

ABSTRACT**Effectiveness Analysis Of Kids Inspector For Food And Sanitation Program
With Customer Response Index Approach
(Study In City Of Surabaya)**

The quality of human resources in the future is determined at this time by development of human resources, including school age. In 2014 there were 76.18% school snack for children in Indonesian that did not qualified (the target were 90% qualified). In 2013 until 2015, sampling results of school snack for children in East Java Provincial Health Office about more than 20% did not qualified. In 2015, the East Java Provincial Health Office implementing programs of Kids Inspector for Food & Sanitation (ICMS), which aims to improved the safety of school snack for children. The purpose of this study was to provide recommendation for management in East Java Provinces Health Offices on ICMS program through the analysis of its effectiveness used the Customer Response Index (CRI). The study was observational with cross-sectional design. This research was conducted in the Section of Pharmaceutical and Medical Supplies, Health Resources Development Division, East Java Provincial Health Office and in four (4) elementary schools pilot project ICMS program. The sample of this study were elementary school teacher and student pilot project ICMS program. The data collection was conducted in July-August 2016. The results showed that the characteristics of teacher of ICMS were female majority and most elderly aged and early beginning adults. Teacher CRI was 84% which included excellent category. The characteristics of kid's inspector were 9-12 years old, mostly women, and 51.1% had not received training. Kids Inspector CRI was 38.66% which included intermediate category. Characteristics of students were 9-12 years old and mostly female. Student CRI was 51.39% which included average category. Conclusion of this study that ICMS program has been applied in elementary schools ICMS pilot project, but still need improvement in their activities.

Keywords: Kids Inspector for Food & Sanitation (ICMS), School Snack For Children, Customer Response Index

ABSTRAK

Analisis Efektivitas Program Inspektur Cilik Makanan Dan Sanitasi Dengan Pendekatan *Customer Respon Index* (Studi Di Kota Surabaya)

Kualitas sumber daya manusia di masa datang ditentukan pengembangan sumber daya manusia saat ini, termasuk usia sekolah. Pada tahun 2014 masih terdapat makanan jajanan anak sekolah di Indonesia yang tidak memenuhi syarat sebesar 76,18% dari target 90% memenuhi syarat. Hasil sampling Dinas Kesehatan Provinsi Jawa Timur pada tahun 2013 s/d 2015 terdapat makanan jajanan anak sekolah yang tidak memenuhi syarat lebih dari 20%. Pada tahun 2015 Dinas Kesehatan Provinsi Jawa Timur melaksanakan program Inspektur Cilik Makanan dan Sanitasi (ICMS) yang bertujuan meningkatkan keamanan makanan jajanan anak sekolah. Penelitian ini bertujuan untuk memberikan rekomendasi pengelolaan program ICMS melalui analisis efektivitas dengan menggunakan metode *Customer Respon Index* (CRI). Jenis penelitian ini adalah observasional, deskriptif dengan pendekatan *cross-sectional*. Lokasi Penelitian ini di Seksi Kefarmasian dan Perbekalan Kesehatan, Bidang Pengembangan Sumber Daya Kesehatan, Dinas Kesehatan Provinsi Jawa Timur dan di 4 (empat) sekolah dasar *pilot project* program ICMS Dinas Kesehatan Provinsi Jawa Timur. Populasi penelitian adalah guru dan siswa sekolah dasar *pilot project* ICMS. Pengumpulan data dilaksanakan pada bulan Juli – Agustus 2016. Alat ukur pada penelitian ini adalah kuisioner dan panduan wawancara. Hasil penelitian menunjukkan bahwa guru pendamping ICMS memiliki karakteristik mayoritas berjenis kelamin perempuan dan banyak yang berusia dewasa awal dan lansia awal. Nilai CRI guru pendamping adalah sebesar 84%. Nilai CRI guru pendamping termasuk kategori istimewa. ICMS memiliki karakteristik berusia antara 9 s/d 12 tahun, mayoritas perempuan, dan sebesar 51,1% belum menerima pelatihan. Nilai CRI inspektur cilik adalah sebesar 38,66%. Nilai CRI inspektur cilik termasuk kategori menengah. Siswa responden memiliki karakteristik berusia antara 9 s/d 12 tahun, mayoritas berjenis kelamin perempuan. Nilai CRI siswa responden adalah sebesar 51,39%. Nilai CRI siswa termasuk kategori rata-rata. Kesimpulan penelitian ini adalah Program ICMS sudah berjalan di sekolah dasar *pilot project* ICMS, akan tetapi masih memerlukan perbaikan pelaksanaannya.

Kata Kunci : Inspektur Cilik Makanan dan Sanitasi, Jajanan Anak Sekolah, *Customer Respon Index*.