

Efektivitas Pelatihan E-Learning FOCUS-PDSA pada Penanggung Jawab Mutu Di RSUP Nasional Dr. Cipto Mangunkusumo Juni 2021 = Effectiveness of FOCUS-PDSA E-Learning for the Training of Person-in-charge of Quality in Dr. Cipto Mangunkusumo National General Hospital June 2021

Yoan Devina, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=9999920556299&lokasi=lokal>

Abstrak

FOCUS-PDSA merupakan metode penunjang budaya peningkatan mutu berkelanjutan, sehingga menjadi kompetensi yang baik dimiliki oleh individu yang terlibat dalam proses peningkatan mutu. Kemajuan ilmu pengetahuan dan teknologi serta kondisi pandemi perlu disiasati dengan pergantian metode pembelajaran ke metode non-konvensional agar kompetensi staf tetap terjaga, penelitian ini ditujukan untuk menilai efektivitas pelatihan e-learning FOCUS-PDSA bagi penanggung jawab mutu. Penelitian metode kuasi eksperimental ini dilakukan dengan intervensi berupa pelatihan e-learning FOCUS-PDSA yang diberikan kepada 35 orang penanggung jawab mutu yang belum pernah mengikuti pelatihan FOCUS-PDSA. Pelatihan didesain dengan metode pembelajaran sinkronous maya berbasis Zoom, asinkronous maya, dan asinkronous kolaboratif dengan Learning Management System Moodle. Model e-learning FOCUS-PDSA ini efektif meningkatkan pengetahuan ($p < 0.001$) dan keterampilan ($p < 0.001$) peserta, juga mampu menjaga kehadiran (90,03%), sikap terhadap mutu yang positif, kepuasan peserta dari sisi individu, teknologi, layanan, dan narasumber, serta kemudahan akses dan penggunaan Zoom serta LMS Moodle di rentang sangat memuaskan. Tantangan terbesar ada pada kualitas dan kehandalan jaringan untuk mendukung proses sinkronous maya dan kemudahan akses. Diperlukan penelitian tentang evaluasi yang lebih rinci khususnya di ranah teknologi dan jaringan agar didapatkan sistem yang paling tepat untuk pelatihan yang lebih efektif.FOCUS-PDSA is an instrument that promotes continuous quality improvement, thus is a valuable skill to be possessed by individuals involved in quality. Advances in knowledge and technology, along with the pandemic has necessitated the shift to non-conventional education methods to ensure that staff competencies are maintained. This research is aimed at evaluating the effectiveness of FOCUS-PDSA e-learning towards person-in-charge of quality. This quasi experimental research used training in the form of FOCUS-PDSA e-learning as an intervention on 35 person-in-charge of quality that have never received prior training for FOCUS-PDSA. This research was designed using synchronous virtual training using Zoom, asynchronous virtual and collaborative learning using Learning Management System, Moodle. This FOCUS-PDSA e-learning model is effective in increasing knowledge and improving skills of the participant ($p < 0.001$) simultaneously ensuring attendance (90,03%), a positive attitude towards quality culture. Participant satisfaction from the individual, technology, services, and resource person perspectives, whereas ease of access for the use of Zoom and LMS Moodle was very satisfactory. The primary challenge was quality and reliability of network and access required to support the synchronous virtual process. Further research is required to evaluate in detail the technology and network aspects of the system, allowing a more suitable platform for effective trainin.