

INTISARI

PENINGKATAN KAPASITAS MANAJERIAL KEPALA UNIT PELAYANAN MENGUNAKAN METODE *GAME-BASED LEARNING* DI RUMAH SAKIT UNIVERSITAS MATARAM

Adnanto Wiweko, Andreasta Meliala, Haryo Bismantara
Bagian Ilmu Kesehatan Masyarakat
Fakultas Kedokteran, Kesehatan Masyarakat dan Keperawatan
Universitas Gadjah Mada, Yogyakarta, Indonesia

Kepala unit pelayanan di rumah sakit memegang peranan penting dalam operasional dan kepuasan pasien. Penelitian ini bertujuan untuk meningkatkan kapasitas kepemimpinan kepala unit pelayanan di Rumah Sakit Universitas Mataram melalui metode pelatihan berbasis game (*game-based learning*). Kapasitas kepemimpinan diukur menggunakan kuesioner *Multiple Leadership Questionnaire (MLQ) versi 5* sebelum dan sesudah pelatihan. Program pelatihan yang digunakan meliputi penyampaian materi, diskusi dan bermain game *Hospital Leader in Action*. Penelitian ini menggunakan desain action research dengan populasi seluruh kepala unit pelayanan di rumah sakit, dan sampel sebanyak 25 orang yang dipilih secara *purposive*. Hasil penelitian menunjukkan peningkatan yang signifikan pada skor kepemimpinan transformasional dan transaksional, serta penurunan skor kepemimpinan pasif setelah intervensi *game-based learning*. Fokus Group Discussion (FGD) juga dilakukan untuk mendapatkan masukan mengenai kelanjutan program pelatihan. Peserta menginginkan program pelatihan kepemimpinan yang berkelanjutan, menyenangkan, dan rutin. Temuan ini menunjukkan bahwa *game-based learning* merupakan metode efektif untuk meningkatkan kapasitas kepemimpinan di lingkungan rumah sakit.

Kata kunci : Kapasitas Kepemimpinan, *Game-Based Learning*, Rumah Sakit, Transformasional, Transaksional.

ABSTRACT

ENHANCING LEADERSHIP CAPACITY OF MEDICAL SERVICE UNIT LEADERS THROUGH GAME-BASED LEARNING IN MATARAM UNIVERSITY HOSPITAL

Adnanto Wiweko, Andreasta Meliala, Haryo Bismantara

Department of Public Health

Fakulty of Medicine, Public Health and Nursing, Universitas Gadjah Mada, Yogyakarta

Medical service unit leaders in hospitals play a crucial role in operational efficiency and patient satisfaction. This study aimed to enhance the leadership capacity of unit service heads at Mataram University Hospital through game-based learning. Leadership capacity was measured using the Multifactor Leadership Questionnaire (MLQ) 5 before and after the training. The training program lecture, discussions, and the game "Hospital Leader in Action". This is an action research design with a population comprising all unit heads in the hospital, and a sample of 25 individuals selected purposively. The results showed a significant increase in transformational and transactional leadership scores and a decrease in passive leadership scores after the game-based learning intervention. A Focus Group Discussion (FGD) was also conducted to gather feedback on the continuation of the training program. Participants expressed a desire for a continuous, enjoyable, and routine program. These findings indicate that game-based learning is an effective method for enhancing leadership capacity in a hospital setting.

Keywords: Leadership Capacity, Game-Based Learning, Hospital, Transformational, Transactional