



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

Document Code

SEMESTER LEARNING PLAN

Courses	CODE	Course Family	Credit Weight			SEMESTER	Compilation Date																																
Public service	6320102071		T=2	P=0	ECTS=3.18	5	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																																					
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.																																						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td rowspan="2" style="width: 10%; text-align: center;">P.O</td> <td colspan="16" style="text-align: center;">Week</td> </tr> <tr> <td style="width: 5%; text-align: center;">1</td> <td style="width: 5%; text-align: center;">2</td> <td style="width: 5%; text-align: center;">3</td> <td style="width: 5%; text-align: center;">4</td> <td style="width: 5%; text-align: center;">5</td> <td style="width: 5%; text-align: center;">6</td> <td style="width: 5%; text-align: center;">7</td> <td style="width: 5%; text-align: center;">8</td> <td style="width: 5%; text-align: center;">9</td> <td style="width: 5%; text-align: center;">10</td> <td style="width: 5%; text-align: center;">11</td> <td style="width: 5%; text-align: center;">12</td> <td style="width: 5%; text-align: center;">13</td> <td style="width: 5%; text-align: center;">14</td> <td style="width: 5%; text-align: center;">15</td> <td style="width: 5%; text-align: center;">16</td> </tr> </table>							P.O	Week																1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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Supporting lecturer	Dra. Meirinawati, M.AP. Fitrotun Niswah, 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 public service as a science	- Explaining the ontology of public services - Explaining the epistemology of public services - Explaining the axiology of public services	Criteria: Assessing understanding of public services as science	- Pulpit lecture - Question and answer. - Discussion 2 X 50			0%
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	- Pulpit lecture - Question and answer. - Discussion 2 X 50			0%
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	- Pulpit lecture - Question and answer. - Discussion 2 X 50			0%
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	- Pulpit lecture - Question and answer. - Discussion 2 X 50			0%
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	- Scientific pulpit - Discussion - Question and answer - Performance 2 X 50			0%
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	- Scientific pulpit - Discussion - Questions and answers 2 X 50			0%

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	- Scientific pulpit - Discussion - Questions and answers 2 X 50			0%
8	Students are able to understand the material that has been given previously	Explain 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	Test 2 X 50			0%
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	- Scientific pulpit - Discussion - Questions and answers 2 X 50			0%
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	- Pulpit lecture - Discussion - Question and answer - 1 X 1 work performance			0%
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	- Pulpit lecture - Discussion - Question and answer - 1 X 1 work performance			0%
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	- Work platform - Discussion - Javanese questions 2 X 50			0%
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	- Scientific pulpit - Discussion - Questions and answers 2 X 50			0%

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	- Scientific pulpit - Discussion - Questions and answers 2 X 50			0%
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	- Scientific pulpit - Discussion - Questions and answers 2 X 50			0%
16							0%

Evaluation Percentage Recap: Case Study

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.