

# **IMPACT EVALUATION HOME CARE PROJECT FOR OLDER PEOPLE IN TEGAL ALUR, WEST JAKARTA**

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February 2006

## **Introduction**

This study is an assessment of the impact of Home Care Project in Tegal Alur Sub-District, West Jakarta, a program developed as a volunteer-based Home Care model adapted to the social, cultural and socio-economic situation in Indonesia. This program serves frail disadvantaged older men and women living in a low-income community. Volunteers, who were recruited from the community and trained in basic care-giving skills, are the main providers of home care services to older community members. The goal of this project is to develop a community-based and community-run model of home care services for vulnerable elderly in Indonesia, and to promote the inclusion of home care services in government policy on ageing.

In evaluating the impact of home-care services as in other social programs, an important consideration is that the life of this project is relatively short to measure specific goals achievement and hence arrive at a sound conclusion for further improvement of the program. The critical issue in this exploratory study is to gather data about initial perceptions of the program, to evaluate whether it met a need in the community, and to use data to make changes in the program.

This study assessed impact in five specific areas: 1. community familiarity or knowledge of the program; 2. acceptability of the services from a cultural point of view; 3. favorability of the services, and 4. the importance attached to meeting the needs of frail disadvantaged older people in a low income community. Finally, this study looked at the influence the program had on promoting community involvement in the caring efforts. Findings and lessons learned from this evaluation will serve as major input for

further improvement and development of caring for the older people at home by the community through volunteers.

## **Purpose**

The purpose of this study:

1. To assess the impact of Home Care pilot project in Tegal Alur as indicated by familiarity, acceptability, favorability, importance and influence of the program.
2. To provide recommendations to the government of Indonesia to promote home care program at the national and regional levels.

## **Methodology**

The paramount purpose of an impact evaluation is to arrive at valid inferences about whether a prospective or ongoing programme is having significant net effects in the desired direction. This study mainly uses qualitative data which are important for evaluative purposes.

This study employed a qualitative approach, and the data was collected through interviews, observation and documentation.

1. Sources of data consisted of:
  - a) Primary data, collected from interviews with older people, family care givers, volunteers, community and related government officials.
  - b) Secondary data, gathered through available documents in Yayasan Emong Lansia, Jakarta.
2. Sources of information were
  - a) older people
  - b) family care givers
  - c) volunteers
  - d) community
  - e) related government officials
  - f) field coordinator
  - g) Director and staff of Yayasan Emong Lansia

3. Sampling techniques employed in this study were purposive sampling and in each category the sample was randomly selected as follows:
  - a). Older people = 30 persons
  - b) Family care givers = 30 persons
  - c) Volunteers = 10 persons
  - d) Community people (including informal leaders) = 10 persons
  - e) Related government officials = 10 persons.

The sample was determined by the Program Advisory Committee.

4. Data collection:

- a) Interviews using a set of questionnaires with close ended questions, and discussions with the interviewers to review the information.
- b) Observation to complement data collected and observe the conditions of older people's living conditions, volunteer's interaction with the older persons, family care givers and community as well as interaction among volunteers.
- c) Documentation, study relevant documentation such as TOR of the project, magazines produced by YEL, articles, government policies on ageing.

5. Data analysis. Data collected was analyzed qualitatively complemented by quantitative data to ensure accuracy.

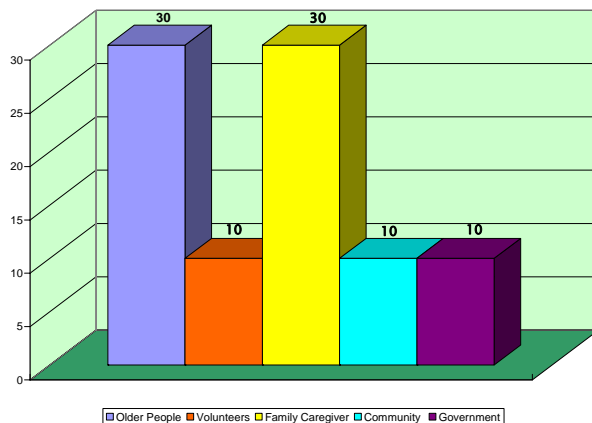
The presentation and analysis of data focus on five main areas: (1) familiarity measures how much each cohort knows about the program; (2) acceptability measures whether a home care program for older people is a service that is consistent with Indonesian values; (3) favorability measures the degree of satisfaction with volunteerism and the service; (4) importance measures the degree to which home care program is needed for the poor and frail elderly to remain independent in the community; and (5) influence measures the impact of the home care program on each group.

All volunteers collected data from the five sample categories using the given questionnaire. The questionnaire posed some difficulties since all questions were

close-ended and hence very sensitive to the situation during the interview. A critical part which was missing in this questionnaire was interview notes that could have covered observations on situation, length of interview, participants during the interview. The questions were quite abstract and required a good and common understanding among the interviewers. This ambiguity further leads to a serious degree of bias due to the fact that the interviewers were also service providers. As part of the solution to this situation, a discussion with the interviewers was held to obtain information on the difficulties encountered during the interview including clarification on the most difficult questions. Volunteers, who were also the interviewers, shared their experiences in collecting data on particular questions in the area of importance and influence.

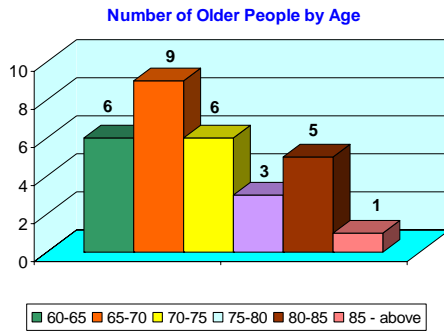
## Results

Respondents were randomly selected and consisted of 30 older people and 30 family caregivers from all resident units, 10 volunteers, 10 community people and 10 government officials from municipality office, sub-district, community health centre, chief of resident and neighborhood units.



## Characteristic of Older People

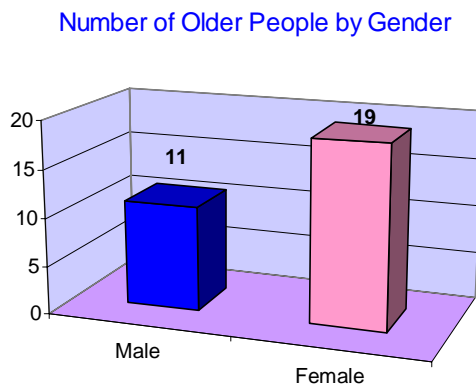
### 1. Older People by Age



The age of respondents ranges from 60 to above 85 years, the majority of which are in the 65-70 age group.

### 2. Older People by Gender

The graph below shows the number of Older People by Gender:

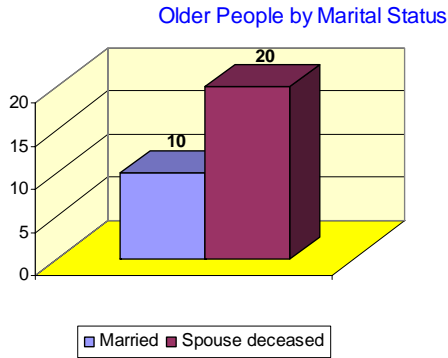


By gender, the numbers of female are more than male older people.

In the community in general there are more female than male elderly. In Tegal Alur sub-district, the majority of disadvantaged older persons are women. (Abikusno, 2005)

### 3. Older People by Marital Status

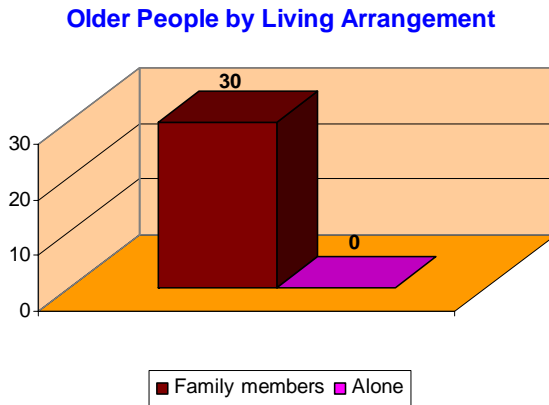
The number of older people by marital status is shown below:



In terms of marital status of the older people respondents, the highest percentage are those whose spouses are deceased (66.7 percent) while only 33.3 percent are still married. More older people served by the Home Care Program are those whose spouses are deceased and in need of care including companionship.

**4. Older People by Living Arrangement**

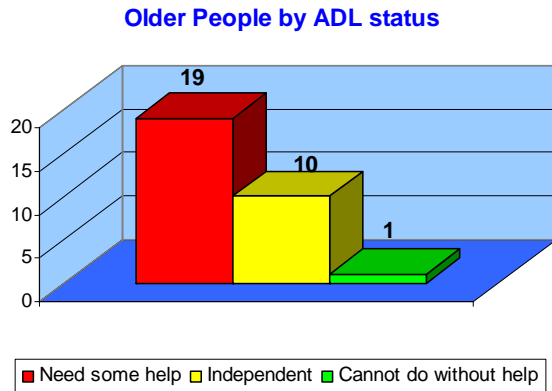
The number of Older People by Living Arrangement is shown in the graph below:



By living arrangement, all older people respondents are living with family members consisting mostly of children and grandchildren. This shows that there is a genuine concern to care for the elderly even among poor families.

**5. Older People by Activities in Daily Living Status**

The number of Older People by Living Arrangement is shown in the graph below:



The majority of older people in this study needed some help from others in their activities in daily living and interestingly enough only one respondent was totally dependent on home care.

### **Data Analysis**

Analysis of data was focused on the impact of five areas, i.e. familiarity, acceptability, favorability, importance and influence on each category of respondents and the overall impact of Home Care Project. The ranking of score ranges from 1 to 4 (very much disagree to very much agree).

#### *1. Impact of Home Care Services*

The average mean score of the Home Care Project in all categories of respondents and areas of evaluation, 3.85, indicates that the services provided were perceived as very satisfactory. (Table 1). With a rating from 1 to 4, the general score is above average. The average mean score for all areas of this evaluation in the category of volunteers is 4, and indicates bias that could not be prevented due to the fact that they administered the questionnaire and also were the service providers.

Table 1: Impact of Home Care Project

| Target group<br>Areas Of Evaluation | Older People | Volunteer | Family caregiver | Community People | Government officials | Average of Total score |
|-------------------------------------|--------------|-----------|------------------|------------------|----------------------|------------------------|
| Familiarity                         | 3.71         | 4         | 3.78             | 3.67             | 3.97                 | 3.82                   |
| Acceptability                       | 3.81         | 4         | 3.82             | 3.77             | 3.93                 | 3.87                   |
| Favourability                       | 3.89         | 4         | 3.89             | 3.8              | 4                    | 3.92                   |
| Importance                          | 3.64         | 4         | 3.71             | 3.67             | 3.93                 | 3.79                   |
| Influence                           | 3.72         | 4         | 3.8              | 3.73             | 3.93                 | 3.84                   |
| <b>Average of total score</b>       | <b>3.76</b>  | <b>4</b>  | <b>3.8</b>       | <b>3.73</b>      | <b>4</b>             | <b>3.85</b>            |

The impact of this volunteer-based Home Care Project on Government Officials in all areas of evaluation shown in Table 1 is way above average. This could indicate that government officials are in support of and satisfied with the services provided by community volunteers to older people.

2. *Acceptability.* The data shows that the government officials are in favour of home care services provided by the volunteers as this is appropriate in their tradition and culture which highly values and respects older members of the community. Since this program filled a need that was unmet prior to its inception, officials appear to be in full agreement about community participation in taking care of those elderly people who are in need. The community people and family caregivers' cohort showed a little bit more ambivalence about the appropriateness of home care program in Indonesian culture. All cohorts were generally in agreement that companionship and housekeeping services were acceptable.

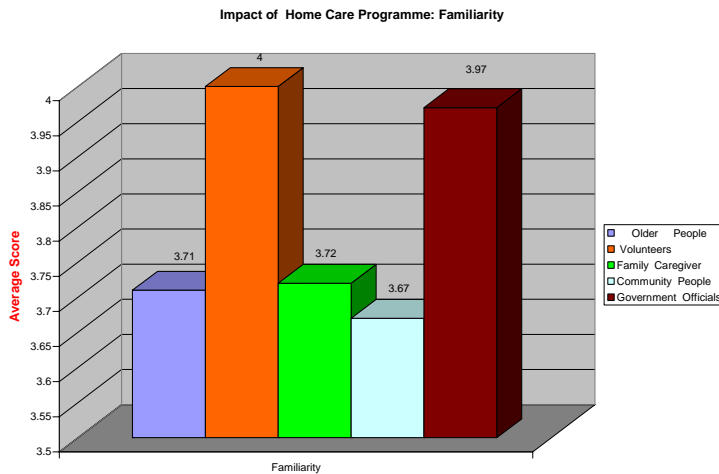
3. *Favourability.* The area of favourability shows the highest score. This is an indication of a positive attitude toward home care services in meeting the older people's needs and also shows efforts to promote more attention to older people's issues in the community. It interesting to note however, community people responded with more ambivalence concerning the general need for home care for older people who required help. Although



the sample is very small and the degree of variation on the scale is very slight, 40 percent of community rated ‘agree’, 60 percent ‘very much agree’ to the question concerning perception of need. The older people and family caregivers cohorts rated 16.7 percent ‘agree’, 83.3 percent ‘very much agree’ and Government officials 100 percent at the highest rating.

4. *Familiarity.* Familiarity among the government officials scores the highest, which could indicate that they are very much aware of the program a volunteer-based service in the community to take care of the older people who need care at home. This home care program evidently effectively disseminated program information to those who impact on policy for the elderly. Other cohorts also responded positively about their knowledge of the program.

Although there was some degree of variation among the different cohorts, it seems it is due to the ambiguity of the question.



5. *Importance.* All respondents, particularly government officials perceive this service as an important undertaking to assist older people in maintaining independent living for the poor and frail elderly. Again, given limitation of this data, there was, however, a difference in ratings around perceived need for home care. Interestingly enough, only 43 percent of older people very much agreed that there was a need for home care services, compared to 67 percent of the family care givers, 70 percent of community people and 100 percent of the government officials who rated very much agree. This difference suggest that older people may have some feelings about receiving help from outside the

family. In addition, the responses of all four cohorts showed consistently more variation about the importance of this project in assisting older people with mental and emotional issues.

Their responses could indicate that in general people perceive home care as meeting the daily living needs of the elderly due to physical deterioration as opposed to mental deterioration.

*6. Influence.* Data indicate that older people highly appreciated the services delivered in daily activities, particularly in providing friendship, considering that the majority of respondents are living with family members who are caught in their busy daily lives. However, only 57 percent strongly agreed that the program helped them with their daily activities. This could mean that older people need more services than already provided. It certainly brings some emotional comfort to the elderly as well as family care-givers. From interview with families, they perceived home care service is helpful in reducing their burden as most of them are preoccupied with their own families and work. It also educated them in proper caring for older people.

Home care service motivated the community to help older people, particularly those who are poor. As such services are new, the influence this project potentially has on the government is that they are encouraged to develop welfare policies pertaining to older people in a cost effective manner. In addition this program stands as a good model for providing community based program for vulnerable older people.

## **Conclusion**

Home Care Pilot Project in Tegal Alur Sub-District, West Jakarta is satisfactory for older people and related significant others covering family caregivers, volunteers, community people and government officials. The study clearly demonstrated that all people involved in the services share the same interest in the welfare of older people in the community and are supportive to the activity. It is an organized effort from, by and for the community with an active role of the local government.

Families as primary caregivers are appreciative of the service provided by the volunteers. It also shows that the community sustains family life and is the primary

channel for providing care at home for older people. Traditions of mutual help at the community level in Indonesia continue to provide essential social assistance mechanisms for many of the older people of the poorest families.

Government plays a significant role in advocating a shared responsibility for providing services to the frail and vulnerable older people at home. As revealed by the study, they are in support of such services provided by the community and recognized the need to address older people issues particularly among the poor families.

In achieving better results on impact of home care services to older people, instruments for data collection play a significant role. The nature of close-ended questions used in the questionnaire are too abstract and require further interpretation by interviewers to arrive at a fair evaluation. The instrument for future studies particularly the abstract questions in the questionnaire need to be simplified to obtain better insights and measurements. Given the fact that this was a multi-national evaluation, it had limitation but was an excellent start for assessing this type of program.

## **Recommendations**

1. The study suggested that the home care pilot project in Tegal Alur Sub-District for frail and poor older people with active participation of volunteers and other service providers in the community was a success and met a defined need. Because of the evident positive perception of all cohorts, this community-based service should be offered to more older people in the community as well as be replicated to other regions in Indonesia.
2. The government at local and regional levels should coordinate and make use of existing networks to ensure sustainability of the service. This support includes advocating for the needs of the older people in policy and in mobilization of resources.
3. The data on favourability, importance and influence shows there may be a need for continuing to educate the community on older people issues. This effort could strengthen

the community's perception of the service as consistent with the Indonesian values. It could also facilitate the elderly's acceptance of help from outsiders.

4. Volunteers need more training in psychosocial issues so that they could be more helpful to the elderly in accepting and dealing with the process of ageing.
5. Instruments for data collection in future studies should limit the use of abstract questions in questionnaires to ensure better insights and measurements.
6. In order to further use volunteers for providing services, a more objective in-depth study of the volunteers' experience need to be conducted. This knowledge will help in designing training volunteers, providing support to volunteers and motivating community to volunteer in caring for the elderly.

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