



**Universitas Negeri Surabaya
Faculty of Vocational Studies
D4 Public Administration Study Program**

**Document
Code**

SEMESTER LEARNING PLAN

Courses	CODE	Course Family	Credit Weight	SEMESTER	Compilation Date																																																	
Public service	6330103031	Compulsory Curriculum Subjects - National	T=1 P=0 ECTS=1.59	1	April 28, 2023																																																	
AUTHORIZATION	SP Developer		Course Cluster Coordinator	Study Program Coordinator																																																		
	Dian Arlupi Utami, S.Sos, M.AP		Dian Arlupi Utami, S.Sos, M.AP	Dr. Weni Rosdiana, S.Sos., M.AP.																																																		
Learning model	Project Based Learning																																																					
Program Learning Outcomes (PLO)	PLO study program which is charged to the course																																																					
	PLO-14	Mastering knowledge about the concepts and practices of organizations, management and public sector policies																																																				
	Program Objectives (PO)																																																					
	PO - 1	Demonstrate a responsible attitude towards work in their field of expertise independently. 2. Able to apply logical, critical, innovative, quality and measurable thinking in carrying out specific work in accordance with applicable competency standards 3. Mastering concepts and theories about public services in public organizations 4. Able to design and manage public services																																																				
	PLO-PO Matrix																																																					
		<table border="1" style="margin: auto;"> <tr> <td style="padding: 5px;">P.O</td> <td style="padding: 5px;">PLO-14</td> </tr> <tr> <td style="padding: 5px;">PO-1</td> <td style="padding: 5px;"></td> </tr> </table>				P.O	PLO-14	PO-1																																														
P.O	PLO-14																																																					
PO-1																																																						
	PO Matrix at the end of each learning stage (Sub-PO) <table border="1" style="margin: auto;"> <tr> <td rowspan="2" style="padding: 5px;">P.O</td> <td colspan="16" style="text-align: center;">Week</td> </tr> <tr> <td style="padding: 5px;">1</td> <td style="padding: 5px;">2</td> <td style="padding: 5px;">3</td> <td style="padding: 5px;">4</td> <td style="padding: 5px;">5</td> <td style="padding: 5px;">6</td> <td style="padding: 5px;">7</td> <td style="padding: 5px;">8</td> <td style="padding: 5px;">9</td> <td style="padding: 5px;">10</td> <td style="padding: 5px;">11</td> <td style="padding: 5px;">12</td> <td style="padding: 5px;">13</td> <td style="padding: 5px;">14</td> <td style="padding: 5px;">15</td> <td style="padding: 5px;">16</td> </tr> <tr> <td style="padding: 5px;">PO-1</td> <td style="padding: 5px;"></td> </tr> </table>				P.O	Week																1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	PO-1																
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	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16																																						
PO-1																																																						
Short Course Description	This course presents a discussion of the concept of service systems, scope & principles of public services, public service factors, access and control of public services, electronic-based public services, public service strategies, quality of public services, excellent service, minimum service standards , Community Satisfaction Index, Public Service Issues																																																					
References	Main :																																																					

1. 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
2. Hardiyansyah. 2011. Kualitas Pelayanan Publik. Gava Media
3. Hesti dkk, Puspitosari & Khalikussabir. 2011. Filosofi Pelayanan Publik. Setara Press dan Jaringan Nasional Masyarakat
4. Osborne, Stephen P. 2010. The New Public Governance. New York: Routledge
5. Yusriadi. 2018. Reformasi Birokrasi dalam Pelayanan Publik. Sleman: Deepublish
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7. Mindarti, Lely Indah. 2016. Manajemen Pelayanan Publik (Menuju Tata Kelola yang Baik). Malang: University of Brawijaya Press
8. Ulum, M. Chazienu. 2018. Public Service (Tinjauan Teoritis dan Isu-Isu Strategis Pelayanan Publik). Malang: University of Brawijaya Pres
9. Sinambela, Lijan Poltak. 2018. Reformasi Pelayanan Publik: Teori, Kebijakan, dan Implementasi. Jakarta: Bumi Aksara
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11. Dwiyanto, Agus. 2008. Mewujudkan Good Governance Melalui Pelayanan Publik. Yogyakarta. Gadjah Mada University Press
12. Sedarmayanti. 2011. Reformasi Administrasi Publik, Reformasi Birokrasi, dan Kepemimpinan Masa Depan (Mewujudkan Pelayanan Prima dan Pemerintahan yang Baik). Bandung: Refika Aditama
13. Raangkuti, Freddy. 2016. Customer Care Excellence (Peningkatan Kinerja Perusahaan Melalui Pelayanan Prima, Plus Analisa Kasus Jasa Raharja). Jakarta: Gramedia Pustaka Tama
14. Alkadry, Mohamad G. and Tower, Leslie E. 2015. Women and Public Service (Barriers, Challenges, and Opportunities). New York: Routledge
15. D'Agostino, Maria J. and Levine, Helisse. 2011. Women in Public Administration (Theory and Practice). USA: Jones & Bartlett Learning
- Stivers, Camilla. 2002. Gender Image in Public Administration (Legitimacy and The Administrative State); Second Edition. California: Sage Publications

Supporters:

1. Mukharom, Zaenal. 2015. Membangun Kinerja Pelayanan Publik. Bandung :Pustaka Setia

Supporting lecturer

Dr. Prasetyo Isbandono, S.Sos., M.Si.
 Dian Arlupi Utami, S.Sos., M.AP.
 Dr. Weni Rosdiana, S.Sos., M.AP.
 Yuni Lestari, S.AP., M.AP.
 Dr. Haryo Kunto Wibisono, 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	1.Explaining the ontology of public services 2.Explaining the epistemology of public services 3.Explain the axiology of public services	Forms of Assessment : Participatory Activities, Practice/Performance, Tests	Pulpit lectures Questions and answers. Discussion 3 X 50		Material: service concept Library:	0%
2	Students are able to understand the development of the public service paradigm	1. Identify the concept of public service 2. Identifying public service theories	Forms of Assessment : Participatory Activities, Project Results Assessment / Product Assessment, Practice / Performance, Tests	Pulpit lecture Questions and answers. Discussion 3 X 50		Material: library service system :	0%
3	Students are able to differentiate between public goods and private goods	1.Explain the meaning of public goods 2.Explain the meaning of private goods		Pulpit lecture Questions and answers. Discussion 3 X 50		Material: scope & principles of public service Reference:	0%

4	Students are able to identify the principles and standards of public services	<ol style="list-style-type: none"> 1. Identify the principles of public service 2. Identify public service standards 3. Identify the principles of public service 	Form of Assessment : Participatory Activities	Pulpit lecture Questions and answers. Discussion 3 X 50		Material: public service factors, access and control of public services. Library: <i>Mukharom, Zaenal. 2015. Building Public Service Performance. Bandung: Pustaka Setia</i>	0%
5	Students are able to identify public service institutions	<ol style="list-style-type: none"> 1. Identifying public service institutions in Indonesia 2. Identify the tasks of public institutions 	Forms of Assessment : Participatory Activities, Practice/Performance, Tests	Scientific pulpit Discussion Questions and answers Performance 3 X 50			5%
6	Students are able to understand HR management and public service culture	<ol style="list-style-type: none"> 1. Identify managing HR 2. Explain the meaning of public service culture 3. Identifying the function of public service culture 4. Identify types of organizational culture based on concern for people and performance 5. Identify government policies in developing a service culture 	Form of Assessment : Participatory Activities	The lecturer opened a discussion forum regarding the identification of 6 X 50 public services		Material: public service strategy References: Material: public service strategy References:	5%
7	Students are able to understand HR management and public service culture	<ol style="list-style-type: none"> 1. Identify managing HR 2. Explain the meaning of public service culture 3. Identifying the function of public service culture 4. Identify types of organizational culture based on concern for people and performance 5. Identify government policies in developing a service culture 	Form of Assessment : Participatory Activities	The lecturer opened a discussion forum regarding the identification of 6 X 50 public services		Material: public service strategy References: Material: public service strategy References:	5%
8	Midterm exam		Form of Assessment : Test	3 X 50			20%

9	Students are able to manage service costs	<ol style="list-style-type: none"> 1.Explain the meaning of service fees 2.Identify the function of service costs 3.Identify the use of funds for services 	Form of Assessment : Portfolio Assessment	Scientific pulpit Discussion Questions and answers 3 X 50		Material: quality of public service excellent service Reference:	5%
10	Students are able to manage service costs	<ol style="list-style-type: none"> 1.Explain the meaning of service fees 2.Identify the function of service costs 3.Identify the use of funds for services 	Forms of Assessment : Project Results Assessment / Product Assessment, Portfolio Assessment, Practical Assessment	Scientific pulpit Discussion Questions and answers 3 X 50		Material: quality of public service excellent service Reference:	30%
11	Students are able to manage the integrity of public services	<ol style="list-style-type: none"> 1.Explain the meaning of public service integrity 2.Explain the importance of public service integrity 	Forms of Assessment : Participatory Activities, Project Results Assessment / Product Assessment	Workplace Discussion Questions and Answers 3 X 50			5%
12	Students are able to understand customer satisfaction	<ol style="list-style-type: none"> 1.Identify internal customer expectations 2.Identify external customer expectations 3.Identifying performance is linked to expectations and satisfaction 		Scientific pulpit Discussion Questions and answers 3 X 50			5%
13	Students are able to identify complaint handling	<ol style="list-style-type: none"> 1.Identifying a positive image in the eyes of customers 2.Explain the effort to understand first before being understood 3.Identifying customer characters 		Scientific pulpit Discussion Questions and answers 3 X 50			5%
14	Students are able to understand innovation and reform in public services	<ol style="list-style-type: none"> 1.Identify service strategies 2.Calculating the community satisfaction index 3.Calculating community satisfaction surveys 		Scientific pulpit Discussion Questions and answers 3 X 50			5%
15	Students are able to understand gender perspective services	Explaining the definition of gender equality in public services. Identifying forms of public services with a gender perspective. Identifying cases of gender-based public services in Indonesia		Scientific pulpit Questions and answers Discussion 3 X 50			5%

16		Able to solve UAS questions 1-15	Criteria: Able to solve UAS questions Form of Assessment : Project Results Assessment / Product Assessment, Practice / Performance, Test	Offline 3x50			24%
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Evaluation Percentage Recap: Project Based Learning

No	Evaluation	Percentage
1.	Participatory Activities	14.17%
2.	Project Results Assessment / Product Assessment	20.5%
3.	Portfolio Assessment	15%
4.	Practical Assessment	10%
5.	Practice / Performance	9.67%
6.	Test	29.67%
		99.01%

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.