



IDENTIFYING DATA

Management of Public Services

Subject	Management of Public Services			
Code	P04G092V01203			
Study programme	Grado en Dirección y Gestión Pública			
Descriptors	ECTS Credits	Choose	Year	Quadmester
	6	Mandatory	2nd	1st
Teaching language	Spanish Galician			
Department				
Coordinator	Briones Gamarra, Óscar			
Lecturers	Briones Gamarra, Óscar			
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Web	http://https://campusremotouvigo.gal/faculty/206			
General description	<p>(*)As institucións públicas do século XXI lexitímanse tanto polo que son como polo que fan, polas políticas públicas que poñen en marcha, polos servizos públicos que prestan os seus diferentes niveis de Goberno e administración.</p> <p>É neste contexto complexo de prestación de servizos no cal os profesionais do sector público deben desenvolver as súas competencias e habilidades.</p> <p>Por iso é polo que se o século XX foi un período de desenvolvemento de estruturas burocráticas e xerenciais, e de deseño e implementación de políticas públicas, o século XXI está a selo do redeseño, xestión e gobernanza dos novos servizos públicos.</p> <p>Servizos públicos que deben ser reorientados cara a marcos da Axenda 2030 e modelos intergubernamentais máis inclusivos, equitativos, éticos e en rede, co obxectivo de conseguir mellorar os seus procesos ("input-output") e alcanzar maiores e mellores resultados ("outcomes").</p> <p>A materia de "Xestión de Servizos Públicos" está enmarcada nas formulacións anteriores, nun contexto multinivel europeo, estatal, autonómico e local, ademais de dirixida a que o alumnado consiga as competencias e habilidades necesarias para coñecer e aplicar os principios básicos dos servizos públicos post-COVID-19, innovadores, híbridos (presencial-virtuais) e éticos nun mundo local e global.</p>			

Skills

Code	
A1	Students will have shown they have sufficient knowledge and understanding of an area of study, starting after completion of general secondary education, and normally reaching a level of proficiency that, being mostly based on advanced textbooks, will also include familiarity with some cutting-edge developments within the relevant field of study.
A2	Students will be able to apply their knowledge and skills in their professional practice or vocation and they will show they have the required expertise through the construction and discussion of arguments and the resolution of problems within the relevant area of study.
A3	Students will be able to gather and interpret relevant data (normally within their field of study) that will allow them to have a reflection-based considered opinion on important issues of social, scientific and ethical nature.
A4	Students will be able to present information, ideas, problems and solutions both to specialist and non-specialist audiences.
A5	Students will acquire the learning skills that are required to pursue further studies with a high degree of independence.
B1	Analysis, synthesis, problem-solving, decision-making, information- and time-management skills.
B2	Organizing and planning their own professional careers in the best possible way
B3	Ability to work in teams and in multidisciplinary environments.
B4	Commitment to ethical values and public service vocation.
B5	Critical thinking skills.
C5	To describe the structure, organization and functioning of multi-level Public Administrations, analyzing their relationship with the citizenry.
C6	To apply the knowledge relating to administration planning and management in the best interests of good governance.

- C15 To be familiar with the consequences that the decisions made by and the actions performed by civil servants can have for citizens and for society at large, especially the solution of ethical and moral issues within the area of public management and administration.
- C16 To develop the ability to solve complex institutional problems.
- D1 To identify the meaning of, and to put into practice, gender perspectives in the different areas of knowledge and in one's professional practice, with the aim of contributing to the achievement of fairness and equality in society at large.
- D2 To be able to communicate, both orally and in writing, in the two official languages (Spanish and Galician) and in a foreign language.
- D4 To master the specific ICT techniques in their respective academic and professional fields.
- D5 To acquire independent learning skills.
- D6 Ability to adapt to new situations.

Learning outcomes

Expected results from this subject	Training and Learning Results
New	B1
New	B2
New	B3
New	B4
New	B5
New	A1
New	A2
New	A3
New	A4
New	A5
New	D1
New	D2
New	D4
New	D5
New	D6
New	C5
New	C6
New	C15
New	C16

Contents

Topic	
(*)1. Servizos públicos nos Estados do benestar	(*)1.1. Siglo XX: Das políticas públicas aos servizos públicos 1.2. Siglo XXI: Servizos públicos en tempos de crises globais e locais (do 11-S ao COVID-19, pasando polas "subprimes") 1.3. "Novos servizos públicos" no marco da Axenda 2030 e os ODS nun mundo aberto
(*)2. Gobernanza da rede de servizos públicos	(*)2.1. A gobernanza dos servizos públicos nos diferentes niveis de goberno en España: actores europeos, estatais, autonómicos e locais. 2.2. Servizos públicos dende diferentes perspectivas de produción e provisión: directos, indirectos e partenariados.
(*)3. Xestión de servizos públicos: organización e técnicas de servucción	(*)3.1. Organización do servizo público: a) soporte físico e virtual; b) personas de contacto; c) servizo ofrecido (básicos e complementarios); d) sistema de organización interna ("back-office"); e) sistema de organización externa (rede de servizos) 3.2. Técnicas de "servucción": a) formulación de "carteras de servizos públicos"; b) produción de servizos; c) comunicación co usuario; d) sistemas de calidade de servizos; e) avaliación e rendemento de contas dos servizos.

Planning

	Class hours	Hours outside the classroom	Total hours
Lecturing	33	0	33
Case studies	20	24	44
Problem solving	12	18	30
Discussion Forum	0	30	30
Objective questions exam	1	0	1
Project	6	6	12

*The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies	
	Description
Lecturing	(*)Sesiões de presentación das bases teóricas da materia, tanto en formato presencial, como virtual, e baseado en metodoloxías de presentacións eficaces e "aula invertida"
Case studies	(*)Análise dun feito, problema ou suceso real coa finalidade de coñecelo, interpretalo, resolvelo, xerar hipóteses, contrastar datos, reflexionar, completar coñecementos, diagnosticalo e adestrarse en procedementos alternativos de solución.
Problem solving	(*)Desenvolvemento de habilidades de traballo en equipo con datos e evidencias relacionadas coas institucións públicas
Discussion Forum	(*)Espazos de debate virtual sobre as palabras chave e os principais elementos teórico-prácticos da materia

Personalized assistance

Methodologies	Description
Case studies	
Problem solving	
Tests	Description
Project	

Assessment

	Description	Qualification	Training and Learning Results			
Case studies	(*)Análise dun feito, problema ou suceso real coa finalidade de coñecelo, interpretalo, resolvelo, xerar hipóteses, contrastar datos, reflexionar, completar coñecementos, diagnosticalo e adestrarse en procedementos alternativos de solución.	15	A3	B1		
			A4	B2		
			A5	B3		
				B4		
				B5		
Problem solving	(*)Desenvolvemento de habilidades de traballo en equipo con datos e evidencias relacionadas coas institucións públicas	15	A3	B1		
			A4	B2		
			A5	B3		
				B4		
				B5		
Discussion Forum	(*)Espazos de debate virtual sobre as palabras clave e os principais elementos teórico-prácticos da materia	10	A4	B5		D1
						D2
						D4
						D5
Objective questions exam	(*)Proba obxectiva baseada en preguntas sobre os contidos da materia e os seus diferentes temas	50	A1	B1		D1
			A3	B5		D2
			A5			D4
						D5
Project	(*)O/A estudante, de maneira individual ou en grupo, elabora un documento sobre a temática da materia ou prepara seminarios, investigacións, memorias, ensaios, resumos de lecturas, conferencias etc.	10	A5	B2	C15	D1
				B3		D2
				B4		D4
				B5		D5

Other comments on the Evaluation

Sources of information

Basic Bibliography

Salvador Parrado, **El Análisis de la Gestión Pública**, Primera, Tirant lo Blanch, 2015

Carles Ramió Matas, **Teoría de la Organización y Administración Pública**, Primera, Tecnos y Universitat Pompeu Fabra, 1999

David Sancho, **Gestión de servicios públicos**, Primera, Tecnos, 2002

Bernabé Aldeguer y Gema Pastor, **Democracia, gobierno y administración pública contemporánea**, Primera, Tecnos, 2020

Complementary Bibliography

Recommendations

Subjects that continue the syllabus

Management of Human Resources: Lists of Posts and Multilevel Public-Sector Job Offers/P04G092V01206

Subjects that are recommended to be taken simultaneously

Management of Public Documentation/P04G092V01207

Management of People: Organization and Functions/P04G092V01205

Management of Human Resources: Lists of Posts and Multilevel Public-Sector Job Offers/P04G092V01206

Subjects that it is recommended to have taken before

Political Science: Public Administration and Management Science/P04G092V01102

Political Science: Political Science/P04G092V01101

Political Science: Public Policies/P04G092V01109
