
 Universitas Airlangga	SEMESTER LEARNING PLAN		Prepared by	Examined by	Approved by	Document Registration Number
	SLP		(Person in Charge)	(Head of Bachelor Program / Head of Department)	Vice Dean I	01/S1Kesmas/RPS/2019
	Revision - Date	January 1st, 2019	Dr. Nyoman Anita Damayanti, drg., M.S.	Dr. Diah Indriani, S.Si., M.Si.	Dr. Santi Martini, dr., M.Kes	
Faculty of Public Health	Valid on Semester (odd/even) / Academic Year	Even Semester	(sign)	(sign)	(sign)	

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A. DETAILS OF COURSE

1. Course Name	Human Resources Management and Productivity in Healthcare
2. Course Code	MNM404
3. Credits (SKS)	3 (three) SKS
4. Semester / Term	IV (fourth)
5. Study Program	Bachelor of Public Health
6. Student Learning Achievement	<ol style="list-style-type: none"> 1. Students are able to apply leadership concept in public health 2. Students are able to manage organization, especially in health
7. Course Learning Achievement	<ol style="list-style-type: none"> 1. Apply the basic skill of human relationship in organization management, staff motivation, and conflict resolution 2. Negotiate and develop contract and other documents for community-based service provision 3. Communicate through writing, speech, or other methods 4. Ask for input from individuals and organizations 5. Decide on an appropriate communication action 6. Use the proper method in interacting in sensitive, effective, and professional manner with people from different backgrounds and culture 7. Develop and adjust various approaches to alleviate Public Health issues related to cultural distinction 8. Understand the dynamics that contribute to the cultural diversity (attitude) 9. Understand the importance of diverse Public Health workers (attitude) 10. Combine various strategies to interact with people from different backgrounds 11. Identify the cultural, social, and behavioral factors in health service 12. Have the ability to identify and maintain good relationship with various stakeholders 13. Apply the basic skills of human relationship in organization management, staff motivation, and conflict resolution 14. Negotiate and develop contract and other documents for community-based service provision
8. Course Description	This course discusses Human Resource Management (MSDM), which includes HR (Human Resource) planning; development of HR as the main asset for performance in health service system; and productivity and HR performance evaluation
9. Course Prerequisites (if any)	None
10. Instructor	CLASS A Ratna Dwi Wulandari, S.KM., M.Kes. CLASS B


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	Dr.Setya Haksama, drg., M.Kes. CLASS C Dr. Nyoman Anita Damayanti, drg., MS.
11. Teaching Assistants	CLASS A Ratna Dwi Wulandari, S.KM., M.Kes. Nuzulul Kusuma Putri, S.KM., M.Kes. CLASS B Dr.Setya Haksama, drg., M.Kes. Maya Sari Dewi, S.KM., M.Kes. CLASS C Dr. Nyoman Anita Damayanti, drg., MS. Nuzulul Kusuma Putri, S.KM., M.Kes.


B. TEACHING PROGRAM

Week	Skills expected at the end of each learning phase (Sub-Course Achievement) (C, A, P)	Study Materials	Teaching Methods	Additional Materials for Learning	Meeting Time	Course Objectives	Criteria and Indicator of Evaluation / Measurable Learning Outcome (<i>hard dan soft skills</i>)	Mark / Grade / Percentage (%)	Reference Number Ref. (nomor)
1	2	3	4	5	6	7	8	9	10
1	Students are able to explain Human Resource Management (MSDM)	1. Course contract 2. HR's central role in organization 3. MSDM issues (turnover, productivity, job market)	1. Lectures 2. Discussions	LCD and Whiteboard	3x50 minutes		1. Listening ability 2. Communication		1-6

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1	2	3	4	5	6	7	8	9	10
2	Students are able to explain technical human resource management	1. Technical HRM vs Strategic HRM 2. Stages in technical human resource management	1. Collaborative learning 2. Quizzes 3. Reading assignments	LCD. Whiteboard, List of questions, and Quiz materials.	3x50 minutes		1. Crytical analysis 2. Communication		1-6
3	Students are able to explain HR planning and job design	1. Goals and benefit of HR planning 2. Relationship between HR planning and organizational strategy 3. Factors influencing HR planning 4. Process of HR planning	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD. Whiteboard, List of questions, and Quiz materials.	3x50 minutes	Be able to listen, ask, critical thinking, inisiative, discussion, argue and appreciate the opinion.	1. Crytical analysis 2. Communication		1-6

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1	2	3	4	5	6	7	8	9	10
		5. Forecasting demand and labor supply 6. Problems arising in HR planning 7. Job design definition and approach 8. Job design selection							
4	Students are able to explain the concept and method of job analysis and workload analysis	1. Job analysis a. Purpose of Job Analysis b. Methods of Job Analysis c. Aspects of Job Analysis 2. Workload analysis	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD, Whiteboard, List of questions, and Quiz materials.	3x50 minutes		1. Listening ability 2. Communication		1-6

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1	2	3	4	5	6	7	8	9	10
		a. Purpose of workload Analysis b. Methods of workload Analysis c. Aspects of workload Analysis							
5	Students are able to explain the steps of HR recruitment, selection, and orientation	1. Recruitment a. Definition, goals, and benefit b. Steps c. Effective recruitment indicators 2. Selection a. Definition, goals, and benefit b. Steps	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD. Whiteboard, List of questions, and Quiz materials.	3x50 minutes		1. Crytical analysis 2. Communication		1-6

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1	2	3	4	5	6	7	8	9	10
		c. Effective selection indicators 3. Orientation a. Definition, goals, and benefit b. Steps c. Effective orientation indicators							
6	Students are able to explain the concept of labor placement and HR performance assessment	1. Performance and Performance Assessment (Definition, Influencing aspects, and theory of performance) 2. Performance assessment	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD. Whiteboard, List of questions, and Quiz materials.	3x50 minutes		1. Crytical analysis 2. Communication		1-6

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1	2	3	4	5	6	7	8	9	10
		(Importanc, Method, Measurement tool, performance measurement bias) 3. Assessment method of rating scale, checklist, self-assessment, observation and performance test; MBO 4. Method of improving performance assessment system quality 5. Performance assessment feedback							

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1	2	3	4	5	6	7	8	9	10
		6. Performance assessment in institutions							
7	Students are able to explain HR training and development	1. Training and Development 2. Definition and Concept of HR Training and Development 3. Importance of HR training and development 4. Factors influencing the needs of HR training and development 5. Assessment for the needs of HR training and development	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD. Whiteboard, List of questions, and Quiz materials.	3x50 minutes		1. Crytical analysis 2. Communication		1-6

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1	2	3	4	5	6	7	8	9	10
		(Training Need Assessment)							
MID-TERM EXAMINATION									
8	Students are able to explain HR training and development	1. Method of HR training and development 2. Evaluation of HR training and development 3. Efforts in improving the effectiveness of HR training and development	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD. Whiteboard, List of questions, and Quiz materials.	3x50 minutes		1. Critical analysis 2. Communication		1-6
9	Students are able to explain compensation and remuneration	1. Definition of compensation 2. Goals of compensation 3. Factors influencing compensation	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD. Whiteboard, List of questions, and Quiz materials.	3x50 minutes		1. Critical analysis 2. Communication		1-6

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1	2	3	4	5	6	7	8	9	10
		4. Types of compensation a. Direct compensation (salary, incentive) b. Indirect compensation (security and health benefits, health insurance, social security, pension) 5. Remuneration							
10	Students are able to explain HR performance and productivity	1. Theory of performance and productivity 2. Strategy to improve	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD. Whiteboard, List of questions,	3x50 minutes		1. Critical analysis 2. Communication		1-6

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1	2	3	4	5	6	7	8	9	10
		performance and productivity 3. Motivation a. Motivation theory b. Award c. Efforts in improving employee's motivation		and Quiz materials.					
11	Students are able to explain job satisfaction	1. Definition of job satisfaction 2. Benefit of job satisfaction 3. Factors influencing job satisfaction 4. Measurement of job satisfaction 5. Efforts in improving job satisfaction	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD. Whiteboard, List of questions, and Quiz materials.	3x50 minutes		1. Critical analysis 2. Communication		1-6

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1	2	3	4	5	6	7	8	9	10
12	Students are able to explain team building	1. Team Building 2. Characteristics, development process, team development technique	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD. Whiteboard, List of questions, and Quiz materials.	3x50 minutes		1. Critical analysis 2. Communication		1-6
13	Students are able to explain the development of psychological atmosphere in organization	1. Definition of psychological atmosphere in organization 2. Importance of psychological atmosphere in organization 3. Quality of work life 4. Interpersonal relationship 5. How to develop psychological atmosphere in organization	1. Small group discussions 2. Cooperative learning 3. Quizzes 4. Reading assignment	LCD. Whiteboard, List of questions, and Quiz materials.	3x50 minutes		1. Critical analysis 2. Communication		1-6

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		6. Organization citizenship behavior a. Definition b. Importance							
FINAL EXAMINATION									

C. REQUIRED TEXTS / REFERENCES / ESSENTIAL READINGS

1. Bernardi, H. John. (1993). *Human Resources Management*. An Experimental Approach. McGraw-Hill Inc. New York.
2. Handoko, T.H. (1999). *Manajemen Personalia*. Edisi 2. BPFE Yogyakarta.
3. Kopelman R.E (1986). *Managing Productivity in Organizations*. McGraw-Hill Book Company. New York St. Louis.
4. Mondy, R. Wayne (1992). *Human Resources Management*. Allyn and Bacon, United States of America.
5. Myron D. Fottler, S. Robert Hernandez and Charles L. Joiner. *Strategic Management of Resources in Health Services Organizattion*. A Wiley Medical Publication, John Willey and Sons, United States of America.
6. Ulrich D. Zenger, J. and Smallwood, N. (1999). *Result Based Leadership*. Harvard Business School Press. United States of America.