

COURSE OUTLINE

1. GENERAL

SCHOOL	Faculty of Social, Political and Economic Sciences		
DEPARTMENT	Social Work		
LEVEL OF STUDIES	Undergraduate – Level 6		
COURSE CODE	B5	SEMESTER	
COURSE TITLE	Organization and Administration of Social Services		
TEACHING ACTIVITIES <i>in case the ECTS Credits are distributed in distinct parts of the course e.g. lectures, labs etc. If the ECTS Credits are awarded to a course as a whole, then please note down the teaching hours per week and the corresponding ECTS Credits.</i>	TEACHING HOURS PER WEEK	ECTS CREDITS	
	3	5	
<i>Add lines if necessary. The teaching organization and methods used are described in the point 4.</i>			
COURSE TYPE <i>Background, General Knowledge, Scientific Area, Skill Development</i>	Scientific Area		
PREREQUISITES:	No		
TEACHING & EXAMINATION LANGUAGE:	Greek		
COURSE OFFERED TO ERASMUS STUDENTS:	No		
URL COURSE:	https://eclass.duth.gr/courses/OKA130/		

2. LEARNING OUTCOMES

Learning Outcomes <i>Please describe the learning outcomes of the course: Knowledge, skills and abilities acquired after the successful completion of the course.</i>																
The aim of the course is to provide students with the necessary knowledge required to understand the potential presented in the organization and management of social services. Emphasis is placed both on the above questions and especially on the relationship between the one who exercises ("public" or "social") administration in relation to the served and the service where he works with reference to the various models and dimensions of this relationship.																
General Skills <i>Taking into account the general skills that the graduate must have acquired (as they are listed in the Diploma Supplement and are listed below), which of them is intended (for the course)?</i>																
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- Promoting free, creative and inductive thinking

3. COURSE CONTENT

How are the basic principles of Administration applied in the Social Services but also in the social policy of the state in general? What is strategic planning and in what ways does it help make an organization work more efficiently? How are such decisions made? How is the organization and operation of the public administration in our country in general deleted and to what extent has the effective operation of the management in the social services been affected? What is Human Resource Management and how can we ensure that its proper implementation will lead us to achieve the goals of a social organization? In this context, is it important to have effective leadership and rational coordination of the various groups in order to manage any changes and reforms needed?

How can we describe the development of quality control systems in the Public Sector and Social Services? To achieve this we will approach the concepts: Organization, administration, management, management, Public, public, private, Decision making (problem finding> processing> legislation), Project (timing, goal setting, limit) and Organization (duration, continuity, permanence), Objective distinction: Qualitative, quantitative, cost-benefit, Public interest, Objective management, Outsourcing / human resource management, Goal and assignment linking, Schedules and Gantt technique, Activity and expectation tables, Activity tables, Expectations and expected results, Public control, Public accountability.

4. LEARNING & TEACHING METHODS - EVALUATION

TEACHING METHOD <i>Face to face, Distance learning, etc.</i>	Face to face and distance learning	
USE OF INFORMATION & COMMUNICATIONS TECHNOLOGY (ICT) <i>Use of ICT in Teaching, in Laboratory Education, in Communication with students</i>	Use of IT Technology, videos and interactive communication	
TEACHING ORGANIZATION <i>The way and methods of teaching are described in detail.</i> <i>Lectures, Seminars, Laboratory Exercise, Field Exercise, Bibliographic research & analysis, Tutoring, Internship (Placement), Clinical Exercise, Art Workshop, Interactive learning, Study visits, Study / creation, project, creation, project. Etc.</i> <i>The student study hours for each learning activity are listed as well as the non-guided study hours so that the total workload at the semester level corresponds to the ECTS standards.</i>	Activity	Workload/semester
	Lectures	25
	Essay Writing/Essay presentation	25
	Conversations after lectures/ Role Playing	25
	Workshops	25
	Independent study	25
	Total Course	125
STUDENT EVALUATION <i>Description of the evaluation process</i> <i>Assessment Language, Assessment Methods, Formative or Concluding, Multiple Choice Test, Short Answer Questions, Essay Development Questions, Problem Solving, Written Assignment, Essay / Report, Oral Exam, Public Presentation, Laboratory Report, Clinical examination of a patient, Artistic interpretation, Other/Others</i> <i>Explicitly defined assessment criteria and if and where are accessible to students are mentioned.</i>	Written examination	

5. SUGGESTED BIBLIOGRAPHY

ΕΥΔΟΞΟΣ:

α) Σύγγραμμα: Διοίκηση Δημόσιων & Κοινωνικών Υπηρεσιών, Δικαίος Κωνσταντίνος, Καρμπέρης Αθανάσιος, Πολύζος Νικόλαος, με ΚΩΔ.ΒΙΒΛΙΟΥ ΣΤΟΝ ΕΥΔΟΞΟ: 68376900.

β) Σύγγραμμα: Οργάνωση και διοίκηση κοινωνικών υπηρεσιών, Σταθόπουλο Πέτρος, με ΚΩΔ. ΒΙΒΛΙΟΥ ΣΤΟΝ ΕΥΔΟΞΟ: 22746739.

γ) Σύγγραμμα: Διοίκηση και οργάνωση υπηρεσιών υγείας, Πολύζος Νικόλαος, με ΚΩΔ. ΒΙΒΛΙΟΥ ΣΤΟΝ ΕΥΔΟΞΟ: 41955467 .

ΛΟΙΠΑ:

- Μπουραντάς, Δ., 2002. Μάνατζμεντ. Αθήνα: Εκδ. Μπένου. σελ. 1-127
- Ιατρίδης, Δ., 2000. Σχεδιασμός Κοινωνικής Πολιτικής. Αθήνα: Gutenberg. σελ 15- 183
- Χολέβας, Γ., 1995. Οργάνωση και Διοίκηση. Αθήνα: Interbooks. σελ. 68-116
- Κέφης, Β., 2005. Ολοκληρωμένο Μάνατζμεντ. Αθήνα: Κριτική. σελ. 41-115 / 165- 170.
- Φαναριώτης, Π., 1999. Διοίκηση Δημοσίων Υπηρεσιών και Οργανισμών. Αθήνα: Σταμούλης.

ANNEX OF THE COURSE OUTLINE

Alternative ways of examining a course in emergency situations

Teacher (full name):	Dr. Nikos Polyzos
Contact details:	npolyzos@sw.duth.gr
Supervisors: (1)	Yes
Evaluation methods: (2)	written or oral examination with distance learning methods, provided that the integrity and reliability of the examination are ensured.
Implementation Instructions: (3)	Examination will be held according to the Examination Program announced by the Department. The exam will be held online, through the electronic platform of e-class. Those students who have been enrolled on the course and are aware of long distance education conditions, are allowed to take the examination. On the day and time of the examination, student must connect in groups on the electronic platform of e class, and choose the option Tasks from the column Active tools on the left, where they will find the relevant unit about the course exam. After they read and answer the questions, they will upload their answers on a single word doc, not later than the time provided, by pressing Submit Task and then Choose file. Before they upload the file with their answers, they must save their full name and register number. On their answers they must also write their full name, father's name, semester and register number. Those students who are examined orally, will contact the instructor through personal message.

(1) To be completed with YES or NO

(2) Note down the evaluation methods used by the teacher, e.g.

- *written assignment* or/and exercises
- written or oral examination with distance learning methods, provided that the integrity and reliability of the examination are ensured.

(3) In the **Implementation Instructions** section, the teacher notes down clear instructions to the students:

α) in case of **written assignment and / or exercises**: the deadline (e.g. the last week of the semester), the means of submitting them to the teacher, the grading system, the participation of the assignment in the final grade and every other detail that should be mentioned.

β) in case of **oral examination with distance learning methods**: the instructions for conducting the examination (e.g. in groups of X people), the way of pronouncing topics, the applications to be used, the necessary technical means for the implementation of the examination (microphone, camera, word processor, internet connection, communication platform), the way the hyperlink is sent, the duration of the exam, the grading system, the participation of the exam in the final grade, the ways in which the inviolability and reliability of the exam is ensured and every other detail that should be mentioned.

γ) in case of **written examination with distance learning methods**: the instructions for assigning the topics, the way of submitting the answers, the duration of the exam, the grading system, the participation of the exam in the final grade, the ways in which the integrity and reliability of the exam is ensured and every other detail that should be mentioned.

There should be an attached list with the Student Registration Numbers only of the beneficiaries to participate in the examination.