

SERVICE-LEARNING EXPERIENCES TO ENHANCE TRAINING STRATEGIES IN THE PUBLIC MANAGEMENT AND ADMINISTRATION DEGREE



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INTRODUCTION AND OBJECTIVES



Introduction

The educational innovation project integrates the Service-Learning (SL) methodology into the External Internships and Final Degree Project (FDP) courses in the Public Management and Administration Degree (PMAD).



Objective

To enhance students' practical training, developing a public service vocation and involving them in management projects with public and community dimensions in public administrations or third-sector organizations



SERVICE-LEARNING (SL) METHODOLOGY



- Students perform service tasks defined to meet real community needs, providing them with a practical context to apply their acquired knowledge.
- The project allows students to link their FDP to their internships, creating a comprehensive reflection on their practical experience.

SERVICE-LEARNING (SL) GUIDE FOR APPLICATION



A basic guide has been developed for students, host institutions, and tutors, offering guidelines for project design and development.

The guide includes tools to assess students' learning and the effectiveness of the SL experience, focusing on collaborative attitudes, knowledge application, and creative competencies.

Què és i com
s'aplica

**l'Aprenentatge
Servei (ApS)**

*Criteris d'aplicació per a les
Pràctiques curriculars del Grau de
Gestió i Administració Pública*

EVALUATION OF SERVICE-LEARNING (SL)



- The evaluation of student learning is conducted through reflective journals, internship reports, self-assessment reports, and evidence from the SL experience.
- The faculty and host institutions developed a joint assessment tool to measure the outcomes of SL, based on dimensions like meaningful learning, curricular connection, and collaboration with institutions.

EXAMPLES OF SERVICE-LEARNING (SL) PROJECTS

Examples of successful projects include:

1. Development of a Service Charter for the Historical Archive Office at the University of Barcelona.
2. Creation of a Resource and Service Map for people with disabilities for the Barcelona Provincial Council.

These projects allowed students to apply theoretical knowledge in real-world situations and develop professional skills.

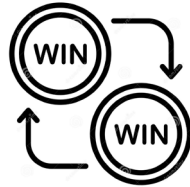


POSITIVE OUTCOMES



- Both students and host institutions reported high satisfaction with the SL experiences.
- Students improved their professional skills, communication abilities, and confidence, while host institutions received useful tools and resources to improve their services.

IMPACT OF SERVICE-LEARNING (SL)



SL has proven to be beneficial not only for students' practical learning but also for public administrations by creating a collaborative learning environment.

It strengthened students' public service vocation, critical thinking, and adaptability in dynamic professional environments.



CONCLUSIONS AND RECOMMENDATIONS

- SL enhances the development of key competencies such as project management, data analysis, and public service commitment.
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- Recommendations for future implementations: foster multidisciplinary projects, enhance collaboration with public institutions, integrate digital transformation in public administration, and promote citizen participation in public decision-making

ACKNOWLEDGMENTS



We would like to express our deepest gratitude to everyone who made these Service-Learning (SL) experiences possible. Your dedication and support have been essential to the success of this initiative.

Special thanks to the host institutions and tutors for providing our students with invaluable practical experience and professional guidance. Your collaboration has enriched both the academic and personal growth of our students.

Finally, a sincere thank you to the participating students for your enthusiasm, commitment, and dedication to the community. Your contributions have made a real impact on the public service sector.

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