

**PERFORMANCE EVALUATION ANALYSIS OF THE FAMILY PLANNING
EXTENSION TEAM IN REDUCING THE STUNTING LEVEL AT THE P5A
SERVICE GUNUNGSITOLI CITY**

By

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ABSTRACT

This study aims to analyze the performance evaluation of the Family Planning extension team at the Population Control, Women's Empowerment, and Child Protection Office of Gunungsitoli City in efforts to reduce stunting rates. The approach used was a descriptive qualitative approach, with data collection techniques through in-depth interviews, participant observation, and documentation studies. Research informants were selected purposively, including family planning extension workers, structural officials of the P5A Office, and community beneficiaries of the program. The research results indicate that the performance of the family planning extension team was generally effective and adaptive. This is reflected in a periodic quantitative and qualitative evaluation system, solid cross-agency coordination, and ongoing training that enhances the extension workers' capacity as agents of change. The educational strategy employed was interpersonal and contextual, with a participatory, demonstrative, and collaborative approach with local leaders and female cadres. This strategy successfully increased nutrition awareness, healthy lifestyles, and community participation in integrated health service posts (Posyandu) and maternal and child health services. However, program implementation faces various challenges, including limited number of extension workers, geographical barriers, socio-cultural resistance to family planning programs, and a lack of technology-based educational media. Supporting factors such as institutional commitment, cross-sector synergy, and community trust are key strengths in strengthening community-based interventions. This study concludes that successful stunting reduction depends heavily on the quality of interactions between extension workers and the community, as well as ongoing institutional support. Therefore, innovative communication strategies and strengthening institutional capacity are needed to ensure the program's overall sustainability.

Keywords: Performance Evaluation, Family Planning Instructor, Stunting, Qualitative Approach, P5A Service, Gunungsitoli City.

**ANALISIS EVALUASI KINERJA TIM PENYULUH KELUARGA BERENCANA
DALAM MENURUNKAN TINGKAT STUNTING PADA DINAS P5A KOTA
GUNUNGSITOLI**

ABSTRAK

Penelitian ini bertujuan untuk menganalisis evaluasi kinerja tim penyuluh Keluarga Berencana (KB) pada Dinas Pengendalian Penduduk, Pemberdayaan Perempuan, dan Perlindungan Anak (P5A) Kota Gunungsitoli dalam upaya menurunkan angka stunting. Pendekatan yang digunakan adalah pendekatan kualitatif deskriptif, dengan teknik pengumpulan data melalui wawancara mendalam, observasi partisipatif, dan studi dokumentasi. Informan penelitian dipilih secara purposive, meliputi penyuluh KB, pejabat struktural Dinas P5A, serta masyarakat penerima

manfaat program. Hasil penelitian menunjukkan bahwa kinerja tim penyuluh KB secara umum berjalan efektif dan adaptif. Hal ini tercermin dari sistem evaluasi berkala yang bersifat kuantitatif dan kualitatif, koordinasi lintas lembaga yang solid, serta pelatihan berkelanjutan yang meningkatkan kapasitas penyuluh sebagai agen perubahan. Strategi edukasi yang digunakan bersifat interpersonal dan kontekstual, dengan pendekatan partisipatif, demonstratif, dan kolaboratif bersama tokoh lokal dan kader perempuan. Strategi ini berhasil meningkatkan kesadaran gizi, perilaku hidup sehat, serta keikutsertaan masyarakat dalam program posyandu dan pelayanan kesehatan ibu dan anak. Namun, pelaksanaan program menghadapi berbagai tantangan, antara lain keterbatasan jumlah penyuluh, hambatan geografis, resistensi sosial-budaya terhadap program KB, dan minimnya media edukasi berbasis teknologi. Faktor pendukung seperti komitmen kelembagaan, sinergi lintas sektor, serta kepercayaan masyarakat menjadi kekuatan utama dalam memperkuat intervensi berbasis komunitas. Penelitian ini menyimpulkan bahwa keberhasilan penurunan stunting sangat bergantung pada kualitas interaksi antara penyuluh dan masyarakat, serta dukungan institusional yang berkelanjutan. Oleh karena itu, diperlukan inovasi strategi komunikasi dan penguatan kapasitas kelembagaan untuk memastikan keberlanjutan program secara menyeluruh.

Kata Kunci: *Evaluasi kinerja, penyuluh KB, stunting, pendekatan kualitatif, Dinas P5A, Kota Gunungsitoli.*

INTRODUCTION

Stunting is a chronic nutritional problem that remains a strategic issue in health development in Indonesia. This condition is characterized by impaired linear growth in children due to prolonged malnutrition, particularly during the First 1,000 Days of Life (HPK), from pregnancy to age two. Nutritional deficiencies during this period not only impact a child's physical growth but also have serious implications for cognitive development, long-term health, and future human resource productivity (Ministry of Health of the Republic of Indonesia, 2016). According to national data, the prevalence of stunting in Indonesia remains high, although it has shown a downward trend in recent years. The Indonesian Nutritional Status Survey (SSGI) shows that the decline in stunting has not been evenly distributed across all regions, particularly in areas with limited access to healthcare and low nutritional literacy. Gunungsitoli City, the capital of Nias Regency, faces similar challenges, particularly related to socioeconomic conditions, childcare practices, and limited basic healthcare infrastructure. SSGI data recorded a stunting prevalence in Gunungsitoli City of 26.3% in 2021 and decreased to 17.7% in 2022. While this achievement shows positive progress, the figure is still above the national target of reducing stunting by 14% by 2024. Furthermore, local health service data shows that cases of stunting in toddlers are still found until 2024, indicating that intervention efforts need to be continuously strengthened.

In this context, the Gunungsitoli City government, through the Population Control, Women's Empowerment, and Child Protection (P5A) Office, is implementing various programs to accelerate stunting reduction, one of which is through the Family Planning Counseling Team (PKB). This team plays a strategic role as an agent of change at the community level, particularly in providing education on family planning, healthy lifestyles, balanced nutrition, and early stunting risk prevention. The success of a stunting reduction program is not solely determined by the availability of policies and programs, but also depends heavily on the performance of implementers in the field. The performance of family planning extension workers is a key factor in ensuring that health messages are understood, accepted, and implemented by the community.

According to Mangkunegara (2016), performance is the work results achieved by individuals or groups within an organization in accordance with their assigned duties and responsibilities. Therefore, evaluating the performance of extension teams is crucial to assess the effectiveness of their tasks and the tangible impact they have had on stunting reduction. However, various obstacles remain in the implementation of the extension program, including limited numbers of extension workers, geographic barriers, socio-cultural resistance to the Family Planning program, and limited technology-based educational media. These conditions have the potential to impact the effectiveness of information delivery and program outcomes at the community level. Therefore, a comprehensive performance evaluation is needed to identify successes, obstacles, and supporting factors in the implementation of the Family Planning Extension Team's duties. Based on this description, this study focuses on analyzing and evaluating the performance of the Family Planning Extension Team at the Population Control, Women's Empowerment, and Child Protection (P5A) Office of Gunungsitoli City in reducing stunting rates. This evaluation is expected to provide an empirical overview of the effectiveness of extension workers' performance, the extension strategies implemented, and the factors influencing the success of the stunting reduction program. The results of this study are expected to serve as considerations for local governments in formulating policies and strengthening more targeted and sustainable stunting intervention strategies.

LITERATURE REVIEW

Performance and Performance Evaluation

Performance is a fundamental concept in assessing the success of individuals and organizations in achieving their stated goals. Performance is not only understood as work results, but also reflects an individual's behavior, abilities, and responsibilities in carrying out their duties. Afandi (2018) defines performance as the work results achieved by an individual or group of people within an organization in accordance with their authority and responsibilities, legally and in accordance with applicable norms. Good performance is a primary prerequisite for supporting organizational effectiveness, particularly in the implementation of public programs. In the context of public sector organizations, employee performance is heavily influenced by various internal and external factors. Afandi (2018) suggests that factors influencing performance include ability, motivation, competence, work facilities, work culture, leadership, and work discipline. These factors interact with each other and determine the extent to which employees are able to perform their duties optimally.

Performance evaluation is a systematic process for assessing and measuring the extent to which an individual's or team's performance meets established standards and targets. According to Mangkunegara (2016), performance evaluation, or work performance assessment, is a process used by management to assess whether employees have performed their jobs in accordance with their assigned duties and responsibilities. Performance evaluation serves not only as a measurement tool but also as a basis for decision-making in human resource development and improving the quality of organizational services. Performance evaluation indicators are an important tool in assessing the success of task implementation. Mangkunegara (2016) lists several performance indicators, including work quality, work quantity, task implementation, and responsibility. These indicators are used to assess employee accuracy, thoroughness, productivity, and awareness in carrying out their assigned duties. In government organizations, performance indicators are also regulated by Law Number 43 of 1999, which covers aspects of loyalty, work achievement, responsibility, honesty, cooperation, initiative, and leadership.

Stunting Concept

Stunting is a chronic nutritional problem that occurs due to prolonged nutritional deficiencies, particularly during the first 1,000 days of life (HPK). The Indonesian Ministry of Health (2016) defines stunting as a condition of growth failure in children characterized by a shorter length or height than is typical for their age. This condition can begin in the womb and only becomes clearly visible when the child is two years old. Operationally, stunting is determined based on the Length for Age (PB/U) or Height for Age (H/U) index with a z-score value between -3 SD to < -2 SD based on the World Health Organization (WHO) child growth standards (de Onis & Franca, 2016). Rahayu, Pamungkasari, and Wekadigunawan (2018) stated that stunting not only impacts children's physical growth, but also affects cognitive development, endurance, and children's productivity in adulthood.

The causes of stunting are multidimensional and interrelated. Key factors include low maternal knowledge, inappropriate parenting practices, maternal and child nutritional status, low birth weight (LBW), and family socioeconomic conditions (Ni'mah & Nadhiroh, 2015; Arlius et al., 2017). Furthermore, poor feeding practices, environmental sanitation, and access to healthcare also contribute to stunting (Zikria et al., 2018).

The Role of Family Planning Extension Teams in Reducing Stunting

The Family Planning Extension Team (PKB) is a functional team with a strategic role in managing population programs, family development, and family planning. Based on Regulation of the National Population and Family Planning Agency of the Republic of Indonesia Number 10 of 2023, Family Planning Extension Teams are tasked with carrying out outreach, mentoring, and community mobilization activities to improve family quality and support the achievement of national development targets. In the context of stunting reduction, family planning instructors act as agents of change, bridging government policies with the community. This role is realized through education on family planning, balanced nutrition, healthy lifestyles, and mentoring families at risk of stunting. The success of this role is largely determined by the instructors' performance in effectively conveying information and building community trust.

Monitoring and evaluating the performance of family support teams is crucial to ensuring the effectiveness of stunting reduction programs. Monitoring indicators cover input, process, and output aspects, such as the availability of support teams, cross-sector coordination, and the percentage of teams performing well (Ministry of Health of the Republic of Indonesia, 2018). Regular performance evaluations are expected to identify barriers, strengthen supporting factors, and improve the quality of community-based interventions.

RESEARCH METHODS

This study uses a qualitative approach with a descriptive approach. The qualitative approach was chosen because this study aims to deeply understand the phenomenon of Family Planning Extension Team performance evaluation in a natural context, based on the experiences, perceptions, and views of informants. According to Moleong (2017), qualitative research focuses on understanding the meaning of social phenomena holistically through descriptions in the form of words and language. The research was conducted at the Population Control, Women's Empowerment, and Child Protection (P5A) Office of Gunungsitoli City, with the research period in June–July 2025. The location selection was based on the relevance of the role of the P5A Office as the implementer of family planning counseling and stunting reduction programs in Gunungsitoli City.

The data sources in this study consist of primary and secondary data. Primary data were obtained

through in-depth interviews and participant observation with purposively selected informants, including Family Planning instructors, structural officials from the P5A Service, and community beneficiaries of the program. Purposive selection of informants was based on their direct involvement and understanding of the program under study (Moleong, 2019). Secondary data were obtained from official documents, activity reports, and archives relevant to the implementation of the stunting reduction program. The data collection techniques used included in-depth interviews, participant observation, and documentation studies. The in-depth interviews aimed to gather comprehensive information regarding the performance of extension workers, extension strategies, and challenges encountered in the field. Observations were conducted to obtain a realistic picture of the implementation of extension activities, while documentation served as supporting data (Arikunto, 2018).

Data analysis was conducted descriptively and qualitatively through the stages of data reduction, data presentation, and conclusion drawing. This analysis process was carried out continuously from data collection until the end of the study to ensure the validity and depth of data interpretation (Sugiyono, 2017).

RESULTS AND DISCUSSION

Research Result

This study aims to analyze the performance evaluation of the Family Planning Extension Team (PKB) at the Population Control, Women's Empowerment, and Child Protection (P5A) Office of Gunungsitoli City in efforts to reduce stunting rates. Data were obtained through in-depth interviews, participant observation, and documentation studies with informants consisting of structural officials from the P5A Office, family planning extension workers, and community beneficiaries of the program. The research results indicate that the Family Planning Extension Team in Gunungsitoli City has been generally quite effective. This is evident in the routine implementation of extension services at the sub-district and village levels, particularly through mentoring activities for families at risk of stunting, outreach at integrated health posts (Posyandu), and coordination with health cadres and the Family Assistance Team (TPK). Family planning extension workers not only provide information related to family planning but also provide education on balanced nutrition, maternal care, and the importance of the First 1,000 Days of Life.

In terms of work quality, family planning instructors were assessed as being able to deliver counseling materials in language that was easily understood by the community and adapting their communication approach to local socio-cultural conditions. Counseling was conducted in an interpersonal and participatory manner, encouraging active community involvement in health activities, such as integrated health posts (Posyandu) and maternal and child checkups. This demonstrates that the quality of the instructors' work meets established performance indicators. In terms of work quantity, research results indicate that the frequency of extension and mentoring activities has been ongoing, although the number of extension workers is still limited compared to the area and target population. Each extension worker must handle multiple work areas simultaneously, resulting in uneven mentoring intensity across Gunungsitoli City.

The implementation of family planning instructors' duties was also deemed appropriate for their roles and responsibilities. They were actively involved in cross-sector coordination with community health centers, village governments, and health cadres. Furthermore, they were also involved in reporting and evaluating the stunting reduction program conducted periodically by the P5A Office. However, challenges persisted in utilizing technology-based educational media

due to limited facilities and digital competency. Based on interviews with beneficiary communities, the outreach program implemented by the Family Planning Extension Team has had a positive impact on increasing community knowledge about stunting and child nutrition. People are beginning to understand the importance of a healthy diet, regular prenatal checkups, and monitoring child growth and development. However, behavioral changes are not yet fully distributed, particularly among families with low socioeconomic status and limited access to information.

Discussion

The results of this study indicate that the performance of the Family Planning Extension Team in Gunungsitoli City plays a crucial role in supporting stunting reduction efforts. This finding aligns with the performance concept proposed by Mangkunegara (2016), which defines performance as the work results achieved by individuals or groups in carrying out their duties in accordance with their responsibilities. The performance of family planning extension workers, demonstrated through the quality of their outreach, cross-sector coordination, and support for families at risk of stunting, is a key factor in the program's success. Interpersonal and contextual outreach has been proven to increase public understanding of stunting issues. Participatory approaches involving community leaders and health workers strengthen public trust in the program. This supports previous research findings that suggest that successful stunting reduction is significantly influenced by the program implementer's ability to build effective communication and change community behavior.

However, this study also revealed several obstacles affecting the performance of family planning counselors. Limited numbers of counselors, geographical constraints, and a lack of supporting facilities are the main factors hindering optimal program implementation. This situation results in uneven distribution of counseling across regions. Furthermore, socio-cultural resistance to family planning programs and low levels of community education also pose challenges to the sustainable implementation of health messages. In terms of performance evaluation, the monitoring system implemented by the P5A Office, through activity reports and cross-sectoral coordination, has provided an overview of program achievements. However, performance evaluation still needs improvement, particularly in quantitatively measuring the long-term impact of outreach on behavioral change and stunting reduction. This highlights the importance of strengthening a more structured evaluation system based on clear indicators.

Overall, the results of this study confirm that the success of stunting reduction in Gunungsitoli City is determined not only by government policies and programs, but also by the quality of the performance of the Family Planning Extension Team as the implementers in the field. Therefore, increasing the capacity of extension workers, providing facilities and infrastructure, and innovating communication strategies are crucial steps to sustainably increase the effectiveness of the stunting reduction program.

CONCLUSION

Based on the research and discussion regarding the performance evaluation of the Family Planning Extension Team (PKB) at the Population Control, Women's Empowerment, and Child Protection (P5A) Office of Gunungsitoli City in reducing stunting rates, it can be concluded that the Family Planning Extension Team's performance has generally been quite effective. This is reflected in the routine implementation of counseling and mentoring for families at risk of stunting, as well as cross-sectoral coordination with community health centers, sub-district governments, health cadres, and the Family Support Team. In terms of work quality, family

planning instructors are able to convey information on family planning, balanced nutrition, and stunting prevention using a communicative and contextual approach, ensuring it is well-received by the community. Their interpersonal and participatory outreach strategies contribute to increased public knowledge and awareness of the importance of adequate nutrition and monitoring child growth and development.

However, the effectiveness of the extension team's performance is not yet fully optimal. Limited numbers of extension workers, geographical barriers, low utilization of technology-based educational media, and socio-cultural resistance are factors that hinder the program's equitable and sustainable implementation. Furthermore, changes in community behavior regarding diet and child health have not yet occurred across the board, particularly among low-income socioeconomic groups. Thus, the success of stunting reduction in Gunungsitoli City depends heavily on the quality of interactions between extension workers and the community, as well as ongoing institutional support through strengthening the performance evaluation system, cross-sector coordination, and increasing the human resource capacity of family planning extension workers. To improve the Family Planning Extension Team's performance evaluation system in a more structured and sustainable manner, using clear and measurable performance indicators. Furthermore, it is necessary to increase the number of extension workers and provide supporting facilities and infrastructure to expand the reach of extension services throughout the region.

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