

## Realizing the Rights of Eldery: Social Services for the Elderly Community In Banyumas Central Java

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### ABSTRACT

This study aims to gather information, implement, and explore social services for the elderly in Banyumas Regency, with a particular focus on the application of the principles of social programs for the elderly as outlined by the United Nations (UN). Social services, as an integral part of social policy, are implemented to achieve a key social objective: addressing social problems and fulfilling social needs. Consequently, the research seeks to answer the primary question is how are social services for the elderly implemented in Banyumas Regency. The research adopts a descriptive qualitative method to examine social phenomena related to the elderly. This approach produces descriptive data in written form based on insights from informants, including companions, social workers, and the elderly themselves. The findings reveal that the implementation of social services for the elderly in Banyumas Regency adheres to the five UN principles: independence, participation, care, self-fulfillment, and dignity. These principles serve as a framework for ensuring comprehensive and effective support for the elderly population. The research concludes that social services for the elderly in Banyumas Regency effectively align with the five UN principles.

## INTRODUCTION

The world is currently experiencing a demographic transition characterized by an aging population, necessitating changes in social policies, particularly in social services. High population growth occurs predominantly in developing countries, including Indonesia (Laksana, 2023). the percentage of elderly individuals in Indonesia nearly doubled over five decades (1971–2019), reaching 9.6% of the population, equivalent to approximately 25 million people. Notably, elderly women slightly outnumber elderly men, with proportions of 10.10% and 9.10%, respectively (Bini'Matillah, Susumaningrum, & A'la, 2018). Among Indonesia's elderly population, the majority are categorized as young elderly (60–69 years), comprising 63.82%, followed by middle elderly (70–79 years) at 27.68%, and older elderly (80 years and above) at 8.50%. In 2019, five provinces in Indonesia reached the threshold of an aging population, with elderly individuals comprising at least 10% of the population. These provinces include DI Yogyakarta (14.50%), Central Java

(13.36%), East Java (12.96%), Bali (11.30%), and West Sulawesi (11.15%) (Komsin & Isnaini, 2020).

According to the 2022 BPS release, Banyumas District had a population of 1,789,630, with a population growth rate of 0.95% per year in 2021. Of this population, 900,919 were men and 888,711 were women, yielding a gender ratio of 101.37. The subdistrict with the largest population is Cilongok, comprising 7% of Banyumas District's total population, while the most densely populated subdistrict is West Purwokerto, with a population density of 7,165 people per square kilometer. The elderly population in Banyumas District has continued to grow in absolute terms, although its proportion has fluctuated over time. In 2020, the proportion of the elderly population in Banyumas was notably higher than the national average (Suparti & Handayani, 2019).

Based on Banyumas District Government Regulation No. 17 of 2014 on the Welfare of the Elderly, individuals aged 60 years or older are classified as elderly. The objectives of the elderly welfare improvement program in Banyumas include extending life expectancy, promoting productive living, fostering independence, strengthening spirituality, and preserving cultural values. In 2022, the elderly population in Banyumas District was recorded at 245,000 (Permana & Naim, 2023).

The elderly represent one of society's most vulnerable groups (Yudiasuti, Budiati, Suryaningsih, & Wahyono, 2022) Declining health conditions and physical abilities often reduce their capacity for self-sufficiency (Salbiah, Purnamasari, Fitriah, & Agustini, 2020). Under Law No. 13 of 1998, individuals are classified as elderly when they reach the age of 60 or older (Indonesia, 1998). The elderly are further categorized into three subgroups: young elderly (60–69 years), middle elderly (70–79 years), and old elderly (80+ years) (Her niwanti et al. 2020). The challenges faced by the elderly necessitate understanding and support from their families and communities (Yefni & Akbar, 2021). Social services for the elderly are therefore critical to addressing these challenges and improving their quality of life (Elliya, Maulana, & Hidayati, 2018).

Social services for the elderly must be provided for several reasons. First, the elderly face various conditions that necessitate assistance, including declining physical and mental health. Second, as citizens, the elderly are entitled to government support and services. Third, many religious teachings emphasize the importance of respecting and caring for the elderly, which can be realized through the provision of social services (Salbiah et al., 2020).

To fulfill these obligations, countries, including Indonesia, have established systems to provide social services for the elderly. Therefore, this study aims to analyze the social services provided to the elderly in Banyumas Regency, based on the five

principles of social services developed by the United Nations (UN).

## **METHODS**

This study on social services for the elderly is field research aimed at describing data collected from the field. It focuses on the current situation and conditions, as well as the attitudes and views of the community (Sari, Djameluddin, Djam'an, & Sembodo, 2022). The research employs a descriptive qualitative method, which is designed to explore social phenomena. This approach generates descriptive data in written or verbal forms, capturing the behaviors and perspectives of individuals that require observation (Soendari, 2012). Descriptive research systematically and accurately provides information on specific symptoms, facts, and events within a particular community (Handoko, 2017).

The characteristics of this research are distinctive. It adopts an inductive approach, which enables the exploration and refinement of research problems by focusing on elements intrinsic to the subject under study (Tami Astari Zulkarnain, Heriyanto, & Yuliani, 2021). The study also utilizes textual data as its primary source of analysis, emphasizing the interpretation of written and verbal materials. Furthermore, the research prioritizes the process of understanding how facts, realities, symptoms, and events occur or are experienced, rather than solely concentrating on outcomes (Ogburn et al., 2023). These characteristics underscore the research's emphasis on uncovering the underlying dynamics and contextual factors that shape the provision of social services for the elderly.

The primary objective of this research is to examine how social services for the elderly are organized by the Banyumas District Office for Social Affairs. To achieve this, the study adopts a qualitative approach using a case study strategy. A case study allows for an in-depth investigation of a program, event, activity, process, or group of individuals (Irawati, Gunawan, & Kendran, 2022). This qualitative research aims to describe the interplay of economic, social, and political factors influencing the provision of social services for the elderly by the Banyumas District Office for Social Affairs. By utilizing a case study framework, the research seeks to uncover the dynamics and complexities involved in delivering these essential services.

## **RESULTS AND DISCUSSION**

UN principles regarding the rights of the elderly are used as the framework of this research. 16 December 1991 is a historic date, where the United Nations established the five principles for the elderly. The following principles were developed as an effort to recognize the value of the elderly as dignified human beings. In addition, the following principles were agreed upon by the UN with the

aim that the government makes the protection and respect of the elderly a government priority program. The five principles are as follows:

### **1. Independence**

Independence is defined as an individual's ability to meet the demands of life and take responsibility for their actions. However, independence does not imply complete isolation from social relationships. On the contrary, an independent elderly person still requires support, opportunities, and encouragement from their closest social networks, including family and community, to maintain their autonomy. The degree of independence in the elderly can often be measured by their quality of life. The independence referred to is the ability of elderly people to have access to:

#### **The Elderly Have Access to Food, Drink, Clothing and Health Care**

The National Social Security System Law (*Sistem Jaminan Sosial Nasional*) No. 40 of 2004 provides a legal framework for social protection in Indonesia. It clearly stipulates that every citizen, including the elderly, has the right to social security to meet basic needs. The law's primary objective is to ensure that all individuals have access to health insurance and healthcare services. Similarly, Law No. 11 of 2009 on social welfare aims to improve the welfare of vulnerable populations, ensuring that their fundamental needs are met.

According to Ahksin, a social worker in Banyumas District, the provision of social services in Sumpiuh Village helps improve the wellbeing of elderly residents by enabling them to regularly monitor their health and meet their nutritional, financial, and healthcare needs. One key program supporting elderly independence is the Posyandu (Pos Pelayanan Terpadu or Integrated Health Services Post) for the elderly. These monthly health checkups aim to improve the elderly's health status and quality of life within the family and community setting. Posyandu services include health assessments, supplementation to boost immunity, and provision of necessary medications. In cases where elderly individuals are unable to visit the Posyandu or afford the services, staff members conduct home visits to ensure they continue to receive the necessary care. This program plays a crucial role in maintaining the health and wellbeing of the elderly.

#### **The Elderly Have Opportunities to Work or Access the Income Generating Opportunities**

Poverty is most pronounced among Indonesia's elderly population, with approximately 80% of individuals aged 65 and older living in households with a per capita consumption below 50,000 Rupiah. According to the TNP2K (National Team for the Acceleration of Poverty Reduction), one in five people aged 80 and

older live in chronic poverty (UN World Population Prospects, 2017). For many elderly individuals, having the opportunity to work is not just a matter of financial necessity but also an avenue for self-expression and social inclusion. Therefore, it is essential to create employment opportunities that are suitable for elderly people.

Such opportunities should include educational and training programs tailored to the elderly's capacities, conducted in safe environments. These programs should be designed to enhance the skills and competencies necessary for elderly individuals to participate in work activities. Competency development programs should be flexible and adapt to the physical and cognitive conditions of the elderly population

### **The Elderly should be able to Live in Safe Neighborhoods**

As people age, physical and cognitive changes are inevitable. The elderly must have access to safe, adaptable living environments that accommodate their evolving needs. Given the inevitable decline in body functions and, in some cases, memory, it is essential that elderly individuals live in neighborhoods that offer both safety and accessibility. These neighborhoods should allow elderly individuals to maintain their autonomy and continue to engage with their surroundings with minimal barriers.

The support of family members and close social networks is critical to the elderly's ability to adapt to these changes. In this context, family support not only aids in the resolution of daily challenges but also fosters a sense of security, boosting the elderly's self-confidence and motivation. Therefore, a safe neighborhood, coupled with strong familial and community support, plays a crucial role in promoting the well-being and independence of elderly individuals.

## **2. Participation**

### **The Elderly Should Be Integrated in the Society**

The elderly should remain actively engaged in the formulation and implementation of policies, particularly those that directly affect their lives. Additionally, they should be able to participate in the political sphere and public decision-making processes. Despite their age, the elderly possess valuable skills and knowledge that are comparable to those of younger generations.

According to Zikri (an informant), a social worker in Banyumas, the elderly still hold significant authority, particularly in terms of influencing and changing their local neighborhoods. These changes are often the result of their initiative and desires. The government plays a supportive role by empowering the elderly with the authority to make decisions and implement changes. Furthermore, the elderly are provided with opportunities to develop competencies that enhance their self-

confidence and enable them to effect positive change in their communities. These competencies can be fostered through training and workshops tailored to the elderly's needs and capacities.

Empowerment and trust are essential elements in promoting the elderly's integration into society. The government and community must work together to convince the elderly that they possess the potential to create meaningful change. Opportunities for the elderly to make choices and take on responsibilities in the decision-making process are crucial. By exercising responsibility in community management, they can contribute to the betterment of their surroundings. Ultimately, the elderly need continued support from various sectors, including government, society, and family—the latter being the most significant source of support. Based on these observations, it is evident that the elderly in Banyumas District are successfully integrated into society.

### **Elderly People Seek and Develop Opportunities to Serve their Society**

Another important aspect of the elderly's role in society is their ability to seek and develop opportunities to serve their community. The elderly should be encouraged to engage in volunteer work, where they can contribute to activities that align with their interests and abilities. Family, government, and society play pivotal roles in supporting the elderly's participation by providing opportunities for them to engage in meaningful service.

Volunteering can take various forms, including participation in social activities or other community-based initiatives. For elderly individuals, maintaining dignity and a sense of purpose within society is of utmost importance. In Banyumas District, social workers facilitate opportunities for the elderly to remain active and involved in their communities. Elderly residents are given the chance to volunteer in various activities, which not only boosts their sense of solidarity but also enhances their empathy and social engagement. This involvement fosters a deeper sense of belonging and purpose, which are vital for the elderly's mental and emotional well-being.

### **Lansia Elderly People Establish Elderly Movements or Associations**

Establishing elderly movements or associations is essential for facilitating communication between elderly individuals and younger segments of society. These organizations help bridge generational gaps and foster solidarity among the elderly. The government and community should support the creation of such associations to ensure that elderly individuals have a platform for engagement and a sense of belonging.

Elderly movements and associations also play a crucial role in maintaining the productivity and creativity of elderly individuals. Often, elderly people may not

engage in activities simply because there is no organized space for them to do so. Community organizations for the elderly provide such spaces, encouraging social interaction and the exchange of ideas.

In Indonesia, the Elderly-Friendly Indonesia (*Indonesia Ramah Lansia*) is a non-governmental organization that works to create elderly-friendly environments. This initiative aims to implement sustainable programs and long-term care solutions for the elderly. The government and society can also collaborate to establish similar organizations, demonstrating their commitment to the welfare of elderly people. These organizations not only provide support but also foster long-term care and a holistic approach to elderly welfare. Furthermore, collaboration across sectors government, non-governmental organizations, and the community is essential to creating an environment that is truly supportive and friendly for the elderly.

### **3. Treatment**

#### **Elderly should be able to take advantage of protection from their family and community according to the cultural values held by the local community**

The elderly should benefit from protection and support provided by their families and communities, in alignment with the cultural values upheld in their local environments. This principle underscores the responsibility of families and communities to act as “protectors” and “service providers” for the elderly. This aligns with Indonesia's social welfare system, which categorizes social welfare service beneficiaries into three groups: primary, secondary, and tertiary, as outlined in the Appendix of the Minister of Social Affairs Decree (Kepmensos) No. 15A/HUK/2010 concerning General Guidelines for Child Social Welfare Programs.

The primary target of government-implemented social welfare programs is the community in which those requiring social welfare services reside. The objective is to cultivate an independent society capable of preventing social welfare issues within its environment. When social welfare challenges are unavoidable, the community is expected to provide the necessary services to address the needs of its members, including the elderly, in a manner that reflects local wisdom and cultural values.

#### **The Elderly should be able to access the health services**

Given the physical health decline that commonly accompanies aging, ensuring access to health services for the elderly is critical. This principle emphasizes the need for health services to enable the elderly to maintain an adequate quality of life in old age. Health maintenance programs for the elderly, such as home care services, are implemented by social welfare offices. These programs serve elderly

individuals who experience significant health deterioration, rendering them unable to visit health service centers.

Moreover, the Family Hope Program (Program Keluarga Harapan, PKH) includes measures to ensure that elderly beneficiaries receive adequate healthcare. PKH assistants are responsible for ensuring the elderly receive appropriate treatment and benefit from BPJS Health Contribution Assistance (PBI), enabling them to access healthcare services without financial barriers. In addition to physical health, mental and emotional health is prioritized. For example, day-care programs facilitate socialization among the elderly by organizing activities such as group exercises, hobby sessions, or conversations to meet their psychosocial needs

### **The elderly should be able to access social and legal services to improve the independence, protection and treatment**

Social and legal services are crucial for the elderly, given their vulnerabilities due to economic and physical limitations. These weaknesses may render them dependent on others for their basic needs, increasing their susceptibility to abuse and neglect. Social services aim to fulfill their economic and social needs, while legal services ensure their protection and security.

Through the PKH program, facilitators play a vital role in assisting elderly beneficiaries in accessing necessary social and legal services. These services mitigate risks of exploitation or harm, thereby safeguarding the well-being of elderly individuals in their communities.

### **Elderly utilize appropriate level of institutional care that provides protection, rehabilitation and social encouragement**

Neglected elderly individuals require institutional care that offers protection, rehabilitation, and social encouragement. Such care is provided by Social Welfare Institutions (Lembaga Kesejahteraan Sosial, LKS), which deliver shelter-based services. For example, the Social Services Home for the Elderly (Panti Pelayanan Sosial Lanjut Usia, PPSLU) in Sudagaran village, Banyumas district, provides shelter and social welfare services to abandoned elderly individuals through the Social Assistance for the Abandoned Elderly (ASLUT) program. This program addresses their basic, religious, and psychosocial needs through structured activities that promote well-being and dignity

### **Elderly people can exercise their human rights and fundamental freedoms when living in a shelter**

Elderly individuals, as human beings, are entitled to the protection of their human rights and fundamental freedoms. This principle aligns with the core concept of social work practice, self-determinism, which posits that every individual is unique and best understands the solutions to their own problems. Social workers are



tasked with defining problems and presenting possible solutions, while refraining from imposing specific approaches. This practice ensures that the elderly can exercise their rights and freedoms, even when residing in shelter-based care facilities.

#### **4. Self-fulfillment**

##### **Elderly people can pursue opportunities to develop their full potential**

Certain elderly individuals, particularly those classified as “young elderly” (ages 60–69), possess significant economic potential. This principle emphasizes the importance of providing such individuals with ample opportunities to develop their potential. Facilitating this development yields at least two key benefits. First, By enabling elderly individuals to harness their economic potential, they can generate income to meet their financial needs independently. This reduces their reliance on others for daily sustenance, promoting financial autonomy. Second, Engaging in meaningful economic activities fosters a sense of usefulness and self-worth among elderly individuals. This sense of purpose satisfies their psychological needs, particularly in terms of self-fulfillment.

In Banyumas District, many elderly individuals are considered economically potential beneficiaries. Out of 245,410 elderly residents in Banyumas, 36,008 are covered under the Family Hope Program (PKH), while 209,402 remain uncovered. This indicates that 14.67% of the elderly population has not yet benefited from PKH services. To optimize the potential of this group, it is imperative to provide various service programs designed to empower and support them.

##### **Older people should have access to educational, cultural, spiritual and recreational resources in their neighborhood**

Older individuals should have access to educational, cultural, spiritual, and recreational resources within their communities. This principle aligns with the need to support older people in realizing their full potential, as emphasized in the preceding discussion. However, the implementation of this principle is contingent on the elderly having the ability to actively engage in and benefit from such opportunities. Therefore, the provision of access to various resources, particularly educational opportunities, is crucial in enabling older individuals to optimize their potential.

To actualize this principle, it is essential for governments to introduce programs that facilitate the acquisition of new skills (re-skilling) and the enhancement of existing skills (up-skilling) for the elderly. Re-skilling is particularly important given the physical limitations that often accompany aging. For instance, elderly individuals who previously relied on physically demanding

skills, such as operating machinery or driving, may find these activities challenging in old age. Programs must therefore focus on equipping them with new skills that are better suited to their current physical capabilities.

Similarly, up-skilling is necessary for those whose prior skills are less dependent on physical abilities, such as individuals with administrative experience. Enhancing these skills is vital to help the elderly adapt to technological advancements and evolving workplace demands that were not present during their earlier careers. In addition to education, access to cultural, spiritual, and recreational resources fosters social engagement and mental well-being, contributing to the holistic development and quality of life for older people. By addressing these areas, the principle ensures that the elderly are not only empowered to develop their potential but also supported in maintaining a fulfilling and meaningful life

## **5. Dignity**

### **Elderly people should live in dignity and safety and be free from physical and mental exploitation and violence**

Despite their advanced age, elderly individuals are not inherently protected from exploitation or abuse by younger and stronger members of society. The cultural doctrine of respecting elders is often disregarded, leaving the elderly vulnerable to mistreatment. The physical decline experienced by the elderly makes them easy targets for abuse, while their economic dependency, as highlighted by the Ministry of Social Affairs (2019), further exacerbates their vulnerability. This principle emphasizes the necessity of protecting the elderly from physical and mental exploitation, as well as violence, which not only diminishes their dignity but also inflicts significant harm.

To address this issue, the Family Hope Program (PKH) includes provisions for cash assistance to elderly individuals through the Conditional Cash Transfer (CCT) program. This financial support reduces their economic dependence on family members, allowing them to maintain greater autonomy in their daily lives. By achieving a degree of economic independence, elderly individuals can live with dignity and reduce their susceptibility to exploitation and abuse, thereby ensuring their safety and well-being.

### **Elderly people should be treated fairly regardless of their age, gender, race or ethnicity, disability or status**

In line with the principle of ensuring dignity and safety, elderly individuals must be treated fairly, regardless of their age, gender, race or ethnicity, disability, or socioeconomic status. Physical decline and economic dependence are often sources of discrimination and mistreatment against the elderly, highlighting the

importance of measures to ensure equitable treatment and respect for this demographic.

To promote fairness, PKH has established a Community Complaint System (CCS), enabling beneficiaries, including the elderly, to report instances where they are denied quality services or are not afforded their rightful entitlements. This system provides a platform for addressing grievances and upholding the rights of elderly individuals, fostering fair treatment within the program's framework.

Furthermore, to ensure that PKH beneficiaries, including the elderly, are treated with respect and dignity, the conduct of PKH personnel is governed by a Code of Ethics, as outlined in the Regulation of the Director General of Social Protection and Security Number 01/LJS/08/2018. This regulation emphasizes obligations, prohibitions, and relationship ethics based on politeness, integrity, and professional values. Politeness entails behaviors and actions that uphold the dignity of beneficiaries, colleagues, program officials, and partners, ensuring a respectful and supportive environment for the elderly.

## **CONCLUSION**

Based on the research findings, conclusions are drawn regarding social services for the elderly in Banyumas District, which align with five key principles. The first principle, Independence, is fulfilled as the elderly have access to basic needs such as food, clothing, and healthcare, supported by income generation, family and community assistance, and self-help groups. Additionally, they have opportunities to work or engage in income-generating activities. However, although the elderly are involved in determining the timing and manner of their withdrawal from the workforce, this aspect remains less effective. The second principle, Participation, is evident as the elderly remain integrated into society, actively contributing to the development and implementation of policies affecting their welfare while sharing their knowledge and skills with younger generations. They also have opportunities to serve their communities, volunteer in roles aligned with their interests and abilities, and establish or participate in elderly associations or movements. The third principle, Care and Protection, is fulfilled as the elderly receive family and community support that aligns with local cultural values. They also have access to healthcare services to maintain their well-being, social and legal support to ensure autonomy and protection, and institutional care when needed, which provides a safe and humane environment. Their rights, dignity, and privacy are respected in all care settings. The fourth principle, Self-Fulfillment, is reflected in the opportunities available for the elderly to realize their full potential. They also have access to educational, cultural, spiritual, and recreational resources within their communities, which enable them to pursue personal development and fulfillment.

Lastly, the principle of Dignity is upheld, as the elderly in Banyumas District live in safety and security, free from physical and mental exploitation or abuse. They are treated fairly and with respect, regardless of age, gender, ethnicity, disability, or economic contribution, ensuring that their fundamental human rights are preserved.

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