



The Essential Role of Social Support to Strengthening Resilience of Neglected Elderly in Environment of Social Residence

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Article Info	Abstract
<p>Article History Received: 29th March 2025 Revised: 24th May 2025 Published: 30th May 2025</p> <p>Keyword Elderly; social support; resilience; mental health</p>	<p><i>The Essential Role of Support in Strengthening Resilience in Neglected Elderly in Social Shelters. The increase of elderly people in Indonesia is a new challenge in social welfare, especially for those who are abandoned without family support. Elderly people in neglected conditions will experience psychological pressure ranging from loneliness, helplessness, and loss of meaning in life, so that it can reduce their level of resilience in dealing with life. This research was conducted using a qualitative method through observation and in-depth interviews with the elderly at UPTD Liponsos Keputih Surabaya. This research aims to find out how the role of social support in shaping and increasing resilience in displaced elderly. The results showed that social support from peers has a positive impact on the resilience formation process. With intense social interaction, feelings of compatibility and involvement in joint activities, it can create a sense of acceptance, belonging, their self-esteem. Social support is proven to play an important role in building the resilience of displaced elderly and can be the preparation of policies and programs to improve the welfare of the elderly in the future.</i></p>

Informasi Artikel	Abstrak
<p>Sejarah Artikel Diterima: 29 Maret 2025 Direvisi: 24 Mei 2025 Dipublikasi: 30 Mei 2025</p> <p>Kata kunci Lansia; dukungan sosial; ketahanan; kesehatan mental</p>	<p>Peran Penting Dukungan dalam Memperkuat Resiliensi Lansia Terabaikan di Panti Sosial. Meningkatnya lansia di Indonesia merupakan tantangan baru dalam kesejahteraan sosial, utamanya bagi mereka yang diterlantarkan tanpa dukungan keluarga. Lansia dalam kondisi terlantar akan mengalami tekanan psikologis mulai dari kesepian, ketidakberdayaan, dan kehilangan makna hidup, sehingga dapat menurunkan tingkat resiliensi mereka dalam menghadapi kehidupan. Penelitian ini dilakukan dengan metode kualitatif melalui observasi dan wawancara mendalam terhadap lansia di UPTD Liponsos Keputih Surabaya. Penelitian ini bertujuan untuk mengetahui bagaimana peran dukungan sosial dalam membentuk dan meningkatkan resiliensi pada lansia terlantar. Hasil penelitian menunjukkan bahwa dukungan sosial dari teman sebaya memberikan dampak positif terhadap proses pembentukan resiliensi. Dengan adanya interaksi sosial yang intens, perasaan senasib dan keterlibatan dalam kegiatan bersama, maka dapat menciptakan rasa diterima, memiliki, harga diri mereka. Dukungan sosial terbukti memainkan peran penting dalam membangun resiliensi lansia terlantar dan dapat menjadi penyusunan kebijakan dan program peningkatan kesejahteraan lansia di masa mendatang.</p>

INTRODUCTION

Old age is the last stage of development of an individual who must be prepared to face the physical and mental challenges of aging (Xu, Lin, & Zhang, 2021). According to data from the Central Bureau of Statistics, the number of displaced elderly people in the identification of PMKS (Persons with Social Welfare Problems) in East Java was 135,800 in 2015, 145,492 in 2016 and 142,806 in 2017 (Silviliyana et al., 2018). In 2017, the number of neglected elderly in Surabaya City was 6,912 people; while in 2019, in East Java Province there were 15,354 people with Social Welfare Problems (PMKS) from a total population of 173,871 people (Khoirunnisa & Nurchayati, 2023; Statistik, 2017).

The phenomenon of elderly neglect in Indonesia is a social issue that is increasingly worrying along with the growing number of elderly people (Mulyani, 2024). Based on the East Java PMKS data above, it shows that there are still many elderly people who no longer get support, care, or basic needs from their families or closest people. These elderly people are classified as enjoying old age by facing loneliness, isolation and even violence and exploitation from those around them. Several factors indicate that economic factors are the main cause of elderly neglect (Bahrudin & Hamid, 2025; Khoirunnisa & Nurchayati, 2023).

Ageing that occurs in the elderly will have an impact on changes in a person, not only physically but also cognitive, emotional, social, and sexual changes (Akosile et al., 2023). Psychological problems commonly found in the elderly are depression, anxiety, frustration, loneliness, disability, impaired independence, and relationship problems are common causes of stress (Muchsin, Wibowo, Sunaringtyas, & Ilmika, 2023). From such psychological changes experienced by the elderly, it causes the elderly to slowly withdraw from relationships with the surrounding community so that it can affect social interactions. Social interactions included in social relationships will affect the mental health, behavior, physical health and mortality of individuals (Sarla, Lambrinou, Galanis, Kalokairinou, & Sourtzi, 2020)

Family members play a major role in supporting the elderly with care and attention, yet they feel overwhelmed by their needs. In addition, there is a shift in values and culture, for example, the value of respect for parents is starting to be replaced by individualistic lifestyles. In addition to economic factors, there are also internal family conflicts, lack of awareness of the rights of the elderly and the current limitations of social services that exacerbate the situation. In some cases, the elderly are deliberately exploited by their own families or deliberately left in hospitals or public facilities without identity (Saifuddin, 2021). This certainly adds a high social burden to the surroundings.

Elderly neglect has a serious impact on both their physical condition but also their psychological condition, mental health and overall quality of life. Neglected elderly tend to experience a decline in health conditions due to lack of medical care, nutrition, and various social activities. From a psychological perspective, neglect causes depression, anxiety, and feelings of worthlessness (Sutiyani & Nugroho, 2024). Neglect will also deprive the elderly of their basic rights as citizens, starting from protection, health services and a decent life. The neglected elderly will face many life challenges with all their limitations, especially in the disconnection of social relations both with family and surrounding people.

Their inherent physical and cognitive limitations due to the aging process are also barriers to accessing support. Older people with impaired vision, hearing, physical mobility or chronic illness may not be able to independently access social services or participate in community activities. They need help but often do not have people they can rely on. These limitations contribute to elder abuse and neglect (Suryanti, Incen, & Nikodemus, 2023). It is also related to social policy and infrastructure factors that are given very little attention such as inaccurate

data collection, weak coordination between agencies (ministries of social affairs, finance, health), limited funds and human resources in the field. In addition, the uneven distribution of social institutions and psychosocial intervention programs for the elderly are still very minimal.

Most of the elderly live without a spouse, children or relatives who can provide emotional and physical support. Research conducted by Sarla et al. (2020) contributes to the quality of life of the elderly which is influenced by their health status and the social support they receive from both internal and external sources. In general, people who receive social support feel loved, cared for, and valued. Social support can also increase a person's positive affect in achieving emotional balance, handling stress, creating mental well-being, increasing self-esteem, and impacting resilience (Muthmainah, 2022). Thus social support is an urgent thing, especially for an elderly person. Where in the elderly it is a crisis if they feel alone with a downturn and on the other hand it can make the elderly have a sense of joy and happiness at their age.

Happiness is associated with a supportive social environment when older people live away from their families. This is understandable as the various conditions associated with ageing cause older people to need support. Several factors influence older people's well-being, firstly social capital (including social support), then income, and finally coping strategies. Based on the order of their contribution to happiness, it shows that fewer physical impairments, increased social support, higher economic status, younger age, and home ownership are associated with higher happiness (Khuzaimah, Anggraini, Rusyda Hinduan, Agustiani, & Prathama Siswadi, 2021). So that social support is important for the elderly as well as the elderly who live in institutions.

Lara in Khuzaimah et al. (2021) extends existing evidence on the influence of health-related quality of life, self-efficacy, optimism, and social support on subjective well-being. High social support can increase happiness in the elderly. The quality and quantity of support can be considered as relevant determinants and predictors of well-being for older adults. Instrumental and emotional support is thought to be positively associated with mental health, possibly providing a protective mechanism to reduce residual anxiety and sadness, while increasing feelings of personal worth and self-esteem in old age .

With such circumstances, they also want all the problems not to dissolve too much in their lives, they want to get out of all this and be able to rise and survive with all the problems that exist. Resilience is an important factor for individuals, especially in the elderly, which will further improve their mental health, thereby also increasing hope and survival rates in adversity (Alqarni et al., 2023; Pahlevi & Salve, 2018) . Resilience refers to personal qualities that help individuals adapt positively to failure and find solutions to recover from stress or problems. The characteristics seen in resilient individuals according to Susanto & Soetjningsih (2021) are (a) having a calmer temperament, so that they can create better relationships with their family and environment, (b) Individuals who show resilience also have the ability to recover from pressure, stress, and depression.

In an effort to foster resilience in the elderly, social support plays an important role as a psychosocial foundation that can strengthen an individual's ability to deal with life pressures and limitations. Resilience is formed through a process that involves individual interactions ranging from optimism, self-confidence, positive life experiences, with external factors that support one of which is the existence of a positive and responsive social network (Sudrajat, Fedryansyah, & Darwis, 2023). One way is to get social support from family, peers, caregivers or social institutions that can be a resource in strengthening the mental and emotional resilience of the elderly.

By making social support from peers in their environment, it is very easy for the elderly to survive and can form resilience in themselves (Susanto & Soetjningsih, 2021). As for several psychological factors that cause a person to experience a resilience process, namely having a

positive personality, motivation, self-confidence, focus, and social support (Pahlevi & Salve, 2018). Of the various factors that exist, providing support to each other is one way for them to get closer, having empathy and feelings of fate will make the elderly more optimistic, and have a sense of being able to rise again and can form their resilience and recover from the psychological problems they experience.

Research conducted by Karina (2021) concluded that gratitude and social support can reduce loneliness in the elderly at the Nursing Home. There is also research by Karni (2019) which concludes that resilience has resilience, which can be seen from the seven components that make up the resilience of an individual, namely: aspects of emotion regulation, impulse control, optimism, causal analysis, empathy, self-efficacy and reaching. And there is also research conducted by (Dewi et al., 2022) concluded that social support has a positive and significant role in the quality of life of empty nest parents, but resilience does not have a positive or negative role in the quality of life of empty nest parents.

From the problems that have been described in the introduction and researchers have conducted pre-research, researchers are interested in seeing the role of social support in developing self-resilience in neglected elderly people. Penelitian ini berfokus pada identifikasi bentuk dukungan sosial yang diterima lansia baik secara eksternal maupun internal. Selain itu juga berupaya menggali sejauh mana dukungan sosial berkontribusi terhadap pembentukan aspek aspek resiliensi lansia. Melalui pemahaman ini diharapkan hasil penelitian dapat menjadi dasar bagi penyusunan program intervensi sosial yang lebih tepat sasaran dan menjadi masukan bagi pengembang kebijakan yang mendukung peningkatan kualitas hidup serta ketahanan psikologis lansia di Indonesia utamanya pada mereka yang ditelantarkan.

METHOD

The research uses a descriptive qualitative approach that intends to explore, explore or clarify a symptom, phenomenon or social reality (Syahrizal & Jailani, 2023). This study will describe a number of variables, namely advanced age, social support, and resilience or resilience in participants. This research design will display the data as it is without the process of adding data, correcting data, or other treatments (Rusandi & Muhammad Rusli, 2021). Observations and interviews conducted by researchers based on direct events in the field with various unstructured statements ranging from questions about sources of social support, emotional support, perceptions of support, strategies in dealing with problems, optimism and hope, and resilience that they have done and obtained. In the study, the research participants were neglected elderly people shown in table 1 participant data. The research place is at the Technical Implementation Unit of the Environment of Social Residence Service (UPTD Liponsos) Keputih, Surabaya.

Table 1. Participant Data

Participants	Age	Address
SK (abbreviation name)	70 Years	Kedung Baruk
SW	75 Years	Kenjeran

The data collection strategy in this study is by interview and observation. is a conversation that has a purpose and starts with some informal questions. Observation in qualitative research is applied in the context of a natural event, following the natural flow of the observer's life. Qualitative observations are not limited to the classification of actions and responses that are predicted in advance (Hasanah, 2017). The research location was obtained through the collaboration of UPTD Liponsos with the Islamic Guidance and Counseling Study Program of

UIN Sunan Ampel Surabaya. The researcher is an internship student who participates in various activities at UPTD Liponsos Keputih Surabaya. Data analysis uses a data triangulation model through defense that does not only involve one source, so that data is taken and conclusions are drawn continuously while in the field, both done with data reduction and data collection back from the field (Saadah, Prasetyo, & Rahmayati, 2022). Researchers conducted observations and interviews with various parties, including institutional administrators, informants, orphanage staff, families and direct participants. This was done to validate the interview data and avoid bias and subjective judgment in the research.

RESULT AND DISCUSSION

Result

From the results of pre-research, there are many neglected elderly people in the Keputih Surabaya social cottage environment. The latest data shows that there are approximately 22 male neglected elderly people and approximately 24 female elderly people. And every day it will increase if there is a raid from the Pamong Praja Police Unit (Satpol PP). The reason for the neglected elderly is because they are abandoned by their families, do not have children and relatives, the house was destroyed by fire and left by their families because they are unable to care for them. Of course, from various reasons, it will make the elderly feel stressed, sad and feel they have no self-esteem, but from these various problems, one of their reinforcers or what forms the Elderly Resilience is peers or social support in the environment. So influential friends or support make them to rise from adversity, support that has a positive effect also makes the elderly feel not alone and think that all of them are like family.



Figure 1. Interview with Neglected Elderly in UPTD Liponsos Surabaya
(Image source: Personal document, taken during the interview by the researcher)

Many elderly people experience deep psychological distress such as being down, feeling lonely, stressed and lacking self-acceptance and even despair for life. Often this event is found especially in neglected elderly people who are in an environment far from family and there is no support or encouragement from the family. This condition makes elderly individuals feel helpless, especially conditions that are no longer independent make them think more about the next. The pressure of thought is what makes the elderly often experience stress or even think of despair and end their lives sooner.

From the results of interviews and observations with one of the neglected elderly in the social hut environment. He is an elderly person who was abandoned by his cousin's son and

chose to live in a social cottage environment or an initiative from himself. At the beginning he entered the social cottage environment feeling afraid and thinking that he was not accepted by the new environment, with a situation that had deteriorated due to existing problems forcing this displaced elderly person to communicate mainly with those who were his age and many elderly people who were in the same fate as him.

One elderly person shared that when she first arrived, she felt scared and insecure, worried that she would not be accepted. *"I came here because my cousin's child passed away. At first I was scared, embarrassed, thinking I wouldn't fit in with the people here. But as it turns out, they all have stories similar to mine,"* she said with a smile. Over time, this elderly person can find friends and support systems from his social group, which at first he was afraid of becoming familiar, which at first he felt himself down like feeling the same feelings and having to support each other in all difficulties he said. He feels comfortable because he feels like his own family and awakens a sense of enthusiasm and self-confidence in an elderly person. *"It's like having a new family. We often talk, confide in each other, and even recite the Quran together. If someone is sad, others will come to comfort them,"* she said.

Field observations also support the interview process, that social support can strengthen relationships and continue to support each other. Social support makes the elderly feel a sense of fate and inner bond that makes them closer. It is proven by them such as reciting the Koran always together, always being close and chatting about problems together. Harmony makes them seem to forget about problems and tend to think more about and empathize with each other between fates. One of the elderly even said with teary eyes, *"When my friend was transferred, I was very sad. We were close. But I know that all of us here must strengthen each other. We can't let ourselves get lost"*. Sometimes there are elderly people who are channeled and have to leave, they feel so deep sadness because it must be one of their peers who have accompanied them, but they realize that they don't know when they will be released and the most important thing they say is to strengthen and support each other.

These findings show a strong relevance to the research objectives, namely analyzing how social support plays a role in growing and shaping the resilience of displaced elderly people. The various conditions felt by the elderly in social lodges result in the experience of deep psychological distress such as loneliness, worthlessness, and hopelessness. Therefore, the existence of a supportive social environment can directly contribute to increasing the resilience of the elderly. For example, one participant expressed a feeling of acceptance *"At first I thought I was alone, but it turns out they all like me. We tell each other stories, help each other. I don't feel alone anymore,"* she said.

Discussion

Social Support in the Elderly

The characteristics of a person who is in the elderly category are those who have an age of more than 60 years. A person with this developmental period is a time when dealing with all the physical and mental challenges that are increasingly declining. Having good psychological well-being at this time will give meaning to his life to achieve happiness. An elderly person has the characteristics of a period of decline in all aspects of both psychological, biological, cognitive and social, a social environment that is increasingly decreasing the level of position, a decrease in the role in the family and a decrease in function on him so that it makes it difficult to adapt (Fithry, 2022).

An elderly person is those who must be assisted in terms of emotional support, financial, feelings, information, life arrangements, and social support in their internal and external environment (Nurrohmi, 2020). The existence of social support for the elderly who are away from their families has the effect of getting up from their slump, being able to be resilient and maintain their position as human beings without any despair over the fate given by continuing

to build resilience in themselves making social support play a big role in neglected elderly people, especially in the environment of social lodges or nursing homes. the subject who is part of shaping encouragement is someone who is in the environment, such as officers, elderly peers and also expert officers such as psychologists or counselors.

The process of social support provided to the elderly is a complex and dynamic interaction. The elderly will be taught to accept, feel and respond to the forms of assistance provided by their social environment (Kusumaningrum, 2025). Social support is not only in the form of tangible presence but also includes emotional, informational and emotional support that helps the elderly live their lives with meaning (Viratama & Basaria, 2024). The first stage in providing support and being a simple stage is the presence of peers to just talk or listen to complaints. Furthermore, it develops into an emotional bond that fosters a sense of security and acceptance.

Social support for the elderly is an important foundation in their self-management of stress and negative emotions. When they have a place to share their feelings without being judged, they will feel able to control their emotions and without feelings of alienation. This process strengthens the elderly's emotion regulation, which is one aspect of building resilience (Solehati & Alwi, 2021). So that they can increasingly show an optimistic attitude because of the presence of other people who understand and share the same fate with them. Through this social learning, the elderly can also observe and imitate the positive ways that other peers use in dealing with difficulties so that adaptive coping mechanisms are formed.

Stable social support provided internally and supported by internal development will help rebuild the positive identity and self-esteem of the elderly. Elderly people who experience neglect who then find shelter and surroundings appreciate them can generate hope and a sense of purpose in life. When consistently receiving positive social support, the elderly will survive psychologically and even grow and face their old age with more optimism and dignity. This process in social support is ultimately one of the main aspects of the formation of elderly resilience in the face of limitations and adversity.

This role is shown by the various components that exist in social support so that the elderly who experience adversity can rise and can form resilience in themselves, these components are in line with the opinion of Sarafino et al. (2015) which suggests social support consists of four aspects, namely:

1. Emotional Support

Emotional support is social support in the form of showing empathy, care, concern and support for individuals from loved ones and people in the social environment. They really feel that if one of the social group systems provides emotional support the displaced elderly feel comfortable which is likened to their own family. They feel cared for and still valued, for example providing routine counseling and also providing social services such as counseling to the displaced elderly. Emotional support has a very significant impact if it is implemented properly on displaced elderly people in the Keputih Surabaya social cottage environment.

2. Emotionally Appreciative Support

Rewarding someone is a wonderful way to support them emotionally. This support can be through positive expressions, approval of opinions, comparison of individuals with others, encouragement to progress (Mahmuda & Jalal, 2022). In the social cottage environment, especially for the elderly, they are given such as more food or others and sometimes the social cottage environment officers give positive remarks such as giving thanks and sometimes every time they go to the Koran, the officers often praise the elderly elderly who want to go to the prayer room with the words "Alhamdulillah, beautiful ladies want to go to the prayer room". Positive verbal support gives them appreciation and feels that they are also very meaningful and have a positive effect around them.

3. Material Support

This support takes the form of tangible assistance such as a financial donation or helping with a task that makes the individual feel overburdened (Assagaf, Sovitriana, & Nilawati, 2021). a concrete and practical type of support aimed at assisting an individual in completing a task or overcoming a problem. This can be physical, financial, or other resources that directly enable a person to achieve a goal or overcome an obstacle. One example that is applied to the environment of the keputih social hut is that a person can be free to be free such as selling, helping officers such as washing dishes and cleaning the place and they are given rewards by officers, so that such an environment sometimes makes them comfortable.

4. Information Support

Informational support is a form of support that comes in the form of advice, conversation, or feedback on what the individual has done. This support can help a person overcome problems that cannot be overcome alone, manage stress, and improve self-evaluation skills. Elders in a social cottage environment will feel that they are cared for and feel loved by the social group. Information support to a person, it is necessary to listen attentively and understand their situation well. Then, provide relevant and useful advice or information in a way that is sensitive and attentive to their needs and preferences. Barracks officers are not uncommon to always provide directions and information related to news, information about themselves and other information, so they will feel more attention and they will evaluate themselves (Sarafino et al., 2015)

Forms of social support can also occur when they feel valued, respected, given enough attention and loved by those around them (Gusbet, 2023). Various supports provided to the elderly who have feelings of alienation, isolation or loneliness will be able to increase their openness, honesty about what they feel, convey the complaints they feel, so that people around can understand and feel what they feel or be empathetic towards the elderly. Social support can also be interpreted as physical and psychological comfort provided by those closest to them to survive the influence of adverse influences due to their weakened cognitive abilities (Putri, 2021).

Resilience in the Elderly

In line with the opinion of Resnick et al. (2018) that the main factor influencing the formation of resilience is social support where social support is often associated with resilience for those who experience difficulties and adversity. Resilience or resilience is the ability of individuals to overcome the sense of frustration from the problems they experience (Pragholapati & Munawaroh, 2020). Research conducted by Pruchno et al in Li & Ow (2022) shows that an elderly person is able to live his time successfully and face difficulties and limitations, one of which is by developing the ability to adapt well and bounce back in the face of difficulties, namely resilience or survival.

Elderly resilience is a psychological ability in the process of awakening, adaptation and mental survival to face complex life challenges and pressures (Solehati & Alwi, 2021). Resilience is interpreted as the strength to withstand the burden and at the same time it is also interpreted as a dynamic process of how the elderly are able to adjust to changes and deteriorating physical and social conditions due to decreased function (aging). Elderly people who show an optimistic attitude, are able to manage emotions, have life goals, show adaptation in thinking and behavior when facing problems are resilient (Susanto & Soetjningsih, 2021). The elderly will still feel sadness and stress, but have the capacity to recover both emotionally and be able to see the meaning behind the suffering they are facing.

The ability of resilience in the elderly is influenced by several factors such as positive personality, self-efficacy, spirituality, life experiences, social support, a supportive

environment, and access to mental health services that are easily accessible can also strengthen this resilience process (Sudrajat et al., 2023). One example is the ability to maintain meaningful interpersonal relationships and utilize emotional support from those around him, especially those closest to him. The presence of peers, a positive and warm community, consistent interaction can be a strong buffer for the elderly in managing their psychological stress. Thus resilience needs to be developed through life experiences, a supportive environment, and meaningful social interactions.

A person's resilience will increase when the social environment around him gets support in problem solving or in a personally led recovery process. Research Pratama & Murtiyani (2023) corroborates that resilience has a positive correlation with the psychological well-being of the elderly. In addition to social support, internal factors also greatly influence neglected elderly people in shaping their resilience (Reivich & Shatté, 2002). Of the seven that make up the resilience ability among them, there are two that are related to motivation within the individual.

1. Optimism

People will believe that things can change for the better. These people also have hope for the future and believe that they will be able to control the direction of their lives. Compared to pessimists, optimists have better physical health and are less prone to depression. With optimism and social support, there is a high chance of individuals bouncing back more quickly, as they feel they have found a replacement for their family.

When they have found social support from their peers, there is a strong encouragement for them to be optimistic and get through it. Optimism also makes them more passionate about their quality of life, from the observations also that the quality of life of abandoned elderly people in the social cottage environment is very low compared to others. The lack of enthusiasm for life makes neglected elderly people end their lives more quickly. Therefore, choosing peers who strengthen each other can at least raise their optimism to keep living with a better quality of life.

2. Self Efficacy

Self Efficacy describes a person's belief that he is able to solve the problems he faces and a person's belief in his ability to succeed. Everyone must have confidence in solving their problems, it's just a matter of how they view the problem and the need for motivation both from within and outside the individual.

Self-confidence or self-belief is formed from a growing optimistic, neglected elderly who are in a social cottage environment, most of whom already have peer social support will have a high level of self-efficacy based on the results of interviews and observations. They feel that with optimism in themselves and social support makes them have a strong determination and gives them the confidence that all problems can be passed by facing them and not running away with the problem. No matter how severe the problem is, the displaced elderly in the social cottage environment can believe that they can solve it well, and they tend to be sincere and tawakkal what has been destined and accept themselves fully.

Resilience includes several aspects, namely: 1) Personal capacity, high expectations and perseverance, 2) Trust in instinct, the ability to defend against negative influences and remain strong despite the impact of stress, 3) Positive acceptance of change and the ability to establish secure relationships with others, 4) Other opinions also summarize that resilience is a person's ability to evaluate, overcome, and improve or change themselves when facing difficulties or difficulties in life (Karni, 2019; Susanto & Soetjningsih, 2021). Thus resilience is needed in the elderly in an orphanage environment with problems and possibly high levels of stress.

Correlation Between Social Support and Resilience in the Elderly

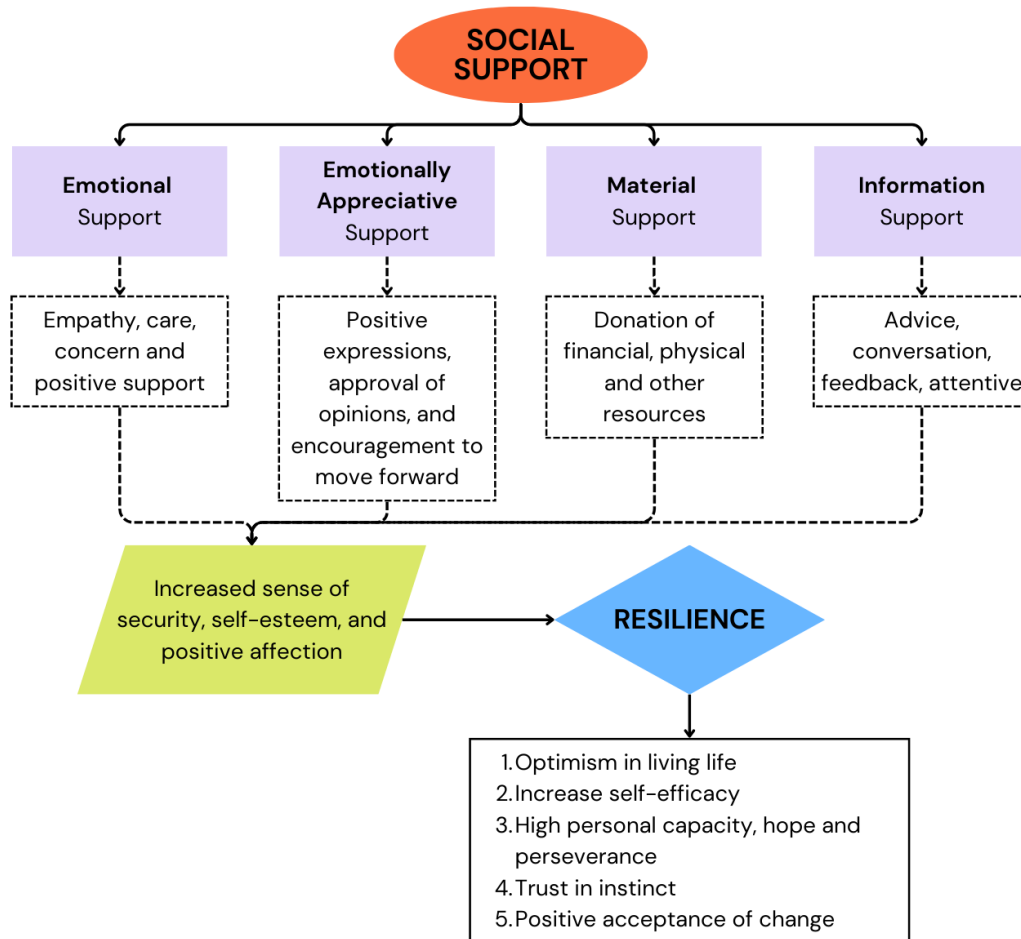


Figure 1. Correlation between Social Support with Resilience in the Elderly (Author’s Work, 2025)

The relationship between social support and resilience in the elderly is an interrelated and reinforcing process. Social support serves as a foundation in building the psychological resilience of the elderly, especially those who experience neglect. Social support is divided into four namely emotional, emotional, material and informational support. These four supports contribute greatly to increasing the sense of security, self-esteem and positive feelings in the elderly. When they feel accepted, they tend to be more open, feel valuable and are able to manage emotional stress better. Furthermore, they will have resilience towards themselves by showing life optimism, increased self-efficacy, personal capacity, high hope and perseverance, a sense of survival instinct and positive self-acceptance.

CONCLUSION

Based on the results and discussion presented, it can be concluded that social support plays a major role in shaping resilience in displaced elderly people in the Keputih Social Pondok Surabaya Environment. Components of social support aspects that greatly influence include, 1). emotional support, 2). appreciation support, 3). instrumental support, and 4). information support. A person's resilience will increase when the social environment around him gets

support in problem solving or in a personally led recovery process. And resilience will be maximized by enthusiasm or motivation within by increasing optimism and self-efficacy, thus the role of social support is very helpful in shaping resilience to help individuals rise from adversity, stress, anxiety, and so on in the elderly and also they are more comfortable with the environment in social lodges or orphanages, and consider social support more like their own family.

This finding indicates that there is a need for the development of social support programs that can be initiated by the government or related institutions as an answer to the neglected elderly. The results of this study can be used as a reference for policy makers in designing social assistance that focuses not only on psychological needs but also social support by creating a supportive and inclusive environment. The research has limitations in one location, namely UPTD Liponosos Keputih, so generalizations cannot be made and need to be careful to adjust the region or social context. Future research is recommended to expand coverage, involve quantitative approaches and consider the perspectives of other parties such as families or nurses. It is hoped that the results of this study can make a more comprehensive contribution to improving the psychosocial well-being of displaced elderly people in Indonesia.

ACKNOWLEDGMENT

The researcher would like to thank the UPTD Liponosos Keputih Surabaya for the cooperation and opportunity given to conduct research at this institution. The support and assistance provided is very meaningful in the smooth running of this research. The researchers also express their gratitude to the Islamic Guidance and Counseling Study Program, Faculty of Da'wa and Communication, State Islamic University of Sunan Ampel, which has provided facilities and academic support during the research. The researcher also expressed deep appreciation to the supervisor, Mrs. Faizah Noer Laela, who has provided direction, guidance, and motivation during the research and preparation of this scientific article with good results

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