## Course Syllabus

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|---|---|
| **Code - Course Title** | **KYN523 - Quality in Public Service** |
| **Course Type** | I. SEMESTER |
| **Laboratory + Practice** | 3+0 |
| **ECTS** | **6.0** |
| **Language of Instruction** | Türkçe |
| **Course Type** | Elective Courses |
| **Course Instructor(s)** | PROF. DR. KÜRŞAD EMRAH YILDIRIM |

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| **Mode of Delivery** | Face to face |
| **Prerequisites** | None |
| **Courses Recomended** | None |
| **Recommended Resources** | Küçükaltan, G. (2007). Hizmet kalitesi kavramına genel bir yaklaşım ve hizmetkalitesinin önemi. Hizmet kalitesi. (Ed: P. Akan, A. Akbaba, Ş. Gümüşoğlu ve İ.Pırnar). Ankara: Detay Yayıncılık, ss.57-71.Kamu Hizmeti - Aytuğ Altın |
| **Work Placement** | None |

## Course Syllabus

| Weeks | Learning Outcomes | Topics | Teaching Methods |
|---|---|---|---|
| **Week - 1** | | Concept of quality | |
| **Week - 2** | | Service quality and models | |
| **Week - 3** | | Service quality and models | |
| **Week - 4** | | The concept of public service and quality in public services | |
| **Week - 5** | | The concept of public service and quality in public services | |
| **Week - 6** | | Local governments and service quality in local governments | |
| **Week - 7** | | Midterm | |
| **Week - 8** | | Local governments and service quality in local governments | |
| **Week - 9** | | Methods for determining perception in service quality | |
| **Week - 10** | | Methods for determining perception in service quality | |
| **Week - 11** | | Methods for determining perception in service quality | |
| **Week - 12** | | Evaluation of studies on service quality | |
| **Week - 13** | | Evaluation of studies on service quality | |

## Course Syllabus

| Weeks | Learning Outcomes | Topics | Teaching Methods |
|---|---|---|---|
| Week - 14 | | Final exam | |

## Learning Outcomes

| # | Learning Outcome |
|---|---|
| 1 | Define the concept of quality in public services and explain its importance for public services. |
| 2 | Discuss how quality management systems can increase effectiveness and efficiency in public services. |
| 3 | Be able to analyze the effects of quality improvement processes on public services and implement these processes. |
| 4 | Define the citizen-centered service approach and explain how this approach can increase the quality of public services. |
| 5 | Be able to define the methods of measuring and evaluating service quality (Servqual, Kano Model, etc.). |
| 6 | Using these methods, it can evaluate the quality of public services and offer suggestions for improvement. |

## Sustainable Development Goals

*No content has been provided.*

## Course Theme

*No content has been provided.*

## AKTS Workload

| Activity | Duration (Hour) | Count | Workload |
|---|---|---|---|
| Teorik Derse Katılım | 0 | 0 | 0 |
| Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı) | 0 | 0 | 0 |
| Ödevler | 0 | 0 | 0 |
| Proje - Rapor - Sunum Hazırlama | 0 | 0 | 0 |
| Ara Sınav Hazırlığı (sınav süresi dahil) | 0 | 0 | 0 |
| Final Sınavı Hazırlığı (sınav süresi dahil) | 0 | 0 | 0 |
| Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.) | 0 | 0 | 0 |
| Staj Uygulaması | 0 | 0 | 0 |
| | | **Calculated ECTS** | **0** |

## Assessment Method and Passing Requirements

*No content has been provided.*

| Assessment Method and Passing Requirements | Quamtity | Percentage (%) |
|---|---|---|
| 1.Midterm Exam | 1 | 40 |
| Final Exam | 1 | 60 |
| | **Sum (%)** | **100** |