

ABSTRAK

Lembaga Sensor Film melaksanakan fungsi pemantauan terhadap hasil sensor film dan iklan film yang dipertunjukkan untuk program televisi. Pemantauan program televisi dilakukan dengan mengamati melalui *personal computer* dengan pembagian tugas terjadwal, dalam melaksanakan tugas pemantauan ini terdapat kendala yaitu hasil *recording video error* yaitu *video black* dan *blue screen*, *video mozaik* dan *freeze*, *no signal*, *network failed*, dan *device failed* sehingga mengganggu aktifitas pemantauan program televisi menjadi tidak berjalan. Maka diperlukan sebuah penelitian bertujuan untuk mengetahui apa saja jenis *video recording error*, penyebab masalah, dan melakukan perbaikan untuk mengurangi *video recording erro* pada proses pemantauan program televisi. Hasil Penelitian ini menunjukkan *video recording error* yang paling banyak mengalami kendala yaitu *video mozaik* dan *freeze* dengan persentase 52% masalah kerusakan. Kualitas video recording ditemukan banyak mengalami kendala dan masalah terlihat dari jumlah laporan kerusakan yang masuk pada periode Januari – April 2019 sebanyak 831 laporan per kasus. Setelah dilakukan perbaikan dengan metode PDCA Kualitas video recording membaik pada periode Juni - Juli 2019 dengan jumlah laporan yang masuk 118 laporan per kasus, dan kendala *video mozaik* dan *freeze* mengalami penurunan dengan persentase 15.25% masalah kerusakan.

Kata kunci: Pemantauan, Program Televisi, Metode PDCA, Kualitas

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ABSTRACT

The Film Censorship Institution performs the function of monitoring the results of film censors and film advertisements shown for television programs. Monitoring television programs is done by observing through personal computers with scheduled assignments, in carrying out this monitoring task there are obstacles, namely recording video errors, namely black and blue screen videos, mosaic videos and freeze, signal no, network failed, and device failed, thus disrupting activities monitoring of television programs is not working. So we need a study aimed to find out what types of video recording errors, causes of problems, and make improvements to reduce video recording errors in the process of monitoring television programs. The results of this research show that video recording error that experienced the most problems is mosaic video and freeze with a percentage of 52% damage problems. The quality of video recording was found to have many problems and problems were seen from the number of damage reports that entered in the January-April 2019 period as many as 831 reports per case. After repairs with the PDCA method the video recording quality improved in the period June - July 2019 with the number of reports entered 118 reports per case, and the constraints of the video mosaic and freeze decreased with a 15.25% damage problem.

Keywords: Monitoring, Television Programs, PDCA Method, Quality

