

CHAPTER I INTRODUCTION

A. Background Problems :

Usually the developing countries are facing the problem of foods security. The import things that needs a consideration in relation to the food security, hygiene, and food sanitation, In order to handle the food security, it is need a substantial amount of budget, which is in some developing countries, undermine their ability to handle its food security, (Patah et al, 2009).

There have been problems of restaurants in Timor Leste since the colonization of Portuguese in 1515. At that time, there were only few restaurants although the number increased because of the development of the area. The industry was more developed when Timor Leste was still became part of the Indonesian Republic from 1975 until 1999 and continued to develop in the transition period. From that moment, the restaurant industry in Timor Leste, especially in the city of Dili has experienced a more rapid development.

Nowadays, there are many foreigners come to Timor Leste to look for jobs in public as well as private sectors. One of the fast-growing industries triggering competition between the newcomers and the local community is that of restaurant. Since the industry is a kind of business providing food and beverages for the public, it requires special attention. If a restaurant does not meet the requirements of hygiene and sanitation, it will easily transmitted negative impacts on human health and transmit diseases.

The Decree of the Minister of Health of the Indonesian Republic No.1098/MENKES/SK/VII/2003 states that restaurant is a kind of food industry occupying a whole or part of a permanent building which is equipped

with equipment needed in the processes of making, storing, serving, and selling the food and beverages to the public around its business location. The targets of hygiene and sanitation control over the industries producing (processing) food and beverages include sanitation control of the processing place and the utensils used, of the overall environment, of the cleanliness and health, methods of processing, and service as well as supervision of the quality of food and drink as a final ready-served result of the processes. Besides being skillful in his field, a food handler should not be the source of disease transmission for his co-worker as well as his costumers. A food handler should have good discipline in working and should always realize that his duty is producing food that is not only delicious but also safe for his customers.

According to Azwar (1990), sanitation is a way to prevent the outbreak of a transmittable disease by breaking off the chains of transmission from the source of the disease. Sanitation is a public health effort focuss on controlling the various environments factors influencing health degree.

A restaurant is a service business which occupies a whole or part of a permanent/ semi permanent building and which is equipped with equipment and supplies to enhance the processes of making, storing, serving and selling of food and beverages to the public around its business location. Based on the Local Regulation, this kind of industry is also included in the class of restaurant businesses (the Local Regulation of the Special Region of Yogyakarta No. 3/2002).

There are various diseases caused by food. These diseases are known as Food Borne Disease. In general, food influences every human's health. Food Borne Diseases arise and spread because of the condition of the environment sanitation which does not meet the requirements either physical, biological, and sociological standards. There are many cases of

food borne diseases even though there is no single report of them. This is mainly due to the opening of various food processing locations.

Environment sanitation is the efforts to control all factors in a physical environment which cast negative influences to physical and mental health as well as to social welfare. Food sanitation is the attempt carried out in all levels, starting from when food is purchased, stored, processed, and served in order to protect customers from health loss. Hygiene and environmental health sanitation efforts include such activities as ready-served food and beverages safety, individual hygiene and practices of food management by the concerned workers, waste disposal safety, wastewater disposal management, latrine problems, clean water supplies, protection against food contamination during the processes of preparation, serving, and storing as well as cleaning and storing of tools and equipment used in a restaurant.

Important Factors should consider to ensure quality of the company which is provide foods to ensure quality of the foods that prepared. To achieved good quality of foods should monitoring of hygiene and sanitation of the foods. (Panunzio at al 2007). Company which provide foods should delivery good services. Quality of services compose five dimension such us : reliability, responsiveness, assurance, empathy and tangible.(Zeithaml et al, 1990).

Assurance of services composed assurance foods should full fill the criteria hygiene and sanitation. And physical services including equipment, materials and condition of the employee should be requirement hygiene and sanitation.

Based on the source of data on restaurants obtained from the Ministry of Health of Timor Leste, there are 150 restaurants in Dili with no single official institution or agency having conducted research on sanitation of those restaurants. The Ministry of Health Timor Leste has made an intervention by training restaurant owners and introducing them to the five-key program. This

program has been implemented by every District Public Health Officer (DPHO) in 13 districts and, an overall, 50% of the restaurant owners have attended the five-key program (the reported data from the Ministry of Health of Timor Leste, 2009).

The Ministry of Commerce and Industry has issued operational licenses for 15% of the restaurants in the of Dili while, in the other 12 districts, the restaurants haven't received operational licenses even though they are open every day (the reported data from the Ministry of Health of Timor Leste, 2009).

Based on the researcher's observation, the condition of environmental health sanitation in every restaurant in the city of Dili does not, in general, meet the standard requirements such as, waste and wastewater disposal problems, latrine problems, and clean water supplies. There are many restaurants have not paid attention to their environmental health sanitation. They pay more attention to their sales than to their hygiene and restaurant sanitation problems. Besides, most of workers involved in the food processing procedures do not really care about environmental health sanitation and individual hygiene. Generally, they have not been informed about individual hygiene and how to use existing means of sanitation properly.

The data retrieved from the ministry of health showed that there had been a number of infection cases during 2002 – 2009. Overall, the 223 cases of food contamination taking place at several restaurants in Timor Leste were those of infectious diseases caused by restaurant hygiene and sanitation which did not meet the required standards whereas, during 2002 – 2006, there were 22 people suffering from food poisoning in the city Dili (the reported data from the Ministry of Health of Timor Leste, 2009)

The results of the researcher's observation in the city of Dili, Timor Leste in 2007 – 2008 showed that the environmental pollution in the city of Dili was caused by its own citizens. The people in the city of Dili disposed

waste and wastewater anywhere they liked. This resulted in pollutions taking place in housing environment. It also casted negative impacts on restaurants and became vectors of disease causes.

Based on the background presented previously, the researcher wants to conduct a research on restaurant sanitation in the city of Dil. The results of the research are expected to be a reference for the government, especially for the Ministry of Health and the Ministry of Commerce and Industry of the Democratic Republic of Timor Leste.

B. Problem Formulation :

Based on the data retrieved from the background, the researcher formulates the problems that the research wants to answer as follows:

- a. How do the behaviors and practices of food handler in relation to hygiene and environmental health sanitation in restaurants in the city of Dili?
- b. How does the quality of the restaurants in the city of Dili from the point of view of their behavior and practice as well as hygiene and environmental health sanitation?

From the previous problem formulation, the researcher will conduct a field research in order to identify the associated impacts of behaviors and hygiene as well as environmental health sanitation towards the quality of restaurants in the city of Dili.

C. Research Objectives :

Based on the problem formulated in this study, the objectives of the research are:

1. General objective:

The general objective is to identify the associated impacts of behavior and practice as well as the Environmental Health Sanitation and Hygiene with the quality of the Restaurants in the city of Dili.

2. Specific objectives:

- a. To identify the behaviors and practices of food handler/ food processor in relation to environmental health sanitation and hygiene of restaurants in the city of Dili.
- b. To identify the quality of the restaurants in the city of Dili

D. Research Benefit :

The benefit of the research is that its results can be:

1. A reference for restaurant owners running their business at the moment.
2. A theoretical and practical reference for the government of the Democratic Republic of Timor Leste, especially its Ministry of Health and Ministry of Commerce and.
3. As one of the references for the students of Public Health Science of Gadjah Mada University as well as for the development of science and technology.

E. Research Originality :

Because there has not been any official institution conducting research on restaurants in Dili, the researcher makes use of the results of several previous theses to enhance the writing process of this proposal. However, there were preliminary researches conducted on the topic presented by this proposal. Those researches are, among others:

- a. The Behavior of food handler, canteen sanitation, and the rate of bacteria in the cafeteria of Gadjah Mada University. The research used cross sectional design, meaning that data was collected momentarily or using point time approach and at the same time in order to find the relationships among one condition with other conditions within the same population (Pratiknya, 1986).

The result of the research showed that there was a very significant negative relationship between the behaviors of food handler and the rate of bacteria in food ($p < 0.01$). This meant that there were various bacteria both in food and in beverages.

- b. The evaluation of hotel and restaurant sanitation monitoring in Gianyar District in the Province of Bali. This research was a non experimental research using cross sectional design and was aimed to evaluate the implementation of hotel and restaurant sanitation carried out by public health centers (*puskesmas*) in Gianyar District quantitatively and qualitatively (Wigina, 2005).

The results of the research showed that the number of staffs and media was not related to the frequency of hotel and restaurant sanitation supervision. Regression result testing also showed that double duty was a dominant factor.

- c. The study of food handlers' knowledge of behaviors and cleanliness at public tourism resorts in DKI Jakarta (*TMII*, *TIJA*, and *TMR*). The

study was a cross sectional study which measured independent variables (age, level of education, and work experience) and dependent variables (i.e. individual knowledge and cleanliness) in every subject at the same time (the results of Irnawati Marsaulina's research, 4 – 15 May 1996).

The results of the study showed that there was an inconsistent correlation between knowledge and age before the age of 20, that there was a correlation between knowledge and level of education, that the correlation between knowledge and work experience of those having less than one-year work experience was inconsistent, and that the correlations were real.

- d. The monitoring of the quality of *ketoprak* and *gado-gado* in Indonesia University Depok using bacteriological examination. The research used Total Plate Count (TPC) method to measure the rate of *E. coli* bacteria. The sample was weighted, made into liquid, and the result was planted on an EMBA (Eosin Methylene Blue Agar) medium in order to calculate and be incubated at 37⁰C. The analysis was conducted at the Environmental and Work Health laboratory of the Public Health Faculty of Indonesia University.

The results showed that most of the sanitation facilities had not met the required standards yet. The food was well processed but the food handlers had not had clean and healthy living behaviors. The level of *E. coli* in the water, *ketoprak*, and *gado-gado* as well as in cutlery (i.e. plates and spoons) did not meet the health requirement standards.

- e. This research is similar to the previous research mention earlier in terms of its construct (i.e. restaurant sanitation). However, it is different from the previous research in terms of location, data collecting, and data analysis processes.