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TESIS

**UPAYA PENCAPAIAN STANDAR PELAYANAN MINIMAL PROGRAM GIZI
DI PUSKESMAS GLAGAH KABUPATEN LAMONGAN**

**(STUDI *BENCHMARKING* DI PUSKESMAS KEMBANG BAHU
KABUPATEN LAMONGAN)**



FIDA NURAI DA

**PROGRAM PASCASARJANA
UNIVERSITAS AIRLANGGA
SURABAYA
2004**

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TESIS

Untuk memperoleh Gelar Magister
Dalam Minat Studi Manajemen Pelayanan Kesehatan
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ABSTRACT

Efforts to Achieve Nutrition Program Minimal Service Standard at Glagah Health Center of Lamongan District (A Benchmarking Study at Kembang Bahu HC of Lamongan District)

Fida Nuraida

Minimal Services Standard (MSS) is a means toward assuring and assisting the regional government in the implementation of its regional authority control over district and/or municipality governments. Implementation of a Nutrition Program MSS must comply to several service categories and performance indicators. Nutrition Program MSS is performed by midwives, at their respective service coverage areas, or, in the absence of midwives, by female nurses.

In its application, the Glagah Health Center (HC) Nutrition Program is currently below the set MSS. Therefore, the objective of this research was to draft a Nutrition Program Minimum Services Standard achievement effort for the Lamongan District Glagah HC (based on a Benchmarking study at the Lamongan District Kembang Bahu HC). Factors analyzed in this research were the individual personnel, the HC's organization, the work, and the MSS (Planning, Activating) management process.

This research was a Benchmarking study with midwives and female nurses at the Glagah HC and the Kembang Bahu HC as the total sample. Conducted between May 2004 and June 2004, the total sample comprised of 23 (from Glagah PHC) and 19 (from Kembang Bahu PHC) taken by a simple random sampling method. Research instruments utilized were questionnaires and check-lists for the primary data, and documents for the secondary data.

Results of a Chi-square test revealed no distinction in personnel age between the Glagah HC and the Kembang Bahu HC and no distinction in personnel tenure between the two HCs. Results of a t-Test revealed a distinction in personnel knowledge between the two HCs ($p=0.000$) and a distinction in personnel skills between the Glagah HC and the Kembang Bahu HC ($p=0.023$). While in terms of MSS (Planning, Activating) management process, the Glagah HC lacked behind the Kembang Bahu HC, particularly pertaining to coordination and supervision.

After a Focus Group Discussion was conducted, based on the research results, a draft of Nutrition Program Minimum Services Standard achievement effort recommendation for the Lamongan District Glagah HC was formulated.

Key words: Minimal Service Standard, performance, Benchmarking,
Nutrition program