

# The Relationship Between Nursing Services and Psychological Well-Being in The Elderly

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## Abstract.

*The elderly can experience psychological problems, such as feelings of uselessness and being unnecessary, changes in lifestyle, and feelings of sadness and loneliness due to the loss of a life partner and peers. One important aspect that can maintain a balanced quality of life for the elderly is psychological well-being. for this reason optimal care services are required. The purpose of this study was to see The Relationship Between Nursing Services And Psychological Well-Being In The Elderly. The design of this study used analytical descriptive correlation with cross sectional approach with a large sample of 80 respondents. The sampling technique used is total sampling with independent variables, namely nursing services, Dependent variable in this study were psychological well being. The research instruments used are nursing services questionnaire and psychological well being questionnaire. The research was carried out at the Budi Sejahtera Banjarbaru Elderly Social Protection and Rehabilitation Institution (PPRSLU). The statistical test used in this study was spearman rho test. The test results found that There was no relationship between nursing services and psychological well being. Nurses should be able to improve the provision of nursing services to the elderly in order to improve the well-being of the elderly. There is an increase in the quality of life of the elderly. The quality of life of the elderly.*

**Keywords:** Nursing services; psychological well being and elderly.

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## I. INTRODUCTION

Elderly (elderly) is a period of development experienced by humans. Elderly (elderly) is a continuous process in human life characterized by various changes towards decline, such as experiencing physical decline and also having to face psychological problems in their lives [4]. The World Health Organization (WHO, 2022) shows that by 2030, it is estimated that at least 1 in 6 of the world's population will be elderly. In 2020, the world population aged >60 years reached around 1.4 billion, and is expected to increase to around 2.1 billion by 2050. In Indonesia, the elderly population is experiencing a significant increase, with the proportion of the population aged over 60 years reaching 10.6% in 2023 and is expected to increase to 19.8% in 2045 [1]. Elderly people can experience psychological problems, such as feelings of uselessness and being unneeded, changes in lifestyle, feelings of sadness and loneliness due to the loss of a spouse and peers [2]. One important aspect that can maintain a balanced quality of life for the elderly is psychological well-being.

Fulfilling the need for psychological well-being will lead the elderly to happiness [3]. According to Ryff, psychological well-being is seen as an important aspect in the positive aging process, and is also an essential component in lifelong development and adaptation [4]. Psychological well-being leads to well-being and the full achievement of psychological potential as a result of life experiences, so that they can function optimally. Achieving psychological well-being is related to the desire to always grow and develop into a productive person through guidance and meaning in life [5]. Psychological well-being is a condition in which an individual can accept his/her strengths and weaknesses as they are, have positive relationships with others, are able to direct himself/herself to behave positively, are able to develop his/her potential in a positive and sustainable manner, have good mastery of the environment, and have a purpose in his/her life [4]. Psychological well-being is not determined by a single factor, but is also influenced by many factors. One of the factors that can influence psychological well-being is care services. Care services are professional services integral to health services based on care.

The care services provided must be able to meet the desires, needs, and expectations appropriate to the elderly to achieve a comfortable life [6]. The results of research by Yu et al (2017) where social institutions are required to provide daily care services including catering, clothing, personal hygiene, helping the elderly bathe, cleaning clothes, bedding and food hygiene [7]. The existence of social institutions to accommodate the elderly in Indonesia is one form of social support and government attention for neglected elderly and is expected to be a solution to anticipate the impact of psychological disorders in the elderly. In social institutions, the elderly are not only helped to meet the needs of food, clothing, and shelter, but also educated so that their physical, psychological, and social-spiritual health needs are also met. The presence of other elderly friends is expected to reduce feelings of loneliness and foster a sense of being loved, thus also anticipating cases of suicide in the elderly. The purpose of this study was to Analyzing the relationship between psychological well-being and care services for the elderly at PPRSLU Budi Sejahtera, South Kalimantan Province.

## II. METHODS

The design in this study was a quantitative research, in the form of analytical description with a cross-sectional approach, the research was carried out from Januari to Februari, 2026, the research was carried out at the Elderly Social Protection and Rehabilitation Institution (PPRSLU) Budi Sejahtera Banjarbaru South Kalimantan. The population in this study was all elderly people and the sample used in this study was 80 respondents, independent variables in this study were nursing services, While the dependent variables in this study were psychological well being, the way of data collection was carried out by carrying out the questionnaire. The instrument used in this study were nursing services questionnaire and psychological well being questionnaire.. The intervention was carried out for 6 days, the data analysis used the spearman rho test.

## III. RESULT AND DISCUSSION

**Table 1.** Characteristics of Respondents

characteristics	Category	F	Percentage
Gender	Male	36	45,0
	Female	44	55,0
Age	55-65 years old	20	25,0
	66-74 years old	42	52,5
	75-90 years old	18	22,5
Education	Elementary school	25	31,3
	Junior high school	30	37,5
	Denior high school	25	31,3

**Table 2.** Research Variable Identification Results

Variable	Category	F	Percentage
<i>Psychological Well-Being</i>	Low	34	42,5
	Moderate	18	22,5
	High	28	35,0
Nursing services	Not good	6	7,5
	good	12	15,0
	Very good	62	77,5

**Table 3.** Analysis Of The Relationship Between Care Services And Psychological Well-Being

Hubungan	Koefisien Spearman ( $\rho$ )	Korelasi g.	Si
Pelayanan Perawatan dengan <i>Psychological Well Being</i>	-0.201	074	0.

Based on research results at the Budi Sejahtera Community Rehabilitation Center (PPRSLU), it was found that the majority of elderly people had low psychological well-being (42.5%), followed by high (35.0%), and moderate (22.5%). The results of this study indicate that the psychological well-being of

elderly people is still not optimal. Low psychological well-being in elderly people can be caused by various factors, such as physical limitations, feelings of loneliness, lack of social support, and the process of adapting to the nursing home environment. Elderly people living in social care often face changes in their living environment, loss of social roles, and reduced interaction with family, which impacts their psychological well-being. In addition, internal factors such as self-acceptance and the ability to manage emotions also influence the level of psychological well-being of elderly people. The results of this study are equivalent to the results of research by Angelita et al. (2017) which found that elderly people living in certain conditions can experience varying levels of psychological well-being depending on the support they receive [2].

In addition, the results of research by Ainayya & Periantalo (2023) also showed that elderly people in social institutions experience adaptation challenges that can affect their psychological well-being [8]. Another study by Astutik (2019) also stated that factors such as loneliness and lack of social interaction are related to low psychological well-being in the elderly [9]. Nursing services are professional services integral to health services based on care. The care services provided must be able to meet the desires, needs, and expectations appropriate to the elderly in order to achieve a comfortable life [6]. According to the World Health Organization, health services for the elderly should focus on improving quality of life, maintaining independence, and providing person-centered care. Good nursing services include aspects of attention, therapeutic communication, responsiveness, and the competence of health workers in providing care. The quality of nursing services greatly determines the satisfaction and well-being of the elderly, because the elderly tend to have a higher dependence on nursing assistance in daily activities [10]. Based on research results at PPRSLU Budi Sejahtera, it was found that the majority of respondents rated nursing services as very good (77.5%), followed by 15.0% as good, and only 7.5% as poor. These results indicate that the overall quality of nursing services provided to the elderly is optimal.

The high rating in the very good category can be attributed to the availability of adequate nursing staff, responsive service, and the attention and empathy shown by staff to the elderly. Furthermore, the structured nursing home environment and the existence of standard operating procedures (SOPs) for services can also support the creation of quality nursing services. However, the small number of respondents who rated them as poor indicates that there are aspects of the service that need to be improved. The results of this study are supported by recent research by Fajari et al. (2025) which shows that the quality of service in elderly care facilities plays an important role in maintaining the quality of life of the elderly, where most respondents have a good quality of life when services are provided optimally [11]. In addition, research by Solina et al. (2025) also confirms that welfare-based nursing care management, including holistic and personalized nursing services, contributes to improving the welfare of the elderly [12]. Another study by Hermansyah et al. (2025) states that good quality nursing services, especially in aspects of attention, communication, and responsiveness, have an important role in increasing the satisfaction of service recipients [13].

Based on the results of research at PPRSLU Budi Sejahtera, the Spearman correlation coefficient ( $\rho$ ) was obtained at -0.201 with a significance value (p-value) of 0.074. This indicates that there is a negative relationship with weak strength between nursing services and psychological well-being. However, because the p-value is greater than 0.05, the relationship is not statistically significant. This means that there is no significant relationship between nursing services and psychological well-being in the elderly. This condition can be explained because psychological well-being in the elderly is a complex and multidimensional construct, so it is not only influenced by one factor such as nursing services alone. Research shows that internal factors such as coping strategies, health conditions, and psychological resilience have a strong influence on the psychological well-being of the elderly [14]. This means that even though nursing services are good, if the elderly have less adaptive coping or declining health conditions, psychological well-being will still not be optimal. In addition, the context of the elderly living in the nursing home is also an important factor. Recent research shows that elderly people in social care tend to have lower levels of well-being than those living in the community due to limited social relationships, feelings of loneliness, and reduced family interaction [15].

This explains why good nursing care is not necessarily directly proportional to improved psychological well-being, because the emotional and social needs of the elderly are not fully met through formal services alone. Another factor that explains the insignificance is the presence of mediating variables. Research shows that factors such as family support and sleep quality have a significant influence on the well-being of the elderly, and can even act as mediators between environmental factors and well-being [16]. Furthermore, social support has been shown to have a stronger relationship with the quality of life of the elderly compared to institutional care factors [17]. Thus, nursing care may not have a direct effect, but rather through other variables such as emotional support, social interaction, or the individual's psychological condition. Research by Shin and Park (2019) shows that the well-being of the elderly is influenced by various multidimensional factors, so that health care alone is not sufficient to improve psychological well-being. In their research, they found that other aspects such as cognitive conditions, environment, and social support also play a role in determining the quality of life of the elderly [18]. Therefore, the quality of health care is not always significantly related to psychological well-being if it is not supported by adequate emotional and social factors. Thus, the results of this study are in line with previous research showing that nursing services are not the only factor determining the psychological well-being of the elderly [19].

#### IV. CONCLUSION

Based on the results of the study, it was shown that there was no relationship between nursing services and psychological well-being in the elderly groups.

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