



**Surabaya State University Faculty of  
Social Sciences and Law  
Undergraduate of Public Administration Sciences**

**Document Code**  
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**Lesson Plan**

SUBJECT	Code	Cluster	Credits	Semester	Compilation Date
Public Service	4062112049	CLUSTER	2	6	2023
<b>AUTHORIZATION</b>	<b>Lesson Plan Developer</b>	<b>Coordinator</b>		<b>Head of Study Program</b>	
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<b>Learning Program Outcome (PLO)</b>	<b>Program Learning Outcome (PLO)</b>				
	PLO2	Able to master the theoretical concepts of public sector management to realize the values of good governance			
	PLO 6	Able to utilize information technology in managing the organization			
	PLO7	Able to formulate alternative solutions to administrative problems in public sector organizations			
	PLO11	Cooperate and have concern for society and environment			
	<b>Course Learning Outcome (CLO)</b>				
	CLO2	Able to master theoretical concepts in public services to realize the values of good governance			
	CLO 6	Able to utilize information technology in managing organizations in public services			
	CLO7	Able to formulate alternative solutions to administrative problems in public service organizations			
	CLO11	Cooperate and have concern for the community and the environment in relation to public services			
<b>Course Description</b>	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 be able to improve the quality of public services and customer satisfaction through complaint handling, as well as service reform and innovation.				

<b>Learning Materials/ Topics</b>	<ol style="list-style-type: none"> <li>1. Definition of public service, The scope of public services, Public service materials, Public service goals</li> <li>2. Public service concept, Public service theory</li> <li>3. Definition of public goods, Definition of private goods, The difference between public goods and private goods</li> <li>4. Principles of service public service standards principle of public service</li> <li>5. Public institutions in Indonesia,Public institutional duties</li> <li>6. How to manage HR,Understanding the culture of public service,The function of public service culture,Type of organizational culture based on concern for people and performance, Government policy in developing service culture</li> <li>7. Definition of service charge,Service charge function,Use of funds for services</li> <li>8. A3 concept, Concept A6,Factors affecting service quality,Improve service capabilities</li> <li>9. Definition of public service integrity,The importance of the integrity of public services</li> <li>10. Internal and external customer expectations,Performance is associated with expectations and satisfaction</li> <li>11. Creating a positive image in the eyes of customers,Try to understand first then be understood,Get to know the character of the customer</li> <li>12. Service strategy,Community Satisfaction Index,SMI IndicatorsCommunity Satisfaction Survey</li> </ol>
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<b>References</b>	<b>Primary</b>	<ol style="list-style-type: none"> <li>1. Maulidiah, Sri. 2014. Pelayanan Publik. Indra Prahasta.</li> <li>2. Hayat. 2017. Manajemen Pelayanan Publik. Rajagrafindo Persada.</li> <li>3. Safroni, Ladzi. 2012. Manajemen dan Reformasi Pelayanan Publik. Aditya Media Publishing</li> </ol>
	<b>Supplementary</b>	<ol style="list-style-type: none"> <li>1. Denhardt, Janet V. and Denhardt, Robert B. 2013. <i>Pelayanan Publik Baru dari Manajemen Steering ke Serving. (Terjemahan dari judul asli: The New Public Service)</i>. New York: M.E.Sharpe.</li> <li>2. Kasmir. 2016. Manajemen Sumber Daya Manusia. Rajagrafindo Persada</li> <li>3. Made Yoga Putra, N. &amp; H. (2015). Kualitas Pelayana Publik. <i>Ekp</i>, 13(3), 1576–1580.</li> </ol>

<b>Lecturer(s)</b>	<ol style="list-style-type: none"> <li>1. Dra. Meirinawati, M.AP.</li> <li>2. Tenda Aktiva Oktariyanda, S.AP., M.AP.</li> </ol>
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<b>Prerequisite</b>	Reform on Public Administration
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Week	Learning Objectives	Assessment		Learning Activities and Time Allocation		Learning Sources	Scoring
		Indicators	Criteria/Form/Type	Offline	On line		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

1	Students are able to understand public service as a science	<ul style="list-style-type: none"> <li>- Explain the ontology of public services</li> <li>- Explaining the epistemology of public service</li> <li>- Explain the axiology of public services</li> </ul>		<ul style="list-style-type: none"> <li>- Pulpit lecture</li> <li>- Question and answer.</li> <li>- Discussion</li> </ul>	-	<ul style="list-style-type: none"> <li>- Definition of public service</li> <li>- The scope of public services</li> <li>- Public service materials</li> <li>- Public service goals</li> <li>- Reference 2</li> <li>- Reference 3</li> <li>- Reference 4</li> <li>- Reference 5</li> </ul>	
2	Students are able to understand the development of the public service paradigm	<ul style="list-style-type: none"> <li>- Identify the concept of public service</li> <li>- Identify public service theory</li> </ul>		<ul style="list-style-type: none"> <li>- Pulpit lecture</li> <li>- Question and answer.</li> <li>- Discussion</li> </ul>		<ul style="list-style-type: none"> <li>- Public service concept</li> <li>- Public service theory</li> <li>- Reference 2</li> <li>- Reference 3.</li> <li>- Reference 4</li> </ul>	
3	Students are able to distinguish between public goods and private goods	<ul style="list-style-type: none"> <li>- Explain the meaning of public goods</li> <li>- Explain the meaning of private goods</li> </ul>		<ul style="list-style-type: none"> <li>- Pulpit lecture</li> <li>- Question and answer.</li> <li>- Discussion</li> </ul>		<ul style="list-style-type: none"> <li>- Definition of public goods</li> <li>- Definition of private goods</li> <li>- The difference between public goods and private goods</li> <li>- Reference 1</li> <li>- Reference 2.</li> <li>- Reference 5</li> </ul>	

4	Students are able to identify the principles and standards of public service	<ul style="list-style-type: none"> <li>- Identify public service principles</li> <li>- Identify public service standards</li> <li>- Identify the principle of public service</li> </ul>		<ul style="list-style-type: none"> <li>- Pulpit lecture</li> <li>- Question and answer.</li> <li>- Discussion</li> </ul>		<ul style="list-style-type: none"> <li>- Principles of service</li> <li>- Public service standards</li> <li>- Principle of public service</li> <li>- Reference 1</li> <li>- Reference 2.</li> <li>- Reference 5</li> </ul>
5	Students are able to identify public service institutions	<ul style="list-style-type: none"> <li>- Identify public service institutions in Indonesia</li> <li>- Identify the tasks of public institutions</li> </ul>		<ul style="list-style-type: none"> <li>- Scientific pulpit</li> <li>- Discussion</li> <li>- Question and answer</li> <li>- Work method</li> </ul>		<ul style="list-style-type: none"> <li>- Public institutions in Indonesia</li> <li>- Public institutional duties</li> <li>- Reference 1</li> <li>- Reference 2</li> <li>- Reference 4</li> <li>- Reference 5</li> </ul>
6 & 7	Students are able to understand HR management and public service culture	<ul style="list-style-type: none"> <li>- Identify managing HR</li> <li>- Explain the meaning of public service culture</li> <li>- Identify the function of public service culture</li> </ul>		<ul style="list-style-type: none"> <li>- Scientific pulpit</li> <li>- Discussion</li> <li>- Question and answer</li> </ul>		<ul style="list-style-type: none"> <li>- How to manage HR</li> <li>- Understanding the culture of public service</li> <li>- The function of public service culture</li> <li>- Type of organizational</li> </ul>

		<ul style="list-style-type: none"> <li>- Identify the type of organizational culture based on concern for people and performance</li> <li>- Identify government policies in developing a service culture</li> </ul>				<ul style="list-style-type: none"> <li>culture based on concern for people and performance</li> <li>- Government policy in developing service culture</li> <li>- Reference 2</li> <li>- Reference 4</li> <li>- Reference 5</li> </ul>	
<b>8</b>	<b>MIDDLE SEMESTER EXAMINATION (UTS)</b>						
<b>9</b>	Students are able to manage service costs	<ul style="list-style-type: none"> <li>- Explain the meaning of service fees</li> <li>- Identify the service cost function</li> <li>- Identify uses of funds for services</li> </ul>		<ul style="list-style-type: none"> <li>- Scientific pulpit</li> <li>- Discussion</li> <li>Question and answer</li> </ul>		<ul style="list-style-type: none"> <li>- Definition of service charge</li> <li>- Service charge function</li> <li>- Use of funds for services</li> <li>- Reference 1</li> <li>- Reference 2</li> <li>- Reference 3</li> <li>- Reference 5</li> </ul>	
<b>10-11</b>	Students are able to identify the quality of public services	<ul style="list-style-type: none"> <li>- Identify the concept A3</li> <li>- Identifying concepts A6</li> <li>- Identify the factors that affect service quality</li> <li>- Explain service capability improvement</li> </ul>		<ul style="list-style-type: none"> <li>- Pulpit lecture</li> <li>- Discussion</li> <li>- Question and answer</li> <li>- Work method</li> </ul>		<ul style="list-style-type: none"> <li>- A3 concept</li> <li>- Concept A6</li> <li>- Factors affecting service quality</li> <li>- Improve service capabilities</li> <li>- Reference 1</li> <li>- Reference 2</li> </ul>	

						<ul style="list-style-type: none"> <li>- Reference 4</li> <li>- Reference 5</li> </ul>	
12	Students are able to manage the integrity of public services	<ul style="list-style-type: none"> <li>- Explain the meaning of public service integrity</li> <li>- Explain the importance of the integrity of public services</li> </ul>		<ul style="list-style-type: none"> <li>- Working platform</li> <li>- Discussion</li> <li>- Question and answer</li> </ul>		<ul style="list-style-type: none"> <li>- Definition of public service integrity</li> <li>- The importance of the integrity of public services</li> <li>- Reference 3</li> <li>- Reference 4</li> <li>- Reference 5</li> </ul>	
13	Students are able to understand customer satisfaction	<ul style="list-style-type: none"> <li>- Identify internal customer expectations</li> <li>- Identify external customer expectations</li> <li>- Identify performance associated expectations and satisfaction</li> </ul>		<ul style="list-style-type: none"> <li>- Scientific pulpit</li> <li>- Discussion</li> <li>Question and answer</li> </ul>		<ul style="list-style-type: none"> <li>- Internal and external customer expectations</li> <li>- Performance is associated with expectations and satisfaction</li> <li>- Reference 3</li> <li>- Reference 4</li> <li>- Reference 5</li> </ul>	
14-15	Students are able to identify complaint handling	<ul style="list-style-type: none"> <li>- Identify a positive image in the eyes of customers</li> <li>- Make an effort to understand first and then be understood</li> <li>- Identify customer characteristics</li> </ul>		<ul style="list-style-type: none"> <li>- Scientific pulpit</li> <li>- Discussion</li> <li>Question and answer</li> </ul>		<ul style="list-style-type: none"> <li>- Creating a positive image in the eyes of customers</li> <li>- Try to understand first</li> </ul>	

						<ul style="list-style-type: none"> <li>then be understood</li> <li>- Get to know the character of the customer</li> <li>- Reference 1</li> <li>- Reference 3</li> <li>- Reference 4</li> <li>- Reference 5</li> </ul>	
16	Students are able to understand innovation and reform in public services	<ul style="list-style-type: none"> <li>- Identify service strategy</li> <li>- Calculating the community satisfaction index</li> <li>- Calculating community satisfaction surveys</li> </ul>		<ul style="list-style-type: none"> <li>- Scientific pulpit</li> <li>- Discussion</li> <li>- Question and answer</li> </ul>		<ul style="list-style-type: none"> <li>- Service strategy</li> <li>- Community Satisfaction Index</li> <li>- SMI Indicators</li> <li>Community Satisfaction Survey</li> <li>- Reference 1</li> <li>- Reference 2</li> <li>- Reference 3</li> <li>- Reference 4</li> <li>- Reference 5</li> </ul>	
17	FINAL EXAMINATION OF SEMESTER (UAS)						

