

ABSTRACT

Ziddan Wahid Freeheartman, NRP. 18.04.300. *The Effectiveness of Elderly Services at Fakku Raqabah Nursing Home in Bandung City. Supervised by SAKRONI and UJANG MUHYIDIN*

This study aims to examine the following: (1) the demographic characteristics of the respondents; (2) the level of understanding among the elderly regarding the elderly care programs at Fakku Raqabah Nursing Home; (3) the accuracy of beneficiary targeting within the elderly services provided; (4) the timeliness of service delivery; (5) the extent to which the service objectives have been achieved; and (6) observable outcomes resulting from the implementation of elderly services at Fakku Raqabah Nursing Home. A descriptive research method with a quantitative approach was employed. The study utilized internal data sources, with primary data collected directly from the institution under study. Secondary data comprised institutional documents and administrative records related to the 39 elderly respondents. The primary data collection instrument was a questionnaire developed using a likert scale to assess the effectiveness of the services provided. The findings indicate that, overall, the services at Fakku Raqabah Nursing Home are categorized as highly effective. However, the aspect of service timeliness scored below the optimal level. This shortfall highlights the need for institutional improvement, particularly in the area of healthcare service scheduling. It is recommended that the Fakku Raqabah Nursing Home immediately appoint a medical doctor to ensure the regular implementation of monthly health check-ups for the elderly, thereby improving health-related outcomes. Furthermore, the institution should initiate skill development and psychosocial counseling programs to address the psychosocial challenges faced by the elderly—services which are currently lacking. The recruitment of professional social workers and psychologists is also essential to ensure the provision of comprehensive and professional psychosocial support for beneficiaries.

Keywords: *Effectiveness, Social Services, Nursing Home, Welfare, Elderly.*