

The Commitment Of The Sumedang Social Service Department In Providing Social Services For Elderly In Sumedang Regency

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ABSTRACT

Elderly in Sumedang Regency have their own uniqueness, the growth rate of elderly is getting higher, this requires a special program for the elderly for their survival to stay healthy and productive is very much needed for the elderly to remain productive in old age. This study aims to analyze the role of the Social Service in providing social services to the elderly in Sumedang Regency. The research method uses qualitative studies with descriptive analysis and has informants to support good research results and have novelty. The results of the study show that the Sumedang Regency Social Service has shown a commitment to overcoming the problem of neglected elderly through facilitative, educational, representational, and technical roles. This effort is expected to be able to provide appropriate attention and assistance to neglected elderly, so that they can live their old age with more dignity, be useful to society, and feel appreciated.

Keywords: Role, Social Services, Elderly, Social Services

INTRODUCTION

The success of achieving national development is marked by improving the quality of public health which has an impact on increasing life expectancy, reflected in the increasing number of elderly or elderly people (Umar, 2017). An increase in life expectancy and the number of elderly people from year to year has consequences for increasing the need for services and various social problems for the elderly in Indonesia (Widyakusuma, 2013).

By looking at the special vulnerabilities that exist in the elderly, of course, the elderly need to get special attention in social welfare. And the lives of the elderly are mostly the responsibility of the government (Djamhari et al, 2021). This includes various conveniences that should be received such as reduced travel expenses, general accessibility, old age protection funds, medical expenses deductions, and others. However, until now a special role has not been established by the government in helping the elderly achieve their social welfare so that it can be said that the regulations regarding the elderly in Indonesia are still vague (Andari, 2019).

In addition, an increase in the number of elderly people followed by a variety of social problems requires a variety and quality of social services for the elderly (Tristanto, 2020). The government in providing services to the elderly still has limitations. Therefore, community participation, especially through the Office of Social Affairs, in social services for the elderly is increasingly needed. Another thing is that there is a growing need for cross-disciplinary collaboration to meet the needs of elderly services at home. (Fadlurrohman, 2020).

Efforts to Manage Elderly Social Welfare as stated in Law no. 13 of 1998, both for potential and non-potential elderly. It is stated that the elderly have the right to receive social services in accordance with the needs and problems they experience. Article 7 of Law Number 13 of 1998 concerning duties and responsibilities emphasizes that the government is tasked with directing, guiding and creating a supportive atmosphere for the implementation of efforts to improve the social welfare of the elderly.

Then Law no. 11 of 2009 concerning Social Welfare Article 9 explains that "Guarantees the poor, orphans, the elderly, the physically disabled, mentally disabled, physically and mentally disabled, ex-sufferers of chronic

diseases experiencing socio-economic inability problems so that their basic needs are met". Furthermore, article 38 (1) states that "The public has the widest possible opportunity to play a role in organizing social welfare". Then in article 38 (2) it is emphasized that the implementation of social welfare from elements of society is through LKS (Social Welfare Institutions) or Social Organizations.

Social welfare problems are inseparable from environmental conditions and changes both physical and non-physical in the local, national and global areas. So more careful planning needs to be done by paying attention to human aspects, the physical environment, social and strategic environment (Ningtihana, 2021). The general problem of social welfare in view of current developments is that there are still some people who have not fulfilled their basic needs independently and live in conditions of poverty and powerlessness. They generally experience obstacles to social functioning in social life, difficulties in accessing basic social service systems and are unable to enjoy a life worthy of humanity (Sabarisman, 2017).

Seeing the magnitude of the risks faced as a result of elderly problems, a series of serious efforts is needed to organize an elderly welfare service program. The scope of this service does not only touch problematic elderly people, but also concerns the potential development of elderly people in general. Therefore, the essence of elderly social welfare services is not only a curative and rehabilitative function, but also a development and prevention function (Sukmana et al, 2015).

The Sumedang Regency Government together with the Sumedang Regency Social Service have made policies to improve the welfare and quality of life of the elderly through several programs for very poor and neglected elderly, whose implementation is in accordance with the Sumedang Regency Regional Regulation. Implementation of the social welfare service program, the Social Service cooperates with the Health Service, Puskesmas and the Elderly Posyandu in supporting health services for the elderly.

Even though the role of the Social Service is very crucial in providing social services for the elderly, there are still concerns about the effectiveness and efficiency of the services provided considering several problems encountered such as limited human resources, budget, gaps in access to social services for the elderly and many other problems.

Based on this background, the researcher is interested in studying the role of the Social Service in providing social services in Sumedang Regency. Therefore this study aims to examine in depth the role of the Social Service in providing social services to the elderly in Sumedang District. This research is expected to provide the benefit of adding insight and understanding of the role of the Social Service in social services for the elderly at the district level and providing input for the Sumedang District Social Service in developing programs and policies that are more responsive to the needs of the elderly.

Elderly is an advanced stage of a life process characterized by a decrease in the body's ability to adapt to environmental stress. Elderly is a condition characterized by a person's failure to maintain balance against physiological stress conditions (Efendi, 2009). Elderly is someone who is > 60 years old and is powerless to make a living on their own to meet their daily needs (Ratnawati et al, 2017). From these two definitions, it can be concluded that the elderly is someone who is > 60 years old, has decreased adaptability, and is powerless to meet their daily needs alone.

According to Lilik Marifatul (2011) there is a division of elderly groups based on age limits, namely as follows:

- a. Middle age, namely the age group of 45-59 years
- b. Elderly (edderly), namely the age group of 60-74 years
- c. Old elderly (old), namely the age group of 75-90 years
- d. Very old elderly (very old), namely the age group of more than 90 years.

Meanwhile, according to Oktora & Purnawan, (2018) a person is categorized as elderly if he has the following characteristics:

- a. Elderly is a period of setbacks Decline in the elderly partly comes from physical factors and psychological factors so that motivation has an important role in the decline of the elderly. For example, elderly people who have low motivation in carrying out activities will accelerate the process of physical decline, but there are also elderly people who have high motivation, so physical decline in the elderly will take longer to occur.
- b. Poor adjustment in the elderly, bad behavior towards the elderly makes them tend to develop a bad self-concept so that they can show bad behavior. As a result of this bad treatment, the adjustment of the elderly becomes bad too. For example: the elderly who live with their families are often not involved in making decisions because they are considered to have an old-fashioned way of thinking. This

condition causes the elderly to withdraw from the environment, become easily offended and even have low self-esteem.

The Social Service is an element of the implementation of regional autonomy that carries out regional government affairs led by a service head who is located under and is responsible to the Regent/Mayor through the regional secretary. The authority of social services is to cover social problems that exist in the region or in the social field such as social rehabilitation services, children, the elderly, social disabilities, disabilities, social protection and security, natural disasters and social disasters, handling the poor, social empowerment (Friwwarti & Husni, 2013).

In carrying out its duties, the social services carry out functions: formulation of technical policies in the field of social and employment: administration of government affairs and public services in the social and employment fields: management and implementation of tasks in the social and employment fields. Social work is a professional activity to help individuals, groups and communities to increase or improve their ability to function socially and to create social conditions that enable them to achieve goals (Sari, 2020).

METHODS

This type of research uses qualitative research. The research focus in qualitative research is very closely related to the formulation of the problem, where the research problem formulation is used as the basis for determining the research focus (Anggito & Setiawan, 2018). In this case the research focus can develop or change according to the development of research problems in the field. Data collection techniques in this study were observation techniques, interviews with informant and documentation. There are three steps in qualitative data analysis, namely Data Reduction, Data Display (data presentation), and Conclusion Drawing.

RESULTS AND DISCUSSION

Sumedang Regency, like other regions in Indonesia, also faces challenges in terms of handling cases of neglected elderly by their families. This condition is a serious concern considering the number of elderly people continues to increase from year to year. Data from the Social Service for 2023 noted that there were five cases of elderly people who were less fortunate, aka not getting attention from their families.

One of the cases that surfaced was about an elderly person who was alone, living without a family to care for him. His son, who should be his back and support in his old age, left him for various reasons, including economic problems. In this alarming situation, the Social Service is at the forefront in providing assistance and handling efforts. However, the role of the Social Service in overcoming all these cases cannot be considered as a long-term solution. This study examines the role of the Sumedang District Social Service in improving elderly social services "by focusing on the role theory of Jim Ife and Frank Tesoriero (2008) which includes 4 parts, namely the facilitative role, the educational role, the representational role and the technical role.

a. Facilitative Role

The Social Service in Sumedang Regency carries out its facilitative role diligently and is dedicated to providing encouragement to individuals or community groups, especially neglected elderly people, so that they can increase productivity and liveability. Facing the phenomenon of the elderly who are deliberately abandoned by their families or who are truly neglected because they do not have family support, the Social Service has provided various facilities and service programs to ensure they get the attention and assistance they deserve.

One of the Social Service's real efforts is to provide halfway houses for neglected elderly and neglected people. Through this facility, they get proper and safe shelter to overcome the housing shortage they previously faced. In addition, the Social Service also pays attention to the food and clothing needs of abandoned elderly people by providing clothes, food, medicine, and even wheelchairs and other needs.

Not only stopping at providing facilities, the Social Service also provides comprehensive services to help neglected elderly and displaced people to return to their social functions. Social rehabilitation, social empowerment, and social security programs are efforts carried out by the Social Service to help them overcome the social problems they experience. In this way, the Social Service seeks to ensure that abandoned elderly people can receive support and guidance so that they are able to return to playing an active role in society.

In carrying out its role as a facilitator, the Office of Social Affairs brings hope for abandoned elderly people so that they can experience a decent life and fulfill their standard of living needs. By having the help and facilities provided, they no longer have to feel neglected and lonely in their old age. The Office of Social Affairs is also a link that mobilizes various community resources, including participation from the private sector and non-profit organizations, to contribute to efforts to empower neglected elderly people.

The Sumedang Regency Social Service has shown its commitment to overcoming the problems of neglected elderly people through its facilitative role. By providing sustainable facilities, service programs and social support, it is hoped that neglected elderly people will feel valued and empowered to carry out their social functions properly. This effort also emphasizes that caring for the elderly is a joint task for the whole community to create an environment that is inclusive and cares for groups that need more attention.

b. Educational Role

The Sumedang District Social Service takes an important role in the education aspect by setting an agenda that not only helps increase community productivity, but also plays an active role in providing input to increase the knowledge, skills and experience of individuals, groups and society as a whole. This education is directed at providing relevant information, raising awareness, and conducting training for various groups, including the elderly.

In its efforts, the Social Service provides various counseling and health education related to problems often faced by the elderly. This counseling aims to increase their understanding of the importance of maintaining health and taking good care of themselves. In addition, education is also provided to provide knowledge about how to deal with the challenges of aging, such as physical and mental health problems which usually appear more frequently in old age.

More than that, the Social Service also focuses on fostering the character of the elderly with the aim of creating seniors who are tough and have noble character. This character building includes developing the values of kindness, honesty, and ethics that can help the elderly live their old age with dignity and meaning. Education like this is important to form a positive mindset and improve the quality of life for the elderly so that they remain happy, benefit society, and feel valued.

Through educational efforts carried out by the Social Service, it is hoped that the elderly can increase their knowledge and insight. This will open up opportunities to actively participate in various social and economic activities, as well as acquire new skills that support their independence. Thus, the elderly can be more involved in community life and still feel relevant in the various roles they carry out.

The educational role of the Social Service is very important in improving the quality of life of the elderly. By providing counseling, training, and character building, it is hoped that the elderly can face their old age better, maintain optimal health, and remain active and be of benefit to the surrounding community. The Office of Social Affairs acts as an agent of change that empowers the elderly by providing meaningful education and having a positive impact on their lives.

c. Representational Role

In its representative role, the Sumedang District Social Service interacts with various institutions in the community with the aim of improving the welfare of individuals, groups and communities, especially neglected elderly. The Office of Social Affairs is committed to carrying out coaching and activities that can help the elderly increase their productivity.

One of the ways that the Social Service does this is by obtaining resources from outside, including commercial capital assistance, and potential development training from different individuals. By obtaining this support and assistance, neglected elderly people have the opportunity to hone their abilities and skills again, so that they can become elderly people who are more productive and useful to society.

Not only that, the Social Service also acts as an advocate to defend the interests of individuals, groups and society as a whole. They work hard to support the implementation of plans and programs aimed at improving the quality of life for the elderly. This advocacy effort is important to ensure that the elderly get proper attention and support from various parties.

In achieving the goal of productive and potential elderly, the Sumedang District Social Service provides opportunities for the elderly to re-sharpen their abilities through various activities held. Training, courses and other self-development activities are given to the elderly, so that they can become independent elderly and can play an active role in everyday life.

The Sumedang Regency Social Service Office plays an important role in creating an environment that supports neglected elderly people in order to increase their productivity and potential. By getting support from various parties and getting the opportunity to develop themselves, the elderly can remain a significant part of society and live their old age with dignity. Social Service is a bridge that connects the elderly with various opportunities and assistance that can help them achieve a better quality of life.

d. Technical role

The technical role of Sumedang District Social Service employees is very active in collecting and analyzing data related to neglected elderly people. In an effort to understand the problems of Persons with Social Welfare Problems (PMKS), especially neglected elderly, the Social Service works with administrators and related parties in their fields to collect comprehensive data. This data collection aims to obtain fast and accurate information about the condition and needs of neglected elderly people.

The data collection activity was carried out carefully and carefully, so as to identify neglected elderly who still have families who can be a place of protection and care. In this case, the Social Service first confirms with abandoned elderly families to ascertain whether they are willing to accept their family members back. If the family is willing to accept, the Social Service will play a role in returning abandoned elderly people to their families, so as to create a warmer and more caring family environment.

However, if the displaced elderly do not have a family or the family is not willing to accept them, the role of the Social Service as a mediator does not stop there. The Social Service will take care of the recommendations and files needed to apply for placement of neglected elderly people in social institutions that work with the social services. In this stage, the Office of Social Affairs acts as a liaison who takes care of the process of placing the elderly in social institutions with more comprehensive and adequate services.

Through this effort, the aim of the Social Service is to provide a more decent and prosperous life for neglected elderly people. By carrying out accurate data collection, the Social Service can find out the needs and conditions of the elderly in depth. Furthermore, through placement in social institutions, neglected elderly can receive more comprehensive care, protection and support to improve their quality of life.

The technical role of Sumedang Regency Social Service employees in collecting and analyzing data is a strategic step in dealing with the problem of neglected elderly people. Accurate data collection helps the Social Service determine appropriate follow-up steps to provide protection and welfare for neglected elderly people. Collaboration with various parties is also key in creating a comprehensive service system for neglected elderly, so that it can provide real support for them in living a dignified and meaningful old age.

CONCLUSION

Overall, this study shows that the Sumedang District Social Service plays an important role in providing attention and assistance to neglected elderly people. The Office of Social Affairs plays a facilitative role by providing various service facilities and programs, including providing halfway houses, food and clothing, social rehabilitation and social security. In addition, the educational role of the Office of Social Affairs is important in increasing the knowledge and skills of neglected elderly people, through health counseling, training and character building. As a representative, the Social Service interacts with other community institutions and seeks to support the interests of abandoned elderly people through advocacy and potential development. The technical role of Social Service employees is also seen in careful data collection and analysis to identify neglected elderly and determine appropriate follow-up actions.

The Office of Social Affairs seeks to create an environment that is inclusive and cares for the elderly. The efforts of the Social Service in empowering neglected elderly people through facilities, service programs and social support are expected to improve the quality of life of the elderly and help them live their old age with dignity and meaning. Apart from that, collaboration with various parties and accurate data collection are also the keys to creating a comprehensive service system for neglected elderly people, so as to provide real support for them in overcoming the social problems they face.

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