

Social Services for Neglected Elderly at Tresna Werdha Harapan Ibu Social Institution in Semarang City

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ABSTRACT

Social services for neglected elderly at the Harapan Ibu Social Institution for the Elderly (Panti Sosial Tresna Werdha Harapan Ibu) include decent shelter, health care and guidance, livelihood security, development of potential and skills, creative activities, and spiritual guidance. The purpose of this study is to examine: 1) the characteristics of the informants, and 2) the identification of the types of social services for neglected elderly at the Harapan Ibu Social Institution for the Elderly. The method used is qualitative research. The data sources consist of primary and secondary data. Data collection techniques include in-depth interviews with four informants, participatory observation, and documentation study. The research results were then analyzed using qualitative analysis techniques. The techniques for testing data validity include credibility, dependability, and confirmability tests. The aspects of social services examined include social security, housing, health, education, and personal social services. The findings of this study illustrate that the services provided at the Harapan Ibu Social Institution for the Elderly in Semarang City have fulfilled the aspects of social services for the elderly.

Keywords: Social Services, Social Welfare, Neglected Elderly and Tresna Werdha Social Institution

INTRODUCTION

According to Law Number 13 of 1998, Article 1, Paragraph (2) on Elderly Welfare, it states that "the elderly are individuals who have reached the age of 60 (sixty) years and above." Meanwhile, based on the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 8 of 2012 concerning Guidelines for Data Collection and Processing of Social Welfare Problem Bearers and Potential and Sources of Social Welfare, "neglected elderly are individuals aged 60 (sixty) years or more who, due to certain factors, cannot meet their basic needs. Neglected elderly are one of the Social Welfare Service Recipients that are crucial to address, given their relatively large and increasingly growing population. With the rising number of elderly individuals and the increasing life expectancy as a result of the progress achieved in development efforts, those with experience, expertise, and wisdom should be given the opportunity to contribute to development.

The Central Bureau of Statistics (Badan Pusat Statistik) reported in 2023 that the percentage of elderly population in Indonesia reached 11.75% in 2023. This figure increased by 1.27 percentage points compared to the previous year, which was 10.48%. Along with the rising percentage of the elderly, their dependency ratio also increased to 17.08 in 2023. This means that 100 productive-age individuals support 17 elderly individuals. Additionally, 63.59%

of the elderly are classified as young seniors, falling within the age range of 60-69 years. Meanwhile, 26.76% are middle-aged seniors, aged 70-79 years, and the remaining 8.65% are old seniors, aged 80 years and above. In terms of gender, 52.28% of the elderly are female, which is higher than the percentage of male elderly at 47.72%.

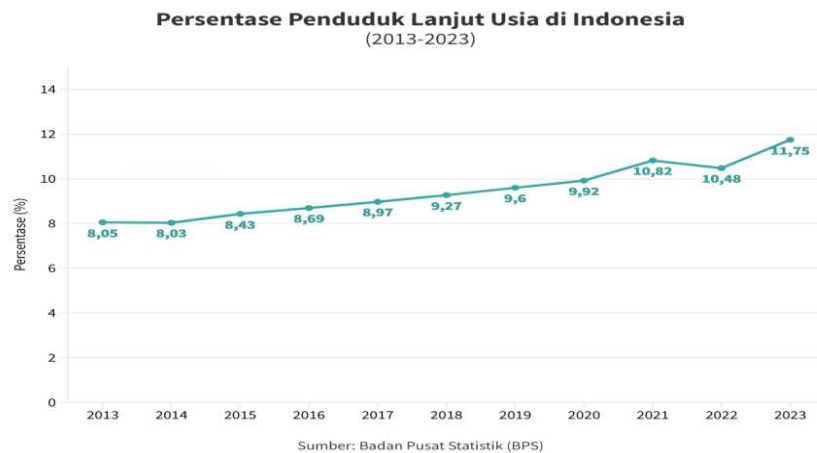


Figure 1. Percentage of Elderly Population in Indonesia

The increase in life expectancy is influenced by advances in healthcare services, a decline in infant and child mortality rates, improvements in nutrition and sanitation, and enhanced control over infectious diseases. With the growing number of elderly individuals, the government has formulated various social service policies aimed at improving the welfare and quality of life of the elderly, enabling them to achieve a happy and productive old age within their families and communities in accordance with their social roles.

Social services aim to assist and enhance the social functioning of individuals, communities, or society as a whole. In 2012, the Minister of Social Affairs Regulation Number 19 established Elderly Social Services, which outlined both institutional and non-institutional service activities. Institutional services include Social Care Assistance, Daily Elderly Services, and Strengthening Productive Economic Enterprises. Non-institutional services are accompanied by the protection and development of social institutions for the elderly. Tresna Werdha Social Institution is one of the care institutions that provides and organizes social services.

According to the Great Dictionary of the Indonesian Language (2005), the meaning of the word "panti werdha" is a home for the care and nurturing of the elderly. The provision of social services in Social Care Homes aims to ensure the elderly become healthy and prosperous. The main issue faced by the elderly is the unmet needs covering physical, spiritual, and social aspects. The fundamental requirement for the elderly to be healthy and prosperous is the fulfillment of their needs.

Social institutions, in their efforts to meet the needs of the elderly, must organize social service programs in accordance with the rights of the elderly as stipulated in Law No. 13 of 1998 concerning Social Welfare for the Elderly in Chapter III Article 2, namely: as a sign of respect and appreciation for the elderly, they are given the right to improve their social welfare,

which includes: religious and mental-spiritual services, health services, employment opportunities, education and training services, ease of use of public facilities, infrastructure and amenities, ease of access to legal services and assistance, social protection, and social assistance.

Services in nursing homes are carried out by placing the elderly in Social Nursing Homes to meet their basic needs. According to Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 19 of 2012 concerning Guidelines for Social Services for the Elderly in Nursing Homes, it is a process of providing assistance that is carried out in a planned and sustainable manner to meet the needs of the elderly so that they are able to carry out their social functions. The services provided by Social Care Homes include basic/physical needs fulfillment services, social guidance services, physical and mental services, psychosocial guidance services, skills training services, and recreation and entertainment services.

One of the social institutions organized by the Dharma Wanita Persatuan Kota Semarang (Semarang City Women's Association) is the Tresna Werdha Harapan Ibu Social Institution, which was a social program in August 1983 to serve as foster mothers for the elderly housed at the Margo Widodo Shelter, with a total of 70 elderly people, and to establish the Harapan Ibu Foundation on September 11, 1985, under the banner of the Semarang City Dharma Wanita Association. The Harapan Ibu Elderly Social Welfare Institution (PSTW) is located on Jalan Beringin, RT.01 RW.07, Gondoriyo Village, Ngaliyan District, Semarang City, Central Java Province. The Harapan Ibu Elderly Welfare Institution provides social welfare services for neglected elderly women.

The Harapan Ibu Social Welfare Home for the Elderly (PSTW) in Semarang City strives to provide social welfare for the elderly and ensure that they live well, both physically and mentally. The term “elderly” here refers to elderly women who are in difficult situations so that they can enjoy peace in their old age. This is important because not all families or communities have the ability to care for the elderly due to various social problems, especially those related to economics in daily life. The social services provided by the Harapan Ibu Capital City Nursing Home in Semarang cover various aspects, such as physical guidance, spiritual guidance, psychosocial guidance, skills training, and recreational activities. All of these support the social service objectives provided to clients. PSTW Harapan Ibu aims to help elderly women who are experiencing difficulties, and has a unique approach in providing services, as these services are specifically intended for elderly women.

In terms of human resources, the home has only four caregivers, who must take turns working 24-hour shifts to monitor the condition of the elderly residents. Based on this, additional manpower is urgently needed to anticipate unexpected events, considering that it is not uncommon for elderly residents to run away or leave the home without permission because they want to go home and see their families. Additionally, there is a shortage of professional staff to support social services at the home. Professional staff such as nurses/caregivers in the medical field, social workers, and psychologists are not available, so home staff sometimes have to take on roles that do not align with their educational backgrounds, resulting in inadequate handling of client issues.

Meanwhile, from a funding perspective, the head of the shelter, Mrs. Suyatni, said that the funds available each month are still insufficient to meet the needs and care for the neglected

elderly. Because of this, sometimes the guidance process that should be available to the elderly is not optimal, and in reality, it cannot be said to be running optimally. Internal processes that are not carried out optimally will affect the expected results.

Based on these issues, the researcher wanted to examine social services, including social security, housing, health, education, and personal social services. The researcher used these aspects according to Suharto (2011). Based on this, the researcher is interested in seeing how social services are provided, hence the title "Social Services for Neglected Elderly People at the Tresna Werdha Harapan Social Institution in Semarang Capital City". The researcher hopes that with this research, the fulfillment of the needs of the elderly can be considered in more detail through the provision of services at the Social Institution.

LITERATURE REVIEW

Social Services

Social services are a form of activity that aims to help individuals, groups, or communities improve their quality of life and social functioning. According to Max Siporin (1975), social functioning is the ways in which people, both as individuals and as a collective, behave or act to carry out life tasks and fulfill their needs. Meanwhile, Suharto (2011) states that social functioning refers to the ability of individuals, families, groups or communities and social systems and social networks to meet or respond to basic needs, carry out social roles and deal with shocks and pressures (whether social, economic, cultural or other).

The types of social services that are generally provided in shelter-based services for the elderly with social problems are as follows:

1. Housing services, which are services that provide temporary accommodation to clients.
2. Food services, which are services that provide meals and drinks with a variety of predetermined menus to ensure the quality of the clients' nutrition.
3. Counseling services, which are guidance services to improve the willingness and ability to interact with others, carry out social roles, fulfill needs, and solve problems.
4. Health services are services that monitor and check the health of clients by medical personnel to determine the level of health of clients.
5. Education services are services that provide opportunities for clients to participate in formal education.
6. Skill services are guidance services for work skills, such as carpentry, mechanics, handicrafts, computers, and so on.
7. Mental guidance services are religious services that involve carrying out each client's religious activities and attending religious lectures.
8. Recreation and entertainment services are services aimed at providing joy and happiness through games, music, media, and visits to recreational places.

Based on the various types of social services mentioned above, the Semarang Capital City Elderly Care Center provides social services in the form of activities or guidance to support basic services for neglected elderly people living in the center (home care services) as follows: physical guidance, psychosocial guidance, spiritual guidance, skills guidance, and recreational guidance. The guidance services are provided by shelter staff who have been assigned by the Semarang City government.

Old Age

Old age is defined as “the final period in a person's life span, a period in which a person has moved far away from the earlier, more enjoyable period, or moved away from a time full of benefits” (Elizabeth B. Hurlock, 1980). Another opinion on old age is also stated in Law Number 13 of 1998 concerning the Welfare of the Elderly, which defines old age as a person who has reached the age of 60 years and above. This law divides old age into two types as follows: (1) Potential old age is old age in which a person is still able to do work and/or activities that can produce goods and/or services; (2) Non-potential old age is old age in which a person is unable to earn a living, so that their life depends on the help of others.

Based on this opinion, it can be concluded that old age is a closing period in a person's life span and begins when a person reaches the age of 60 years and above. Old age is also divided into two categories, namely potential elderly and non-potential elderly. The division of age when a person is said to be elderly is also conveyed by the World Health Organization according to Tody Lalenoh (1996) as follows: (1) Middle age is the age group of 45 to 59 years old; (2) Elderly is the age group of 60 to 74 years old. (3) Old age is the age group of 75 to 90 years old. (4) Very old is the age group above 90 years old.

Neglected Elderly

Based on Permensos Number 08 of 2012 concerning Guidelines for Data Collection and Management of People with Social Welfare Problems and Potential and Sources of Social Welfare, neglected elderly are people aged 60 (sixty) years or older who, due to certain factors, are unable to meet their basic needs. Permensos Number 08 of 2012 concerning Guidelines for Data Collection and Management of People with Social Welfare Problems and Potential Sources of Social Welfare states that the indicators of neglected elderly people are the unfulfillment of basic needs such as clothing, food, shelter, and psychological and social neglect. Another opinion was also expressed by Tody Lalenoh (1996) regarding the problems experienced by the elderly, namely physical problems, psychological problems, and socio-economic problems. If these problems are not handled properly, they will add to existing social welfare problems. Therefore, measures are needed to minimize the problems that occur.

Social Services for Neglected Elderly People

According to Minister of Social Affairs Regulation No. 19 of 2009 concerning Guidelines for Social Services for Elderly People, social services for elderly people include: (1) Services in nursing homes Services in nursing homes are social services provided through social welfare institutions/agencies using a boarding system. (2) Out-of-facility services, which are carried out on a family or community basis and do not use a boarding system. The types of services provided to elderly people outside of facilities include social assistance and care for the elderly in a family environment (home care), day care for the elderly, strengthening productive economic enterprises (UEP) through an institutional approach as a social investment, social protection for the elderly is intended to prevent and address the risks of social shocks and vulnerabilities so that the livelihoods of the elderly can be fulfilled in accordance with their minimum basic needs (clothing, food, and shelter) as a support for the elderly.

Social Work with the Elderly

Friedlander and Apte in Dwi Heru Sukoco (2011) define social work as a professional service whose practice is based on scientific knowledge and skills about human relations, so that it can help individuals, groups, and communities achieve personal and social satisfaction and freedom. According to Pincus and Minahan in Dwi Heru Sukoco (2011), there are several functions that social workers can perform when dealing with elderly issues, as follows:

1. Helping people improve and use their abilities effectively to carry out life tasks and solve the social problems they experience. Social workers optimize the abilities possessed by the elderly.
2. Connecting people with resource systems that can help solve problems, such as health centers, nursing homes, or community health centers.
3. Providing facilities for interaction with resource systems so that the elderly can easily reach or access them.
4. Influencing social policy.
5. Distributing or channeling material resources, such as assistance provided by NGOs or local governments.

Providing services as social control implementers.

METHODS

The research method used in this study is qualitative. According to Moleong (2022), qualitative research aims to understand the phenomena experienced by research subjects holistically and descriptively, using words in specific contexts through various scientific methods. Based on this framework, this study was conducted to explore the description and information related to social services for neglected elderly people at the Harapan Ibu Kota Semarang Social Welfare Institution (PSTW). The focus of the study was on social security, housing, health, education, and personal social services.

This study used purposive sampling in determining informants, which is the selection of informants based on certain considerations in accordance with the needs of the study. These considerations refer to the informants' ability to provide information relevant to the focus of the research. This is in accordance with Sugiyono's (2021, p. 133) opinion that purposive sampling is a technique for determining samples with specific criteria. The research informants consisted of four people, namely three neglected elderly people living in the PSTW and one PSTW officer as a service provider.

Data collection was conducted using three main techniques. First, non-participant observation, in which researchers only observed situations and behaviors in the field without being directly involved in the activities that were the focus of the study. Second, documentation studies, in the form of reviews of supporting documents such as books, brochures, and credible scientific articles from Google Scholar and ResearchGate that were relevant to the topic of social services in orphanages. Third, in-depth interviews were conducted with four key informants, both recipients and providers of social services, to obtain more comprehensive data.

The data analysis techniques for this study consisted of four activities, according to Miles and Huberman (in Sugiyono, 2021), including 1). Data collection, which is the accumulation of

information from observations, interviews, and documentation recorded in field notes; 2). Data reduction, which is the process of selecting, classifying, and organizing data to make it more focused and meaningful; 3). A narrative description that is systematically arranged to facilitate interpretation in accordance with the research objectives; and 4). Drawing conclusions and verification is the final stage of finding meaning from the analyzed data while continuing to examine the validity of the findings. To improve methodological strength, the researcher also conducted data triangulation, which is comparing the results of interviews, observations, and documentation studies. This triangulation aims to ensure the consistency of information and strengthen the validity of the research results.

RESULTS AND DISCUSSION

Results

Informant Characteristics

This research took place at the Tresna Werdha Harapan Ibu Ngaliyan Semarang Social Welfare Institution, which was founded in 1955 by the Mayor of Semarang, Mr. Trisno Suharto. The main purpose of establishing the Tresna Werdha Harapan Ibu Ngaliyan Semarang Welfare Institution was to provide a place to live for neglected elderly people. The home is located on an area of 3,744 square meters. The process of accepting prospective clients is described in the following flowchart:

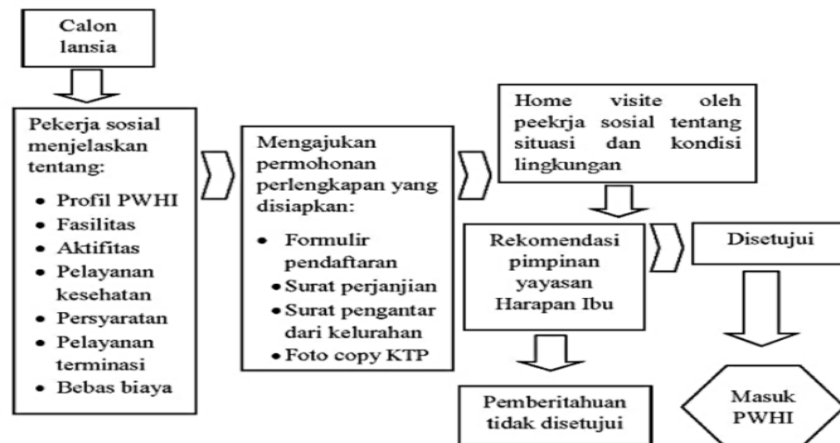


Figure 2. Mechanism for Accepting Clients at the Harapan Ibu Social Welfare Institution

The informants who were the subjects of this study consisted of three neglected elderly people living in the Harapan Ibu Social Welfare Institution in Semarang and one officer working there. The three elderly informants were selected on the recommendation of the officer, as they had certain characteristics, namely the ability to communicate and be interviewed well. Meanwhile, the one staff informant was selected based on their long service, which meant they were familiar with the social services provided by the center to neglected elderly people. The characteristics of each informant are described as follows:

1. Informant MN

Informant MN is female and 78 years old. At 78 years of age, MN is considered elderly.

Informant MN is Catholic and her last job was as a kindergarten teacher in Salatiga. Informant MN is from the city of Magelang. Informant MN has lived in the Tresna Werdha Harapan Ibu Social Orphanage for five years. Informant MN is neglected because her husband has passed away and she has no biological children. Informant MN once adopted a child who now has a family and lives in Bogor. Informant MN stated that she wanted to live in the nursing home because it was her own choice and because she did not want to burden her niece or adopted child. As long as MN can live independently without burdening her adopted child or niece, she is fine with living in the nursing home until the end of her life.

2. Informant TU

Informant TU is female and 83 years old. The age of 83 indicates that TU is elderly. Informant TU is Muslim and her last job was as a maid/cleaner (office girl) at a hotel called "S" in Semarang. Informant TU is from Lumajang City, East Java. Informant TU has lived in the Tresna Werdha Harapan Ibu Social Nursing Home for 12 years. TU entered the nursing home at the age of 71. Informant TU was abandoned because both of her parents had died. TU migrated to the city of Semarang to fulfill her daily needs. TU does not have a house to live in. TU is unmarried, so she has no husband or children.

3. Informant MH

Informant MH is female and 67 years old. At 67 years of age, MH is considered elderly. Informant MN is Muslim and was formerly a housewife. Informant MN is from Jombang. Informant MH arrived in Semarang City because she was brought there by her biological child. Informant MH has lived in the Tresna Werdha Harapan Ibu Social Welfare Institution for 2 years. Informant MH was abandoned because her husband had died. MH has one daughter who is married. Her daughter and son-in-law live in poverty. Therefore, she wanted to live in the shelter so that she would not be a burden to her daughter. Informant MH was formerly a housewife and had no income to support her daily needs.

4. Officer RK

RK is female and 52 years old. RK is Muslim and her highest level of education is high school. RK has worked at the shelter for 20 years as a caregiver. RK has worked at the shelter for 20 years as a caregiver. RK, who has no special skills, is only able to look after and care for the elderly, but she also takes on other jobs.

Based on the description of the informants' characteristics above, it can be concluded that the three neglected elderly people living at the Tresna Werdha Harapan Ibu Kota Semarang Social Welfare Institution have diverse backgrounds in terms of age, religion, work history, and reasons for entering the institution. What they have in common is that they no longer have adequate family support, so they choose or are directed to live in the home so that their basic needs, care, and sense of security in old age can be met. Meanwhile, informants who have worked at the home for a long time provide a realistic picture of the services available, although these are still limited to basic care due to professional competency constraints. The characteristics of these informants show that social services in nursing homes are an important necessity to support the survival of neglected elderly people, both in terms of meeting basic needs and providing psychosocial support.

The results of the study show that the shelter provided by the Tresna Werdha Harapan

Ibu Kota Semarang Social Nursing Home for neglected elderly people is suitable for habitation. The physical condition of both the Mawar and Anggrek dormitories is relatively well maintained and still sturdy. The roofs of the buildings do not leak, the floors are tiled, and the ventilation and windows are adequate for air circulation and natural lighting. In addition, the availability of iron handrails on the walls supports the safety of elderly people with physical limitations.

The facilities provided by the nursing home also support the comfort of the elderly, such as beds complete with mattresses, pillows, bolsters, and blankets, as well as fans and televisions in each dormitory. Damaged facilities are immediately repaired or replaced, either by the nursing home or with the support of the City Government through a proposal submission mechanism. In terms of cleanliness, each room is cleaned daily by staff, while elderly residents who are still capable are given the responsibility of washing their own belongings to keep them active and not completely dependent on caregivers.

Findings from interviews with several elderly residents (MN, TU, and MH) reinforce that they feel comfortable, at home, and grateful to live in the nursing home because the dormitory conditions are considered clean, safe, and equipped with adequate facilities. This is reinforced by the statement of one caregiver (RK) who said that the facilities and infrastructure of the nursing home are improving year by year and receive support from the local government when there is damage that requires major repairs.



Figure 3. Condition of the Bathroom at the Harapan Ibu Social Welfare Institution

Overall, the provision of adequate shelter at this institution can be categorized as effective in meeting the basic needs of neglected elderly people. Clean, safe, and healthy living conditions not only support physical comfort, but also provide psychosocial peace of mind, making the elderly feel at home at the institution. Health care and guidance services at the Harapan Ibu Social Welfare Home for the Elderly include routine health checks, availability of medicines, and sports activities for the elderly. Health checks are carried out regularly every month by doctors from the local health center. This was conveyed by Informant MN, who said,

“There are doctors from the community health center who come every month to check on the elderly here regularly. There are health checks and if there are any complaints, the elderly can convey them directly to the doctor who is examining them.”

This information was confirmed by Mrs. RK, the caretaker of the nursing home, who

explained that the elderly health center activities are carried out every second Tuesday and are assisted by nursing students who regularly carry out their practice at the nursing home.

However, the nursing home does not yet have its own 24-hour health clinic. Informant MH said,

“There is no clinic yet, so if you want to get checked, you have to go directly to the health center.”

This was confirmed by Mrs. RK, who emphasized that if an elderly person is sick, the nursing home will call medical personnel from the nearest health center or ask for help from nursing students who are practicing.

In terms of medication, the nursing home has sufficient supplies to treat minor ailments such as coughs and colds. However, if an elderly person experiences a more serious illness, they will be immediately referred to a community health center or government hospital. In addition, the nursing home also regularly organizes exercise activities in the form of gymnastics, which are held twice a week, usually guided by nursing home caregivers or students who are currently practicing. Based on the interview results, it can be concluded that the health services at the nursing home are quite good due to the availability of regular check-ups, medications, and exercise activities. However, the lack of a 24-hour health clinic is a weakness that needs attention, especially in anticipation of the emergency needs of the elderly.

The Tresna Werdha Social Welfare Institution provides a livelihood for the elderly by providing daily meals and clothing. From the interviews, it was found that the food needs of the elderly were well met. The home provides three meals a day with a varied menu such as rice, side dishes (chicken, fish, tofu, tempeh, eggs), and vegetables (spinach, mustard greens, cabbage), as well as additional nutrients in the form of fruit, milk, or mung bean porridge. During the fasting month, adjustments are made by providing appropriate menus, such as fruit soup. Some elderly residents sometimes supplement their consumption by buying food outside, but in general, their nutritional needs are sufficiently balanced.

In addition to food, clothing needs are also met. The nursing home provides clothing through special uniforms and clothing donations from visitors, while some elderly residents also bring their own clothes from home. In fact, the amount of clothing owned by the elderly residents is often so abundant that it exceeds the capacity of their closets, so some of it is stored on their beds. Overall, the aspects of food and clothing for the elderly are well taken care of. The nursing home not only ensures the availability of food and clothing but also focuses on the nutritional quality and comfort of the elderly in their daily lives.

One of the objectives of social services at the Tresna Werdha Social Welfare Institution is to develop the potential and abilities of the elderly through skills training activities. These activities are carried out regularly every week, usually on Wednesdays, and are supervised by caregivers and students who are doing their practicum at the institution. The skills taught are tailored to the interests and materials available, so that the elderly can still participate according to their abilities.

The interviews showed that most elderly people actively participate in these activities. Informants MN and TU, for example, participate in activities such as making rosaries from beads, knitting, and various simple crafts. These products are displayed in a glass cabinet located in the reception area and often attract guests to buy them. Meanwhile, informant MH focused

more on knitting skills because it suited her interests and abilities. The nursing home caregiver, Mrs. RK, added that skills guidance activities were usually guided directly by caregivers or student interns, so that the variety of crafts could be more creative and innovative. However, at certain times, such as during the fasting month, these physical activities were temporarily suspended to accommodate the elderly.

Based on observations, the crafts made by the elderly include prayer beads, necklaces, bags, knitted wallets, and pencil cases. These products are not only a means of expressing their hobbies and creativity, but also boost their confidence and provide a productive experience for the elderly in the nursing home. Thus, skills training activities have been proven to contribute to developing the potential of the elderly while adding value to their daily lives.



Figure 4. Handicrafts made by elderly residents at PSTW Harapan Ibu

One of the objectives of social services at the Tresna Werdha Social Welfare Institution is to organize creative activities through recreation, entertainment, and leisure activities. However, based on interviews with the elderly and shelter staff, recreational activities involving activities outside the shelter have never been carried out. This is due to the physical condition of some residents who are frail or even bedridden, making it difficult for them to participate in activities outside the shelter.

Although recreational activities are not yet available, the shelter continues to provide entertainment for the elderly. Entertainment activities generally take the form of karaoke or voice training, which are held after morning exercises. Some elderly residents actively participate in singing activities, while others prefer light activities such as planting flowers in the nursing home garden. In addition, simple games such as spinning tops are sometimes held, although not all elderly residents participate. From the caregivers' perspective, these entertainment activities are considered important as a means of reducing boredom and strengthening interaction among residents.

To fill their free time, most elderly residents engage in simple activities such as resting, watching television, listening to the radio, or napping in their rooms. Some occasionally do handicrafts or take a walk to a nearby shop if they feel bored staying inside the nursing home. These activities are entirely dependent on the wishes and conditions of each elderly person, without any specific program routinely directed by the nursing home.

Based on the results of observations, it can be concluded that the implementation of

creative activities at the Tresna Werdha Harapan Ibu Social Nursing Home is still limited. The elderly spend most of their free time on passive activities, while recreational activities outside the nursing home have never been carried out. This condition shows the need for innovation and variety in creative programs, so that the elderly have more opportunities to channel their hobbies, increase their zest for life, and strengthen their psychosocial aspects. One of the objectives of social services at the Tresna Werdha Social Nursing Home is to provide mental and spiritual guidance for the elderly in accordance with their religion. The results of the interviews show that these activities are carried out regularly and are tailored to the needs of the nursing home residents.

For Catholic elderly residents, worship services are held every Saturday afternoon at the home, with a priest coming specifically to lead the service. This is done so that the small number of elderly residents with physical limitations can still attend worship services without having to leave the home. For Christian elderly residents, worship services are scheduled for Saturday mornings. Meanwhile, for elderly Muslims, religious classes are held every Thursday after Maghrib at the nursing home mosque, led by a local ustad or kyai. During Ramadan, the residents also perform tarawih prayers in congregation. As for the five daily prayers, most of them are performed in their respective rooms, especially for the elderly who are frail.

The nursing home caregivers explained that spiritual guidance activities are held regularly every week. In addition, sometimes there are additional activities from the Ministry of Religious Affairs that provide religious enlightenment to the elderly.

Thus, it can be concluded that spiritual guidance activities at the nursing home have been carried out quite well. The nursing home provides space and facilitators in accordance with the religion of each elderly person so that their spiritual needs are still met even though they are in a nursing home environment.

Discussion

The social services for the elderly provided at the Tresna Werdha Harapan Ibu Social Welfare Institution include: providing adequate shelter, health care and guidance, basic necessities such as food and clothing, developing the potential and abilities of the elderly, organizing creative activities, and providing mental and spiritual guidance. According to Hendyat (2012), goal achievement is widely used in organizational social services. The results or outputs of the organization are compared with the objectives that have been set previously. The achievement of objectives is a guideline used to measure the provision of social services. Therefore, the measurement of social services in this study refers to the objectives achieved by the Tresna Werdha Harapan Ibu Social Welfare Institution.

1. Proper shelter

In accordance with Indonesian Minister of Social Affairs Regulation Number 19 of 2012, article 7, concerning Guidelines for Social Services for the Elderly, the first type of service in a shelter is the provision of proper shelter for the elderly. Based on the discussion of the sub-problem of adequate shelter as seen from the condition of the bedrooms, bathrooms, kitchen, and dining room, it can be seen that the home has provided adequate shelter for the neglected elderly who live there. The theory of adaptability and accessibility explains that the living environment must be designed according to the physical needs of the elderly in

order to support their independence (Efendi, F., & Makhfudli, 2009). This safe and comfortable environment helps seniors maintain their independence and reduce their dependence on others.

Based on the results of discussions from interviews with four informants, good living conditions for seniors include a place that is clean, healthy, safe, comfortable, and provides easy access to facilities needed by seniors. The two informants, MN, TU, and MH, who received these services stated that the provision of adequate shelter had been fulfilled. This is in line with the results of interviews with informants MN, TU, MH, and the researcher's observations. The dormitory conditions available at the nursing home for the elderly are clean, healthy with adequate ventilation and windows for air circulation and sunlight, safe with the use of iron handrails on the walls, comfortable, and have easy access to the facilities needed by the elderly, so that with their declining physical abilities, they can still carry out daily activities easily, safely, and without being overly dependent on others.

2. Health care and guidance

In accordance with Law No. 23 of 1992 concerning Health, Article 19, Paragraph 1, old age is defined as an age that experiences biological, physical, psychological, and social changes. These changes will affect all aspects of life, including health. The types of services provided by the nursing home include health care and guidance for the elderly. Health care and guidance for the elderly are provided through periodic health checks, the availability of a health clinic in the nursing home, the availability of medicines, and sports activities that support the physical health of the elderly. In line with the definition of health services, namely services offered by the nursing home to check the health condition of elderly social inmates so that they are able to realize as early as possible and prevent diseases that can attack the elderly, as well as provide care and treatment for elderly people who have diseases (Gea et al., 2024).

Regarding health care and guidance, the nursing home has provided monthly health check-ups, first aid medications, and regular exercise activities. However, the interview results showed that the nursing home does not yet have a 24-hour health clinic. This condition is a significant weakness, because the elderly are a vulnerable group who need emergency services at any time. In addition, the nursing home does not yet have permanent health professionals, such as nurses or psychologists. This deficiency has the potential to hinder the fulfillment of the elderly's rights to basic health services (Supriyanto & Troena, 2012), and can slow down the handling of physical and psychological problems. Thus, although some aspects of health care are running well, the availability of emergency services and professionals remains a major challenge.

Three sub-problems have been identified, as indicated by the monthly health check-ups held on the second Tuesday of each month, the availability of medicines used as first aid when informants MN, TU, and MH experience minor ailments such as stomachaches, colds, fevers, dizziness, and others. Additionally, exercise activities, namely gymnastics, are held every Monday and Friday to support the improvement of the physical health of MN, TU, and other elderly individuals.

3. Livelihood security

Thirdly, there is livelihood security in the form of food and clothing provision. Food and

clothing provision for the informants has been fulfilled. This is evident from the different vegetable and side dish menus served every day. Both informants receive three meals a day. The food provided meets the nutritional requirements of the 4 Healthy 5 Perfect diet. In addition to food provision, the shelter also provides clothing for the elderly residents. The provision of clothing has been well fulfilled, as evidenced by the stock of clothing at the nursing home. Not only do the informants receive clothing from the nursing home, but every time there are guests visiting the nursing home, they always give nightgowns to the informants and other elderly residents. In addition, sometimes there are donors who give two large bags of new clothes to the elderly residents. The nursing home provides three meals a day with a balanced nutritional menu and sufficient clothing, both from the nursing home's stock and from donations. The fulfillment of these physiological needs is in line with Maslow's hierarchy of needs theory (Prihartanta, 2015), which emphasizes that basic needs must be met before other needs. However, the challenge that arises is how to maintain the consistency of nutritional quality and the sustainability of clothing supplies so as not to be completely dependent on donations.

4. Developing potential and abilities

Activities organized by the orphanage to develop the potential and abilities of the two informants, MN and TU, and other elderly residents are available through skills training tailored to their interests, talents, and potential. The skills training held includes making rosaries, necklaces, bracelets, and earrings from beads; bags, wallets, and gloves from knitting; as well as other handicrafts made from popsicle sticks and clay.

The nursing home provides skills guidance such as bead crafts, knitting, and other handicrafts. This is in line with Havighurst's (1961) activity theory, which emphasizes the importance of the elderly remaining socially active. Skill activities also serve as activity therapy, which has been proven to improve cognitive function (Lumintang & Sada, 2023). However, these activities are still simple and have not been integrated with more professional training that can increase the economic value for the elderly.

5. Organizing creative activities

Creative activities organized by the orphanage to overcome boredom and fill the informants' free time include karaoke entertainment and gardening in the orphanage garden. Karaoke activities are usually held after exercise activities. Both informants enjoy karaoke and gardening because these activities allow them to pursue their hobbies and fill their free time. Creative activities such as karaoke and gardening support the psychosocial aspects of the elderly by providing opportunities for social interaction and recreation, which are important for preventing depression and increasing the happiness of the elderly. Research on art therapy for the elderly shows that art and music activities can improve holistic well-being, creative expression, and reduce stress and anxiety (Khairunisa et al., 2025). This approach helps the elderly maintain motivation and overall mental health.

6. Providing spiritual guidance

Spiritual guidance is provided to address emotional and psychological issues in accordance with each individual's beliefs. The two informants, who have different beliefs, participate in religious activities according to their respective schedules. Informant MN, who is Catholic, attends church services on Saturdays at 4 p.m., while informant TU, who is

Muslim, attends religious classes every Thursday at 6:30 p.m. The elderly Christian attends religious activities on Saturdays at 10 a.m. This spiritual guidance is provided by an Islamic teacher and a priest, according to their respective religions.

Spiritual guidance is effective in supporting the mental and emotional health of the elderly. Recent research reveals that spiritual therapy is very helpful in reducing depression and improving the mental well-being of the elderly (Aji & Sudaryanto, 2024). Spiritual guidance increases piety, the ability to control emotions, and improves the social relationships of the elderly, which are important for their quality of life.

Based on the analysis of the problem, in general, social services at the Tresna Werdha Harapan Ibu Social Institution have fulfilled most of their service objectives, especially in providing decent shelter, livelihood security, and mental and spiritual guidance. However, there are still significant shortcomings in terms of health services (no 24-hour clinic and permanent professional staff) and limited variety of creative activities and skills programs. Therefore, social services at the home can be considered effective, but there is still a need to strengthen health aspects and professionalize support staff in order to make service quality more holistic.

CONCLUSION

Based on the results of research on social services for neglected elderly people at the Tresna Werdha Harapan Social Institution in Semarang, it can be concluded that, in general, the social services provided have fulfilled the aspects of social services, namely services that include proper shelter, health care and guidance, life insurance, developing potential and abilities, organizing creative activities, and providing mental and spiritual guidance. First, adequate shelter services have been fulfilled with dormitories, bathrooms, kitchens, and dining rooms that are clean, healthy, safe, comfortable, and in accordance with the physical needs of the elderly. Second, in terms of health care and guidance services, periodic check-ups, medication, and regular exercise activities are available, although there is no special health clinic within the center. Third, basic necessities such as food and clothing are adequately provided, in line with the nutritional and clothing needs of the elderly.

Fourth, the nursing home also provides opportunities for seniors to develop their potential and abilities through skills training, such as handicrafts and other beneficial productive activities. Fifth, creative activities such as karaoke and gardening have been proven to help overcome boredom and provide entertainment and meaning in the daily lives of the elderly. Sixth, mental and spiritual guidance is carried out in accordance with the beliefs of each elderly person, which plays an important role in maintaining their mental, emotional, and spiritual health. Thus, although there are still shortcomings in the provision of more comprehensive health facilities, the majority of services provided have met the basic, social, and psychological needs of the elderly. Therefore, social services at the Tresna Werdha Harapan Ibu Social Institution can be categorized as effective in achieving their main objective, which is to improve the welfare of the neglected elderly living there.

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