

ABSTRAK

DIMAS SAPUTRA, 20.04.003. Pelayanan Sosial Lanjut Usia Terlantar di Sentra Terpadu Pangudi Luhur Bekasi di Kota Bekasi, dibimbing oleh Denti Kardeti dan Pribowo

Bonus demografi dan keterbatasan jumlah lembaga kesejahteraan sosial lanjut usia di Indonesia menjadi dasar Sentra Terpadu Pangudi Luhur Bekasi memberikan pelayanan sosial kepada lansia terlantar. Penelitian ini bertujuan untuk mengetahui tentang: 1) bentuk pelayanan sosial lanjut usia terlantar, 2) fungsi pelayanan sosial lanjut usia terlantar, 3) aspek aksesibilitas pelayanan sosial lanjut usia terlantar. Metode yang digunakan dalam penelitian ini menggunakan pendekatan kualitatif. Teori yang dikemukakan oleh Alfred J Kahn menyatakan bentuk pelayanan sosial seperti; perawatan jangka panjang, perawatan pribadi jangka panjang, dan perumahan berkumpul. Fungsi dalam pelayanan sosial seperti fungsi sosialisasi dan pengembangan, fungsi terapi, pertolongan, rehabilitasi termasuk perlindungan dan perawatan pengganti, serta fungsi akses, informasi, dan nasihat. Aksesibilitas memperhatikan kompleksitas birokrasi modern, keanekaragaman pengetahuan, diskriminasi, dan jarak geografis. Hasil penelitian menunjukkan bahwa dalam pelayanan sosial yang dilakukan dengan komprehensif kepada lanjut usia terlantar. Bentuk pelayanan mencakup layanan residensial, komunitas, dan keluarga yang sejalan dengan kerangka teori Alfred J. Kahn yakni perawatan jangka panjang. Fungsi pelayanan sosial diberikan untuk memenuhi kebutuhan dasar dan meningkatkan kualitas hidup para lansia dengan terapi dan bantuan yang diberikan. Aksesibilitas pelayanan diberikan dengan jangkauan yang luas dan beragam profesi yang terlibat. Hambatan dalam pelayanan sosial lansia terlantar seperti sumber daya manusia, wilayah kerja yang luas serta kebijakan pemerintah daerah yang belum mendukung kesejahteraan sosial lanjut usia.

Kata Kunci: Pelayanan Sosial, Bentuk Pelayanan Sosial, Fungsi Pelayanan Sosial, Aksesibilitas Pelayanan Sosial

ABSTRACT

DIMAS SAPUTRA, 20.04.003. *Social Services for Neglected Elderly at Sentra Terpadu Pangudi Luhur Bekasi in Bekasi City, Supervised by Denti Kardeti and Pribowo.*

The demographic bonus and the limited number of social welfare institutions for the elderly in Indonesia have led the Sentra Terpadu Pangudi Luhur Bekasi to provide social services for neglected elderly. This study aims to understand: 1) the forms of social services for the neglected elderly, 2) the functions of social services for the neglected elderly, and 3) the accessibility of social services for the neglected elderly. This research used a qualitative approach. Alfred J Kahn's theory states that the forms of social services include long-term care, personal long-term care, and congregate housing. Functions in social services such as socialization and development functions, therapy functions, assistance, rehabilitation including protection and substitute care, as well as access, information, and advice functions. Accessibility considers the complexity of modern bureaucracy, diversity of knowledge, discrimination, and geographic distance. The results show that comprehensive social services are provided to neglected elderly. The forms of services include residential, community, and family services, in line with Alfred J. Kahn's framework of long-term care. The function of social services is provided to meet the basic needs and improve the quality of life of the elderly through therapy and assistance provided. Accessibility of services is provided with a wide reach and diverse professions involved. The obstacles in providing social services for the neglected elderly include human resources, a wide work area, and local government policies that do not yet support the social welfare of the elderly.

Keywords: Social Services, Forms of Social Services, Functions of Social Services, Accessibility of Social Services