

The Role of Social Services at the Payung Besurek Elderly Social Welfare Institution in Improving the Quality of Life of Older Adults

Eka Putra, Meriyanto

Department of Social Welfare , Institut Teknologi Pagar Alam, Pagar Alam City,
South Sumatra, Indonesia

Keywords:

Social services
Social welfare institutions
Quality of life
Older adults

ABSTRACT

The Payung Besurek Elderly Social Welfare Institution (LKS-LU) plays a role in providing social services to improve the quality of life of older adults. This study aims to examine the role of social services in enhancing the quality of life of older adults at LKS-LU Payung Besurek. A qualitative descriptive method was employed, involving data collection, processing, and analysis to draw conclusions relevant to the research objectives. The study involved six older adults, one institutional head, and one social worker. The findings indicate that LKS-LU Payung Besurek provides various social services, including case outreach and response, service advocacy and fulfillment of basic needs for older adults, individual social care, group capacity building, strengthening family roles in elderly welfare, social rehabilitation programs (Elderly Center/Teras Lansia), and productive economic activities for older adults. The study reveals that social services play an important role in improving the quality of life of older adults. These findings are consistent with social welfare concepts emphasizing the importance of fulfilling needs and providing social support for vulnerable groups. The holistic services provided by LKS-LU Payung Besurek help older adults live better and more meaningful lives. This study is expected to serve as an evaluation and development reference for elderly social welfare institutions.

Article history:

Received 04-15-2026
Revised 04-25-2026
Accepted 05-25-2026

Corresponding Author:

Eka Putra

Department of Social Welfare , Institut Teknologi Pagar Alam, Pagar Alam City, South Sumatra, Indonesia
Jl. Masik Siagim No. 75, Simpang Bacang, Pagar Alam, South Sumatra, Indonesia

Email: : putradul1996@gmail.com

Published by : Fakultas Ilmu Sosial dan Ilmu Politik Universitas Prof. Dr. Hazairin, SH
Bengkulu, Indonesia

ISSN : 2252-5270 & E-ISSN : 2620-6056



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1. Introduction

Older adults are a vulnerable group who require continuous social services to maintain and improve their quality of life. Humans are living beings created by God who grow, develop, and age over time. This process of growth leads to increasing age, which is accompanied by a gradual decline in physical strength. Aging can be identified through changes in an individual's life cycle, reflected in physical, mental, and psychosocial transformations. In general, this process is referred to as older adulthood (elderly) (Fauzi Kurniawan et al., 2023).

The growth of the elderly population worldwide has been increasing rapidly, including in Indonesia, as a result of rising life expectancy and advancements in the health sector. The increasing number of older adults globally reflects the success of scientific development, particularly in healthcare. The global elderly population is estimated to increase by 223%, or approximately 694 million people, between 1970 and 2025. This figure is projected to reach 2 billion by 2050, with 80% of the population residing in developing countries (WHO, 2002). This condition has shifted the global population structure from a pyramid shape in 2002 to a more cylindrical form by 2025 (Lukman Nul Hakim, 2020). Data from the Central Statistics Agency (BPS) show that in 2020, the elderly population (aged 60 and above) in Indonesia reached 26.82 million people, or approximately 9.92% of the total population. This figure is projected to increase to 13.82% by 2035 and continue rising to 19.89% by 2050. These projections indicate that Indonesia will enter the category of an ageing population within the next two decades, where the proportion of older adults exceeds 10% of the total population.

Older adulthood is a stage in human development that begins when individuals reach the age of 60 years. In Indonesia, the threshold for being categorized as elderly is 60 years. According to the World Health Organization (WHO), older age is classified into four categories: ages 45–59 as middle age, 60–74 as elderly, 75–90 as old, and above 90 as very old (Widyawati Bawu et al., 2025). According to WHO, the quality of life of older adults consists of four domains: physical health, psychological health, social relationships, and environmental aspects (WHO, 2004). The Global AgeWatch Index shows that the quality of life of older adults in Indonesia ranks 71st out of 96 countries. Physical,

cognitive, social, and psychosocial changes in older adults often contribute to a decline in their quality of life (Yusmaida & Zulkarnaini, 2024).

According to the World Health Organization (WHO), quality of life refers to an individual's perception of their position in life within the context of culture and value systems, and in relation to their goals, expectations, and concerns. Spirituality, self-esteem, health status, and social support from family influence quality of life. The dimensions of quality of life include physical, psychological, social, and environmental aspects. When these aspects are fulfilled, the quality of life of older adults is expected to be good, allowing them to enjoy old age in a meaningful, happy, and comfortable way. Quality of life is very important for older adults, as each individual may experience different levels of quality of life depending on how they perceive and interpret their lives. Older adults are considered to have a good quality of life when their physical, psychological, and environmental conditions are optimal, supported by well-functioning social relationships, and when they experience comfort, happiness, and a sense of meaning in life. Conversely, poor quality of life may lead to anxiety, resulting in both physical and psychological decline, and preventing individuals from experiencing comfort and happiness (Widyawati Bawu et al., 2025).

Social interaction greatly influences the quality of life of older adults. Poor social interaction can lead to depression (Andesty et al., 2018). Therefore, social interaction plays an important role in improving the quality of life of older adults (Yuliati et al., 2014), as they need interaction with others to participate in daily activities. Increased social interaction can reduce loneliness. Social activities, social interaction, and family functioning are significantly related to the quality of life of older adults. The better the social activities, social interaction, and family functioning, the better the quality of life of older adults (Nurliawati, 2020). Social interaction is defined as a reciprocal relationship or mutual influence between individuals that occurs throughout life within society (Imelda Derang et al., 2024).

The Payung Besurek Elderly Social Welfare Institution (LKS-LU) is an institution that provides social services for older adults who require protection, care, and guidance. The services provided include the fulfillment of basic needs, healthcare services, social

guidance, as well as mental and spiritual development. These services are expected to improve the quality of life of older adults so that they continue to feel valued and live meaningful lives. However, the quality of life of older adults cannot be measured solely through quantitative approaches; it must also be understood from the perspective of their lived experiences. Therefore, this study employs a qualitative approach to explore in depth the role of social services provided by the Social Welfare Institution for the Elderly (LKS-LU) Payung Besurek in enhancing the quality of life of older adults.

2. Method

This study employs a qualitative method with a descriptive approach. The qualitative approach includes the collection, processing, and analysis of qualitative data to draw conclusions related to the objectives of this study. According to Bogdan and Taylor, as cited in Meisita (2021), qualitative research is defined as a research procedure that produces descriptive data in the form of written or spoken words from individuals and observable behavior. This study is categorized as descriptive research, which aims to provide a detailed description or explanation of the condition of the object being studied. The data analysis technique used in this study is descriptive data analysis. Descriptive research is generally conducted with the primary objective of systematically and accurately describing the facts and characteristics of the object or subject under investigation.

The respondents in this study consisted of six elderly individuals, one head of the Payung Besurek Institution, and one social worker from the Elderly Social Welfare Institution (LKS-LU) Payung Besurek. Based on the approach used in this study, namely qualitative research, the collected data were analyzed using qualitative data analysis methods. The data collection techniques employed in this study included observation, interviews, and documentation. The research was conducted at the Elderly Social Welfare Institution (LKS-LU) Payung Besurek in Bengkulu City.

3. Results And Discussion

The results of the study indicate that the Elderly Social Welfare Institution (LKS-LU) Payung Besurek provides various forms of social services, including:

- 1 Outreach and Case Response: Conducting outreach to elderly individuals and responding to cases involving the needs of elderly people requiring assistance,
- 2 Service Advocacy and Fulfillment of Basic Needs
 - a) Provision of assistive devices based on the needs of the elderly (wheelchairs, walking canes, hearing aids, and eyeglasses).
 - b) Provision of nutritional support according to the needs of the elderly (rice, bread, and milk).
 - c) Provision of healthcare services (body weight measurement, blood pressure checks, blood glucose testing, cholesterol, and uric acid examinations).
- 3 Individual Social Care for the Elderly
 - a) Health examination and care
 - b) Therapy (physical, mental, and psychosocial)
 - c) Home visits
 - d) Basic food assistance advocacy
- 4 Capacity Building for the Elderly (Group-Based): Entrepreneurship training and psychoeducation programs.
- 5 Enhancing Family Capacity and Roles in Elderly Social Welfare: Strengthening family support and organizing family meetings.
- 6 Elderly Social Rehabilitation Meetings (Teras Lansia)
 - a) Learning to read the Qur'an
 - b) Short religious lectures (seven-minute sermons)
 - c) Stroke prevention exercise programs
 - d) Health check-ups
 - e) Entrepreneurship training and guidance
 - f) Greening programs
 - g) Program-related discussions.
- 7 Productive Economic Activities for the Elderly
 - a) Handicrafts made from burlap sacks, such as bags, tissue holders, pencil cases, pouches, and tote bags.

- b) Splash batik crafts, including batik fabrics and clothing.
- c) Herbal beverage products (Teh Racik NekKito).
- d) Traditional rice powder cosmetics (bedak dingin made from rice flour).

The assistance provided by the Elderly Social Welfare Institution (LKS-LU) Payung Besurek in Bengkulu City plays a significant role in improving the quality of life of the elderly. The roles that should be carried out by the institution are based on indicators of elderly quality of life, referring to the World Health Organization Quality of Life (WHOQOL Group) theory (Fauzi Kurniawan et al., 2023). Quality of life encompasses four main aspects, namely: physical health, psychological well-being, social relationships, and environmental conditions. These aspects include support in the domains of health, economic conditions, and spiritual well-being of the elderly.

The social services provided have a positive impact on the quality of life of the elderly. Physically, the elderly feel better cared for, as those who experience difficulty in walking are able to use walking aids provided by the Elderly Social Welfare Institution (LKS-LU) Payung Besurek. Psychologically, the elderly feel calmer, safer, and less lonely. Socially, interaction with fellow elderly individuals and caregivers enhances a sense of togetherness. Economically, the elderly obtain income from productive economic activities. In terms of health, the elderly are able to maintain their well-being through regular health check-ups. Spiritually, the elderly feel more peaceful and grateful as they receive spiritual guidance through Qur'an recitation sessions and short religious lectures (kultum).

The findings of this study indicate that social services play an important role in improving the quality of life of the elderly. These results are consistent with the concept of social welfare, which emphasizes the importance of fulfilling needs and providing social support for vulnerable groups. The services provided by the Elderly Social Welfare Institution (LKS-LU) Payung Besurek are holistic in nature and are able to help the elderly lead better and more meaningful lives.

3.1. Outreach and Case Response

The role of the LKS-LU Payung Besurek in conducting outreach and case management is carried out by reaching out to elderly individuals and responding to the needs experienced by those who require assistance, in order to ensure that their rights and basic needs are fulfilled, particularly for those in vulnerable conditions. Outreach activities are implemented through the identification and registration of elderly individuals within the community, including those living with their families as well as those living alone, while considering social, health, economic, and psychological aspects.

Through this outreach process, officers or caregivers conduct an initial assessment to understand the conditions and problems faced by the elderly. This assessment serves as the basis for determining appropriate case response measures, such as referrals to health services, social assistance, psychosocial support, fulfillment of basic needs, as well as coordination with families, village or local government officials, and relevant institutions.

Case responses are carried out promptly, appropriately, and in an integrated manner according to the level of urgency of the elderly's needs. Each case management process emphasizes the principles of respect for dignity, independence, and participation of the elderly, while ensuring supervision and follow-up so that the problems faced can be addressed in a sustainable manner. Through these outreach and case response efforts, it is expected that elderly individuals receive optimal protection, services, and support, enabling them to live safer, healthier, and more prosperous lives.

3.2. Service Advocacy and Fulfillment of Basic Needs for the Elderly

Older adults, or the elderly, are individuals aged 60 years and above who require special attention and protection in order to live healthy, independent, and dignified lives. As

age increases, elderly individuals often experience a decline in physical, sensory, and health conditions, which directly affects their capacity to fulfill basic daily needs. Therefore, there is a need for comprehensive advocacy to ensure the fulfillment of elderly rights through the provision of services and support that are in accordance with their needs.

3.2.1. Provision of Assistive Devices According to the Needs of the Elderly

As an effort to support mobility and independence among older adults, the Payung Besurek Institution provides assistive devices based on the specific needs of the elderly through a borrowing system (loan-for-use). The assistive devices are tailored to each individual's condition and requirements. These devices include wheelchairs for elderly individuals with mobility limitations, walking sticks to support ambulation, hearing aids to improve auditory function, and eyeglasses to assist vision. The provision of these assistive devices is expected to help older adults maintain their social functioning, strengthen their self-confidence, and enable them to remain actively involved in their social and family life.

3.2.2. Provision of Nutritional Support According to the Needs of the Elderly

Balanced and adequate nutrition is a crucial element in maintaining the health and physical resilience of older adults. To meet their nutritional needs, support is provided in the form of staple food items such as rice, bread, and milk, which are adjusted to the specific requirements of the elderly. The provision of these nutritional resources aims to help maintain energy levels, support bone health, and prevent malnutrition that could worsen the health conditions of older adults.

3.2.3. Provision of Health Services for the Elderly

To improve monitoring and disease prevention, routine basic health examinations are conducted for older adults. These services include body weight measurement, blood pressure monitoring, blood glucose testing, as well as

cholesterol and uric acid examinations. These check-ups are essential and serve to raise awareness among the elderly about the importance of maintaining regular health care and monitoring.

3.3. Individual Social Care for the Elderly

Personal social care for older adults is a comprehensive effort to protect, improve, and enhance the quality of life of the elderly through holistic and sustainable approaches. This service emphasizes the fulfillment of health needs, mental well-being, and social assistance by considering the individual conditions and challenges faced by each elderly person.

3.3.1. Health Examination and Care

Regular health examinations and care are conducted to monitor the physical condition of older adults and to prevent the emergence of disease complications. These activities include basic health checks and care measures tailored to the needs of the elderly. Through this service, the health status of older adults can be regularly monitored, allowing appropriate and continuous interventions to be carried out.

3.3.2. Therapy (Physical, Mental, and Psychosocial)

Therapy is provided for rehabilitative and preventive purposes in order to maintain physical function and mental health among older adults. Physical therapy focuses on optimizing muscle strength, balance, and mobility. Mental therapy is aimed at maintaining cognitive abilities and reducing the risk of stress, anxiety, and depression. Meanwhile, psychosocial therapy is intended to improve social interaction, enhance self-confidence, and support the ability of older adults to adapt to their environment and the changes they experience.

3.3.3. Home Visits

A home visit is a social service conducted by visiting older adults at their residence, particularly those who have mobility limitations or are unable to access services directly. Through these visits, officers are able to assess the health status, psychosocial conditions, and living environment of

the elderly. In addition, home visits also serve as a means of providing support and education to families, as well as ensuring that older adults receive appropriate and continuous care.

3.3.4. Basic Food Assistance Advocacy

Basic food assistance advocacy is a strategic effort to ensure that the fundamental food needs of elderly individuals requiring social protection are adequately met. The availability and accessibility of essential food supplies are crucial elements in supporting the survival, health, and overall well-being of older adults. Within the basic food assistance advocacy program, support and coordination are carried out with relevant stakeholders to ensure that beneficiaries receive appropriate, timely, and need-based food assistance. The assistance provided includes staple food items such as rice and other essential goods necessary to fulfill daily nutritional requirements.

3.4. Capacity Building for the Elderly (Group-Based)

Group-based capacity building activities for older adults, through entrepreneurship training and psychoeducation, are implemented as an effort to improve the quality of life of the elderly so that they remain productive, independent, and prosperous, both economically and psychosocially. This program is designed using a participatory and elderly-friendly approach, allowing participants to engage in all activities comfortably and optimally. The entrepreneurship training is designed to provide knowledge and basic skills for older adults in managing simple businesses that are appropriate to their physical abilities and potential. The materials covered include the introduction of small business opportunities, basic financial management, product marketing, and motivation enhancement for entrepreneurship. Through this training, older adults are encouraged to remain active and to develop ways of generating additional income in order to improve their economic independence.

In addition to economic empowerment, this activity is also accompanied by psychoeducation focusing on mental health and emotional well-being of older adults. The psychoeducation content includes strategies for coping with stress, self-acceptance in old age, improving self-confidence, and strengthening social support within the group. These sessions are conducted interactively through group discussions, experience sharing, and basic exercises that help older adults better understand and manage their mental conditions effectively.

3.5. Enhancing Family Capacity and Role in Efforts to Improve Elderly Social Welfare

Family Strengthening Support and Family Meetings. The program on Enhancing Family Capacity and the Role of Families in Elderly Social Welfare is conducted to strengthen the family function as the primary unit in supporting the well-being of older adults. Families play a crucial role in providing physical, emotional, social, and spiritual support for the elderly, enabling them to live their later years with dignity and a high quality of life. Through the Family Support Strengthening and Family Meeting program, participants are educated on appropriate elderly caregiving practices, empathetic communication, and methods of assistance that encourage elderly independence. This activity also serves as a forum for dialogue between family members and older adults to share experiences, express expectations, and strengthen emotional bonds within the family. Family meetings are conducted interactively through discussions, counseling sessions, and the sharing of best practices, enabling family members to act as the primary support system in preventing social problems, physical decline, and psychosocial disturbances among the elderly. It is expected that this initiative can increase family awareness and concern in creating a safe, comfortable, and supportive environment for older adults.

3.6. Elderly Social Rehabilitation Meetings (Teras Lansia)

The Elderly Social Rehabilitation Meeting (Teras Lansia) is a comprehensive development platform designed to improve the overall well-being of older adults, encompassing spiritual, physical, health, social, and economic dimensions. This activity is conducted in groups using an elderly-friendly approach that facilitates active participation from all participants. The series of activities within the Elderly Social Rehabilitation Meeting includes:

3.6.1. Learning to Read the Qur'an

This activity is organized to improve Qur'anic reading skills while strengthening spiritual values among older adults. With structured and patient guidance, the elderly are encouraged to become more confident in their worship practices and to deepen their closeness to God.

3.6.2. Short Religious Lectures (Kultum – Seven-Minute Sermons)

This session consists of brief spiritual messages that are delivered clearly and are relevant to the daily lives of older adults. The purpose of this activity is to provide motivation, inner peace, and to strengthen moral and social values.

3.6.3. Stroke Prevention Exercise Program

Exercise for older adults aims to maintain physical fitness, improve blood circulation, and reduce the risk of degenerative diseases such as stroke. The exercise activities are adapted to the physical condition of the elderly and are led by experienced instructors.

3.6.4. Health Check-ups

Routine health examinations include blood pressure measurement, blood glucose testing, and general health assessments. This activity aims to monitor the health condition of older adults and to increase awareness of the importance of regular health monitoring.

3.6.5. Entrepreneurship Training and Guidance

This activity provides skills development and motivation for older adults to develop simple businesses in accordance with their potential and abilities. Through training

and guidance, the elderly are expected to remain productive, independent, and engaged in economically valuable activities.

3.7. Productive Economic Activities (PEA)

The productive economic activities for older adults are implemented as an empowerment effort to ensure that the elderly remain active, independent, and economically productive in accordance with their abilities, interests, and potential. This program aims to improve the welfare of older adults through skills development, utilization of local resources, and the creation of marketable products. The types of businesses developed in this activity include:

3.7.1. Jute Sack Handicrafts

Older adults are equipped with skills to process jute sacks into various handicraft products with economic value, such as bags, tissue holders, pencil cases, pouches, and tote bags. In addition to being environmentally friendly, these handicrafts have aesthetic value and good marketability. This activity also helps train creativity, patience, and fine motor skills among older adults.

3.7.2. Splash Batik Handicrafts (Batik Ciprat)

Splash batik handicrafts are one of the flagship activities that allow older adults to express creativity without requiring complex techniques. The products produced include batik fabrics and batik clothing with unique and distinctive patterns. This activity is not only economically valuable but also serves as a form of enjoyable therapeutic activity for older adults.

3.7.3. Herbal Beverage: Teh Racik NekKito

The production of the herbal beverage *Teh Racik NekKito* is developed by utilizing natural ingredients that are easily accessible. Older adults are provided with training on the processes of formulation, packaging, and hygienic and safe product preparation. This product is expected to become a health beverage favored by the community while also serving as an additional source of income for older adults.

3.7.4. Bedak Bereh (Cold Rice Flour Powder)

Bedak bereh, or traditional cold powder made from rice flour, is a cultural heritage product that holds cultural significance and skincare benefits. One of the elderly members at the LKS-LU Payung Besurek institution has long been experienced in producing this traditional powder. Therefore, she is involved in training activities covering the production process, drying, and packaging so that the product is ready for sale. The product is marketed by the staff of LKS-LU Payung Besurek. In addition to preserving local wisdom, this initiative also creates economic opportunities aligned with the potential of older adults.

4. Conclusion

The social services provided by the Elderly Social Welfare Institution (LKS-LU) Payung Besurek consist of seven types of services, namely: (1) outreach and case response, (2) service advocacy and fulfillment of the basic needs of older adults, (3) individual social care for the elderly, (4) capacity building for older adults (group-based), (5) strengthening family capacity and roles in efforts to improve elderly social welfare, (6) elderly social rehabilitation meetings (Teras Lansia), and (7) productive economic activities.

Social services play an important role in improving the quality of life of older adults. The services provided are able to enhance the physical, psychological, social, health, economic, and spiritual well-being of the elderly. Therefore, continuous efforts are required to improve the quality of social services so that the welfare of older adults can be sustainably maintained.

Declaration of Conflicting Interest

No potential conflict of interest was reported by the author(s).

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