Perbincangan

• Apa menyebab program berjaya atau gagal?

• Apa menyebabkan perancangan berjaya atau gagal?

Pengisian

• Perancangan program
• Pengurusan program
• Penilaian program

Perancangan

• Perancangan sistematik – demografi populasi, 'high risk', 'marginalized'
• Melibatkan paraprofesional – person-power resources
• Konsep kawalan komuniti – tentukan prioriti dan buat penilaian
• Mengdiagnos punca di persekitaran dan bukannya individu sahaja

Caffarella (1994) “perancangan program mengandungi idea bagaimana sesuatu program itu dijalankan dan apakah elemen yang diperlukan agar program itu berjaya membawa hasilnya”
Program planning

- The process of creating a design by which to make a concept like a mental health counseling or mental health services program operational, or it may be directed to a subset of such a program (e.g., development of a course in decision making, a series of workshops on stress management techniques for couples).

Kebaikan perancangan

- Sumber digunakan secara berkesan – termasuklah gunatenaga, masa dan kewangan
- Aktiviti harian menjadi mudah – ada panduan untuk membuat tindakan
- Meningkatkan kerja berpasukan – menyediakan medium untuk menjelaskan peranan dan tanggungjawab

Jenis Perancangan

- Perancangan Strategik
- Perancangan Komprehensif
- Perancangan Jangka Panjang
- Perancangan Program
- Perancangan Projek
- Perancangan Detil

Types of planning

- strategic planning
- comprehensive planning
- long-range planning
- program planning
- project planning

Model Konsepsual Boone

- Mengandungi 3 proses asas yang saling berkait;
  1. Perancangan
  2. Rekabentuk dan implementasi
  3. Penilaian dan akauntabiliti
Subprocesses

Planning
• The organization and renewal process
• Linking the organization to public
Design and implementation
• Designing the planned program
• Implementing the planned program
Evaluation and Accountability
• Formative/process and summative evaluation
• Accountability

Planning
Planning encompasses processes that influence the formation of a program:
• Plan program that help fulfill organizational mission
• Understand the culture, context, and structure of the organization that the program will operate in
• Commit to organizational renewal (using feedback to improve organizational effectiveness and relevancy)

Design and Implementation
• Determining needs
• Identification of target audiences
• Development of program objectives
• Setting program priorities
Includes selection and/or development of:
• Program content
• Delivery methods
• Resource materials
• Time line for implementation & evaluation
• Conducting program
• Etc.

Evaluation
Includes planning procedures to measure program success (outcomes) and impact.
• Determine how to measure short, midrange and long-term change in target learners (what will indicate that they learned) - OUTCOMES
• Determine how to measure changes in societal, economic or environmental conditions as a result of the program – IMPACTS
• Determine how to measure any changes in policy that may result
• Report outcomes and impacts to key stakeholders

Using evaluation findings for:
• program revisions
• organization renewal
• accounting to the publics, the organization, funding sources, governance body
• advance the profession (model program)
Kaunseling Komuniti

**Isu**

- Efektif - hasil terbukti?
- Efisien – memaksimakan perkhidmatan dan meminimakan kos?
- Akauntabiliti? Kita responsif kepada keperluan individu dan masyarakat?
- We develop, manage and lead the program?

**Konsep penting**

- Pengurusan – aktiviti harian berkaitan kaunseling spt pentadbiran, laporan, kewangan dan sokongan
- Perkembangan – melibatkan needs assessment untuk perancangan program, penyelidikan, penilaian dan akauntabiliti
- Kepimpinan – menyediakan arah positif dan motivasi untuk personelia dan pembinaan program

**HUKUM PIE**

**Planning model**

1. Assessment of needs through data collection
2. Interpretation of data
3. Priority needs
4. Program objectives
5. Program procedures
6. Planning for program improvement

Sequence of procedures for developing an accountable program of counseling and guidance (Gibson, Mitchell and Basile, 1993)
**Program yang berakauntabiliti**

- **Need assessment (NA)** – Pentaksiran populasi sasaran dan pentaksiran persekitaran. Keperluan samada perkembangan, pencegahan, pemupukan, intervensi atau pencegahan.
- NA akan mengarahkan tujuan dan objektif program

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**Program Planning and Implementation**

- **Stage 1:** Developing a Program Rationale and Philosophy; Specifying the Mission
- **Stage 2:** Stating Program Goals and Behavioral Objectives
- **Stage 3:** Selecting Alternative Program Processes
- **Stage 4:** Developing an Evaluation Design
- **Stage 5:** Milestones

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**Stage 1**

1. Developing a mission statement, including a program philosophy, regulations requiring services, the outcomes expected, and for whom.
2. Collect comprehensive data - consumers and others believe should be program priorities.
3. Collect data on the current program - goals, resources.
4. Identify where the target population
5. Determine discrepancies between what current program is and what it should be.
6. Specify program rationale.
   1. Describe theoretical and philosophical bases for the program.
   2. State assumptions
   3. Define concepts

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**Stage 2**

1. Specifying program goals
2. Specifying individual/group behavioral objectives to be achieved

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**Program Goal and Priorities**

- Develop based on NA
- Simple listing of goals
- Reordered – verified by immediate support population
- Reordered – with feedback from secondary sources
- Tentative prioritizing of needs
- Final reordering – eliminate irrelevant needs
- Final goals

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**Program objectives**

- **Program goal** – described in broad, general terms that may not be tied to specific time constraints.
- **Program objective** – describe desired performance, stated in objective, measurable term and related to a time frame (SMART).
STAGE 3

1. Select program processes
2. Relate program processes to problem goals or specific behavioral objectives
3. Identify resources necessary to implement various program processes.
4. Identify personnel (teachers, counselors, human resource specialists, administrators, community representatives, first line supervisors, parents, employers) who have contribution to make to various program processes.

Stage 4

1. Describe evaluation procedures.
2. Perform summative evaluation to assess whether total program goals are being met.
3. Perform formative evaluation to assess whether program elements are contributing effectively to program goals.
4. Identifying evaluative data to be secured, from whom, and by whom
5. Build or secure data collection instruments
6. Decide on the form of data analysis and who will be responsible
7. Identify persons or groups to whom evaluative data will be provided and in what form.

Stage 5

Identify milestones (crucial events) that must occur for program.
- When staff in-service will occur
- When information about the program must be prepared and sent to consumers
- When materials and resources for the program must be ordered
- When base-line data on participants will be collected.
- When program will be introduced.

Pesakit Jiwa Yang Resah

Seorang pesakit jiwa mengadu kepada doktor psikiatri mengenai teman sebiliknya.

Pesakit: "Saya sudah tidak tahan lagi, doktor"
Doktor: "Kenapa?"
Pesakit: "Begini doktor. Teman sebilik saya menganggap dirinya adalah seekor anjing"
Doktor: "Oh ya? Adakah dia menyalak?"
Pesakit: "Kalau dia menyalak tak jadi masalah. Masalahnya saya adalah sebatang pohon. Jadi sebentar-sebentar dikencinginya"

Ciri Program

Developmental – immediate, intermediate and long range.
Logical and sequential plan of development.
Flexible.
High priority to communication, coordination and cooperation.
A basis for resource employment.
Provide measuring of results and evaluation of program outcomes.
Characteristic of PP programs

- Targeted at normal persons and families who are not facing psychiatric or mental health issues
- Proactive in nature rather than reactive
- Educational and aimed at providing coping skills within a short period of time (ex: seminar, workshop, self help materials).

Two broad types of PP programs

1. Global Type: PPP designed to help people cope with many stressors by teaching general coping skills
2. Specific Type: PPP that teach people how to avoid and deal with specific stressors

Example of Global and Stress specific PP

- Stress Management Workshop
- Crisis Intervention hotline
- E-BIKA, UPM
- Religious practices
- Success over stress
- Pre-marriage courses
- Rakan Muda
- PROSTAR
- Parenting Skills w/p
- Sexual Abuse Awareness
- Diseases Awareness

What is Secondary Prevention?

- Prevents stressor recurrence, or prevent stressor from becoming worst
- Usually targeted at persons at risk, and/or persons already experiencing stressors
- Also called ‘intervention’ such as counseling or social work intervention

Process to achieve goals

- Treat each goal separately – even one procedural activity may serve several goals
- List all possible ways
- Eliminate those that least effective and inefficient
- Take note on available resources

Penambahbaikan

“Improvement is not doing one thing 100 % better, but a hundred things 1 % better.”

“A little push in the right direction can make a big difference.”
PENGURUSAN PROGRAM

Pengurusan Program Kesihatan Mental

Pengurusan Personelia

- Tugas tanggungjawab – ikut latarbelakang staf
- Akses kepada staf sokongan
- Keperluan perkembangan staf – latihan yang bersesuaian?

Pengurusan bajet

- Perincian bajet per aktiviti – relevan kepada setiap objektif
- Belanja hanya apa yang ada
- Belanja berhemah – ekonomikal
- Dokumentasi semua perbelanjaan
- 'Running account'
- Kekangan yang mungkin ada

Mengurus fasiliti

- Kecukupan – saiz, peralatan, perhiasan dan ikut keperluan aktiviti yang dicadangkan
- Aksesibiliti – lokasi strategik, mempermudahkan semua pihak
- Individualiti – ada stail dan identiti penarik
- Ruang tambahan – untuk mesyuarat, simpanan barangan dll

Mengurus Aktiviti

- Koordinasi
- Kerjasama
- Komunikasi
- Penilaian
- Pembuatan Keputusan
Mengurus aktiviti

- Koordinasi – mengelak overlapping atau konflik
- Kerjasama – hubungan dengan pihak lain. Kajian kes, konferen, referral, konsultasi
- Komunikasi efektif – terbuka, jelas
- Penilaian – kumpul data, sistematik
- Pembuatan keputusan – in charge

KESIMPULAN

Penilaian
- Objektif

Pengurusan
- Tujuan

Penambahbaikan
- Perancangan

Pemantauan
- Parancangan

DILEMA RAKYAT MALAYSIA

- Infrastruktur kelas pertama (negara maju)
- Minda kelas ketiga (negara belum/sedang membangun)

THANK YOU AND GOOD LUCK

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