

CHAPTER 4

Research Results

This chapter presents the study results comprised 4 parts as follows (1) characteristics of participants, (2) components of the online course, (3) online course evaluation, and (4) learning output and outcomes of the online course implementation.

Part 1 Characteristics of Participants

All participants (n=37, 100%) were women and most of them (n=18, 48.6%) were 51-60 years of age. Most of the participants had completed master degrees (n=16, 43.2%) and doctoral degree (n=11, 29.7%). In addition, most participants are Thais (n=25, 67.6%). Other participating countries were Myanmar (n=7, 18.9%), Malaysia (n=3, 8.1%), and Vietnam (n=2, 5.3%) respectively. See Table 1.

Table 4.1 General Information (n=37)

Personal Characteristics	Frequency	Percent
Age (\bar{x} =49.08 , S.D. = 8.84, Min = 25, Max = 61)		
21-30	3	8.1
31-40	2	5.4
41-50	13	35.1
51-60	18	48.6
60 years	1	2.7
Gender		
Female	37	100.0

Highest Education level		
Bachelor degree	8	21.6
Master degree	16	43.2
Doctoral degree	11	29.7
Not identify	2	5.4
Country		
Thailand	25	67.6
Myanmar	7	18.9
Malaysia	3	8.1
Vietnam	2	5.3

Part 2 Components of the Online Course

The LCM online course consisted of four components: input, process, output and outcome as shown in Figure 3.



Figure 3 The components of LCM online course

From Figure Illustrated as follows.

2.1 Input component: consisted of ten content modules (Module 1-10), communication tools are email address and LCM website that resided in the course environment that prepared participants and facilitators to interact with one another including

facilitators. Modules were successfully developed by experts or resource persons from various fields, including nursing, education and management whose expertise suitably matched the content modules. Each module lasted 50 minutes. The first module is the orientation to the online course, the first module introduced LCM course team, LCM website, course schedule, and assignments enabling participants to appreciate what was required and how to progress through the modules. Modules 2-9 offered content relating to leadership and change management.

A friendly-user, LCM website was created with the purpose for simply accessible to use. In cooperation with the LCM Team, the technology requirements, course format, and course environment were designed by a professional web designer. Course format refers to delivery method for the course contents and how to easily access by participants. Only Window 7 or higher for operating systems, and Internet explorer 9 or Google chrome required for the LCM website browser. Course environment refers to the course management system or mechanism through which a course is taken by a participant or administered by a facilitator. Furthermore, Feedback loop is an icon “Knowledge Sharing” on the website page refers to content and feedback provided as part of the course. Participants were encouraged by facilitators to study and share their reflections throughout the “Knowledge Sharing” forum.

2.2 Process component: consisted of interactive online learning, self - directed learning, participants’ learning and interaction activity on website <http://www.stou.ac.th/lcm>). Participants were given username and password to login to “Knowledge Sharing” forum as Figure 4, and reflected their opinion toward each module, answer 3 questions, and also reflected over other participants’ assignments for the interactive online course.

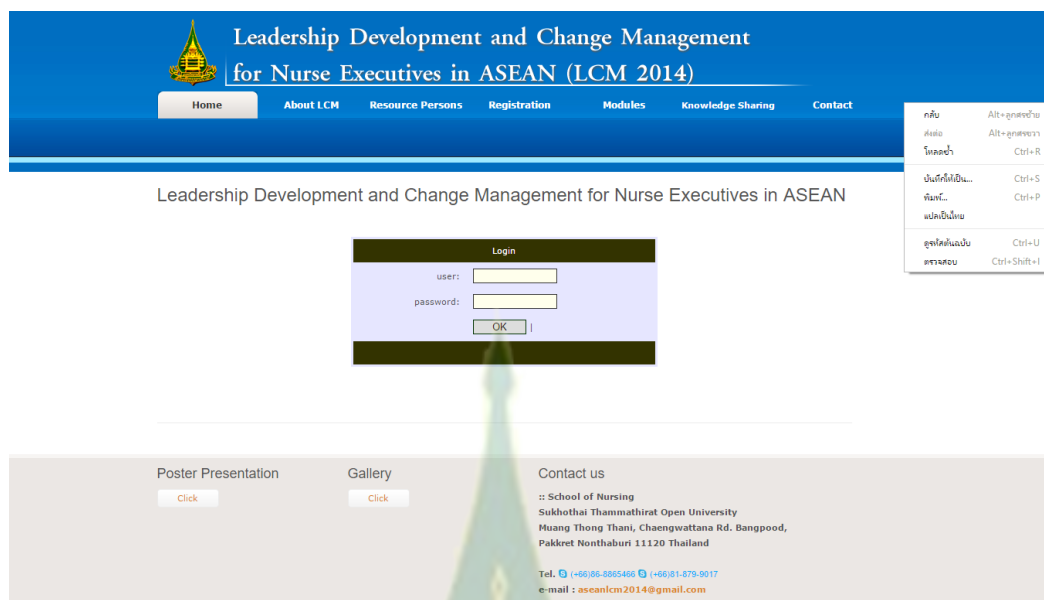


Figure 4 Login to “Knowledge Sharing” Forum by username and password

Participants’ interaction towards each module refers to the activities and assignments required by them to complete. Participants were also challenged to utilize the knowledge and experiences gained and apply to their current work. As a result, participants were expected to analyze critically, synthesize information, and share their reflections related to what they had learned in a “Knowledge Sharing” forum after completing all the modules. Facilitators work as encourager and supporter to participants’ participation. Also they help participants to meet their study’s objective in each module that demonstrated on Figure 5 and LCM program.

Face to Face intensive seminar is another process component. Participants who completed requirement of interactive online course were invited to attend the seminar. Based on participants’ views, Module 10 was jointly constructed presenting best practice on “Leadership Competencies” for Nurse Executives in ASEAN Countries. All ten modules could be accessible via the LCM website.

2.3 Output component: the enhancement of participants’ knowledge and experiences as well as level of satisfaction with the online training course. The learning output included innovative task or the mini project as part of an interactive online learning. Participants were

required to prepare and submit assignments prior to attending the face-to-face intensive seminar in Thailand.

2.4 Outcome component: the results of the course; Module 10 entitled “Developing Leadership Competencies for Nurse Executives in ASEAN Community” was jointly constructed by the participants who had drawn their experiences on facilitating change within their organizations which was an activity embedded in the module 10 after attended the face to face intensive seminar. Networking among ASEAN nurses was also an expected outcome.

To optimize learning benefit, LCM program was therefore further academically improved based on the principle of the ASEAN University Network Quality Assurance (AUN-QA). After submitted, it was recently endorsed by the University Academic Council of Sukhothai Thammathirat Open University as its international short course (Appendix D). The initiated program is particularly designed for nurse executives in ASEAN community in the year 2016. LCM 2016 online course was recently offered, apparently a number of totally 121 applicants from 8 ASEAN countries; Brunei, Indonesia, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam applied to study the LCM 2016 online course. Apart from this, the LCM program was also approved for the first of its kind by Thailand Nursing and Midwifery Council (TNC) to be its first online course in Thailand. Upon completion of the course, the enrolled nurses will be awarded with TNC’s Continuing Education Educational Unit (CNEU) points.

Part 3 Online Course Evaluation

Evaluation of the online course, the interactive online learning and the face-to-face intensive seminar was completed by the participants. It was found that the online course was useful and appropriate as a continuing professional development activity for nurses especially nurse executives. The course also provided opportunity for participants to building networks with nurses in ASEAN countries. The online course evaluation is briefly demonstrated as Table 4.2 and more details described under the Table.

Table 4.2 Summary of an Online Course Evaluation

Item	Results	Number of participants
3.1 LCM website	Satisfied	35
	Not satisfied	0
3.2 Content module	Satisfied	33
	Not satisfied	No answer
3.3 Overall of the course useful	Strongly agreed	25
	- Improve change management skills	22
	- Improve leadership skills	24
3.4 Strength of the course	Ubiquitous learning	14
3.5 Weakness and barriers	No weakness	15
	Barrier: modules accessibility	24

3.1 LCM website

All training participants (n=35) who attended both the online interactive course and the face-to-face intensive seminar, rated the questionnaire as being satisfied with the LCM website. They agreed that the LCM website design was attractive and appropriate as well as easy to read, participate, and apply. They also agreed that instructions of the LCM website were understandable to follow. Furthermore, they agreed that any announcement was posted timely. Finally, they reported knowing how to contact facilitators and/or the project leader.

3.2 Content Modules

Most participants (n=33) agreed and were satisfied with all content modules developed by experts from various countries and disciplines, and well ordering.

... this course is well organized, simple to complex, general to specific and very comprehensive.(P2 from Myanmar).

The arrangement of the model was well organized from general to more specify.(P28 from Malaysia).

Module I Course Orientation helped those participants getting to know “how to learning this course”. Most participants were quite satisfied with Module 1, Course Orientation that led them know “how to study the online course”.

“The Module I provides very useful information to complete this online course (P2 from Myanmar).” “For my opinion, this module (Module 1) is very useful to participants. We can know how to and what we are going to learn online. It makes me easier to join this program (P23 from Thailand). “I am very pleased to join with LCM 2014. I would like to express my gratitude to all project leader team for their clearly orientation (P1 from Thailand).”

The modules presentation was clear and inspired participants learning. Content Modules and presentation (Module 2-9) are useful and imparted knowledge and experiences to participants. Almost participants (n=34) reported that they enhanced their knowledge and experience after their study and most of them (n=30) reported that they were able to apply knowledge and experience from “Knowledge Sharing” to their practice.

Finally, after finished 10 modules of learning, I am able to build nurse leaders and executives network in ASEAN countries. LCM training give me a chance to gain more acquire knowledge and experiences from training due to apply to my actual administration to my Nursing Faculty (P1 from Thailand).

“The course made me enhancing knowledge and skills that could be applied into practice. (P1 from Myanmar).” “I received more benefits from this course and I can apply my workplace under responsibility and anywhere any setting. (P2 from Myanmar)

“...It is very useful and improves leadership skill and change management skill. I received more benefits from this course and I can apply my workplace under responsibility and anywhere any setting.(P4 from Myanmar)

Today, our hospitals change day by day, through this program, I had changed health care module. This was extremely challenging forms but I still believe in it because I was so lucky to have found this program and learned so much to be able to change my currently management plans. I would love to thank Assoc. Prof. Dr. Boontip had given me a chance to study in this course and thank to fellow participants for your experiences, so that I have enough knowledge to pursue further into my management now and in the future. I want

to contribute this knowledge for nurse managers in Vietnam (P7 from Viet Nam).

I am proud of LCM team for successful online training course and face to face intensive seminar. It is beneficial to all participants to be guided and implemented effectively into their workplace for more advanced (P6 from Myanmar).

First of all, I deeply appreciate the success of the training project. We have a chance to being active participant, active interaction and good personal relationship (P14 from Myanmar).

This project has covered very comprehensive information related to leadership and change management, the module video were very interactive and facilitate self-directed learning skills that promote lifelong learning skills, which will definitely benefit the nurses leaders. In this ICT era environment, nurses leaders should acquire ICT skill to keep in pace with the latest information and be a role model to nurses. (P28 from Malaysia).

Finally I would like to say I have got the nursing administration innovation skills and I will apply my knowledge, skills and changed attitude in my organization in order to success. According to our new vision, we are planning to achieve international quality and then reach to premier national healthcare network with presence across the country and godly compassion which are affordable and accessible health care to all socio economic segment (P15 from Myanmar).

First of all, I would like to say big congratulations to the success of LCM. It's my great pleasure and a valuable chance to become a participant of this program. So I deeply appreciated to my project leader Assoc. Prof.Dr.Boontip Siritarungsri and all the members of LCM team. And I want to say thanks a lot from the bottom of my heart to those honored resource persons who shared us a wide range of knowledge and experience from each and every module (P12 from Myanmar).

3.3 Overall of the Course

Most participants (n=25) strongly agreed that this LCM course not only met their expectations but also encouraged them to improve their change management skills (n=22),

and leadership skills (n=24). They also reported that they would recommend this program to others.

First, I would like to thank Assoc. Prof. Dr. Boontip Siritarungsri, the project leader, and all dedicated project teams who contributed to the conference. All the problems and concerns that I raised and sent email to the teams were promptly responded. Following up emails that sent to participants regularly were very encouraging and showing that the teams were interested to know how we were doing. Your dedication to work has shown us your leadership and change management skills, and that is very impressive. Offering an online course for self-study, which consisted of participants from many countries, is a great deal of change in area of nursing. I would like to say that as you run the project, you have shown us how to be a great leader by showing how to work as a leader. We have learned from the best, which I think this is a great opportunity for me--“learning from the best”. This course is a great success! I hope you continue to offer this kind of course to help nurses improve their knowledge and skills in leadership as well as other areas of expertise (P10 from Thailand).

“The online intensive learning served as a room for ASEAN nurses working together, such as sharing their knowledge and experiences as well as gain their new knowledge from each Module that presented by international expertise. The face to face intensive seminar is also enhance knowledge from international resource person from aboard and Thai that led nurse worked together on the same way and reach to international view. ... the knowledge and experiences from the online course had been empowered and made me receiving national award. This is a wonderful course. (P2 from Thailand)

Before conclusion & evaluation I must thank you Dr.Boontip who allows me to take this excellent course .Thank you all speakers in each module who share the knowledge & good experiences. Thank you LCM team who created this

program for us. I also like Module 7 because I must alert to open you tube and catch the concept (P15 from Thailand).

I like to share and reflect my opinion to other participants after listening to each module. I was got warm welcome from LCM team. Therefore, I would like to invite everyone study the online course in the next future. (P5 from Thailand)

3.4 Strengths of the course

A number of participants (n=14) reported that the strengths of the LCM course was the ubiquitous learning. Courses using online environments can be provided to students anytime, from anywhere enabling learning to occur while working concurrently. This online course was accessible, up-to-date, well planned and well organized, enabled learning, and was relevant with practical situation. They were able to repeat whenever they did not understand content of each module. The content of learning could be applied in real situations. The assignments encouraged students to improve leadership skills.

“Distance learning facilitated and gave participants opportunity to learn in anywhere and anytime, also enhance knowledge and vision development” (P1 from Thailand). ... I could learn and practice whenever I needed. (P1 from Thailand).

At the end of the course online at this time, I feel proud, impressed in the care of the team. I get lots of benefits, the practice of self-learning, manage time for training, practice of using English and get lots of knowledge about leadership, which can lead to better myself and our organization. Besides that, I also have friends in ASEAN (in the same profession) that cause the network to work in the future (P4 from Thailand).

“...For face to face seminar, we learned more about how to develop competency of nurse executives in ASEAN community. We enjoyed sharing our views and opinions to each other.

3.5 Weaknesses and barriers of the course

Approximately 50 percent of participants (n=17) reported that they could not find any weaknesses with the LFC course. Some participants complained about quality of online

presentation. Some of them said that the sound of some module was not clear. One of participants complained that some modules were long and time consuming. 4 participants from Myanmar indicated that local internet service was unavailable and a number of participants encountered problems accessing the internet that interrupted their learning. However, the CD recorders that were provided later were very useful for them to study the modules.

Most participants (n=24) reported that the barriers were found in modules accessibility, such as poor local infrastructure technology, self-disciplined of learners, limitation of language skills and culture in communication. However, regularly supporting, mentoring and monitoring by LCM facilitators helped them to continue attending the course.

3.6 Course suggestions

A number of participants suggestions were reported by the participants as follows.

- 1) Learners should complete previous modules before moving to the next module.
- 2) The course should provide internet service for information search and translation.
- 3) The course should provide exchange program and learners with all of ASEAN.
- 4) The course should provide study visit to study health care system in other ASEAN countries for comparison.
- 5) Some modules should be shorter as it will be easier for study.

Part 4 Learning output and outcomes of online course implementation

Twenty-two participants transferred knowledge into their practices, and then developed 17 innovative projects /creative work tasks based on content modules. For examples, 4 the projects and tasks were presented as poster presentation awards at the Phase II: Face to Face Intensive Seminar in Thailand.

1) First Prize: “Good Old Lessons in Teamwork from an Age-Old Fable” by Ms. Lin Lin Khine from Myanmar

2) Second Prize: “Competencies Required for the Future Nursing Leaders” by Ms.Vimala Ramoo, Dr. Mei Chan Chong, and Dr. Li Yoong Tang from Malaysia .The first and the second Prizes was VDO tape recorded by the prizes winners and pasted at the LCM website at <http://www.stou.ac.th/lcm>

3) Third Prize: 2 posters

3.1) “Transcultural Nursing for Refugees and Migrants” by Ms.Maneebongkot Chaumaroeng from Thailand

3.2) “Strengthen Basic Nursing Care in City Hospital” by Mrs.Khin Mya from Myanmar

The online course also contributed and supported participants to build up ASEAN nurses’ network.

“...support self- management in term of time, and give opportunities to learn/ share knowledge and culture with other nurses in ASEAN country that led nurses could work together on internet. ...Further the online course helped us to build up network among ASEAN nurses. ((P2 from Thailand)

“Through distance education, nurses still have the opportunity to connect and network with each other online. The online setting also allows us to network with other course mates and facilitators from across the country and potentially around the world. This gives opportunities for us to know what’s happening beyond our local practice.(P2 from Malaysia)

“...Finally, I had more opportunity to know and build up network, relationship with other participants in ASEAN when attended face to face intensive seminar. (P4 from Thailand)

“I think this course is useful for me and not finish now, it begins for networking between ASEAN nurses. (P6 from Myanmar)

“For face to face intensive seminar, I like another section is ICE breaking activity and building networking among ASEAN nurse executives by Assit. Prof. Dr Aree Cheevakasemsook and Assit .Prof Dr Premruetai from LCM team. I have an opportunity to talk own conversation to each other. (P3 from Myanmar)”

“This platform have created very good networking among regional nurses especially ASEAN. It has opened the door for future collaboration and building our own support at the region. I sincerely hope to see more collaboration acidities following this project. (P1 from Malaysia)”

Finally, 38 participants came to STOU campus for the 3 day- face to face intensive seminar upon completion of the three activities. According to one of the intensive seminar activity, all participants would work in groups and conceptualized the “Leadership Competencies for Nurse Executives in ASEAN Community” which was described into three domains; Knowledge, Practice (Skill), and Attitude as below.

Knowledge: Nurse Executives in ASEAN community must have competency of leadership knowledge as follows.

- 1) Transcultural nursing,
- 2) Research and innovation,
- 3) Information communication technology (ICT), and
- 4) Legal, ethic, policy, and health act regulations.

Skills: Nurse Executives in ASEAN community must have competency of leadership skills as follows.

- 1) Communication, interpersonal relationship, and language skills.
- 2) Leading skills, and
- 3) Managerial and administrative skills.

Attitude: Nurse Executives in ASEAN community must have competency of leadership attitude as follows.

- 1) ASEAN Vision,
- 2) Having an Intelligence-Moral-Emotional-Quotients (IME-Qs),

- 3) Professionally global, and
- 4) Global perspective and mind set.

More details of the nursing leadership competencies is presented on Module 10 at http://www.stou.ac.th/lcm/Module_10/Module10.pdf .

In conclusion, the success of the online course was the hybrid nature of the program. The online interactive learning and the face-to-face intensive seminar at STOU met participant needs. 10 modules of the online course were also kindly contributed by various nursing experts from Thailand and overseas. The researchers' team and research assistants worked actively as module facilitators, course supporters and managerial staff to make the initiative successful. This is truly an innovative online course that meets the 21st century trendy manner.

