UNESA Universitas Negeri Surabaya	**Surabaya State University** **Faculty of Social Sciences and Law** **Undergraduate of Public Administration Sciences**	**Document Code**

Lesson Plan

COURSE	Code	Cluster	Credits	Semester	Compilation Date
Public Service Issues	4061112055	Cluster	**2**	6	2017

AUTHORIZATION	Lesson Plan Developer	Coordinator	Head of Study Program
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Program Learning Outcome (PLO)	**Program Learning Outcome (PLO)**	
	PLO-3	Able to master qualitative and quantitative analysis methods and techniques for administration
	PLO-6	Able to utilize information technology in managing the organization
	PLO-7	Able to formulate alternative solutions to administrative problems in public sector organization
	PLO-11	Cooperate and have concern for society and environment
	Course Learning Outcome (CLO)	
	CLO-3	Able to master qualitative and quantitative analysis methods and techniques for inter-regional cooperation in the perspective of regional autonomy
	CLO-6	Able to utilize information technology in managing public sector organizations, implementing public policies, managing development services and administration
	CLO-7	Able to formulate alternative solutions to administrative problems in inter-regional cooperation in the perspective of regional autonomy
	CLO-11	Cooperate and have concern for inter-regional cooperation in the perspective of regional autonomy
Course Description	This course explains the limits, scope, characteristics and development of the public service management paradigm. Students are also equipped with basic knowledge about *public* and *private goods*, principles of public services 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 complaint handling, as well as service reform and innovation.	

<table>
<tr><td>Learning Materials/ Topics</td><td colspan="2">1. Terminology, definition, concept of public service
2. Public service innovations, characteristics, typologies, and categories
3. Electronic Government terminology, definitions, and benefits
4. History, definition, criteria, sites and applications of e-Health, e-Gov, e-KTP, e-Lampid
5. Tax definition, Tax e-filing, Tax e-billing, e-Budgeting
6. Case studies of e-Gov in the fields of health services, population administration, taxation services, transportation services, education services
7. Public service issues</td></tr>
<tr><td rowspan="2">References</td><td>Primary</td><td>1. Durant, Robert F. 2014. Why Public Service Matters: Public Managers, Public Policy, and Democracy. United States: Palgrave Macmillan.
2. Hayat.2017. Manajemen Pelayanan Publik. Jakarta: Rajawali Pers.
3. Denhart, Robert B. 2015. The New Public Service: Serving, not Steering 4th Edition. New York: Routledge.</td></tr>
<tr><td>Supplementary</td><td>4. Gil-Gracia, J. Ramon. 2012. Enacting Electronic Government Success: An Integrative Study of Government-wide Websites, Organizational Capabilities, and Institutions. United States: Springer New York.
5. Sommer, M., Vis-Sommer, V., Curtin, G. G. 2013. The World Of E-Government. United States: Taylor & Francis.
6. E-Government and Websites: A Public Solutions Handbook, 2014. United Kingdom: Taylor & Francis.
7. Schnoll, H. J. 2015. E-Government: Information, Technology, and Transformation. United Kingdom: Taylor & Francis.
8. Sendra Compte, S., Díez, I. d. l. T., Rodrigues, J. J. 2016. E-Health Systems: Theory and Technical Applications. Netherlands: Elsevier Science.
9. Mudahnya Mengurus Semua Dokumen Tanpa Calo: Mengurus Dokumen Dengan Cepat, Mudah, dan Tidak Repot. 2015. (n.p.): Lembar Langit Indonesia.
10. Law and Justice in a Globalized World: Proceedings of the Asia-Pacific Research in Social Sciences and Humanities, Depok, Indonesia, November 7-9, 2016: Topics in Law and Justice. 2017. United Kingdom: CRC Press.
11. E-Governance for Smart Cities. 2014. Singapore: Springer Nature Singapore.
12. Cropf, R. A. 2016. E-Government for Public Managers: Administering the Virtual Public Sphere. United States: Rowman & Littlefield Publishers.
13. Hilton, R., Platt, D. 2014. Ebook: Managerial Accounting - Global Edition. United Kingdom: McGraw-Hill Education.
14. Governance in Developing Asia: Public Service Delivery and Empowerment. 2015. United Kingdom: Edward Elgar Publishing, Incorporated.
15. White, J. D., Menzel, D. C. 2015. The State of Public Administration: Issues, Challenges and Opportunities. United Kingdom: Taylor & Francis.</td></tr>
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		16. *Systems Approaches to Public Sector Challenges: Working with Change*. 2017. France: OECD Publishing. 17. Khan, H. A. 2017. *Globalization and the Challenges of Public Administration: Governance, Human Resources Management, Leadership, Ethics, E-Governance and Sustainability in the 21st Century*. Germany: Springer International Publishing.
Lecturer(s)	1. Dra. Meirinawati, M.AP. 2. Trenda Aktiva Oktariyanda, S.AP., M.AP.	
Prerequisite	-	

Week	**Learning Objectives**	**Assessment**		**Learning Activities and Time Allocation**	**Learning Sources**	**Scoring**
		Indicators	**Criteria/Form/ Type**	**Offline**		
(1)	**(2)**	**(3)**	**(4)**	**(5)**	**(6)**	**(7)**
1	Students are able to understand the introduction to public services, both terminologically and conceptually.	1. Explain the terminology of public services 2. Explain the concept of public service	**Criteria:** Holistic Rubric **Form :** Non-Test	- **Learning Form:** Face-to-face Lecture - **Method Learning**: Discovery Learning, through Group Discussions	Reference : (1)(2)	
2	Students are able to understand the development of public service innovation.	1. Explain the definition of public service innovation 2. Explain the characteristics of public service innovation 3. Explain the typology levels, and categories of	**Criteria:** Holistic Rubric **Form :** Non-Test	- **Learning Form:** Face-to-face Lecture - **Method Learning**: Discover Learning through Group Discussions - **Student Assignment:** make a paper on the tasks of service institutions	Reference : (1)(2)(3)	

		public service innovation				
3	Students are able to understand e-Gov innovation in public services and the application of e-Gov in the field of health services (e-Health).	1. Explain the terminology, definitions, and benefits of e-Gov 2. Explain the utilization of e-Gov in the health sector (e-Health)	**Criteria:** Holistic Rubric **Form :** Non-Test	- **Learning Form:** Face-to-face Lecture - **Method Learning**: Discovery Learning, through Group Discussions	Reference : (4)(5)(6)(7)(8)	
4	Students are able to understand e-Gov implementation in service sector Population Administration.	1. Explaining the ins and outs of e-KTP 2. Explaining the ins and outs of e-Lampid 3. Explaining the ins and outs of SIAK	**Criteria:** Holistic Rubric **Form :** Non-Test	- **Form of Learning:** Face-to-Face Lecture - **Learning Method:** Discovery Learning through Group Discussion - **Student Assignment:** make a report on the quality of public services in an agency	Reference : (9)(10(11)	
5	Students are able to understand e-Gov implementation in the field of taxation services.	1. Explain the definition of tax 2. Explaining about Tax e-Filing 3. Explain about Tax e-Billing	**Criteria:** Holistic Rubric **Form :** Non-Test	- **Learning Form:** Face-to-face Lecture - **Method Learning**: Discovery Learning, through Group Discussions	Reference : (13)(14)(15)	

		4. 4. Explain about e-Budgeting				
6	Students are able to understand issues related to case studies of e-Gov implementation in the field of health services and population administration.	1. Describe a case study of e-Gov implementation in the field of health services 2. Describe a case study of e-Gov implementation in the field of population administration services	**Criteria:** Holistic Rubric **Form :** Non-Test	- **Learning Form:** Face-to-face Lecture - **Method Learning**: Discovery Learning, through Group Discussions	Reference: (13)(14)(15) (16)(17)	
7	Students are able to understand issues related to case studies of e-Gov implementation in the fields of taxation services, transportation, and education.	1. Explain a case study of e-Gov implementation in the field of taxation services 2. Describe a case study of e-Gov implementation in the field of transportation services 3. Describe a case study of e-Gov implementation in education service sector	**Criteria:** Holistic Rubric **Form :** Non-Test	- **Learning Form:** Face-to-face Lecture - **Method Learning**: Discovery Learning, through Group Discussions	Reference: (13)(14)(15) (16)(17)	
8						

9-15	Students are able to analyze public service issues.	1. Identify public service issues 2. Describe public service issues through scientific research 3. Solve problems related to public service issues	**Criteria:** Holistic Rubric **Form :** Non-Test	- **Learning Form:** Face-to-face Lecture - **Method Learning**: Discovery Learning, through Group Discussions	Reference: (13)(14)(15) (16)(17)	
16	**End of Semester Evaluation / End of Semester Exam**					