

Analisis Perbaikan Bisnis Proses dan Perancangan Prototipe Sistem Pelatihan Daring Berbasis MOOC: Studi Kasus SEAMOLEC = Business Process Improvement Analysis and Prototyping of MOOC Based Online Training System: A Case Study of SEAMOLEC

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Abstrak

SEAMOLEC atau Southeast Asia Ministry of Education Organization Regional Open Learning Centre, adalah salah satu pusat pengembangan pendidikan terbuka dan jarak jauh di Asia Tenggara. Antara tahun 2019 dan 2022, SEAMOLEC telah menyelenggarakan pelatihan daring berbasis MOOCs melalui aplikasi MOOC dan eTraining SEAMOLEC yang madding-masing berdiri sendiri. Masalah muncul karena adanya indikasi terdapat peserta yang berhasil menyelesaikan pelatihan tanpa mendaftar akun MOOCs SEAMOLEC, serta adanya proses bisnis yang redundan dan terpisah pada lebih dari satu aplikasi. Hal ini dapat meningkatkan risiko kesalahan pengguna. Penelitian ini bertujuan mengevaluasi dan memperbaiki proses bisnis pelatihan SEAMOLEC. Pendekatan Business Process Improvement (BPI) dengan bantuan Business Process Model and Notation (BPMN) dan diagram use-case digunakan untuk menganalisis dan memberikan rekomendasi perbaikan. Metode campuran digunakan dengan menggabungkan data dari wawancara, database MOOC dan eTraining SEAMOLEC, formulir pengujian sistem, dan simulasi menggunakan aplikasi Bizagi Modeler. Hasil penelitian melibatkan rekomendasi perbaikan proses bisnis dan prototipe yang sesuai. Dengan memusatkan proses bisnis dalam satu aplikasi dan menggunakan alat-alat BPI, seperti eliminasi duplikasi, evaluasi nilai tambah, penyederhanaan, dan otomatisasi, waktu pemrosesan berhasil dikurangi sekitar 3-5 jam. Integrasi eTraining memungkinkan peserta mengakses materi pelatihan secara langsung tanpa prosedur tambahan, memastikan ketaatan pada prosedur. Prototipe diuji coba dan sesuai dengan kebutuhan, meskipun performa aplikasi perlu penelitian lanjutan. Secara keseluruhan, penelitian ini telah berhasil meningkatkan efisiensi proses bisnis pelatihan SEAMOLEC melalui integrasi aplikasi dan otomatisasi, membuktikan keberhasilan rekomendasi perbaikan yang diusulkan.

..... SEAMOLEC, or the Southeast Asia Ministry of Education Organization Regional Open Learning Centre, was one of the centers for the development of open and distance education in Southeast Asia. Between 2019 and 2022, SEAMOLEC organized online training based on MOOCs through the MOOCs SEAMOLEC and eTraining SEAMOLEC applications, each standing independently. Issues arose due to indications that participants were able to complete training without registering an account on MOOCs SEAMOLEC, and there were redundant and separate business processes in more than one application. This could increase the risk of user errors. This research aimed to evaluate and improve SEAMOLEC's training business processes. The Business Process Improvement (BPI) approach, assisted by Business Process Model and Notation (BPMN) and use-case diagrams, was used to analyze and provide improvement recommendations. A mixed-methods approach was employed by combining data from interviews, MOOCs, and eTraining SEAMOLEC databases, system testing forms, and simulations using the Bizagi Modeler application. The research results involved recommendations for business process improvements and a corresponding prototype. By centralizing business processes in one application and using BPI tools such as eliminating duplication, evaluating value addition, simplification, and automation, processing time was

successfully reduced by approximately 3-5 hours. Integrating eTraining allowed participants to access training materials directly without additional procedures, ensuring compliance with procedures. The prototype was tested and met the requirements, although the application's performance requires further research. Overall, this research successfully enhanced the efficiency of SEAMOLEC's training business processes through application integration and automation, validating the proposed improvement recommendations.