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Housing for Elderly in Nursing Home on the Level of Satisfaction in the work Area of Social Service of Surabaya

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Abstract

A large number of elderly suffer degenerative brain function decline with the characteristics of progressive loss of memory function and other cognitive abilities. The number is increasing in almost several. The purpose of this study was to look at the effect of housing for the elderly in Nursing Home on the level of satisfaction of the elderly in the Social Service area of Surabaya.

The research design used was "Pre-Experimental" design. The variable in this study was the intervention variable that was the housing for the elderly in the Nursing Home and the output variable that was the satisfaction of the elderly. The population was all the elderly in the work area of the Surabaya Social Service, with the criteria for the age limit of the elderly 60 years and over, with a probability sampling technique. The statistical test used was the Wilcoxon Signed Rank Test.

The results of the study obtained were divided into before and after the housing. Before the housing treatment, there were 133 respondents (88.6%) who were at good satisfaction level and there were 17 respondents (11.4%) who were at very good satisfaction levels. After the housing treatment, the results showed that there were 107 respondents (71.3%) who were at good satisfaction level and there were 43 respondents (28.7%) who were at very good satisfaction level. In addition, the results of the Wilcoxon sign rank statistical test was 0.00. It indicated that there was an effect of housing for the elderly on their level of satisfaction.

Keywords : *Elderly, Nursing home, satisfaction*

Introduction

A large number of elderly suffer degenerative brain function decline with the characteristics of progressive loss of memory function and other cognitive abilities. The number is increasing in almost several countries.¹ Elderly people tend to experience physical decline and emotional increase, so in terms of architecture, they are certainly different from humans when they were young. According to the Law of the Republic of Indonesia Number 13 of 1998 concerning Elderly Welfare (*Undang-undang Nomor 4 Tahun 1965 tentang Pemberian Bantuan Penghidupan Orang Jompo*), efforts to improve the welfare of the elderly are still limited to the

provision of efforts referred to in Law Number 4 of 1965 concerning the Provision of Livelihood for the Elderly, which is currently found to be inadequate then the development of elderly problems. Therefore, those who have experience, expertise and wisdom need to be given the opportunity to play a role in development. Based on some observations conducted, there are problems at the Nursing Home that make the elderly feel uncomfortable. Therefore, several studies were conducted to obtain the design criteria for the Werdha Nursing Home.¹

The elderly in 2000 amounted to 7.28% and is projected to increase to 11.34% in 2020, while the population with dementia in 2030 is around 75.6 million and will increase 3 times in 2050 (135.5 million). It shows a fairly high increase which requires immediate treatment and prevention. Meanwhile, around the world, the elderly with dementia reaches almost 47.5 million, from which 58% live in the countries that have low or medium-income per capita (Vega SFD, et al,

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2018), including in Indonesia. Furthermore, Korean government provides subsidies for families who adopt the elderly to be treated at home.²

Broadly the changes experienced by the elderly are divided into 3: physical, psychological and cognitive changes. Physical changes include changes in the sensory system, musculoskeletal system, cardiovascular system, and respiration as well as changes in metabolism; psychological changes include experiencing anxiety, loneliness, and depression; while cognitive changes experienced by the elderly are in the form of decreased memory, IQ (Intelligence Quotient), learning ability (learning), comprehension ability (comprehension), problem-solving, decision making, wisdom, performance, and motivation. As a result, the changes experienced by the elderly cause various disorders, and will have an impact on their satisfaction and quality of life.³ Oliver defines satisfaction as the level of one's feelings after comparing the performance or the results that he feels with his expectations. The level of satisfaction is a function of the difference between perceived performance and expectations. Individual perceptions of life in society in the context of existing cultural and value systems are related to goals, expectations, standards, and concerns and become a very broad concept that is influenced by individual physical conditions, psychological, level of independence, and the relationship of individuals with the environment. It is referred to as quality of life (World Health Organization Quality of Life (WHOQOL)).⁴ Quality of life is an important indicator to assess health care interventions in terms of prevention and treatment. Low quality of life of the elderly is a result of various diseases that have an impact on decreased productivity and they can not carry out daily activities normally in terms of physical, psychological or mental, social and spiritual, a burden for the family both socially and economically, decreased mental capacity, change in social roles, senility. Depression in the elderly is influenced by several factors namely age, sex, physical ailment, economic, spiritual, insomnia and level of independence.⁵

Panti Werdha (nursing home) is one of the solutions to entrust elderly parents to be cared for and socialize with their peers. Some of them sometimes want to be alone since they do not want to bother their family or relatives and want to spend their old age in peace.

Panti Werdha itself, in general, is considered negative by Indonesians. This negative view is compounded by the current condition of the *Panti Werdha* which is still unfit for habitation without paying too much attention to the comfort and safety. The natural and fostered human environment has a major influence on feelings, behavior, general health problems, and productivity. Humans respond consciously and unconsciously to their homes and workplaces. When a person's sense of comfort is fulfilled, he will usually respond positively to his environment and people are more receptive to space and content if they provide comfort.⁶ It can be concluded that the environment, both natural and fostered environment more or less bring influence to humans. A comfortable environment will also have a positive impact on the psychological inhabitants. Therefore, in architectural design, an understanding of the characteristics of its inhabitants is needed so that a built environment (architecture) that is suitable for its residents is produced. It also can have a positive impact and create the desired behavior. Likewise, the Nursing Home, by understanding the characteristics of the elderly, is expected to create residential buildings suitable for the elderly. If housing for the elderly in the institution is established and managed effectively, it will be able to increase satisfaction both for patients and for caregivers (nurses). It can also support good development for the cognitive and physical function of patients. A research conducted in 2014 proves that elderly adult patients who do home care are reported to have high levels of life satisfaction and low levels of loneliness and stress levels, compared to those who do not do home care. To maintain quality of life and improve prognosis, care is needed that involves family or home care that is ongoing and uninterrupted from hospital care.⁷

Method

The research design used was "Pre-Experiment" which was one form of research design which intended to uncover a causal relationship from the effect of housing for the elderly in nursing home on the level of their satisfaction. The population in this study was all elderly in the work area of the Surabaya Social Service. The sample of this study was the elderly in the work area of the Surabaya Social Service. Probability sampling technique was simple random sampling. The intervention variable was housing for the elderly in the

nursing home and the output variable was the satisfaction of the elderly. The instrument in this study included; the intervention variable used instrument for housing for the elderly, while the output variable used the instrument for the level of satisfaction of the elderly. This research was conducted in the work area of the Surabaya Social Service. The research was carried out on July 1-20, 2019. The data were then processed and tested using the Wilcoxon Signed-Rank with a significance level of $p \leq 0.05$ (SPSS program).

Ethical issues to guarantee the rights of respondents in conducting this research included: the consent sheet that was given to the subject; the researcher did not include the subject's name; the confidentiality of the information provided by the subject was guaranteed by the researcher.

Results

1. Characteristics of Respondents by Age

Table 1
Characteristics of the Respondents based on the Age of the Elderly in the Work Area of the Surabaya Social Service on 01-20 July 2019 with a total of 150 Respondents.

No	Age	Frequency	Percentage (%)
1	Seniors. 60 - 75 years	82	54.6%
2	Old Age. 75 - 90 years	68	45.4%
Total		150	100%

Table 1 shows that the respondents were mostly in the seniors category between 60-75 years old with the total of 82 elderly (54.6%), while the rest were in the old age category between 75-90 years with the total of 68 elderly (45.4%).

2. Characteristics of Respondents by Gender

Table 2 Characteristics of Respondents by Gender in the Work Area of Surabaya Social Service on July 1-20 July 2019 with a total of 150 respondents.			
No	Gender	Frequency	Percentage (%)
1	Male	79	52.6%
2	Female	71	47.4%
Total		150	100%

Table 2 shows that there were 79 male respondents (52.6%) and 71 female respondents (47.4%).

3. Characteristics of Respondents Based on Length of Stay

Table 3 Characteristics of Respondents Based on Length of Stay in the Work Area of the Surabaya Social Service on July 1-20, 2019 with a total of 150 respondents.			
No	Length of stay	Frequency	Percentage (%)
1	1 year	28	18.6%
2	2 years	63	42%
3	3 years/ more	59	39.4%
Total		150	100%

Table 3 shows that from 150 respondents, 28 respondents (18.6%) had lived for 1 year, 63 respondents (42%) had lived for 2 years, and 59 respondents (39.4%) had lived for 3 years or more.

4. Characteristics of Respondents Based on Frequency of Family Visits

Table 4		Characteristics of Respondents Based on Frequency of Family Visits in the Work Area of Surabaya Social Service on July 1-20 July 2019 with 150 respondents.	
No	Frequency of visits	Frequency	Percentage (%)
1	Frequent (> 1 time in 1 month)	16	10.6%
2	Rare (1 time in 2 months)	42	28%
3	Never	92	42.28%
	Total	150	100%

Table 4 shows that of the 150 respondents found that 16 respondents (10.6%) were frequently visited by their families, 42 respondents (28%) were rarely visited by families, and 92 respondents (61.4%) were never visited by families.

1. Elderly Satisfaction Level before treatment

Table 5		Level of Elderly Satisfaction in the Work Area of Surabaya Social Service on July 1-20 July 2019 with 150 respondents	
No	Satisfaction Level	Frequency	Percentage (%)
1	Poor	0	0%
2	Enough	0	0%
3	Good	133	88.6%
4	Very good	17	11.4%
	Total	150	100%

Table 5 shows that out of 150 respondents, 133 respondents (88.6%) were in the good satisfaction category and 17 respondents were in the very good satisfaction category (11.4%). Details of each aspect of the questionnaire can be seen in the appendix.

2. Elderly Satisfaction Level after treatment

Table 6		Level of Elderly Satisfaction in the Work Area of Surabaya Social Service on July 1 - 20 2019 with 150 respondents on July 1-20 July 2019 with 150 respondents	
No	Lonely Rate	Frequency	Percentage (%)
1	Poor	0	0%
2	Enough	0	0%
3	Good	107	71.3%
4	Very good	43	28.7%
Total		150	100%

Table 6 shows that out of 150 respondents, 107 respondents (71.3%) were in the good satisfaction category and 43 respondents were in the very good satisfaction category (28.7%). Details of each aspect of the questionnaire can be seen in the appendix.

3. Effect of housing for the elderly in the nursing home on the their level of satisfaction

Table 7		The effect of housing for the elderly in the nursing home on the their level of satisfaction	
Loneliness Level		Frequency	
Negative ranks		0	
Positive ranks		150	
Ties		107	
Mean Rank		75.5	
P		0,000	

Table 7 shows that a significance value of 0.00 means that there is an effect of housing for the elderly in nursing home on their level of satisfaction.

Discussion

The researcher designed this study to find out the effect of housing for elderly in nursing home on their level of satisfaction in Surabaya Social Service Work Area in accordance with the research objectives.⁹ This sub-chapter will discuss the following issues:

1. Elderly Satisfaction Level before treatment

Table 5.5 shows that out of 150 respondents, 133 respondents (88.6%) were in the good satisfaction category and 17 respondents were in the very good satisfaction category (11.4%). Details of each aspect of the questionnaire can be seen in the appendix.

These results indicate that the level of satisfaction of the elderly before getting the treatment in the very good satisfaction category is 88.6%. The facilities or infrastructure available at the Panti Werdha Jambangan are quite adequate, for instance, there are bedrooms per room for 6-8 elderly which are distinguished between men and women. The bathroom is also equipped in each room, and each bathroom has a handle for the elderly.¹⁰ category. Therefore, it seems that the results were similar with the results before getting the treatment. However, if the results were observed in more detail, it was found that each respondent experienced an increase in the number even though the interval was good satisfaction.¹¹⁻¹⁴

Criteria that can be done to create a home layout for the elderly:

1. Reducing high-risk furniture
2. Additional handrails (toilets, stairs, corridors)
3. Bathroom/toilet seats
4. Good lighting
5. Non-slip/non-slippery floor (carpet and mat stick to the floor)
6. Bright colors
7. Location of the bedroom (downstairs, close to the bathroom)
8. Enlarge the space to walk
9. Pictures of joint activities are posted
10. Family rooms such as recreation rooms are equipped with entertainment facilities.
11. Avoid stacks of decorative objects or statues or objects that can block their space from standing.
12. Avoid stairs
13. The park is equipped with reforestation and therapy support

Conclusion

1. Level of satisfaction of the elderly before treatment in both categories at the Surabaya Social Service
2. The level of satisfaction of the elderly before treatment in both categories at the Surabaya Social Service
3. There is an influence of housing for the elderly with the level of their satisfaction in the Social Service of Surabaya

Conflict of Interest : nil

Ethical Clearance : This Research has been approved by STIKES HANGTUAH SURABAYA

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