Moving from Online to Hybrid Classes:
Cases of Lectures on Public Service Value Internalization.

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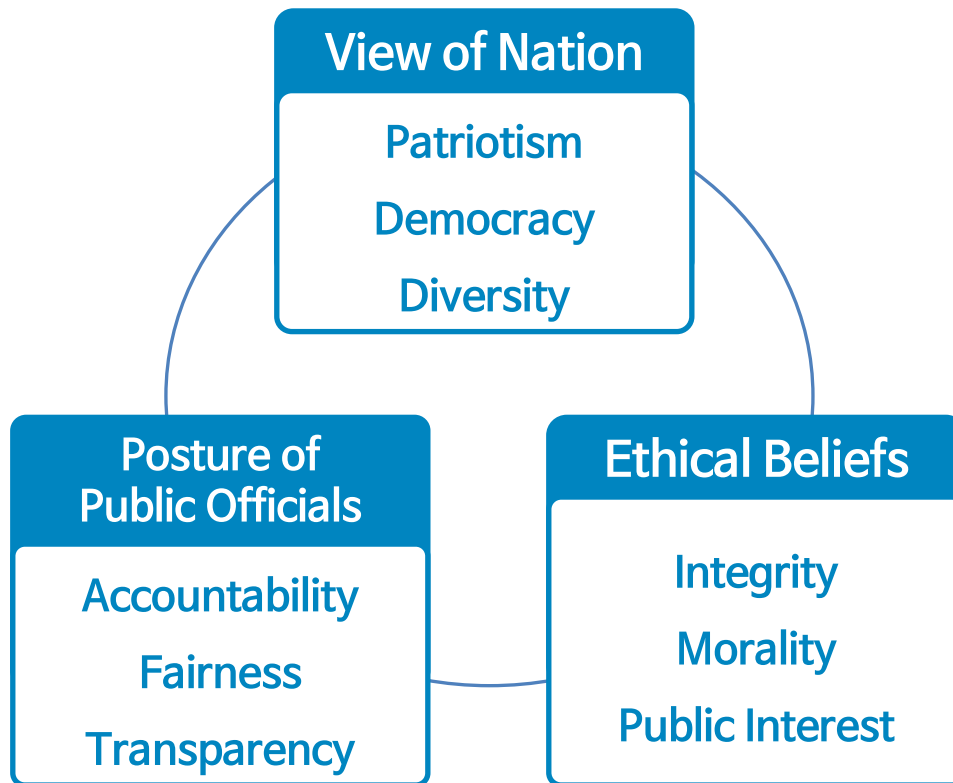**The National Human Resources Development Institute (NHI)**

Why organizational values are important

- ✓ Values in an org. provides codes of conducts in organizational context and helps employees form expectations about how to behave (Meglino et al., 1989).
- ✓ Employees who internalize org. values can be considered as major talents who have clear decision making criteria and are self-directed (Colins & Porras, 1994)
- ✓ Found a positive correlation between satisfaction with a lecture on core values and job satisfaction (Ko & Lee, 2016)

Public Service Values (PSVs)

View of Nation

Patriotism

Democracy

Diversity

Posture of Public Officials

Accountability

Fairness

Transparency

Ethical Beliefs

Integrity

Morality

Public Interest

Definition:

Desirable beliefs and attitudes that should be pursued in the public sector to perform duties for public interests (The Ministry of Personnel Management, 2016)

Public Service Values

Public Service Values		Definition
View of Nation	Patriotism	Pay special attention and dedication for the happiness of the public
	Democracy	Regard participation and decision of the public as the most important values
	Diversity	Comprehend and respect divers' ideas and cultures and do not discriminate against them.
Posture of Public Officials	Accountability	Comply legal procedures and respond to the needs of the public with sense of duty
	Fairness	Perform duties properly and fairly
	Transparency	Actively open information to the public to fulfill 'right to know'
Ethical Beliefs	Integrity Public	Neither receive money nor hospitality regardless of a job's relatedness
	Morality	Conform to personal conscience and social norms and be faithful to one's duty as a public official
	Interest	Perform duties for the public interests not for personal interest
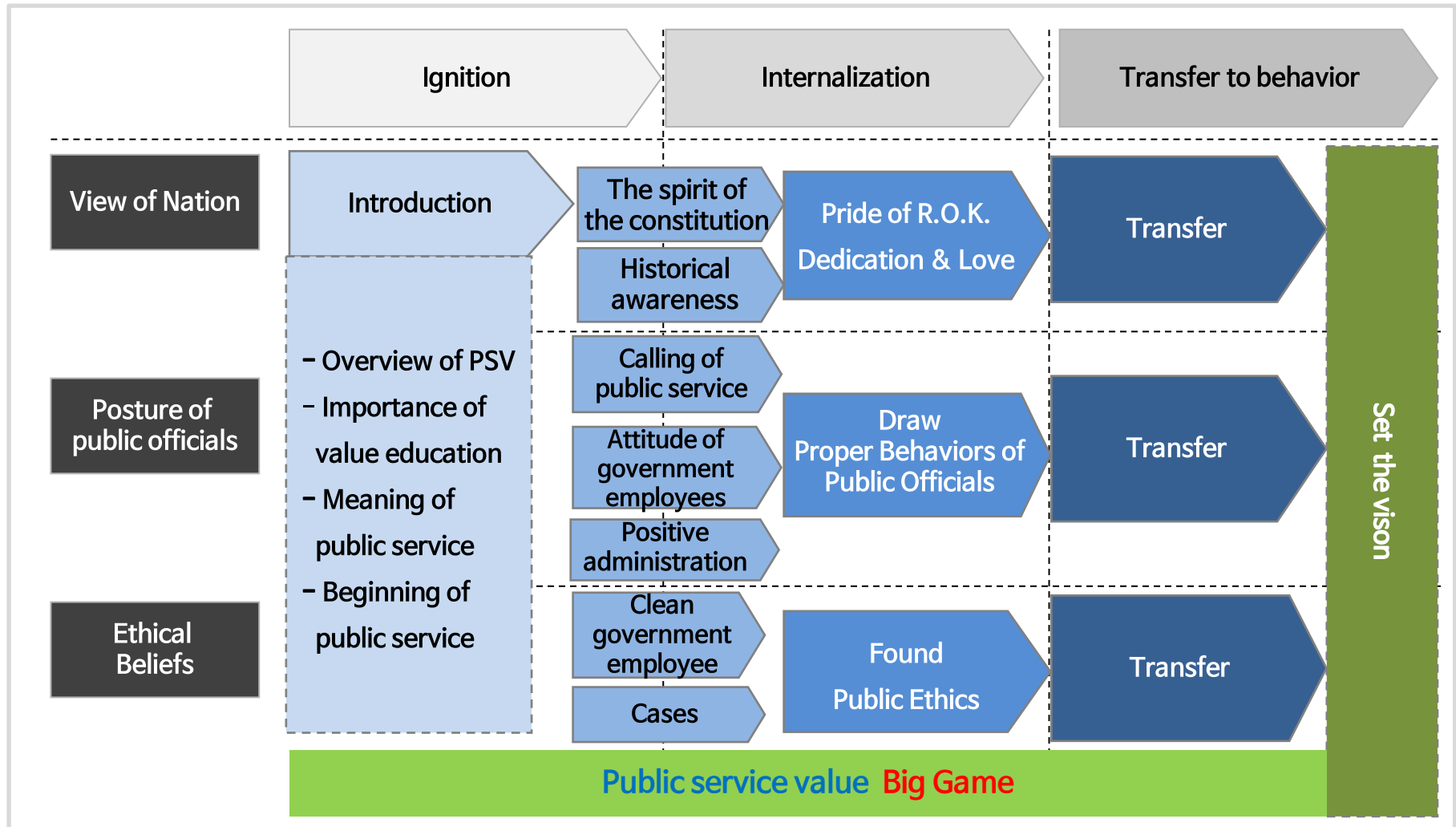
Public Service Value (PSV) Big Game

Applied *gamification technique to PSV internalization

	M1	M2	M3	M4
Progress	1) Flash mail 2) Explore PSV by using the encrypted codes	1) Escape room game 2) Finding solution at each post	1) AI & autonomous vehicle 2) Search values via cases	1) Mission complete through team work 2) Discussing the upcoming issues of social problems in the era of Industry 4.0
Contents	Exploring the PSVs by cases		Discuss values in terms of PSVs and future perspective	
Type of Education	Investigation information & knowledge		Discussion & decision making by cases	
Others	※ In each stage the trainees clear the problems and complete the whole mission through cooperation within and between teams			

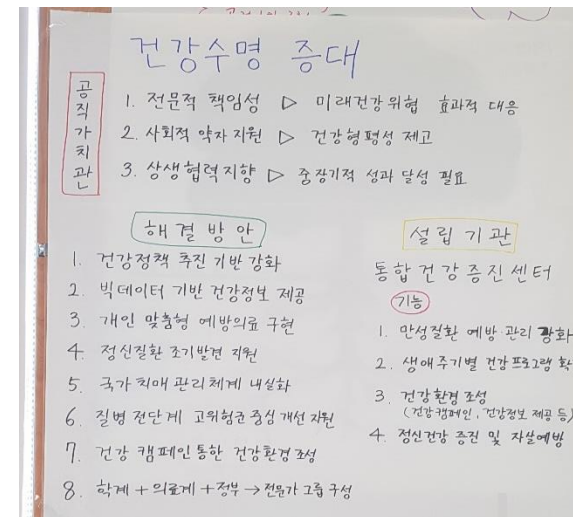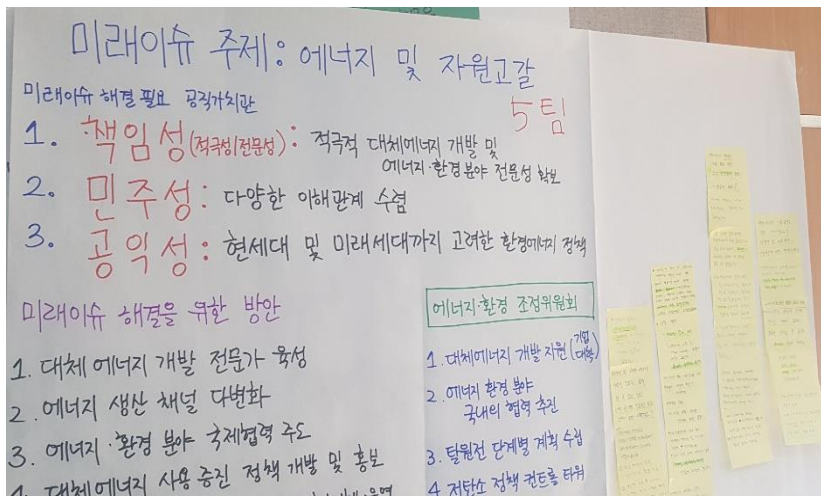*Apply the thinking method of a game to the PSV program to promote problem solving and participation
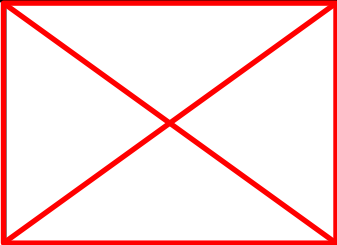
Gabe Zichermann (2011)

Public Service Value (PSV) Big Game

◈ **Gamification method**
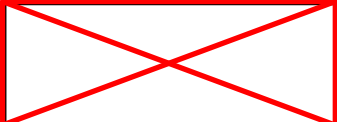
Public Service Value (PSV) Big Game

◈ **Gamification method**

◆ **At the Beginning of the OnTact,**

using the existing modules (except M2)

Module / Trainees	M1	M2	M3	M4
9th grade	Explore PSV		Trolley dilemma & AI	PSV & issues on future policies
7th grade				
5th grade		Escape room game		
5th advanced				

It did not work well in online circumstances, because no one was ready to be familiar with online systems.

Survey Results

## Q. I am satisfied with the Public Service Value Big game.
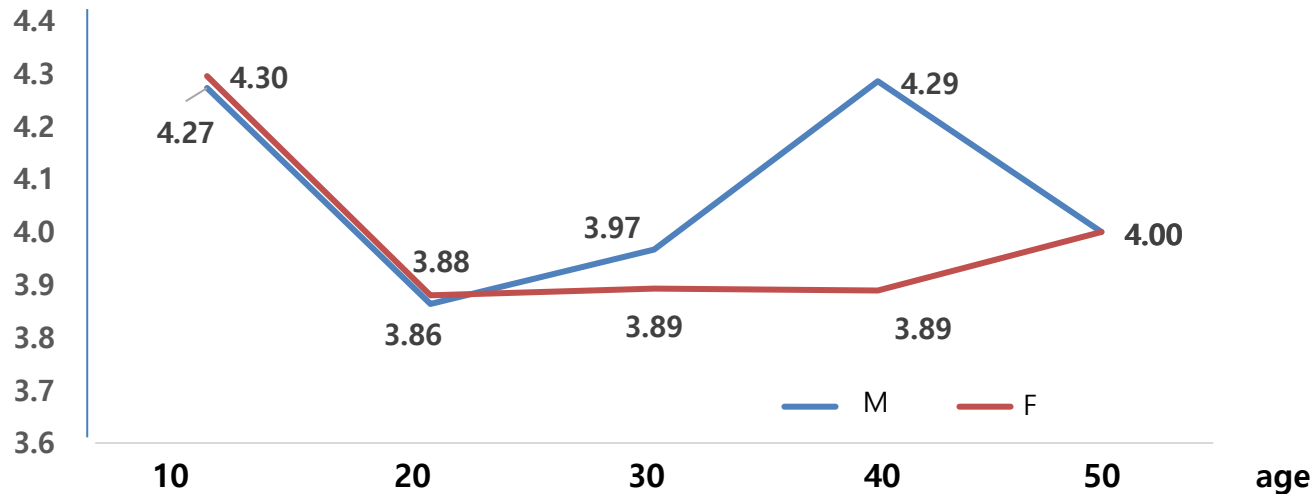
Age	Female				Male				mean
	5th A	5th N	7th N	9th N	5th A	5th N	7th N	9th N	
40	4.09	3.57			4.12	4.70			4.15
30	3.50	4.30	3.68		3.25	4.21	3.92	4.33	3.94
20			3.74	4.11			3.75	4.29	3.87
mean	4.00	4.11	3.72	4.11	4.00	4.38	3.84	4.29	3.94

'A' represents trainees who were promoted to 5th grade from lower rank.
'N' stands for new employees

Survey Results

◈ **Preferred modules by Trainees'**
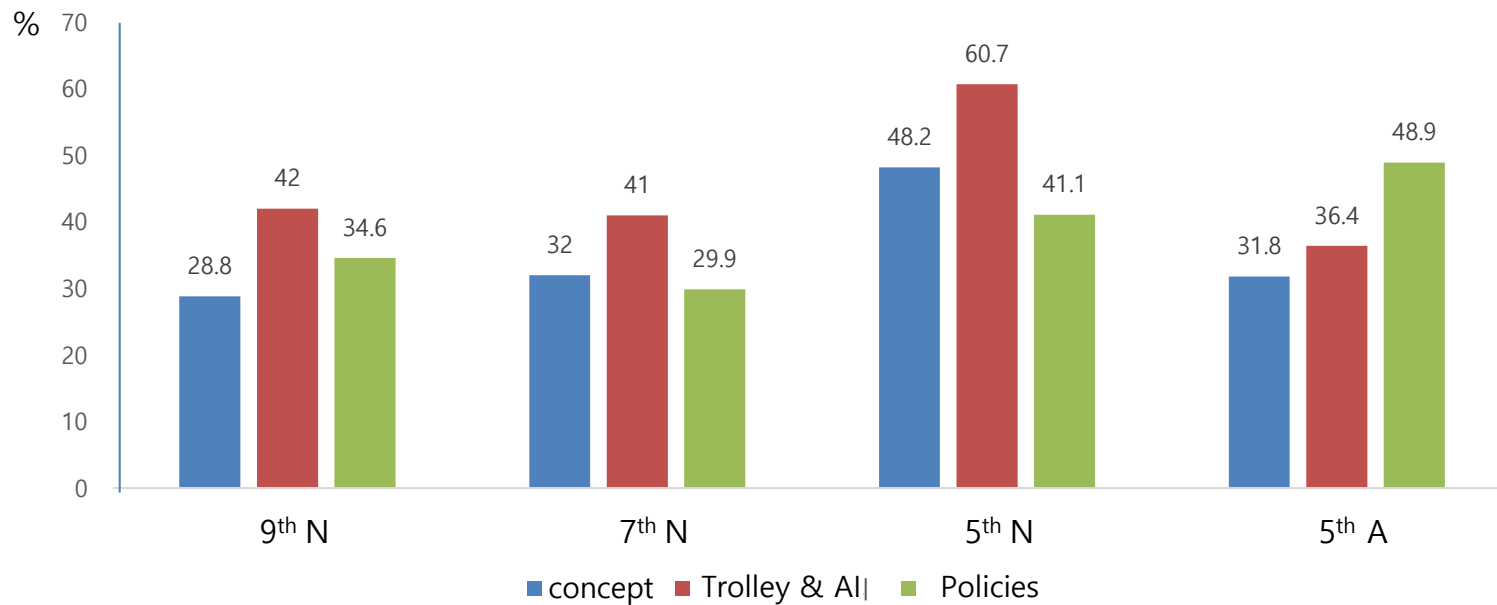
Concept: Buzz session regarding to the exploration of PSV

Trolley and AI: Buzz session and issue exploration by using IT platform

Policies: Exploration and discussion by cases on policies

New Considerations

Need to redesign contents and methods

- ✓ Facilitating instead of lecturing
  - ➤ Questioning & debriefing
  - ➤ Importance of selecting topics
  - ➤ Use the chatting window
  - ➤ Use the anonymous board if the issues are sensitives
  - ➤ May not need standard lecture books any more
- ✓ Utilize small group activities and facilitators
  - ➤ Buzz discussion and presentation
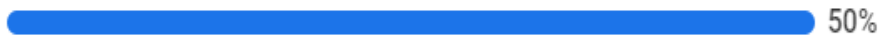
New Considerations

◈ **Discussion**

If performance evaluation is fair, I will take in charge of duties regardless of the difficulties

   A. Agree

   B. Disagree

나는 공정하게 평가받을 수 있다면 어렵고 힘든 업무라도 기꺼이 맡   26 👥
을 것이다.

Agree

50%

Disagree

50%

◈ **Dilemmas situation**

One of close colleagues (acquaintance) asks me a favor for his(her)

own interest, I will

A. refuse it and perform my duties according to the principles, even if he(she) is disappointed.

B. take care of his(her) request to the possible extent, considering relationship with him(her).

New Considerations

◈ **case study**

Why hybrid?

Because people have changed······

They no longer prefer off-line education, regardless of age.

They assimilated themselves to the new conditions

Implication?

In terms of methods

➢ Off-line education would be more effective

if it is designed for group discussions or

for behavior-based exercise and feedback.

because it is possible to have trainees more be committed to

discussion and prevent bystanders.

Implication?

In terms of methods

➢   On-line education would be more effective

if a lecture is provided to massive trainees(100 or more)

because it is possible to have two way communications via

chatting window.

If trainees are familiar with IT platforms and physical writing,

on/off –line methods are not necessary to be considered

because they are flexible