

Management of Education Service Learning Device Planning 					
Module/Course Title		Student Workload	Credits	Semester	Frequency
4061112060		90.662 Workhours	2 CU 3.18 ECTS	6 TH SEMESTER	ONCE YEAR
1	Types of courses Lectures Structured, Assignments, Independent Study	Contact hours 26.665	Independent Study 31.998	Structured Study 31.998	Class size MAX 50 STUDENTS
2	Prerequisites for participation (if applicable) Public Service				
3	Program Learning Outcomes				
	PLO1 <i>Able to master the theoretical concepts of public policy and administration</i>				
	PLO6 <i>Able to utilize information technology in managing the organization</i>				
	PLO7 <i>Able to formulate alternative solutions to administrative problems in public sector organizations</i>				
	PLO11 <i>Cooperate and have concern for society and environment</i>				
	CLO1 <i>Able to master the theoretical concepts of public management and education service</i> CLO6 <i>Able to utilize information technology in the management of education service</i> CLO7 <i>Able to formulate alternative solutions to problems related to education service and staffing using informative technology</i> CLO11 <i>Cooperate and have concern for public management and education service</i>				
4	Subject aims/Content (learning objectives of the course/subject material) 1. Definition, scope, materials, objectives of education service management 2. The concept of educational services 3. Public service theory 4. Types of educational services 5. Service principles 6. Public education service standards				

	7. The principle of educational services 8. Various types of public institutions 9. The task of educational institutions 10. Human resource management 11. Culture of educational services 12. Government policies in the development of a service culture in the education sector 13. Costs in educational services 14. Factors affecting the quality of education services 15. Integrity of educational service 16. Customer satisfaction and complaint handling
5	Teaching methods <i>Discovery Learning, Contextual Learning, Case Study Learning, Problem Based Learning, Group Discussions</i>
6	Assessment methods <i>Portfolio, paper test</i>
7	This module/course is used in the following study program/s as well -
8	Responsibility for module/course Elective
9	Other information (References) 1. Matin. 2014. <i>Manajemen Pendidikan dan Aplikasinya</i>. Rajawali Press. 2. Moenir, H.A.S. 2014. <i>Manajemen Pelayanan Umum Indonesia</i>. Bumi Aksara. 3. Chairunisa, C. & AS Pudjosumedi. 2013. <i>Manajemen Pendidikan</i>. Jakarta: UHAMKA Press. 4. Denim, Sudarwan. 2013. <i>Visi Baru Manajemen Sekolah</i>. Bumi Aksara. 5. Barthos, Basir. 2013. <i>Manajemen Kearsipan</i>. Bumi Aksara. 6. Rodliyah, St. 2012. <i>Partisipasi Masyarakat dalam Pengambilan Keputusan dan Perencanaan di Sekolah</i>. STAIN Jember 7. Tilaar, HR. 2012. <i>Kebijakan Pendidikan</i>. Yogyakarta: Pustaka Pelajar 8. Wibowo, Agus. 2013. <i>Akuntabilitas Pendidikan</i>. Yogyakarta: Pustaka Pelajar 9. Kahatu, T. S. dkk. 2015. <i>Manajemen Komplain</i>. Yogyakarta: Penerbit Andi. 10. Arwildayanto, dkk. 2017. <i>Manajemen Keuangan dan Pembiayaan Pendidikan</i>. Widya Padjajaran IKAPI JABAR. 11. Rusmiati, Rusi, dkk. 2019. <i>Manajemen Lembaga Pendidikan</i>. Jakarta: Polimedia Publishing. 12. Dessler, Gary. 2016. <i>Manajemen Sumber Daya Manusia</i>. Jakarta: Salemba Empat.