



Family Social Support and Its Impact on Home Care Services in The Elderly

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ABSTRACT

The presence of home care can help the community in caring for the elderly. However, on the one hand, the elderly often feel left behind, so they then need social support from their families. Then social support will also influence home care services. This research will be carried out to look at how social support can have an impact on home care services in the elderly community. A qualitative approach will be used in this research. The data used in this study comes from various research results and previous studies, which still have relevance to the contents of this research. The results of this study then found that the provision of social support can meet the physical and psychological needs of the elderly at home care. Apart from the elderly, social support from the family can also increase nurses' performance and reduce stress and burnout.

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ABSTRAK

Kehadiran home care dapat membantu masyarakat dalam merawat lansia. Namun di satu sisi, lansia seringkali merasa tertinggal, sehingga mereka kemudian membutuhkan dukungan sosial dari keluarganya. Kemudian dukungan sosial juga akan mempengaruhi pelayanan home care. Penelitian ini akan dilakukan untuk melihat bagaimana dukungan sosial dapat berdampak pada pelayanan home care pada komunitas lansia. Pendekatan kualitatif akan digunakan dalam penelitian ini. Data yang digunakan dalam penelitian ini berasal dari berbagai hasil penelitian dan penelitian sebelumnya yang masih memiliki relevansi dengan isi penelitian ini. Hasil penelitian ini kemudian menemukan bahwa pemberian dukungan sosial dapat memenuhi kebutuhan fisik dan psikologis lansia di panti jompo. Selain lansia, dukungan sosial dari keluarga juga dapat meningkatkan kinerja perawat dan mengurangi stress dan burnout.

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INTRODUCTION

The social phenomenon faced by both developed and developing countries today is the increasing number of elderly populations. This is inseparable from the increased quality of life and longer life expectancy. There has been a change in the composition of the population in the last decade where the elderly population is greater than the population aged children and adults. The data shows that the number of elderly in Indonesia continues to increase. The 2010 BPS census recorded 19,036,600 elderly people. It continues to increase, in 2015 to 22,630,882 people, and in 2025 to 35,916,000 people (Guerrero et al., 2021).

Elderly people are vulnerable to experiencing social problems in the form of poverty, economic and social neglect, and mistreatment (acts of violence). The state is obliged to protect as mandated in the Constitution and the Elderly Welfare Law number 13 of 1998. The existing Elderly Welfare Service Institutions in South Sulawesi cannot meet the needs and number of elderly people. The elderly who are difficult to care for are usually transferred to various institutions or home care (Chaurasia & Srivastava, 2020).

Even though the elderly can enjoy care at an orphanage or home care, there are still many elderly who choose to remain in family care rather than having to enter an orphanage. Psychological factors are the main reason. An unwillingness to leave a residence that has been occupied long enough to have provided enough memories. And imagine the difficulty of adapting to the new atmosphere in the orphanage, which may be very different from the values that have been adhered to so far (Hammad et al., 2022).

The family is the best place for the elderly compared to the orphanage, but not all the elderly have families. Many of them live alone. Living alone without relatives with limited economic conditions and household facilities. Or have relatives but live separately because each forms their household. In such conditions, what helps the elderly the most is social sensitivity or the community and the family to provide assistance, protection, and attention (Carr & Utz, 2020). Strong kinship, trust, and existing social networks are forms of social capital. Meanwhile, assistance received from other people or the social environment is known as social support. Elderly service programs must be developed at home, with family, and in the community. This program should develop the role of social capital and social support (Guo & Chen, 2022).

Although home care generally means leaving the elderly elsewhere, family support can still be provided in various forms. These various family supports can help the level of services in home care. Based on the brief discussion above, the researcher is then interested in researching how social support is provided to home care services and the effects that arise for the elderly.

LITERATURE REVIEW

Family Social Support

A family is a collection of two or more people who live together with an emotional attachment where each individual has their role as part of the family. According to Ahmadi, "Family is a group formed from the relationship between men and women, the relationship which lasts a long time to create and raise children". So the family, in its pure form, is a social unit consisting of a husband, wife, and immature children (Evans et al., 2020).

Another opinion explains that the notion of family is divided into two, namely, the understanding of family psychologically and the understanding of family biologically. First, family is psychologically defined as a group of people living together in a common residence. Each member feels an inner bond so that mutual influence occurs, care for each other, and surrender to each other. Second, the notion of family biologically shows the family ties between mother, father, and children that continue because of blood relations that cannot be separated (Indekeu & Hens, 2019).

Meanwhile, according to Johnson and Johnson, "Social support is the existence of other people who can be relied upon to provide assistance, encouragement, acceptance, and attention to improve the welfare of the individual concerned". Gore stated, "Social support is often obtained from the closest relations, namely from family or friends. The strength of social support that comes from the closest relationships is one of the psychological processes that can maintain healthy behavior in a person" (Mensah, 2021).

Friedman, Bowden, & Jones explained that there are four types of support, namely: informational support, appraisal support, instrumental support, and emotional support.

a) Informational support

Informational support is the support that functions as a collector of information about everything that is used to express a problem. This type of support is very useful in suppressing the emergence of a stressor because the information provided can contribute specific suggestive actions to individuals. It consists of advice, suggestions, instructions, and provision of information (Dari-Mattiacci et al., 2021).

b) Appraisal or reward support

Appraisal support or appreciation, namely, the family acts as feedback, guides, and handles problems, as well as a source and validator of the identity of family members. This dimension occurs through expression in the form of a positive greeting with the people around it, encouragement, or a statement of approval of individual ideas or feelings. Positive comparisons with others are like asserting that others may be unable to do better (Alahmari et al., 2022).

c) Instrumental support

Instrumental support focuses on the family as a source of practical and concrete assistance in direct assistance from people relied on, such as material, labor, and facilities. Real support, where this support is in the form of direct assistance. This dimension shows support from the family in a tangible form towards the dependency of family members. This instrumental dimension includes providing facilities to facilitate or help others, including providing time opportunities (Sahay & Wei, 2022).

d) Emotional support

Emotional support places the family in a safe and peaceful place to rest and can help control emotions. With the existence of emotional support in the family, it will positively affect the growth and development of its members (Brown & Shenker, 2021).

Elderly

The Elderly is an advanced stage characterized by a decrease in the body's ability to adapt to environmental stress. The Elderly is characterized by a person's failure to maintain balance against physiological stress conditions. The Elderly can also be interpreted as someone who is > 60 years

old and is powerless to earn his living to meet his daily needs. 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 (Fragala et al., 2019).

In Indonesia, the elderly are aged 60 years and over. This is confirmed in Law Number 13 of 1998 concerning elderly welfare in Chapter 1 Article 1 Paragraph 2, that what is referred to as an elderly person is someone who has reached the age of 60 years and over, both men and women. According to the World Health Organization (WHO), there are four stages, namely:

- a) Middle age (45-59 years old).
- b) Elderly (60-74 years old).
- c) Old age (75-90 years old).
- d) Very old age (very old) > 90 years old (Herlina, 2022).

According to the Indonesian Ministry of Health, the elderly are grouped into elderly (60-69 years) and elderly with high risk (over 70 years or more with health problems). According to the Indonesian Ministry of Health, the classification of the elderly consists of the following:

- a) Pre-elderly is someone aged between 45-59 years.
- b) The Elderly is someone aged 60 years or more.
- c) A high-risk elderly is someone aged 60 years or more with health problems.
- d) Potential elderly are elderly who can still do work and activities that can produce goods or services.
- e) Non-potential elderly are elderly who are powerless to make a living, so their lives depend on the help of others (Kurniawidjaja et al., 2022).

According to Suardiman, Kuntjoro, and Kartinah, old age is vulnerable to various life problems. Common problems faced by the elderly include:

- a) Economic problems

Old age is marked by a decrease in work productivity, entering retirement, or stopping the main job. On the other hand, the elderly are faced with increasing needs, such as nutritious food, routine health checks, social needs, and recreation. The elderly with a pension have better economic conditions because they have a monthly fixed income. The elderly who do not have a pension will bring groups of elderly people in dependent conditions or become dependents of family members (Carrino et al., 2020).

- b) Social problems

Entering old age is characterized by reduced social contact with family members or the community. Lack of social contact can lead to feelings of loneliness, and sometimes regression behavior appears, such as crying easily, isolating oneself, and whining when meeting other people so that the behavior returns to that of a child (Neves et al., 2019).

- c) Health problems

Increasing old age will be followed by increasing health problems. Old age is characterized by decreased physical function and susceptibility to disease (Angulo et al., 2020).

- d) Psychosocial problems

Psychosocial problems can cause balance disorders that lead the elderly to progressive damage or deterioration, especially sudden psychological aspects, for example, confusion, panic, depression, and apathy. This usually stems from the emergence of the most severe psychosocial stressors, such as the death of a spouse or a close relative or psychological trauma (Chen et al., 2021).

METHOD

This research will be carried out using a qualitative approach. The analytical method that will be used is descriptive analysis. The data used in this study comes from mixed results of previous studies and studies that still have relevance to the research discussion. After the research data has been collected, the next step is to process the existing data so that the conclusions in this study can be found (Hamzah, 2021).

RESULT AND DISCUSSION

Social Support for the Elderly

It is hoped that with social support, the elderly will feel cared for, valued, and loved. Social support can provide physical and psychological comfort to individuals. It can be seen how social support influences the occurrence and effects of anxiety states. The elderly, as someone in a family environment, is expected to feel the benefits of social support provided by the family because social support can affect individuals' physical and psychological aspects.

Two theories explain how social support can have this physical and psychological influence, especially for the elderly. The buffering hypothesis theory explains that social support protects individuals by countering the negative effects of high-stress levels, namely in the following two ways:

- a) When individuals face a strong stressor, such as a financial crisis, individuals with high levels of social support perceive the situation as less stressful than individuals with low levels of social support. Individuals with a high level of social support hope that someone known to the individual will help them (Abbas et al., 2021).
- b) Social support can change a person's response to previously received stressors. For example, individuals with high social support may have someone who can solve individual problems, see the problem as something that is not too important, or enable the individual to find a bright spot in the problem (Woon et al., 2021).

Then in the theory of the direct effect hypothesis, it is explained that individuals or the elderly with high levels of social support have strong feelings that these individuals are loved and valued. Individuals with high social support feel that other people care about and need the individual, so this can lead the individual to a healthy lifestyle. Even though many elderly people often live in home care due to various problems such as the economy and others, the elderly who still provide social support will have the elderly feeling that, at that time, they were still loved by their families.

Aspects of Instrumental, Informational, Emotional, and Appreciative Support for the Elderly

- a) Instrumental Support

Lilik stated that instrumental support is the provision of materials that can provide direct assistance, such as loans of money provision of goods, food, and services. This support can reduce stress because individuals can directly solve material-related problems. Instrumental support is needed to solve problems more easily (Riser et al., 2023).

Families can provide instrumental support by giving money, food, clothing, and even prayer hijab. This is because

the family will feel obliged to provide instrumental support in the form of money because the elderly, as humans, generally need money for snacks or other needs. In addition to giving money, families can also provide food for the elderly. Families also feel obliged to provide clothing and food support to the elderly because no one else can provide it other than the family because the family is the closest source of social support for the elderly.

Providing support in this form can overcome the problems of the elderly related to meeting physical needs, such as clothing and food. With the provision of instrumental support by the family, the physical needs of the elderly, such as the need for clothing and food, can be fulfilled.

b) Informational Support

According to Lilik, this support involves providing information, suggestions, or feedback about individual situations and conditions. This information can help individuals easily identify and resolve problems (Fu et al., 2020).

Families can provide informational support in the form of suggestions or reminders. Families feel obliged to provide information in the form of suggestions or remind the elderly not to do things that can cause problems for the elderly. In this case, the family reminds the elderly not to wash their clothes and not to eat food that invites asthma that the elderly suffer from. Providing this support can provide information to the elderly so that the elderly recognize and overcome their health-related problems. Providing informational support by the family can maintain the health of the elderly by carrying out routine health checks at the hospital facilitated by the family. Therefore, with the provision of informational support by the family, the physical needs of the elderly, such as the need for health, can be met.

c) Emotional Support

According to Lilik, forms of emotional support can make individuals feel comfortable, confident, cared for, and loved by sources of social support so that individuals can deal with problems better. This support is very important in dealing with circumstances that are considered uncontrollable (Lin & Kishore, 2021).

The elderly get emotional support from the family, namely, the family pleases the elderly and entertains the elderly. Families pay attention to the elderly when the elderly look sad and cry and daydream, the family communicates by saying that the elderly don't need a lot of thought. This is done because the family is the main social group with the greatest and closest emotional bonds with the elderly, for example, by communicating with each other. Providing emotional support makes the elderly feel happy and comforted, so the elderly can overcome psychological problems. By providing emotional support from the family, the psychological needs of the elderly can be fulfilled, namely, feeling cared for and loved.

d) Award Support

According to Lilik, this form of support is in the form of positive appreciation for individuals, encouragement, approval of individual opinions, and positive comparisons with others. This form of support assists the individual in building self-esteem and competence (Maurer & Daukantaitė, 2020).

The family provides appreciation support to the elderly by approving their wishes and opinions of the elderly. The family consents to the wishes and opinions of the elderly and does not compare the elderly with other parents. Giving consent to the elderly to participate in an activity allows the

elderly to overcome their problems, namely boredom and being too late to be silent. With the family providing appreciation support, the elderly feel they have self-esteem and competence. By approving what the elderly say and by not comparing it with other people with negative things, the elderly feel valued so that they can build their self-esteem and can give the elderly a zest for life. With the provision of esteem support from the family, the elderly can solve their psychological and social problems. Therefore, giving appreciation and support to the family can meet the psychological and social needs of the elderly.

Family Social Support and Home Care Services

In the process, workers' performance in home care for the elderly will increase due to social support from elderly families. This is because certain factors cause job satisfaction and can put on positive satisfaction in the long term. But if these factors are not present, then dissatisfaction arises in carrying out the work. One form of this factor is the social support provided by the elderly family. Therefore, it can be said that the social support of elderly families will affect the performance of home care nurses. One of the most important things in generating enthusiasm at work is the support given by the people around, where the presence of high social support will positively impact performance.

Apart from an increase in work, the presence of family social support will also reduce nurse burnout. This is because the basic motivation and attitude towards work can very well determine the success or failure of a person. In other words, a person needs support or motivation to compensate for what he experiences in his work. This is also in line with the effect of family social support on burnout, where if a person receives social support from the family, it greatly contributes to reducing the stress that causes burnout. Considering that the risks posed by burnout are negative, an active effort is needed to create a work situation that can lead to comfort at work. Social support has many effects because positive support can restore a person's physical and psychological condition. Therefore, family social support can influence nurse burnout.

It can be said that social support from the family, in general, will have a positive effect on improving performance and reducing the feeling of burnout for nurses in home care. Of course, social support from the family is generally beneficial for all parties, both the elderly and the nurses.

CONCLUSION

Social support from the family has positive implications for the elderly and workers in home care. The elderly will feel that they are still loved and valued. The existence of instrumental support will provide fulfillment of physical needs such as clothing and food. Then the fulfillment of informational support causes the elderly to maintain their health better. Furthermore, emotional support causes the psychological needs of the elderly such as feeling loved and cared for, to be fulfilled. Finally, appreciation support develops self-esteem and competence in the elderly. By providing instrumental, informational, emotional, and appreciation support by the family to the elderly, the physical and social psychological needs of the elderly can be met, and the family has provided good social support to the elderly. Social support from the family is very important for the elderly, especially the elderly who have no potential

because if there is no social support from the family, the elderly will become neglected and will cause new problems both for the elderly individual himself, for the family as well as for the community and government. As for social support from families to workers and home care nurses, it causes increased performance and reduced feelings of burnout at work.

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