

Social Service Strategy in Improving Elderly Welfare: Evidence from Indonesia

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Abstract

The aims of this study were to find out the social service programs at the Pangudi Luhur Integrated Center in achieving elderly welfare, to find out the supporting and inhibiting factors of the social service strategy of the Pangudi Luhur Bekasi Integrated Center in achieving elderly welfare, and to find out the results achieved from these programs. the Pangudi Luhur Bekasi Integrated Center social service program for the elderly. This study uses a descriptive research method with a qualitative approach. The results of this study are that the condition of elderly clients has changed after receiving social services at the Pangudi Luhur Bekasi Integrated Center. Elderly clients have their needs fulfilled and grow independent so that they can carry out their social functions and can develop so that they can continue their old age productively. However, on the one hand, there has been a dysfunction in the social service strategy at the Pangudi Luhur Bekasi Integrated Center, namely based on the ADL assessment sample data above, there are elderly clients who experience mild to severe dependence. This is due to declining health conditions and declining physical function.

Keywords: Strategy, Social Services, Elderly.

A. INTRODUCTION

Urban communities have various styles of life or are commonly referred to as heterogeneous, starting from religion, ethnicity, culture, occupation, and so on. Urban society is often considered a modern society because there have been many technological developments that have been used (Soedarso et al., 2013). Urban society is also synonymous with characteristics such as selfish, individualistic and materialistic. Selfish, urban people have selfish characteristics, namely they are only concerned with personal interests compared to the interests of other people, in contrast to village people who are famous for their togetherness. Individualist, urban people are characterized by individualism, namely in their lives based on themselves, for example in making decisions personally. Materialistic, that is, urban people have an orientation to do business in order to get the things they want in the form of wealth, position in society and so on (Yusuf, 2017).

In Jamaludin (2017) looking at the psychological condition of the urban community, one of the symptoms is in terms of sensitivity to stimuli and indifference.

City people have a lot of stimulation as a result of which urban society grows indifferent so that it makes the city community lose their sensitivity. In addition, city people are very attached to industrialization where many city residents work as industrial workers whose work takes time so they lack free time with their families (Kartono, 2010).

Elderly is a condition of a person who begins to experience various changes that are decreasing. These changes are changes in the physical and psychological changes. The decline in these two things is due to the old age factor so that the functions of these two things are decreasing (Pandji, 2013). In the Law of the Republic of Indonesia No. 13 of 1998 concerning the welfare of the elderly section of Chapter 1 it is explained that the elderly are individuals who have reached the age of 60 years. Then it is divided into two groups, namely the elderly who still have potential and those who do not have potential (Hendriani, 2021). Elderly who still have potential are elderly who can still do work or productive activities. While the elderly are not potential, they are the elderly who no longer have the power to meet their needs and their lives depend on other people (Hermawati, 2015).

It is in this non-potential group that problems often occur in the elderly. The problem phenomenon that often occurs in the elderly is the neglect of the elderly because children or family members are busy with their work (Habibah, 2022). Even though the elderly should get attention from their families. Shifting values from the family such as assuming that the elderly only add to the burden on the family so that respect for the elderly is lost so that the family easily neglects their elderly family members, even though the family should be able to protect all family members including elderly family members (Kobandaha, 2019). Quoting from a journal the functions of the family are educational functions, socialization functions, protection functions, affective functions, religious functions, economic functions, recreational functions, and biological functions (Husni et al., 2022).

Scenes of neglected elderly people are often seen on suburban streets in very apprehensive conditions. There are those who just live alone without having a place to live, become scavengers, and do various other jobs that the elderly should not do. In addition to the factors above, the problem of poverty can also be a cause of neglect of the elderly. It cannot be denied that the problem of poverty in Indonesia is still very high (Topatimasang, 2019). as a result can create new problems that can disturb the balance in the life of the state. One of them is the problem of the elderly who no longer have the potential to carry out activities to meet their needs. Therefore, with these conditions, preventive and repressive steps are needed to solve these problems (Amalia, 2013).

However, in addition to the problems of the elderly described above in the book *Humanizing the Elderly* (2019) Sri Sultan Hamengku Buwono X gave a speech in which he stated that the aging population (elderly) does not have to mean fully interpreted as a burden (Mukti, 2012). The elderly group should be recognized and supported for their potential, so that the elderly can be healthy, active and independent. Elderly empowerment must also be carried out, not just left alone.

Because if the elderly are not empowered, it can have an impact on low productivity, as well as an increase in the number of their health costs. Because if they are still able to be productive, the elderly will be able to support their own needs and not be a burden to others (Puspitasari & Arsiyah, 2015).

The Pangudi Luhur Integrated Center is an implementing unit in the field of rehabilitation and social services within the Ministry of Social Affairs. The Pangudi Luhur Integrated Center provides services for the elderly and is here to address these problems. In this Integrated Center there are several programs in the implementation of their duties and functions. Where in each there are several services that can be obtained by the elderly in accordance with the requirements for receiving services (Triwanti et al., 2015). This aims to provide friendly service to the elderly in which it is hoped that the elderly will get the best service, achieve elderly welfare, and reduce elderly problems that often occur (Husna., 2014).

This makes researchers feel interested in conducting research by looking at the condition of the elderly's problems which are quite concerning and the strategy of integrated social service centers which can be one of the *problem solving* problems for the elderly. So on the basis of the above problems researchers are interested in researching the topic above with the title Social Service Strategy in Improving Elderly Welfare. The results of this study are expected to be useful in increasing knowledge in the field of sociology and can provide an empirical picture of how the social service strategy of the Pangudi Luhur Integrated Elderly Treatment Center is an effort to achieve the welfare of the elderly.

B. METHODS

In this study the method used is a qualitative method, namely an approach in research where the data is in the form of descriptive data or in the form of words generated from the object under study. Another understanding is that the qualitative method is an approach whose measurement process is not with numbers or other measurements that are exact in nature. The data is carried out in a triangulation (combined) manner, the data analysis is inductive, and the results of qualitative research emphasize meaning (Sugiyono, 2016). Descriptive research is research that seeks to describe a phenomenon, symptom, or event that occurred in the present or in the past (Sarwono, 2006). The focus is on descriptive research, namely how to solve an actual problem based on the situation as it was when the research was carried out. This research is entitled "Strategy of Social Services in Improving Elderly Welfare: Research at the Integrated Pangudi Luhur Bekasi Center. This research uses a descriptive method because it requires actual data as it is that can produce research results that are thorough, actual, and can be justified so that research results can be useful for researchers and for those who read them.

C. RESULTS AND DISCUSSION

1. Inhibiting Factors of the Pangudi Luhur Bekasi Integrated Center Social Service Strategy in Improving Elderly Welfare

a. Individual

The condition of elderly individuals can be an inhibiting factor in carrying out social service strategies. The condition that inhibits this is the condition of the elderly who are often difficult to manage, then there is often friction between the elderly due to their stubbornness and so on. In addition, the physical condition of the elderly is no longer as strong as when they were young, so they often feel tired easily, this fatigue then causes a feeling of laziness in the elderly to carry out social service activities (Suadiman, 2016). Even though these activities have been adapted to the conditions of the elderly so that they are only in the form of light activities. Then the health condition of the elderly often declines so that some are required to go to bed rest and cannot participate in social service activities as usual. The elderly who experience this naturally get social services in the form of more intensive medical care

b. Human Resources

Human resources or what we usually know as HR are the potential or abilities that exist in humans to realize the role of transformative and adaptive social beings in managing themselves and all the potential that exists in nature towards achieving a prosperous life with a balanced sustainable order. . In this study, one of the inhibiting factors in implementing social service strategies in improving the welfare of the elderly is the quantity of human resources or workers to deal with the problems of the elderly, which have special limitations, namely *care givers* (Senja & Prasetyo, 2021).

c. Lack of understanding of social workers regarding multi-service services

The Pangudi Luhur Bekasi Integrated Center is a merger of three UPTs of the Directorate General of Social Rehabilitation of the Ministry of Social Affairs of the Republic of Indonesia which were previously three separate UPTs, consisting of the Social Rehabilitation Center for Former Homeless and Beggars Pangudi Luhur (BRSEGP) Bekasi, the Social Rehabilitation Center for Persons with Tan Miyat Netra Sensory Disabilities (BRSPDSN) Bekasi, and the Pangudi Luhur Budhi Dharma Integrated Center (BRSLU) Bekasi. Each of these sections previously had their respective duties and functions according to their respective fields. However, currently based on the Ministry of Social Affairs Regulation Number 3 of 2022 concerning the organization and work procedures of technical implementation units within the Directorate General of Social Rehabilitation, the three sections are merged into one which requires changes to multi-service services. With this in mind, there is a culture shock that is felt by social workers or functional positions, namely that they still do not understand their duties in implementing this multi-service.

2. Supporting Factors of the Pangudi Luhur Bekasi Integrated Center Social Service Strategy in Improving Elderly Welfare

a. Financial budget

The financial budget is a budget related to the design of supporting the operational activities of an agency, institution or company. This budget is to support agencies/institutions in the continuity of their operational activities. The financial budget is one of the supporting factors for the social service strategy of the Pangudi Luhur Integrated Center in improving the welfare of the elderly. The operational financial funding for social services at the Pangudi Luhur Integrated Center comes from the central government, regional governments, other legal and non-binding funding sources in accordance with statutory provisions, and also comes from donors consisting of companies, individuals and communities.

b. Adequate facilities and infrastructure

One of the aspects contained in the running of an institution in carrying out its programs is the availability of adequate facilities and infrastructure according to the requirements and applicable standards. So, in general facilities and infrastructure are tools and equipment that function as support for the implementation of an activity in achieving the purpose of an activity. If the facilities and infrastructure are not available properly, the goals and processes in social services will not be achieved optimally.

Accessibility is the level of convenience achieved by a person towards an object, service, or environment according to their needs. Accessibility is usually implemented with ease in reaching infrastructure facilities and also ease in accessing information related to the things needed so that it can achieve a goal. In this study, accessibility is very important and a driving factor for social service strategies in improving the welfare of the elderly in the Pangudi Luhur Integrated Center. Because with good accessibility, the continuity of the social service process will also be in accordance with the goals to be achieved, namely the welfare of the elderly.

3. Results of the Pangudi Luhur Integrated Center Social Service Program in Improving Elderly Welfare

a. Conditions of Elderly Clients Before Getting Social Services

Elderly clients have various kinds of problems experienced. With the existence of problems experienced by the elderly, it results in disruption of social functions and the role of the elderly in life in society. Based on the results of interviews with Elderly is a condition of an individual who begins to experience various declines in physical function so that he needs help in carrying out daily activities. In general, the elderly are divided into two groups, namely potential elderly and non-potential elderly. Potential elderly are elderly who can still carry out various productive activities without the help of other people, while non-potential elderly are elderly who need help from other people in their daily activities and usually their condition is not very possible to carry out productive activities.

Mr. Indrawan said that "The condition of elderly clients before receiving social services was neglected in the sense that their families could not afford it, let alone for

their own needs other people including their families, namely their father and mother, grandparents and grandparents who could not afford food so they were neglected. Meanwhile, based on the results of an interview with Mr. Cecep as an elderly client regarding the initial conditions before entering the Pangudi Luhur Integrated Center, he stated that he used to be very temperamental, likes to blame others.

From the explanation above, the elderly who have problems that cause them to be neglected need institutions or institutions that can provide social services for them so that they can restore their social functions and improve welfare for neglected elderly people. For example, social services or social rehabilitation centers can provide excellent service for neglected elderly to develop and restore the condition of the elderly so that they can get a decent life as they should.

b. The condition of elderly clients after receiving social services

Based on Mr Cecep's statement that elderly clients experienced changes after receiving social services at the Pangudi Luhur Integrated Center. This change could be a positive change or a negative change. However, what is emphasized in this case is how the social service strategy provided is in accordance with the goals to be achieved or not.

In sociology there is a functional structural theory. Structural functionalism theory views society as a social system which includes parts which are then interrelated with one another. A system will not function if it does not have a relationship or relationship with another part. And if that happens it will result in an imbalance or discrepancy which then causes changes in other parts. Robert K. Merton suggests that there are four functional structural concepts namely function, dysfunction, latent function, manifest function, and *equilibrium* or balance.

Function for Merton (1973) is an intelligible continuation that can trigger adjustment or adaptation to a particular system. The *dysfunction* is a negative cause that comes out in the process of adjusting a system. He views that a social system also has negative consequences in it which he calls the *dysfunction*.

And in another sense the manifest function is the expected function (*intended*), this manifest function can be said to be the main function whose benefits are expected. The manifest function of the Pangudi Luhur Bekasi Integrated Center is to provide social services, one of which is for elderly clients so that a goal can be achieved, namely welfare for elderly clients. While the latent function is a function that is not expected (*non intended*) meaning that this function is not realized and does not want its existence and is not the main function of a system as is the case with elderly clients at the Pangudi Luhur Bekasi Integrated Center, not a few who experience a decrease in health even though there is already an elderly client care program and therapy, it is still not optimal considering the situation and conditions they are facing. With the running of these functions, it is expected to produce a balance (*equilibrium*) adjustments in a social system.

Therefore, does the social service strategy at the Pangudi Luhur Bekasi Integrated Center produce better changes for elderly clients or vice versa, namely the same as before receiving social services. With that, the researcher outlines two

descriptions of activity of daily living (ADL) which are used as assessments in research on elderly clients after receiving social services at the Pangudi Luhur Integrated Center, namely a description of function and a description of dysfunction.

Function description is a description of changes in elderly clients that lead to changes that show progress, namely if after receiving social services they show independence in daily activities or in ADL assessments so that they can carry out their social functions in social life. To realize independence in elderly clients, of course, it takes a long time, even for a lifetime of elderly clients, especially that the condition of elderly clients often changes from time to time. This is due to the physical condition of elderly clients who are getting old (Pashmdarfard & Azad, 2020)

The picture of dysfunction is a picture of the negative consequences of the adaptation process of a social system, namely the occurrence of things that are not expected to exist which are declining which are caused by several factors. In this study, the condition of dysfunction that occurs is the decline in the health of elderly clients which is a natural process called the regressive phase, namely the decline or decline in function and physical abilities in the elderly. The decline in the physical aspect includes changes in body frame, bones become hard so they break easily. The reduced central nervous system causes a decrease in the speed of learning and memory so that old people easily forget. Loss of elasticity in the skin, wrinkles and dryness making it vulnerable to heat and cold.

Decreased function of the sensory organs so that it also decreases in sensitivity and efficiency. The reproductive organs decrease in potency at rates that are not the same between men and women, but the sex drive does not necessarily decrease. Decreased motor speed, where reaction speed and movement coordination are not good and become slow. The aging of the organs of the body results in old age being easy or susceptible to degenerative diseases.

Table 1. Results of the Elderly ADL Assessment

Information	Amount
Dependency heavy	6
Dependency currently	4
Mild dependency	9
Independent	11

Based on sample data The above shows that the condition of elderly clients in the Pangudi Luhur Bekasi Integrated Center after receiving social services has undergone functional changes, namely by the appearance of the ADL assessment results of independent elderly clients getting the highest number based on the samples taken. This shows that the social service strategy at the Pangudi Luhur Bekasi Integrated Center in improving the welfare of the elderly has achieved its goals and elderly clients can carry out their daily activities independently and can carry out their social functions.

However, on the one hand, dysfunction has occurred in the social service strategy at the Pangudi Luhur Bekasi Integrated Center, namely based on the ADL

assessment sample data above, there are elderly clients who experience mild to severe dependence. This is due to declining health conditions and declining physical function. Even though the Pangudi Luhur Integrated Center has provided care services and physical therapy to elderly clients, the implementation has not been maximized because of the factors and circumstances they are facing.

D. CONCLUSION

From the results of the above study it can be concluded that if the supporting actors of social service programs in improving the welfare of the elderly are financial budgets, adequate facilities and infrastructure, accessibility. While the inhibiting factors for social services for elderly clients are individuals, human resources, and social workers' lack of understanding regarding multi-service services. The results of the elderly service program in improving the welfare of the elderly at the Pangudi Luhur Integrated Center in Bekasi, namely changes in the condition of elderly clients after receiving social services were declared successful, where elderly clients before entering the Pangudi Luhur Integrated Center were in neglected conditions and not yet prosperous because of the various problems they had. After entering and receiving social services at the Pangudi Luhur Bekasi Integrated Center, elderly clients have their needs fulfilled and grow independent so that they can carry out their social functions and can develop so that they can continue their old age productively. Changes in the condition of elderly clients are explained in two descriptions, namely an overview of function and an overview of dysfunction. Function description is a description of changes in elderly clients that lead to changes that show progress, namely if after receiving social services they show independence in daily activities or in ADL assessments so that they can carry out their social functions in social life. The picture of dysfunction is a picture of the negative consequences of the adaptation process of a social system, namely the occurrence of things that are not expected to exist which are declining which are caused by several factors.

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