

Policy to Improve the Quality of Life and Welfare of the Elderly in Nursing Homes in West Sumatra Province

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Abstract—Indonesia's current population structure is an old population structure because the percentage of the elderly exceed 7% of the total population. This has an impact on increasing the burden of productive age to meet the needs of the elderly, the risk of neglected elderly, and the declining quality of life and welfare of the elderly. The government has provided a nursing home as an alternative to protect the elderly, but the implementation is not optimal. This study aims to improve the quality of life and well-being of the elderly. This study uses qualitative research methods in the elderly and nursing home management. The results of the survey found three things that have not been

optimal to improve the quality of life and well-being of the elderly at the institution, namely the institutional program, facilities and infrastructure, and the complementary resource recruitment system that is not following the needs of the elderly. Conclusion research on the quality and welfare of the elderly in institutions is still limited and has not been supported by comprehensive government policies. Therefore, a policy change is needed to support the improvement of the quality of life and welfare of the elderly at the institution.

Keywords—*Policy, Quality of Life and Welfare of the Elderly, Nursing Elderly*

I. INTRODUCTION

The explosion of the number of elderly in the world requires each country can meet the quality of life and well-being of the elderly better. Over almost 50 years (1971-2018), the percentage of Indonesia's elderly population has doubled. In 2018, the percentage of the elderly will reach 9.27 percent or around 24.49 million people [1]. Improving the quality of life and welfare of the elderly needs to be a concern of various parties. Elderly, with all its limitations, both biologically, psychologically, socially, and spiritually can not meet their needs independently. Has an impact on the quality of life of the elderly. Aghamolaei, Tavafian, and Zare [2] describe the low quality of experience in the elderly due to aging due to loss of independence, the future, and limited participation in activities. The hope of having productive, prosperous elderly and having a

good quality of life is only fulfilled by the elderly who have old age guarantees. High quality of life does not always accompany the well-being of the elderly. It can see from the high number of neglected older people, some of whom have the economic capacity [3].

Statistically, the number of neglected older people in Indonesia reaches 2.1 million, Islam [4] while in West Sumatra the number of neglected older people reaches 41,256 people from the total number of older people in West Sumatra (91,829) [5]. Efforts have been made by the government since 1983 to establish social institutions in each province to accommodate the elderly who are economically displaced and prosperous. The Ministry of Social Affairs is only able to handle around 46,500 (1.8%) elderly who neglected. Assistance provided through the assistance of 26,500 older people, home care programs of 1,600 elderly, and Day Care for 4,500 older people [6]. This study aims

to explore the causes of the low quality of life and welfare of the elderly who live in Tresna Werdha Social Home (PSTW). This research is important so that the government can get a picture of how the management of the orphanage in West Sumatra, which is the responsibility of the provincial government, is not as it should be. The low quality of life and welfare of the elderly in nursing homes increases the burden of government in providing for their needs.

In the implementation, the assistance provided at the institution has not been in line with the expectations of the elderly. Lack of attention and ability to provide care, make unilateral decisions, and lack of security and comfort for the elderly [7], [8]. The existence of a companion in the guesthouse or elderly home in the institution should be able to become a new family for the elderly. But the companion is not on duty as he should be. Companion tends to be more truthful in completing office tasks and personal interests than accompanying and listening to older people's complaints the results in the elderly dissolving into solitude and ending in depression. Sabri, Hamid, Sahar, Besral [9] research results found that the number of depressed older people in West Sumatra PSTW reached 18.6%, while those with depressive symptoms reached 51.7%. The high number of older people who have symptoms of depression that are at risk of causing elderly depression is a sign that the quality and well-being of the elderly is decreasing. Sabri, Hamid, Sahar, Besral [9], in his study, found that more than a portion of the elderly in PSTW had a low quality of life (52.4%).

II. METHOD

The study uses qualitative methods, using in-depth interviews with PSTW managers (PSTW leaders and assistants) and the elderly. The study was conducted in all PSTWs in West Sumatra, including in Sabai Nan Aluih PSTW, Mother's Love PSTW, Mother's Love PSTW, PSTW, and SyechBurhanuddin PSTW. Data was collected for five months, supplemented by observations at PSTW. Before the study, researchers had received permission from the West Sumatra Provincial Social Service and the West Sumatra provincial government.

Researchers used an interview guide instrument consisting of 5 questions for the companion, seven questions for the leader of the orphanage, and five questions for the elderly. Researchers use a tape recorder to record every answer given by participants after asking permission from participants.

III. RESULTS AND DISCUSSION

The desire to get a better quality of life and welfare is a goal and hope for all older people when deciding to stay at the Tresna Werda Social Home (PSTW). This indicated by the increasing number of older people who live in government owned orphanages every year in West Sumatra. For example, in Sabai Nan Aluih PSTW (Sicincin, Padang Pariaman Regency), the capacity of the orphanage to accommodate older people is only 110 people. However, the number of elderly who decide to live in this institution is higher than the waiting list called by the institution. This condition also took place in the PSTW Kasih Ibu (KSI) Batusangkar, which had a smaller capacity of only 80 people.

The expectations of the elderly to obtain a better quality of life and welfare at the orphanage have not fulfilled. Many elderly complain about not being able to express their desires and hopes. The orphanage officers do not thoroughly realize the elderly's hopes; the orphanage officials are slow to respond to the complaints of the elderly. The according to Lachs et al. [10] and Gemeay and El Kayal [11] included violence against the elderly, in addition to financial abuse, the dissatisfaction of the elderly because their companions ignored them by 84% until a conflict occurred in the form of rejection or aggression from the elderly towards caregivers and nursing staff. Conflicts often occur between the elderly and the orphanage officers. As a result, the elderly who live in homes often feel discomfort and dissatisfaction with the services provided by the orphanage staff. This phenomenon results in limited negotiation space and elderly autonomy in determining service delivery at PSTW [12]. Furthermore, the impact on increasing the number of depression in the elderly. This finding, supported by the results of Sabri, Hamid, Sahar, Besral [9] that 71.2 % of elderly who live in homes in PSTW West

Sumatra have symptoms of depression, and 18.6% experience depression.

These findings also reveal, improving the quality of life and welfare of the elderly in the institution has become a significant part of the organization's vision and mission. The results of our interviews and findings prove that the management and officials of the orphanage have based their duties by quoting Article 34 Paragraph 1 of the 1945 Constitution of the Republic of Indonesia, which reads, "Poor people and abandoned children are nurtured by the state". This regulation is often used as an expression and philosophical foundation to serve the needs of the elderly in PSTW. This provision is also strengthened by Law No. 13 of 1998 concerning Elderly Welfare, which aims to extend the life expectancy and productive period, the realization of independence and prosperity, the maintenance of the cultural value system, and kinship of the Indonesian people and closer to God Almighty.

In its implementation, PSTW has conducted guidance for the elderly outside the PSTW, PSTW also has a routine program that must be followed by all the elderly which are regulated in the guidance guide for the elderly in Indonesia, namely: sports and arts, mental guidance, recitation, mutual assistance, health checks, and workshop skills or activities. It hoped that through these programs, the improvement of the quality of life and welfare of the elderly realized at PSTW, but what happens is the elderly feel bored with routine activities and try not to see. This activity is following the results of Klaassens and Meijering [13] research that caregivers must change their work styles to be more professional because it is very influential on the condition of the elderly. Klaassens and Meijering make it clear that giving older parents lots of control and choice of daily routine activities in the form of consultation, and listening more closely to the ideas of the elderly, is an appreciation and recognition for the elderly.

Concerning improving the quality of life and welfare of the elderly in PSTW, it strongly influenced by the quality of service they get from the manager. However, this hope has not fulfilled. The reality is understanding of the

1945 Constitution and Law No. 13 of 1998 is still limited and has not manifested into specific actions as a form of policy that is responsive to the elderly. This phenomenon can see from the following problems. First, the government owned PSTW experiences constraints in the participation of families caring for the elderly who are very low. Whereas in the research of Rekawati, Sahar, Widyatuti, Abas, and Chaidir [14], it found that the elderly had hoped for visitors and hoped to feel like a family between workers and the elderly. Second, reducing funds for PSTW operations each year from the center, resulting in PSTW managers having difficulty meeting the needs of the elderly. Third, nurses and caregivers are not equipped with the knowledge and skills to care for the elderly, so many older people do not trust caregivers and only trust one caregiver who has long been a caregiver at PSTW. It is proven by Sabri's research results [9] that only 40% of caregivers have proper knowledge related to the care of older people in institutions, and only 43.4% of caregivers are positive in providing services to the elderly.

Another problem is the human resources (HR). The HR required is not by the resources placed in the PSTW. Whereas in the research of Hsiung and Wang [15], it said that human resources could see from knowledge, experience, and skills. Improving these three components can improve performance. This statement supported by the results of research, Ning's, et.al, [16], that there is a positive relationship between human resources, which he refers to as human capital in an organization, with increased knowledge.

Then, the problem of improving the quality of life and welfare of the elderly in the Sabai Nan Aluih PSTW, is influenced by the lack of support and coordination of existing health service facilities around the PSTW (Puskesmas) providing routine services within the institution, so that the elderly find their alternatives to seek health services when they need it. At the same time, PSTW Kasih Sayang Ibu has established cooperation with the nearest Puskesmas from PSTW, so once a week, doctors and Puskesmas nurses provide health services to the elderly and nursing staff. Both of

these government PSTWs have the same program from the social department through the heads of the district and city social welfare offices, although the implementation adjusted to the situation of the individual institutions. World Health Organization (WHO), [16] generally defines the quality of life as an individual's perception of life situations in the cultural context and value system in which they live is related to their goals, expectations, standards, and problems. Through the perspective of the WHO definition [16], quality of life is related to health that is physical health, psychological state, level of independence, personal relationships, beliefs in a particular context or natural environment, social support, and perceived social support [18].

Meanwhile, the problem of improving the quality of life and welfare of the elderly in private PSTW in West Sumatra is managed independently by a foundation. Even though both institutions are registered as fostered by the West Sumatra Provincial Social Service, the implementation of the institution is far different from the implementation of the government-owned PSTW. The facilities owned by the two private institutions are inadequate. For example, PSTW Kasih Ibu 50 Kota District does not have a clear program in providing care to the elderly. Elderly who are entrusted by the family or social service more in a sick, paralyzed, and very old. Caregivers are volunteers who live near the nursing home and not have knowledge about how to care for the elderly professionally. Routine activities carried out by caregivers are to meet daily needs such as eating with potluck side dishes, bathing the elderly who are unable to take a bath alone, bringing the elderly to seek treatment outside the institution if there are complaints. Older are people charged with living costs at PSTW, except for those who are entrusted by the social service. Tresna Werdha Syech Burhanuddin's Social Home accommodates older women than men. Usually, this orphanage carries out more religious activities such as the Qur'an, and reading Yasin. Routine activities rarely carried out because the management of the orphanage cannot facilitate the needs of the elderly. When visited, information obtained that most of the elderly returned home, and only came to the

institution if there were activities and guest visits.

To overcome the problem of improving the quality of life and welfare of the elderly in PSTW, particular policies that are more proactive in the form of local regulations (Perda) need to consider. It is important because, so far, the policies to improve the quality of life and welfare of the elderly in West Sumatra are still guided by Law No. 13 of 1998. With the existence of a particular regulation on improving the quality of life and welfare of the elderly in PSTW, it can encourage PSTW accountability in fulfilling the rights of the elderly.

Other specific policies that can carry out in improving the quality of life and welfare of the elderly in PSTW is to recruit caregivers following the competencies needed. Caregivers with a primary health education background need to consider who has the competency to care for the elderly in their education curriculum. Also, cooperation needed between educational institutions, local governments, and local institutions in conducting education and training.

IV. CONCLUSIONS

Improving the quality of life and welfare of the elderly in PSTW in West Sumatra is a fundamental problem because it has not fulfilled. Proactive specific policies needed that can encourage and strengthen the accountability of PSTW managers in ensuring the fulfillment of the rights of the elderly for the better. This proactive policy initiation realized through Regional Regulations. Besides, the formulation of this regional regulation extended to include the socio-cultural values of the community.

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