



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																																																																																																				
Conflict Management	6320102052	Study Program Elective Courses	T=2 P=0 ECTS=3.18	4	July 17, 2023																																																																																																				
AUTHORIZATION		SP Developer	Course Cluster Coordinator	Study Program Coordinator																																																																																																					
		Dra. Meirinawati, M.AP; Eva Hany Fanida, S.AP, M.AP; Trenda Aktiva Oktariyanda, S.AP, M.AP; M.Noer Falaq Al Amin, S.IP, M.KP	Dra. Meirinawati, M.AP	Eva Hany Fanida, S.AP., M.AP.																																																																																																					
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-12	Collaborate and have concern for society and the environment.																																																																																																							
	PLO-13	Able to communicate verbally and in writing in organizations and society.																																																																																																							
	Program Objectives (PO)																																																																																																								
	PO - 1	Work together and have sensitivity to the sources and resolution of conflicts in society and the environment																																																																																																							
	PO - 2	Able to master the theoretical concepts of conflict management in the scope of public administration																																																																																																							
	PO - 3	Able to communicate verbally and in writing in resolving all types of conflicts in organizations and society																																																																																																							
	PO - 4	Able to carry out solution activities in resolving conflicts as a form of optimizing public services																																																																																																							
	PLO-PO Matrix																																																																																																								
		<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>P.O</th> <th>PLO-8</th> <th>PLO-12</th> <th colspan="2">PLO-13</th> </tr> </thead> <tbody> <tr><td>PO-1</td><td></td><td></td><td></td><td></td></tr> <tr><td>PO-2</td><td></td><td></td><td></td><td></td></tr> <tr><td>PO-3</td><td></td><td></td><td></td><td></td></tr> <tr><td>PO-4</td><td></td><td></td><td></td><td></td></tr> </tbody> </table>				P.O	PLO-8	PLO-12	PLO-13		PO-1					PO-2					PO-3					PO-4																																																																															
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Short Course Description	This course discusses conflict theory, sources of conflict, types of conflict and conflict resolution.																																																																																																								
References	Main :																																																																																																								
	<ol style="list-style-type: none"> 1. W, Hendrick, 2012, Bagaimana Mengelola Konflik, Bumi Aksara, Jakarta 2. Wahyudi, 2015, Manajemen Konflik Dalam Organisasi, Alfabet, Bandung 3. Pilar, Pazos, 2012, Manajemen Konflik dan Efektivitas dalam Tim Virtual, Departemen Manajemen Teknik dan Teknik Sistem, Universitas Old Dominion, Norfolk, Virginia, AS 4. Herdiansyah, Jufri, 2014, Manajemen Konflik Dalam Sebuah Organisasi, Jurnal STIE Semarang Vol.6 No.1, Semarang 																																																																																																								
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	<ol style="list-style-type: none"> 1. Juliana, 2015, <i>Dinamika Konflik Dalam Organisasi</i>, E-Journal "Acta Diurnal" Vol. IV Nomor 2 2. Dian, 2013, <i>Komunikasi Organisasi Dalam Manajemen Konflik</i>, Jurnal Al-Irsyad 3. Widyastuti, 2017, <i>Pengaruh Komunikasi Asertif Terhadap Pengelolaan Konflik</i>.6. 						
Supporting lecturer	Dra. Meirinawati, M.AP. Eva Hany Fanida, S.AP., M.AP. M. Noer Falaq Al Amin, SIP., M.KP. Revienda Anita Fitri, S.I.P., M.P.A.						
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	- Understand the transition of conflict thinking.	<ol style="list-style-type: none"> 1.Explain the nature of conflict 2.Explain the transition of conflict thinking 3.Explain the sources of conflict 	Criteria: The level of student understanding of the material provided Form of Assessment : Participatory Activities	Face to Face Lectures; Discovery Learning Group Discussion 2 X 50		Material: The Nature of Conflict; Conflict Thinking Transition; Sources of conflict Bibliography: <i>Wahyudi, 2015, Conflict Management in Organizations, Alfabet, Bandung</i>	7%
2	Students understand the concept of classical conflict sociology theory	<ol style="list-style-type: none"> 1.Explains the thinking of classical sociological conflict theory. 2.Explain the originator of the classical sociological theory of conflict 3.Explain the thoughts of each character in relation to classical sociological theory of conflict 4.Explain the differences in sources of conflict from each figure in classical conflict sociology 	Criteria: The level of student understanding of material regarding the concept of classical conflict sociology theory. Forms of Assessment : Participatory Activities, Project Results Assessment / Product Assessment	Face to Face Lectures; Discovery Learning, Group Discussions and Presentations; Independent Assignment/Review Paper 2 X 50		Material: Classic Sociological Conflict Theory References: <i>Wahyudi, 2015, Conflict Management in Organizations, Alfabet, Bandung</i>	7%
3	- Understand the concept of humanist school of conflict sociology theory.	<ol style="list-style-type: none"> 1.Explain the positivist sociological theory of conflict 2.Explains the originator of the positivist conflict theory of sociology 3.Explains the thoughts of each figure regarding the sociological theory of positivist conflict flow 4.Explain the differences in sources of conflict from each positivist school of conflict sociology theorists 	Criteria: The level of student understanding of the sociological theory of conflict from the humanist school of thought. Forms of Assessment : Participatory Activities, Project Results Assessment / Product Assessment	Face to Face Lectures; Discovery Learning, Group Discussions and Presentations; Independent Assignment/Review Paper 2 X 50		Material: Sociological Theory of Conflict of the Positivist School Literature: <i>Wahyudi, 2015, Conflict Management in Organizations, Alfabet, Bandung</i>	9%

4	Students understand the sociological theory of humanist conflict theory	<ol style="list-style-type: none"> 1.Explaining the sociological theory of conflict in the humanist school. 2.Explains the originator of sociological conflict theory in the humanist school 3.Explains the thoughts of each figure regarding the sociological theory of the humanist conflict school 4.Explain the differences in sources of conflict for each figure in the sociological theory of humanist conflict 	Criteria: Analytical Rubric (Non Test) Form of Assessment : Participatory Activities	Face to Face Lectures; Discovery Learning, Group Discussions and Presentations; Independent Assignment/Review Paper 2 X 50		Material: Humanist School of Conflict Sociological Theory Library: <i>Wahyudi, 2015, Conflict Management in Organizations, Alfabet, Bandung</i>	5%
5	- Understand the concept of critical school conflict sociology.	<ol style="list-style-type: none"> 1.Explain the meaning of a job description 2.Identify description components 3.Identify detailed position information in the job description 	Criteria: The level of student understanding of critical school sociological theory material. Form of Assessment : Project Results Assessment / Product Assessment	Face to Face Lectures; Problem Based Learning Assignments, Group Discussions; Review papers 2 X 50		Material: Sociological Theory of Critical School Conflict Literature: <i>Wahyudi, 2015, Conflict Management in Organizations, Alfabet, Bandung</i>	9%
6	Analyzing conflict management from several conflict management case studies.	Able to explain conflict management from conflict case studies	Criteria: Analytical Rubric (Non Test) Form of Assessment : Participatory Activities	Face to Face Lectures; Problem Based Learning; Analyzing social conflict case studies; 2 X 50		Material: Case examples of social conflict Reference: <i>Juliana, 2015, Dynamics of Conflict in Organizations, E-Journal "Acta Diurnal" Vol. IV Number 2</i> <hr/> Material: Case examples of social conflict Reference: <i>Dian, 2013, Organizational Communication in Conflict Management, Al-Irsyad Journal</i> <hr/> Material: Examples of social conflict cases Reference: <i>Widyastuti, 2017, The Influence of Assertive Communication on Conflict Management.6.</i>	4%

7	Analyzing conflict management from several conflict management case studies.	Able to explain conflict management from conflict case studies	Criteria: Analytical Rubric (Non Test) Form of Assessment : Participatory Activities	Face to Face Lectures; Problem Based Learning; Analyzing social conflict case studies; 2 X 50		Material: Case examples of social conflict Reference: Juliana, 2015, <i>Dynamics of Conflict in Organizations</i> , E-Journal "Acta Diurnal" Vol. IV Number 2 Material: Case examples of social conflict Reference: Dian, 2013, <i>Organizational Communication in Conflict Management</i> , Al-Irsyad Journal Material: Examples of social conflict cases Reference: Widyastuti, 2017, <i>The Influence of Assertive Communication on Conflict Management</i> .6.	4%
8	Students understand the material for meetings 1 - 7	Able to answer various material questions 1 - 7 (Mid Semester Evaluation / Mid Semester Exam)	Criteria: 1.Weight of Question No. 1 = 20 2.Weight of Question No. 2 - 3= 25 3.Weight of Question No. 4 = 30 Form of Assessment : Test	Written test 2 X 50		Material: Material 1-8 Reference: Wahyudi, 2015, <i>Conflict Management in Organizations</i> , Alfabeta, Bandung	8%
9	Students are able to identify types of conflict	1.Explain the types of conflict 2.Identifying conflicts according to areas of life	Criteria: Holistic Rubric (Non Test) Form of Assessment : Participatory Activities	Face to Face Lectures; Problem Based Learning; Student Assignment: identify examples of cases and types of conflict; 2 X 50		Material: Types of social conflict Reference: W, Hendrick, 2012, <i>How to Manage Conflict</i> , Bumi Aksara, Jakarta Material: Types of social conflict Reference: Herdiansyah, Jufri, 2014, <i>Conflict Management in an Organization</i> , STIE Semarang Journal Vol.6 No.1, Semarang	5%
10	Students are able to understand advocacy strategies	1.Identify conflict components 2.Identify sources of conflict 3.Identify conflict control processes 4.Identify conflict management approaches	Criteria: Analytical Rubric (Non Test) Form of Assessment : Project Results Assessment / Product Assessment	Face to Face Lectures; Problem Based Learning; Student Assignment: conduct fact analysis and formulate a 2 X 50 advocacy strategy	- -	Material: Conflict components; Sources of conflict; Conflict control process; Conflict management approaches; Basis for choosing a conflict management approach. References: W, Hendrick, 2012, <i>How to Manage Conflict</i> , Bumi Aksara, Jakarta	8%

11	Students are able to explain work performance, organizational productivity and their relationship with conflict	<ol style="list-style-type: none"> 1.Explain job appraisal 2.Identify steps to measure work performance 3.Identify factors that can increase productivity 4.Explain the relationship between conflict and work performance 5.Explain the relationship between conflict and organizational effectiveness 6.Explain the influence of conflict management on work performance and organizational productivity 	<p>Criteria: Analytical Rubric (Non Test)</p> <p>Form of Assessment : Participatory Activities</p>	Face to Face Lectures; Problem Based Learning 2 X 50	<p>Material: relationship between conflict and work performance and organizational effectiveness, the influence of conflict management on work performance and organizational productivity</p> <p>References: <i>Pilar, Pazos, 2012, Conflict Management and Effectiveness in Virtual Teams, Department of Engineering Management and Systems Engineering, Old Dominion University, Norfolk, Virginia , USA</i></p>	5%
12	Students are able to explain work performance, organizational productivity and their relationship with conflict	<ol style="list-style-type: none"> 1.Explain job appraisal 2.Identify steps to measure work performance 3.Identify factors that can increase productivity 4.Explain the relationship between conflict and work performance 5.Explain the relationship between conflict and organizational effectiveness 6.Explain the influence of conflict management on work performance and organizational productivity 	<p>Criteria: Analytical Rubric (Non Test)</p> <p>Form of Assessment : Participatory Activities</p>	Face to Face Lectures; Problem Based Learning 2 X 50	<p>Material: relationship between conflict and work performance and organizational effectiveness, the influence of conflict management on work performance and organizational productivity</p> <p>References: <i>Pilar, Pazos, 2012, Conflict Management and Effectiveness in Virtual Teams, Department of Engineering Management and Systems Engineering, Old Dominion University, Norfolk, Virginia , USA</i></p>	5%

13	Students are able to identify conflict resolution through administrative processes	<ol style="list-style-type: none"> 1.Explain the meaning of conflict resolution through administrative processes 2.Explain the background to the birth of KPPU and BPSK 3.Identify the authority of KPPU and BPSK 4.Explain the history of the ombudsman 5.Identify the type of ombudsman 6.Identify conflict resolution through eviction 	<p>Criteria: Analytical Rubric (Non Test)</p> <p>Forms of Assessment : Participatory Activities, Project Results Assessment / Product Assessment</p>	Face to Face Lectures; Problem Based Learning 2 X 50		<p>Material: BPSK background; BPSK Authority; History of the ombudsman; Development of the use of ombudsmen; Definition of ombudsman; Types of ombudsmen; Library Eviction : <i>Wahyudi, 2015, Conflict Management in Organizations, Alfabet, Bandung</i></p> <p>Material: BPSK background; BPSK Authority; History of the ombudsman; Development of the use of ombudsmen; Definition of ombudsman; Types of ombudsmen; Library Eviction : <i>W, Hendrick, 2012, How to Manage Conflict, Bumi Aksara, Jakarta</i></p>	8%
14	Students are able to identify conflict resolution through administrative processes	<ol style="list-style-type: none"> 1.Explain the meaning of conflict resolution through administrative processes 2.Explain the background to the birth of KPPU and BPSK 3.Identify the authority of KPPU and BPSK 4.Explain the history of the ombudsman 5.Identify the type of ombudsman 6.Identify conflict resolution through eviction 	<p>Criteria: Analytical Rubric (Non Test)</p> <p>Forms of Assessment : Participatory Activities, Project Results Assessment / Product Assessment</p>	Face to Face Lectures; Problem Based Learning 2 X 50		<p>Material: BPSK background; BPSK Authority; History of the ombudsman; Development of the use of ombudsmen; Definition of ombudsman; Types of ombudsmen; Library Eviction : <i>Wahyudi, 2015, Conflict Management in Organizations, Alfabet, Bandung</i></p> <p>Material: BPSK background; BPSK Authority; History of the ombudsman; Development of the use of ombudsmen; Definition of ombudsman; Types of ombudsmen; Library Eviction : <i>W, Hendrick, 2012, How to Manage Conflict, Bumi Aksara, Jakarta</i></p>	5%

15	Students are able to identify conflict resolution through alternative disputes	<ol style="list-style-type: none"> 1.Explain the mediation plan 2.Identify the purpose of mediation 3.Identify types of mediation 4.Explain the meaning of arbitration! 5.Identifying Types of Arbitration 6.Identify the nature of an arbitration award 	Criteria: Analytical Rubric (Non Test) Forms of Assessment : Participatory Activities, Project Results Assessment / Product Assessment	Discussions, lectures 3 x 50		Material: Discussing the meaning of mediation and arbitration, types of mediation and arbitration, nature of arbitration awards. Reference: <i>W, Hendrick, 2012, How to Manage Conflict, Bumi Aksara, Jakarta</i> Material: Discussing the meaning of mediation and arbitration, types of mediation and arbitration, nature of arbitration awards. Reference: <i>Wahyudi, 2015, Conflict Management in Organizations, Alfabet, Bandung</i>	3%
16	Able to answer various material questions 1 - 15 (Final Semester Evaluation / Final Semester Examination (Students are able to understand and explain the material given from meetings 1-15)	<ol style="list-style-type: none"> 1.Clarity of descriptions of answers to final semester exam questions 2.Clarity of answers to final semester exam questions 3.Complete description of answers to final semester exam questions 4.Depth of description of answers to final semester exam questions 	Criteria: <ol style="list-style-type: none"> 1.Answers are explained appropriately 2.Answers are explained clearly 3.Answers are explained in full 4.Answers are analyzed in depth Form of Assessment : Test	100 minute written test		Material: Material 9-15 Bibliography: <i>Pilar, Pazos, 2012, Conflict Management and Effectiveness in Virtual Teams, Department of Engineering Management and Systems Engineering, Old Dominion University, Norfolk, Virginia, USA</i>	8%

Evaluation Percentage Recap: Case Study

No	Evaluation	Percentage
1.	Participatory Activities	51%
2.	Project Results Assessment / Product Assessment	33%
3.	Test	16%
		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** 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.