Subject Code: APSS406  
**MANAGING HUMAN SERVICES IN CHANGING CONTEXT**

<table>
<thead>
<tr>
<th>Level</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Hours</td>
<td>Lect:28 Sem:14</td>
</tr>
<tr>
<td>Student Effort Hours</td>
<td>120</td>
</tr>
<tr>
<td>Assessment Method</td>
<td>Coursework 100%</td>
</tr>
<tr>
<td>Credit Value</td>
<td>3</td>
</tr>
<tr>
<td>Pre-requisites</td>
<td>Nil</td>
</tr>
<tr>
<td>Co-requisites</td>
<td>Nil</td>
</tr>
<tr>
<td>Exclusions</td>
<td>Nil</td>
</tr>
</tbody>
</table>

**Subject Leader/Lecturer/Dept.** (APSS)

### Subject Aim:

*The subject is intended to:*

The subject will equip students with key concepts and skills in managing human service organizations in a rapidly changing social context.

### Learning Outcomes:

*Students will demonstrate their ability to:-*

1. to appreciate the diversity in the local and global contexts and identify their implication in the practice of social policy and administration.

2. to identify and articulate key concepts and skills in managing human service organizations in a rapidly changing context.

### Syllabus Content:

1. contemporary issues sin human service programme planning and evaluation
2. the crisis globalization
3. capitalism and equity
4. managerialism and public services
5. sustainable growth and human services
6. leadership in a changing environment
7. surviving the privatization regime
8. public sector reform and Civil Service Reform
9. current debates in health care reform and education reform
10. financial sufficiency
11. marketing
12. service quality, performance, & outcome measurement
13. human capital and social capital
14. managing with integrity

### Assessment strategy (assessment of student performance resulting from learning tasks):

Coursework will be assessed according to students’ participation, seminar presentation, and seminar report and term paper.
Reading List:

Essential


Supplementary


