

## **MINIMUM STANDARD OF SERVICES FOR SOCIAL FUNCTIONING OF THE NEGLECTED ELDERLY RECEIVED SOCIAL SERVICE FROM SOCIAL WELFARE INSTITUTION : NOTES FROM THE FIELD**

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### **ABSTRACT**

This article is the result of research on Standard Minimum of Services for Social Function of The Neglected Elderly in elderly home. The Neglected elderly is someone who is sixty years old or older who does not have relatives, or has relatives but they do not want to take care of the elderly and because of certain factors the elderly can not fulfill their basic needs like physically, spiritually, or socially. Standard Minimum of Services (SPM) are provisions about the type and the quality of basic services that are minimum obtained by every citizen. This qualitative research took locations at BPSTW Budi Luhur DIY and PSLU Mappakasungu Pare Pare. The results showed that the services in the elderly home have not fully met the SPM criteria. Urgently need for increase the role of local governments in providing basic services for the elderly in institutions. Furthermore, the role of the family is important to help clients get their social function.

**Keywords:** elderly, social function, standard minimum of services, social institutions

### **INTRODUCTION**

Elderly with other humans who in living their lives always crave happiness. Happiness in one's life will affect the psychological well-being of the person so that it affects the quality of life. The many problems that occur in life sometimes make people experience despair and anxiety because they do not feel calm or happiness in his life. The problems faced will affect his mental health. If the individual is not strong in dealing with existing problems, it will cause stress even to depression. Ryff (2005) in Fahrudin (2019) states that

psychological well-being is a condition of someone who is free from pressure and mental problems as well as conditions that have the ability to accept oneself, personal growth, have a purpose in life, can manage life and environment effectively, and the ability to determine own actions.

This condition can also affect an elderly person. Ideally, an elderly person can undergo a normal aging process so that he can enjoy a happy and independent life. According to Rowe & Kahn, a successful aging process is a combination of three components: (1) avoidance of disease and disability; (2) maintenance of high physical and cognitive capacity in the following years; and (3) active involvement in a sustainable life (Hoyer & Roodin, 2003). In addition, gerontologists divide the elderly into two groups: young-old, aged 65-74 years; and old-old, aged 75 years and over. Sometimes the oldest old term is used to refer to people aged 85 years and over (Sadock & Sadock, 2007).

Although the social role of the elderly in the midst of community life is still often needed, the facts show that there are still relatively many fate of the elderly who are abandoned by both the family and the surrounding social environment (Adam, S. 2008). The role of government for neglected elderly includes conducting social rehabilitation. Elderly Social Rehabilitation aims to make the elderly able to carry out social functions that include the ability to carry out roles, meet needs, solve problems, and self-actualization. Besides creating a social environment that supports the social functioning of the Elderly. For this reason, the government provides an institution for elderly social rehabilitation services in the form of services inside and outside the institution. Solely it is rather achieved social welfare and social functioning of the elderly.

Social Welfare is a directed, integrated and sustainable effort undertaken by the central government, regional governments and the community in the form of social services to meet the basic needs of every citizen, which includes social rehabilitation, social security,

social empowerment, and social protection. Consequently the implementation of social welfare is not only the responsibility of the central government but also the regional government, both provincial, district and city governments.

Obligatory affairs related to basic social services are determined by the Minimum Service Standards (SPM) which are quality standards and types of basic services that are the rights of every Indonesian citizen, while concurrent affairs which are joint affairs between the central, provincial and district / city are determined by Norms, Standards, Procedures, Criteria (NSPK) established by the Ministry as the Central Government. Several regulations have been developed to support the basic social rehabilitation process that is expected to be in accordance with the MSS. Especially after the issuance of Law No. 23 of 2014 which gives authority to local governments to implement social sector SPM. Minimum Service Standards (SPM) are prepared so that the Social Welfare Service Government (PPKS), in this case the elderly, while in the institution receive services according to established standards and at the end of the service can return to social functioning properly.

Institutional Based Rehabilitation or Institution is one of the three models of social rehabilitation services. So that the services provided can be maximized, good service management is needed. According to Ratminto (2005) service management can be interpreted as a process of applying science and art to plan, implement plans, coordinate and complete service activities in order to achieve service goals that are firm and friendly to consumers, the creation of special interactions and quality control with customer. In other words, service management means a planning process in which the implication is to direct and coordinate the completion of service activities in order to achieve the stated service goals.

The above description also applies to social rehabilitation for the elderly. as we know the increasing number of elderly has implications for the increase in life expectancy. While the current progress and development of science and technology has also led to changes in

the socio-cultural system of society. These changes are reflected in changes in family patterns and systems from extended families to nuclear families. The consequences of this change also affect the elderly group. This is due to all members, especially their children, forming a new family, so it is not uncommon for parents to be ignored and abandoned by their own children and relatives.

Activities of social rehabilitation services are not merely carried out, but certainly based on existing policies and regulations. Ripley and Franklin (1990) say that policy implementation refers to a series of activities or actions that accompany statements about the objectives and results of the program to be achieved by government officials. The series of activities or actions referred to take place when a rule (laws) has been established to implement the program. Edward III (2003) shows four critical factors or variables in implementing public policies, namely communication, resources, disposition or attitude, and bureaucracy structure.

This research is to identify how the implementation of Minimum Service Standards (SPM) related to social rehabilitation of neglected elderly in the institution, and how the supporting factors and obstacles to achieving social functioning in the elderly during social rehabilitation services in the institution.

## **METHOD**

The approach used in this study is a qualitative approach. Data collection techniques as follows:

### **a. Focus Group Discussion (FGD)**

Focus group discussions are carried out using FGD guidelines. Involving discussion participants consisting of interested parties (Stake holders).

### **b. In-depth Interview (indepth interview)**

Using interview guidelines in order to obtain information in accordance with the objectives of the study. Interviews were conducted at the institution's leadership, staff and functional like a social worker, psychology, psychiatry, instructor.

## **RESULTS AND DISCUSSION**

### **Condition Of Elderly Rehabilitation Homes**

The implementation of social rehabilitation in neglected elderly homes BPSTW Budi Luhur and Mappakasunggu PSTW can be seen from several indicators. Among them the provision of dormitories, toilets, assistive devices such as wheelchairs, canes. In addition psychologist / psychiatrist services and tools to support daily activities, and for pilgrimage. Of the two abandoned orphanage samples, most of them had implemented the same SPM. Although there are still differences in some things. This difference can be caused by several factors such as land and building area, number of clients, assistance received from outside the government (NGOs, communities), and the ability of local governments.

### **Supporting and Inhibiting Factors for the Implementation of Social Rehabilitation in Neglected Elderly Homes**

#### **a. Supporting factors**

- Implementation of Minimum Service Standards (SPM) in the field of social rehabilitation for neglected elderly in both institutions at the research location has basically been carried out. Indirectly they have carried out social rehabilitation in accordance with the Standard Operating Procedure (SOP) which they believe can meet social rehabilitation standards for the elderly.
- Regional commitment strongly supports the institution's efforts to carry out social rehabilitation based on SPM.

### **Obstacle factor**

- Availability of human resources that are still lacking, especially Social Workers who are important resources in implementing social rehabilitation in institutions. In addition, the availability of existing human resources and workload in providing social services to clients is still not proportional.
- The facilities of the orphanage infrastructure are not in accordance with national social rehabilitation standards and SPM technical standards in the Social sector as stated in Permensos no. 9 of 2018.
- Guidance and supervision have not been maximally related to the implementation of SPM in institutions.
- Clear procedures and mechanisms do not yet exist in the SPM related social rehabilitation post basic social rehabilitation services for PPKS who must continue to the next service

### **CONCLUSION**

Implementation of Minimum Service Standards (SPM) in elderly homes displaced in the current stage at least already refers to existing regulations, although the translation is still in the form of local Operating Standard Procedures (SOP). The implementation of social rehabilitation in homes for neglected elderly cannot be separated from the commitment and participation of the government. Existing regulations are expected to complement each other so that they can implement the policies that have been prepared, in this case the social rehabilitation MSS. Communication, resources, disposition of attitude and structure of bureaucracy can be a benchmark for the successful implementation of SPM in the field of social rehabilitation. But still must consider the supporting factors and existing obstacles. Therefore to minimize the inhibiting factors and maximize the supporting factors, there needs

to be a follow-up strategy. The follow-up strategy is applied to the elements of development, planning, budgeting, human resources, as well as coaching and supervision. It is hoped that in the following year the SPM in the field of social rehabilitation will be carried out well. If the SPM has been implemented well, the neglected elderly who become clients in the orphanage are certain to be able to return to their social functioning even in the minimal stages.

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