

## Course Name

PPD 402: Management of Public and Non-Profit Organizations

## Instructor and Contact Information

Randy Tan | 650.804.6136 | [rtan@usc.edu](mailto:rtan@usc.edu)

## Class Time and Location

Spring 2019 | Monday – 6:00pm to 9:20pm | VKC210

## Office Hours

By appointment

## Required Text

Public Management and Governance (Third Edition)

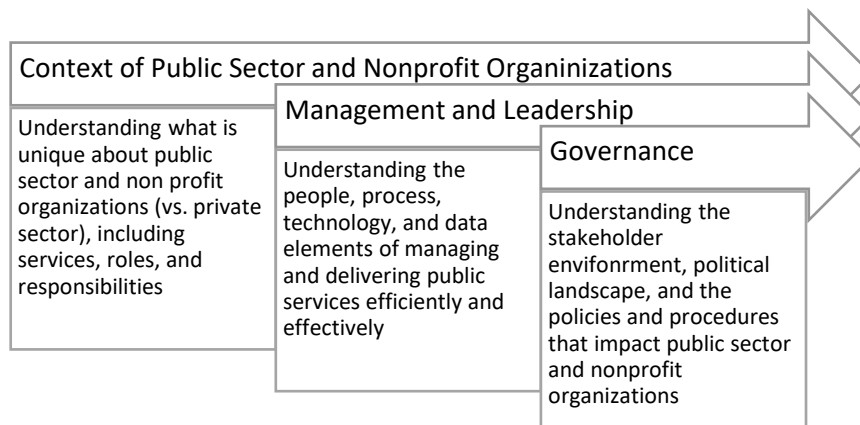
By Tony Bovaird and Elke Loeffler

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## Course Overview and Objectives

The purpose of this course is to introduce students to the definition, purpose, and responsibilities of public sector and non-profit organizations, focused on the foundational aspects of organizational and operational strategy, leadership and management. The illustration below outlines the learning objectives of this course:



As future managers and leaders, the students will be expected to develop a foundational understanding of how public sector and non-profit organizations deliver on their strategic goals and objectives, manage their operations efficiently and effectively, and meet public needs and expectations. The instructor also looks forward to discussing practical experiences and mentoring students about career opportunities and professional development.

## Course Schedule and Outline

Week	Date	Chapter / Topic
1	January 7	<ul style="list-style-type: none"> <li>➤ Class introductions</li> <li>➤ Overview of course and expectations</li> <li>➤ <i>Introduction of Group Project</i></li> <li>➤ Chapter 1: Understanding Public Management</li> </ul>
2	January 14	<ul style="list-style-type: none"> <li>➤ Chapter 2: The Changing Context of Public Policy</li> <li>➤ Chapter 3: The Changing Shape of the Public Sector</li> <li>➤ Chapter 4: Public Management Reforms</li> </ul>
3	January 21	Marin Luther King's Birthday
4	January 28	<ul style="list-style-type: none"> <li>➤ Chapter 5: Strategic Management</li> <li>➤ Chapter 6: Marketing</li> <li>➤ Chapter 7: Contracting for Public Services</li> </ul>
5	February 4	<ul style="list-style-type: none"> <li>➤ <i>Group Project Status Update</i></li> <li>➤ Chapter 8: Financial Management</li> <li>➤ Chapter 9: Managing Human Resources</li> </ul>
6	February 11	<ul style="list-style-type: none"> <li>➤ <b>Quiz I</b></li> <li>➤ Chapter 10: Digital Technology, Information Policy and Social Media</li> <li>➤ Chapter 11: Performance Measurement and Management</li> <li>➤ Chapter 12: Quality Management</li> </ul>
7	February 18	President's Day
8	February 25	<ul style="list-style-type: none"> <li>➤ Chapter 13: Process Management</li> <li>➤ Chapter 14: Public Services Inspection</li> <li>➤ Chapter 15: Public Governance in a Network Society</li> <li>➤ Chapter 16: Democratic Governance</li> </ul>
9	March 4	<ul style="list-style-type: none"> <li>➤ <i>Group Project Status Update</i></li> <li>➤ Chapter 17: Partnership Working Across Public and Private Sectors</li> <li>➤ Chapter 18: Decentralized Management</li> <li>➤ Chapter 19: Managing Networks and Complex Adaptive Systems</li> </ul>
10	March 11	Spring Recess
11	March 18	<ul style="list-style-type: none"> <li>➤ <b>Quiz II</b></li> <li>➤ Chapter 20: Public Leadership</li> <li>➤ Chapter 21: The PerformanceStat Leadership Strategy</li> </ul>
12	March 25	No Class
13	April 1	<ul style="list-style-type: none"> <li>➤ <i>Group Project Status Update</i></li> <li>➤ Chapter 22: Citizen Engagement</li> <li>➤ Chapter 23: Co-Production of Public Services and Outcomes</li> </ul>
14	April 8	<ul style="list-style-type: none"> <li>➤ Chapter 24: Transparency in Government</li> <li>➤ Chapter 25: Changing Equalities</li> <li>➤ Chapter 26: Ethics and Standards of Conduct</li> </ul>
15	April 15	<ul style="list-style-type: none"> <li>➤ Chapter 27: Evidence-Based Policy and Practice</li> <li>➤ Chapter 28: Public Management and Governance</li> </ul>
16	April 22	<i>FINAL Group Project Presentations</i>
<b>Finals</b>		<b>Final Quiz III</b>

## Grading

Grading will be determined as follows:

Element	Summary	Quantity	Points
Quizzes	20 questions (Multiple Choice and True / False) covering key concepts from the applicable lectures / chapters	3 @ 20 points	60
Group Project	Students will form teams of 4-5 students to identify a problem that is facing our community, analyze potential solutions, and make a final presentation to the class	1	30
Class Engagement	Students are expected to be engaged throughout the semester, participating in class discussions, and actively contributing to the learning environment	NA	10
<b>Total Points</b>			<b>100</b>

Course final grades will be determined using the following scale:

A	95-100
A-	90-94
B+	87-89
B	83-86
B-	80-82
C+	77-79
C	73-76
C-	70-72
D+	67-69
D	63-66
D-	60-62
F	59 and below

## Learning Strategy and Environment

The key learning strategy will be that of collaboration between the instructor and students, as well as among the students (learning from each-other). Students will be actively encouraged to participate in the classroom to not only enrich the conversation, but create a strong learning environment for each individual and begin to build the student's professional network.

The instructor will approach this class from an executive-perspective and will expect students to **attend each class on time, prepared, and focused on creating an engaging learning environment.**

## Academic Conduct

Plagiarism – presenting someone else's ideas as your own, either verbatim or recast in your own words – is a serious academic offense with serious consequences. Please familiarize yourself with the discussion of plagiarism in *SCampus* in Part B, Section 11, "Behavior Violating University Standards" <https://policy.usc.edu/scampus-part-b/>. Other forms of academic dishonesty are equally unacceptable. See additional information in *SCampus* and university policies on scientific misconduct, <http://policy.usc.edu/scientific-misconduct>.

## Statement for Students with Disabilities

Any student requesting academic accommodations based on a disability is required to register with Disability Services and Programs (DSP) each semester. A letter of verification for approved accommodations can be obtained from DSP. Please be sure the letter is delivered to me (or to TA) as early in the semester as possible. DSP is located in STU 301 and is open 8:30 am to 5:00 pm, Monday through Friday. The phone number for DSP is 213-740-0776.

## Support Systems

*Student Counseling Services (SCS) - (213) 740-7711 – 24/7 on call*

Free and confidential mental health treatment for students, including short-term psychotherapy, group counseling, stress fitness workshops, and crisis intervention. <https://engemannshc.usc.edu/counseling/>

*National Suicide Prevention Lifeline - 1-800-273-8255*

Provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. <http://www.suicidepreventionlifeline.org>

*Relationship & Sexual Violence Prevention Services (RSVP) - (213) 740-4900 - 24/7 on call*

Free and confidential therapy services, workshops, and training for situations related to gender-based harm. <https://engemannshc.usc.edu/rsvp/>

*Sexual Assault Resource Center*

For more information about how to get help or help a survivor, rights, reporting options, and additional resources, visit the website: <http://sarc.usc.edu/>

*Office of Equity and Diversity (OED)/Title IX compliance – (213) 740-5086*

Works with faculty, staff, visitors, applicants, and students around issues of protected class. <https://equity.usc.edu/>

*Bias Assessment Response and Support*

Incidents of bias, hate crimes and microaggressions need to be reported allowing for appropriate investigation and response. <https://studentaffairs.usc.edu/bias-assessment-response-support/>

*Student Support & Advocacy – (213) 821-4710*

Assists students and families in resolving complex issues adversely affecting their success as a student EX: personal, financial, and academic. <https://studentaffairs.usc.edu/ssa/>

*Diversity at USC – <https://diversity.usc.edu/>*

Tab for Events, Programs and Training, Task Force (including representatives for each school), Chronology, Participate, Resources for Students