issues	Students are able to analyze the implementation of public services	**Criteria:** 1. Essay Questions 2. Weight of question No. 1 = 20 3. Weight of Question No. 2 = 30 4. Weight of Question No. 3 = 20 5. Weight of Question No. 4 = 30	discussion 2 X 50				0%
10	Students are able to analyze public service issues	Students are able to analyze the implementation of public services	**Criteria:** 1. Essay Questions 2. Weight of question No. 1 = 20 3. Weight of Question No. 2 = 30 4. Weight of Question No. 3 = 20 5. Weight of Question No. 4 = 30	discussion 2 X 50				0%

11	Students are able to analyze public service issues	Students are able to analyze the implementation of public services	**Criteria:** 1.Essay Questions 2.Weight of question No. 1 = 20 3.Weight of Question No. 2 = 30 4.Weight of Question No. 3 = 20 5.Weight of Question No. 4 = 30	discussion 2 X 50			0%
12	Students are able to analyze public service issues	Students are able to analyze the implementation of public services	**Criteria:** 1.Essay Questions 2.Weight of question No. 1 = 20 3.Weight of Question No. 2 = 30 4.Weight of Question No. 3 = 20 5.Weight of Question No. 4 = 30	discussion 2 X 50			0%
13	Students are able to analyze public service issues	Students are able to analyze the implementation of public services	**Criteria:** 1.Essay Questions 2.Weight of question No. 1 = 20 3.Weight of Question No. 2 = 30 4.Weight of Question No. 3 = 20 5.Weight of Question No. 4 = 30	discussion 2 X 50			0%
14	Students are able to analyze public service issues	Students are able to analyze the implementation of public services	**Criteria:** 1.Essay Questions 2.Weight of question No. 1 = 20 3.Weight of Question No. 2 = 30 4.Weight of Question No. 3 = 20 5.Weight of Question No. 4 = 30	discussion 2 X 50			0%
15	Students are able to analyze public service issues	Students are able to analyze the implementation of public services	**Criteria:** 1.Essay Questions 2.Weight of question No. 1 = 20 3.Weight of Question No. 2 = 30 4.Weight of Question No. 3 = 20 5.Weight of Question No. 4 = 30	discussion 2 X 50			0%
16							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.