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Risk Analysis and Mitigation Learning from Home During the COVID-19 Pandemic: An Effort to Transform the Quality of Education

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ABSTRACT

The COVID-19 pandemic in Indonesia has required schools to provide learning services from home for all students since mid-March 2020 until now. Decreased quality of learning is a significant concern. Nevertheless, these limitations have also brought improvements to the quality of education. This research used challenges and difficulties as a foothold for change. The research uses a qualitative method design of a case study to present as much information as possible about the Risk Management of Implementation Learning from Home during the COVID-19 Pandemic at SMA 'X' in North Jakarta. The risk analysis process starts with risk identification through interviews with a few teachers. The likelihood and the impact ratings are derived from the study of internal school documents as the primary data through focus group discussions with homeroom teachers. The risk values were obtained by multiplying the probability and impact factors and then presented in the heatmap matrix. Bow Tie Diagrams demonstrate each event as a whole, including the mitigation procedure applied to each likelihood and impact. The results of the study explain the identified causing factors of the decline in the quality of education, namely teachers' readiness and skills, unchanged learning method, and the difficulties in measuring student competency. An intriguing phenomenon was identified for further study. It can serve as a basis for developing more effective learning methods, as an effort to mitigate risk in this school and other schools with similar backgrounds to improve the quality of education.

Keywords: Learning from Home, Risk, and Mitigation, Education, Transforming

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