

## The Role of Social Services in Improving Community Welfare in Gayo Lues District (Study of Elderly Welfare)

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### Abstract

*The purpose of this study is to analyze how the role of the Social Service in improving the welfare of the community, especially the elderly in Gayo Lues Regency and to find out the obstacles or constraints of the Social Service in carrying out its role in improving the welfare of the community, especially the elderly. The research method used in this research is descriptive with qualitative analysis. Data collection was obtained from interviews, observations, documentation and literature studies. The results of this study indicate that the role of the Social Service of Gayo Lues Regency in improving the welfare of the community, especially the elderly, has been implemented but has not been optimal. This can be seen from the various obstacles or obstacles faced by the Social Service, including the minimal program budget to support the program, inadequate human resources in carrying out activities so that the services carried out are not optimal and the difficulty in providing services due to limited facilities and infrastructure. The suggestion from this research is that the Social Service of Gayo Lues Regency makes a strategy in the form of an activity program that can absorb the budget in improving the welfare of the community, especially the elderly, developing human resources through training, education, coaching, budgeting for financing in the form of facilities and infrastructure for officers who carry out services for the community Elderly.*

### Keywords

role; social welfare; elderly



## I. Introduction

National development is an effort to improve the quality of Indonesian people and society in a sustainable manner by utilizing advances in science and technology and taking into account the challenges of global development. In addition, the goal of National Development is to create a just and prosperous society that is materially and spiritually evenly distributed, and to run the economy in order to realize social welfare. In accordance with Article 33 of the 1945 Constitution which is the basis for realizing justice, welfare and prosperity of the people through the role and alignment of the state in improving people's living standards. The state is obliged to provide social protection for its people, in a broad sense social protection includes all actions, whether carried out by the government, the private sector, or the community, in order to protect and fulfill basic needs,

The poor and vulnerable groups referred to here are the Elderly. The elderly who are categorized as neglected according to Law Number 13 of 1998 concerning Elderly Welfare are poor people aged 60-70 who depend on others and are not receiving social assistance. The elderly are included in the category of elderly not potential, non-potential elderly are elderly who are powerless to earn a living so that their lives depend on the help of others. Article 27

Paragraph (2) explains that every citizen has the right to work and a decent living for humanity. Furthermore, it is necessary to have a social protection and security system on a national scale as mandated in Article 34 paragraph (1) which states that the poor and neglected children are cared for by the state and Article 34 paragraph (2) states that the state develops a social security system for all the people.

The increase in the number of elderly people will have an impact on socio-economic life both within the family and in the wider community. An important economic implication of increasing population is an increase in the old age ratio dependency. This means that every productive age population will bear more and more elderly people. Wirakartakusuma and Anwar (1994) referred to in Suhartini (2004) estimate the dependence of the elderly in 2015 to be 8.74%, which means that as many as 100 productive people must support 9 elderly people aged 65 years and over.

The quality of life of the elderly population is generally still low. This condition can be seen from the majority of the elderly population who do not/have never attended school and have not finished elementary school. When compared between sexes, the highest education completed by elderly women is generally lower than elderly men (BPS 2010). Apart from education, the elderly also experience health problems. The sickly elderly will be a burden to the family, society and even the government, so that it will become a burden in development. Therefore, it is necessary to make the elderly remain healthy, productive and independent. This will not be achieved if you do not prepare for old age from an early age. Article 7 of Law Number 13 of 1998 concerning Elderly Welfare confirms that the government is in charge of directing, guide, and create a supportive atmosphere for the implementation of efforts to improve the social welfare of the elderly. In realizing the government's task, human resources are needed who are able to understand how to create optimal service methods.

Gayo Lues Regency is one of the provinces in Indonesia that has problems with the condition of the elderly. Gayo Lues Regency was ratified through Law No. 4 of 2002 located at 03° 40'26" -04° 16'55" North Latitude and 96° 43' 24" - 97° 55' 24" East Longitude, with an area of 5,789.67 km<sup>2</sup>.

The population of Gayo Lues Regency consists of several tribes, including the Gayo, Alas, Javanese, Minang, Batak and other tribes in small numbers. The population of Gayo Lues Regency in 2011 was 81,382 people. The largest population is in Blangkejeren District which is the capital of Gayo Lues Regency as many as 24,994 people or 30.71%, while the smallest population is in Pantan Weather District with 3,561 people or 4.38%. Meanwhile, according to data from the Social Service, the number of elderly belonging to the neglected elderly can be seen in the following table:

**Table 1.** Data on Abandoned Elderly per District in Gayo Lues

No	districts	Amount
1	Blangjerango	159
2	Blangkejeren	241
3	Blang Pegayon	75
4	Dabun Bracelet	76
5	Long Kuta	187
6	pining	77
7	Princess Betung	53
8	Bad Weather	52
9	Magic Rikit	124
10	Wake up	116
11	Bad Weather	52
<b>Amount</b>		<b>1212</b>

Source: Social Welfare Integrated Data (DTKS) 2020

The role of the Gayo Lues District Social Service as an agency that does handle elderly problems in the form of activities providing social assistance and social security protection including providing assistance to the elderly who are in or outside social institutions. the one in Gayo Lues district is lacking received good attention from the government, the environment and from the family, besides the researchers found that the elderly who began to enter the non-productive stage were only at home, so they only became a burden for the family. Based on the description above, the authors are interested in conducting research with the title "The Role of the Social Service in Improving Community Welfare in Gayo Lues Regency (Elderly Welfare Study)"

## **II. Review of Literature**

### **2.1. Definition of Role**

Role is a system of rules that contain behavioral standards, at certain positions in society, positions which can be owned by individuals or groups. The role is sociological, the person who has a role is called a role holder and his behavior is the role of the role holder, it can be in accordance with or may be contrary to what is determined in the rules. It is also said that the role holder is a legal subject (Soekanto, 2006: 60).

### **2.2. Various Roles**

#### **a. Organize**

According to Jim Ife and Frank Tesoriero, one of the roles in empowerment is to organize, namely the role that must be performed by social workers to involve the ability to think of the community together in carrying out development, namely through what needs to be completed without having to do it alone. But carried out together to facilitate the work that must be completed.

#### **b. Facilitator**

Facilitators are the roles that a community developer carries out by providing stimulants and support to the community. This role includes, firstly building an agreement, namely: made an agreement with Jim Ife and Frank Tesoriero, Community Development, (Yogyakarta: Pustaka Pelajar 2008), p. 576. together with the forum meeting, in which the agreement must obtain approval from the parties involved. Second, according to Persons jorgensesns and Hernandez quoted by edi Soeharto, it was revealed that one of the roles in the facilitator is encouragement to carry out tasks for which responsibilities have occurred. Where the encouragement must be done so that the community can carry out and always have enthusiasm in completing the ongoing activities. Third, activating the community, according to Aziz Muslim, that activating the community is one way to empower the community

#### **c. Education**

Education is the roles of education to society. In community development, there is a continuous learning process from the community and community workers to always improve the skills and ways of thinking of the community so that they can develop and become better.

### **2.3. Form of Behavior in Role (Performance)**

Roles are embodied in behavior by actors. The form of behavior in this role is real and varies, varies from one actor to another. This variation in role theory is considered normal and has no limit.

Role theory does not tend to clarify its terms according to specific behavior, but rather based on its clarification on the nature of the origin of the behavior and its purpose (its motivation). Thus, the form of role behavior can be classified, for example, into the types of work results, school results, sports results, child discipline, breadwinners, maintenance of order, and so on. The role is seen from its basic purpose or end result, regardless of how to achieve the goal or result. However, it is possible that certain ways in a role will be sanctioned by the community. A way becomes important in the realization of a role, when it is contradictory with other aspects of the role. Thus, an actor is free to determine his own ways as long as they do not conflict with every aspect of the role that is expected of him.

#### **2.4. Social services**

The Social Service is an implementing element of regional autonomy that carries out regional government affairs led by a head of service who is located under and is responsible to the regent/mayor through the regional secretary. The Social Service has the task of carrying out some regional government affairs based on the task of assisting in the social sector. The Social Service carries out the functions of administering government affairs and public services in the social sector. The Social Service Program includes:

#### **2.5. Concept of Welfare and Social Welfare**

Welfare is a system of life and social, material, and spiritual life followed by a sense of safety, decency and peace of mind, household and society physically and mentally which allows every citizen to make efforts to fulfill physical, spiritual and social needs as well as possible. for oneself, the household, and the community by upholding human rights (Rambe, 2004: 11). Social welfare is a condition of fulfilling the needs of a decent life for the community, so that they are able to develop themselves and can carry out their social functions that can be carried out by the government, regional governments and the community in the form of social services which include social rehabilitation, social security, social empowerment, and social protection. Law No. 11 of 2009 articles 1 and 2 concerning Social Welfare).

### **III. Research Method**

This study uses a descriptive method with qualitative analysis techniques due to unclear and complex problems. A qualitative approach is a problem-solving procedure that is investigated by describing the current state of the subject/object of research based on visible facts. This qualitative research process involves efforts such as asking questions and collecting specific data from the participants, analyzing the data (Creswell 2010:5). The nature of this research is descriptive explanatory that is providing a detailed description of the background, nature and character of the case under study. The reason this research uses descriptive method is because it wants to understand in depth how the role of the Social Service in improving the welfare of the elderly in Gayo Lues Regency.

## IV. Result and Discussion

### 4.1. The Role of Social Services in Improving Community Welfare (Elderly Welfare Study)

To find out the role of the Social Service in improving people's welfare (the study of the welfare of the elderly), the researchers used Soejono Soekanto's theory, as follows:

1. Norm. The role includes the norms associated with a person's position in society which is a series of rules in community life or an ideal role.

The Social Service of Gayo Lues Regency has implemented a program to improve the welfare of the community, especially the elderly, which is based on Law Number 13 of 1998 concerning Elderly Welfare and the Minister of Social Affairs Regulation Number 9 of 2018 concerning Technical Standards for Basic Services on Minimum Service Standards in the Social Sector in the region. Based on an interview with the Head of the Social Service

Gayo Lues Regency, Mr. Jasiwa Maytense, SE, MM (Monday, 15 March 2021, 10.12 WIB)

*"In the preparation of the program to improve the welfare of the people, the Social Service must refer to the rules that have been set in the form of strategic plans and renja, but with the changes in the rules from Minister of Home Affairs Regulation 13 of 2006 to Minister of Home Affairs 90 of 2020, the Social Service also has problems adapting the program according to the regulations latest rules"*

The statement from the Head of the District Social Service was strengthened by Mr. Salamuddin, SE as the Head of Social Rehabilitation of the Social Service (Tuesday, March 16 2021, 11.05 WIB)

*"Actually we already have a regulatory reference in the basic service system to improve community welfare which is clear, namely the Minister of Social Affairs Number 9 of 2018 and this rule focuses more directly on the target of direct services to the community, especially the elderly. one of the main standards in service as a measure of program success, it's just that because the regulation is new, the Social Service must adjust it to the strategic plan that was made five years earlier which is not correlated with current standards"*

*"Although there are obstacles in adjusting the program in accordance with the rules in the field of social rehabilitation, we are still trying to implement a rehabilitation program that is adjusted to the availability of the budget in the program"*

From the results of the interview, it can be seen that the implementation of the Social Service program has referred to the existing regulations, namely the Law and the Minimum Service Standards (SPM) in the Social sector, but the implementation still has many obstacles because it has to adjust to the strategic plan that has been made previously where the correlation of activity achievements different from the needs of public welfare improvement services.

2. Draft. Role is a concept of what individuals in society can do as an organization or expected role.

The concept of implementing the program in an effort to improve the welfare of the community, especially the elderly, has been made and compiled based on priority needs according to the Social Service. Result of Interview with Head of Social Service of Gayo Lues Regency, Mr. Jasiwa Maytense, SE, MM (Monday, 15 March, 10.15 WIB)

*"The future program plan in 2022 through the Social Service will develop a Productive Economic Enterprise program for the community which we also focus on the elderly and other programs such as the implementation of updating and validating data on neglected elderly people, both data on the number and data based on the type of assistance received at the time. This is so that there is no double assistance received"*



Results of an interview with the Head of Social Empowerment and Handling of the Poor Mr. Said Muhammad, SE (Wednesday, March 17, 10.30 am)

*"The plan is that in 2022 there will be a program to provide social assistance for the elderly, but the target number of recipients is not yet known because we have to look at the existing budgeting system. This program is a follow-up program that has been implemented, namely the provision of basic necessities for elderly widows."*

In line with the statement made by the Head of the Social Service, Mr. Salamuddin, SE said (Tuesday, March 16, 2021, 10.10 am)

*"Since 2019, the Social Service has adjusted the activity program according to the new regulations, even the plan since 2019 is according to the results of our field assessment of the community, we are trying to implement a new program and cooperate with the Population Service for people who do not have their own identity, because Currently, to obtain social assistance from both the central and regional governments, one must use by name by address and by name NIK, but the problem is that in 2020 we are experiencing the Covid-19 outbreak, so there is a reduction in the budget and almost all activities according to the plan are difficult to carry out."*

The conclusion that can be drawn from the interview is that the Social Service has concepts related to the program to improve community welfare, it is clearly illustrated in the interviews conducted that the Social Service has compiled various programs to improve the welfare of the community, especially for the elderly, such as productive economic business programs, handling cases. for the elderly and accessing the elderly with other resource systems such as making population administration and others as the main requirements for accessing the government assistance system.

### 3. Behavior. Roles can also be carried out as individual behaviors that are important for the social structure of society or the role that has been carried out (actual role).

Behavior is the result of all kinds of experiences and human interactions with the environment that are manifested in the form of knowledge, attitudes and actions, behavior is an individual's response to stimuli that come from outside and within him (Noetoadmojo: 2010)

Behavior is the most important thing or the core of all activities to be carried out, because with behavior we can see whether the concepts and plans have been implemented and whether the behavior is as expected. The form of the program implemented to improve social welfare in particular

The elderly have been carried out by each sector in the Social Service of Gayo Lues Regency. Based on the results of an interview with the Head of the Gayo Lues District Social Service, Mr. Jasiwa Maytense, SE, MM (Monday, March 15 2021, 10.17 WIB)

*"The implementation of the program to improve the social welfare of the community, especially the elderly, has been carried out in 2 fields, namely the field of rehabilitation and social security protection and the field of social empowerment and the poor. the covid-19 outbreak requires the Social Service to carry out programs with minimal budgets"*

The statement conveyed by the Head of the Social Service was strengthened by Mr. Said Muhamad, SE as the Head of Social Empowerment and Handling of the Poor at the Social Service of Gayo Lues Regency (Wednesday, 17 March 2021, 10.32 WIB)

*"With the Covid-19 non-natural disaster that hit Indonesia, especially Gayo Lues Regency in 2020, the Gayo Lues Regency Social Service through the Sector of Social Empowerment and Handling of the Poor implemented the Social Welfare Problem Activity program in providing basic food assistance for the poor, widows and the elderly. age affected*

*by covid-19 which was carried out in 11 sub-districts with a target of 500 elderly people with a budget of only 100 million rupiah. In carrying out the distribution of assistance, the Social Service was assisted by field officers such as SLRT and TKSK, so that the distribution went smoothly because we were also constrained by the cost of distributing aid."*

In the field of Rehabilitation and Social Security Protection, the implementation of activities to improve the welfare of the elderly is more focused on efforts to improve social functions in society. Results of an interview with the Head of the Rehabilitation Section, Mr. Salamuddin, SE (Tuesday, March 16, 2021. 10.15 WIB)

*"The Rehabilitation Sector in the aid delivery system is in the form of goods, the assistance is carried out after a needs assessment has been carried out with an amount of assistance of 650 thousand per person with a limited number of recipients, the goods submitted are also based on the assessment of our social worker officers with the aim that the aid items are more appropriate to use. and the benefits apart from that, we don't just provide assistance but there are forms of strengthening activities for families, including children, disabilities and the elderly in the form of psychosocial support for families and beneficiaries themselves."*

On the other hand, the researchers also obtained information from other informants, namely from field officers such as the District Social Welfare Personnel (TKSK), Facilitators of the Integrated Referral Service System (SLRT), as well as from the elderly who were the research samples. Information from an interview with the District Social Welfare Officer, Mr. Anwar Ibrahim (Monday, 22 March 2021, 11.20 WIB)

*"We as TKSK have carried out the task of collecting data at the sub-district level, even some other TKSK have carried out mentoring activities for both the disabled and the elderly, but the activities we carry out are not supported by the Gayo Lues District Social Service, for example there is no budget for development our capacity so far, there is no special budget from the local government to support activities, we only depend on the salaries given by the Aceh Social Service, even though the need for data is also a regional need for program implementation, so what we are currently carrying out is only data preparation. requested by the Aceh Social Service"*

#### **4.2. Inhibiting Factors of Social Service in Improving Community Welfare (Elderly Welfare Study)**

Based on observations and interviews that have been carried out by researchers, it is found that the inhibiting factors for the Social Service in improving the welfare of the elderly are:

##### **1. Social Policy**

Social policy is a form of public policy which is a government decision made to respond to issues of a public nature, namely overcoming social problems or meeting the needs of the community at large, in other cases social policy can be said to be a social aspect related to social welfare (Magil : 1986). Social policy is very important as a basis and reference in implementing welfare programs in accordance with the objectives to be achieved. Social policy constraints in Gayo Lues Regency as stated by the Head of the Gayo Lues Regency Social Service for the elderly in Gayo Lues Regency, Mr. Jasiwa Maytense, SE, MM (Monday, 15 March, 10.25 WIB)

*"The obstacle in terms of policy is that the holders of the Regional Government of Gayo Lues Regency have not been serious in solving community welfare problems, especially the elderly, where social welfare programs have not been categorized as special programs but general programs that can be carried out by anyone so that the results of the program are*

*cannot be measured, even though the handling of social problems should be carried out by people who understand social problems themselves, in other words, policy makers do not understand the main tasks of the Social Service”*

Based on the results of the interview, for the local government of Gayo Lues district, the social policy should be a top priority to be implemented, one of the things that can be done is the existence of special regional regulations regulating the welfare of the community, especially the elderly. Added by the Head of the Social Rehabilitation Section Mr. Salamuddin, SE (Wednesday, March 16 2021, 10.20 WIB)

"References related to minimum service standards (MSS) in the social sector have been known by local governments and become benchmarks related to the implementation of community welfare improvement programs, especially for the elderly, but the application cannot be implemented optimally because the issue of community welfare is still less attractive than the issue of infrastructure development. , even though the Social Service is one of the agencies that is obligated to carry out basic social services, so at the time of compiling activities and programs we try to make the best possible mental and difficult to become an activity program for many reasons such as a minimal budget and many other priority needs”

The conclusion obtained from the results of interviews conducted by researchers is that there are no social policies made by policy makers in Gayo Lues Regency that are pro to improving community welfare, especially the welfare of the elderly, social policies implemented so far are still general in nature, and have not touched the problems that It exists because it is considered that activities to improve the welfare of the elderly are not an urgent matter and a priority for the region.

## **2. Budgeting System**

Minimal budgeting or funding for programs implemented by the Social Service has an impact on poor services optimal for the community, especially the elderly. The results of an interview with the Head of the Social Service of Gayo Lues Regency, Mr. Jasiwa Maytense, SE, MM, namely (Monday, March 15, 2021, 10.33 WIB)

*“In the budgeting system so far, the Social Service has not been in sync with stakeholders, such as the TAPK Team, DPRK. The Department of Social Affairs is considered only the agency for providing assistance, and the implementation of the program is considered to have no effect on development in Gayo Lues Regency”*

Regarding the obstacles faced by program implementers at the Social Service in carrying out activities as stated by Mr. Said Muhammad, SE as Head of Social Empowerment and Handling of the Poor (Wednesday, 17 March 2021, 10.40 WIB)

"The budget contained in the DPA of the Social Service in the Empowerment sector is very minimal, in 2020 the budget for the provision of basic necessities for people affected by COVID-19, especially the elderly affected by COVID, is only around 100 million rupiah with a target of up to 500 beneficiaries, so the type of assistance provided is minimal. Plus we don't have a special budget for field officers who carry out data collection and aid distribution systems, so far we still depend on the compassionate budgeting of the Ministry of Social Affairs which is limited in number while the reach of the data collection system, especially the elderly is very far so the data collection system is still not optimal. .The Social Service also provides assistance called assistance for poor widows (BKJM) for the elderly but only serves as a data collector and distributor, while the distribution system is carried out by the Financial Management Office, there is no coordination regarding the number of recipients who have been assisted, the recipient is not known Aid is a multiple recipient, so that when there is a problem with the distribution of aid, for example, aid funds do not enter the community's account, they come to the Social Service and the Social Service, which must



deal with it."so that when there is a problem with the distribution of aid, for example, aid funds do not enter the community's account, they come to the Social Service and the Social Service, which must deal with it."so that when there is a problem with the distribution of aid, for example, aid funds do not enter the community's account, they come to the Social Service and the Social Service, which must deal with it."

## V. Conclusion

Based on the results of the discussion in the previous chapter, the researcher can draw the following conclusions:

- a. The role of the Social Service in improving the welfare of the community in Gayo Lues Regency (the study of the welfare of the elderly) has been carried out in accordance with existing regulations but its implementation has not been optimal, this can be seen from the analysis of Soekanto's theory as follows:
  1. Norm. The role includes the norms that are associated with a person's position in society or the ideal role which is a series of rules in people's lives. The social service in this case has carried out an activity program in accordance with existing rules as stated in Law Number 13 of 2018 concerning Elderly Welfare and Minister of Social Affairs Regulation Number 9 of 2018 concerning Technical Standards for Basic Services on Minimum Service Standards for Social Services.
  2. Draft. Role is a concept of what individuals in society can do as an organization or expected role. Limited programs and budgets at the Social Service and limited human resources and facilities and infrastructure so that efforts to improve the welfare of the elderly in accordance with applicable regulations cannot be implemented
  3. Behavior. The role as individual behavior that is important for the social structure of society or the role that has been carried out (actual role), namely the role that is actually carried out is a person or institution that is based on concrete realities in the field or in real social communities. The Social Service in this case has carried out efforts to improve welfare by carrying out assistance to the elderly by Social Service officers such as District Welfare Workers, Elderly Assistants, Social Workers and others, providing assistance in accordance with the program as well as collaborating with advanced social welfare institutions. age (LKS-LU) in the implementation of mentoring and program development.
- b. The obstacles or constraints faced by the Social Service in improving the welfare of the community in Gayo Lues Regency, especially the welfare of the elderly, are:
  1. There is no specific social policy to improve the social welfare of the community, especially policies that are pro-aged in Gayo Lues Regency, the policies and programs currently being implemented are only partial.
  2. The lack of budget to support the Social Service program activities in an effort to improve the welfare of the community in Gayo Lues Regency, especially the elderly
  3. Human Resources who have low quality in carrying out activities so that the services carried out are not optimal and
  4. Limited facilities and infrastructure that make it difficult for officers to handle the elderly plus the geographical location of where the elderly live which is difficult to access so that the elderly are not touched by optimal service programs

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