

TO WHAT EXTEND THE SOCIAL ASSISTANCE SMART APPLICATION CAN BE MONITORED SUSTAIN ENVIRONMENTALLY AND INCLUSIVE? CASE STUDY: ELDERLY AND VULNERABLE PEOPLE

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Abstract. This research aims to explore the diverse facets of monitoring the Social Assistance Application in order to evaluate the long-term viability and comprehensiveness of the program. In this study, we will examine the various technological tools and innovations that can be utilized to establish a streamlined and ecologically sustainable application process. Qualitative methodologies are used in social science research to examine the impact of welfare programs, obstacles faced, service efficacy, and policy enhancement, particularly in the context of social assistance. The result found that the Social Assistance Application under the Program Keluarga Harapan should focus on sustainability and inclusivity. This can be achieved by reducing energy and computational resources, monitoring for data leaks, and ensuring data security. The system should be flexible and adaptable, with a mechanism for addressing grievances. Environmental sustainability can be achieved through digital solutions, eco-friendly data centres, carbon offset programs, and eco-friendly outreach. Inclusivity can be achieved through accessibility to technology, language and literacy support, community engagement, and feedback mechanisms. Regular monitoring and evaluation, training, and community empowerment are essential for implementing these practices.

Keywords: Smart Monitoring, Smart Application, Social Assistance, Sustainability, Inclusiveness.

1. Introduction

In a period characterized by notable technical progress and an increasing focus on societal well-being, the notion of inclusive and sustainable social assistance initiatives has attained significant significance. The Program Keluarga Harapan (PKH) in Indonesia is a significant endeavour that seeks to mitigate poverty and enhance the quality of life for disadvantaged households, serving as a demonstration of the country's dedication to social progress. In order to optimize the efficacy and equitable allocation of PKH benefits, it is crucial to investigate the feasibility of implementing a durable and inclusive monitoring system for the Social Assistance Application [1].

The Program Keluarga Harapan (PKH) was initiated with the objective of tackling the diverse array of obstacles encountered by impoverished households throughout Indonesia. PKH aims to improve the socio-economic well-being of enrolled families by implementing strategies such as direct cash transfers, conditional cash transfers, and a comprehensive array of social services [2]. In order to fully harness the capabilities of this program, it is imperative to build a monitoring system that is both functional and environmentally sustainable for the process of Social Assistance Application [3].

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The concept of sustainability, within the framework of monitoring PKH, involves not just the program's long-term viability but also its ecological implications [4]. Considering the worldwide demand for sustainable development and environmental preservation, it is imperative to assess the extent to which the application process conforms to environmentally conscious principles [5]. Moreover, under the present framework, inclusivity refers to the imperative of guaranteeing that the application procedure caters to the varied requirements and situations of every qualified family, without excluding any individual [6].

The present discourse aims to explore the diverse facets of monitoring the Social Assistance Application in order to evaluate the long-term viability and comprehensiveness of the program. In this study, we will examine the various technological tools and innovations that can be utilized to establish a streamlined and ecologically sustainable application process [7]. In addition, we will analyse the methods through which the process might be rendered accessible and inclusive, while also acknowledging and tackling the distinctive obstacles encountered by marginalized and geographically isolated communities [8].

The primary objective of this examination is to offer valuable insights on how to enhance the Social Assistance Application process for Program Keluarga Harapan (PKH). This enhancement should not only guarantee the program's long-term sustainability but also strengthen its dedication to inclusivity, sustainability, and, most significantly, the betterment of Indonesia's most disadvantaged families [9].

In a contemporary society that prioritizes advancements and growth, it is imperative to prioritize the welfare of the most susceptible individuals. The aged and vulnerable populations, who are frequently subjected to marginalization and encounter distinct obstacles, necessitate particular focus and assistance [10]. One essential means through which such assistance is provided is the Social Assistance Application, a procedure specifically devised to guarantee that individuals in need have the assistance and support they are entitled to. This discourse aims to elucidate the crucial role that Social Assistance Applications play in promoting inclusivity for aged and vulnerable populations [11].

The old population, which is experiencing notable growth on a global scale, has made substantial contributions to society throughout the course of time [12]. As individuals progress in age, their requirements undergo a transformation, occasionally exceeding the capabilities of conventional support systems. Individuals who are considered vulnerable, including those who have impairments, chronic illnesses, or low financial resources, encounter ongoing challenges in fulfilling their fundamental need daily. Ensuring equitable access to social assistance is of utmost importance for both populations [13], [14].

Social Assistance Applications play a crucial role in facilitating the provision of vital services, financial support, and community resources to aged and vulnerable individuals [15], [16]. These applications serve as a crucial link that connects the disparity between individuals' needs and the assistance they receive. Furthermore, these entities provide a distinctive prospect to advocate for inclusivity through the customization of services and support based on the needs of each person, so guaranteeing that no individual is excluded [17].

This discourse aims to examine the complex operations of Social Assistance Applications, elucidating the methods and procedures that foster inclusiveness for the elderly and those who are susceptible to harm [18], [19]. This study aims to investigate the impact of technology on the optimization of application procedures, with a specific focus on enhancing accessibility for individuals with physical or cognitive impairments [17]. Furthermore, we will explore the significance of employing culturally sensitive and linguistically diverse methodologies to effectively engage with marginalized communities, acknowledging and accommodating their distinct viewpoints and requirements [20].

The primary objective of this investigation is to emphasize the potential of social aid Applications as tools for promoting inclusivity [21]. This is achieved not only through the provision of support, but also through empowering older and vulnerable individuals to actively participate in the application process to obtain the aid they need [22]. By acknowledging the capacity of individuals to act and guaranteeing the expression of their perspectives, we may foster the development of a more comprehensive societal framework that prioritizes the respect and welfare of all its constituents [23].

This introduction establishes the context for a thorough examination of the importance of Social Assistance Applications in fostering inclusion for older and vulnerable populations, with a particular focus on the contributions of technology, cultural sensitivity, and human autonomy in this endeavour. This introduction

provides an overview of the topic of monitoring the Social Assistance Application, specifically in relation to sustainability and inclusion under the Program Keluarga Harapan (PKH) in Indonesia.

2. Method

Qualitative methodologies are frequently employed in the field of social science research to investigate the multifaceted aspects of many phenomena, encompassing social, emotional, and experiential components. Within the realm of social assistance, the utilization of qualitative methodologies can yield valuable information pertaining to the impact of welfare programs on the lives of beneficiaries, the obstacles they encounter while attempting to obtain services, the efficacy of those services, and potential avenues for policy enhancement. Thorough analyses of individual cases can yield a plethora of information regarding the implementation and outcomes of social assistance programs in particular contexts. This approach can be especially advantageous for examining the effects of a novel initiative or modifications to an established initiative. The respondent of this research is 100 person with the classification mentioned in figure 1.

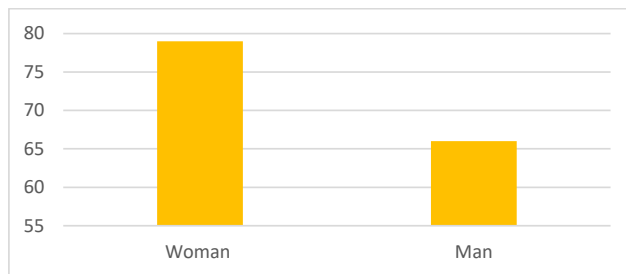


Fig 1. Percentage of Respondent

3. Result and Discussion

From the data obtained regarding the Family Hope Program, the following were obtained: in 2018 there were 47,323 KPM (Beneficiary Families); in 2019 a total of 51,974 KPM; in 2021 there will be 25,552 and in 2022 there will be 34,959. In general, the number of families receiving benefits from the Family Hope Program has decreased, so it can be concluded that the assistance provided by the Government through PKH is very useful and useful as an alternative to dealing with poverty. From the data available in 2019, almost 50% of PKH beneficiaries are elderly.

For the elderly, the DIY Provincial Government has a Social Security Program for the Elderly (JSLU), but the Yogyakarta Provincial Government does not yet have official regulations governing the welfare of the elderly. However, the DI Yogyakarta Provincial Government has a strong commitment to promoting the welfare of the elderly in its region. In 2019, for example, to organize various social protection programs for the elderly, the provincial government provided a budget of IDR 1.3 billion. The 2020 budget allocation increased sharply, reaching more than three times the 2019 budget, namely IDR 4.1 billion. Unfortunately, the 2020 budget allocation could not be fully realized because part of the budget was diverted to meet the urgent needs of 45 regions in line with the COVID-19 pandemic [21], [24]. The main motivation for the DI Yogyakarta Provincial Government to organize various social programs for the elderly, especially in the form of social assistance, is the desire to expand coverage or increase the number of elderly recipients of assistance. Moreover, the elderly population in DI Yogyakarta continues to increase along with increasing life expectancy. Until now, assistance from the central government has only been received by a small number of neglected and/or indigent/poor elderly people. Assistance from the provincial government is given to elderly groups who have not received assistance from the central government. Another motivation for providing social assistance is closely related to the plan to make DI Yogyakarta an elderly-friendly area. One of the programs for the elderly funded by the provincial APBD is the Social Security for the Elderly (JSLU) program which has been implemented since 2011. This program is a form of regional social protection to ensure the fulfilment of the basic rights of the elderly, especially the need for consumption, housing and health services. distributed by the provincial social service. JSLU is a program providing cash assistance through LKS to a number of neglected and/or poor elderly people spread across all districts/cities in DI Yogyakarta. The neglected and/or poor elderly in question are those who can still carry out activities of daily

leaving (ADL) or are not in elderly social care services. Every year the JSLU program budget is set for six months, with the hope that the other six months can be supported by the district/city APDB. Since the start of implementation until 2016, the number of elderly JSLU recipients has increased, but then decreased quite drastically. This decrease is thought to be due to the diversion of the provincial budget for the construction of a new airport. Over the last three years (2019-2021) the target number of JSLU recipients was 1,000 elderly people spread across all city districts (see Table 1).

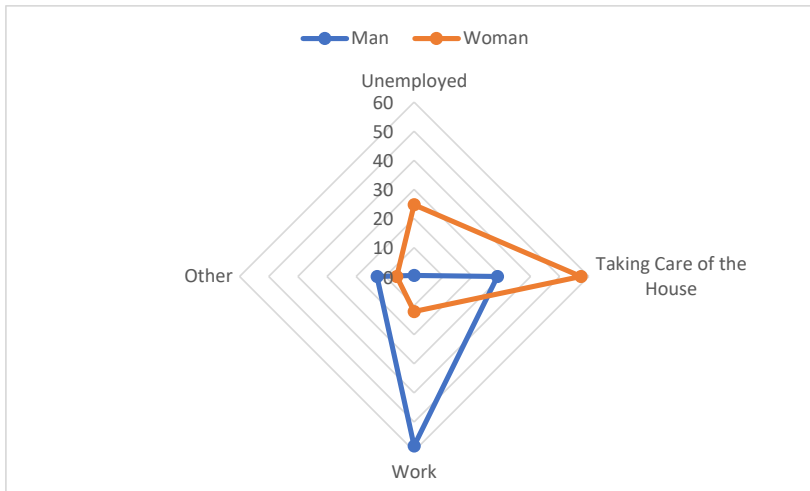


Fig 2. Types of activities for elderly people in a week

In old age, a person will experience changes in physical, cognitive, and psychosocial life. The importance of life expectancy and quality of life for the elderly. The four domains of quality of life are physical health, psychological health, social relationships, and environmental aspects. Four domains of quality of life are identified as behaviour, state of being, potential capacity, and perception or subjective experience. If these needs are not met, problems will arise in the lives of the elderly which will reduce their quality of life. Based on the theory above, welfare is one of the parameters for the high quality of life of the elderly. This prosperity can be achieved if the four factors that influence the quality of life, such as physical, psychological, social and environmental factors, can achieve a state of prosperity (well-being).

Ensuring the Social Assistance Application is easily accessible on a range of devices and to individuals with disabilities would be a crucial result to monitor. If the program is available in numerous languages and is designed for use on low-end devices, this would reflect an emphasis on inclusion. High dropout rates can signal that the program is not user-friendly or not properly inclusive. Possible treatments could include user education or interface change. Additionally, it would be vital to determine if the application is reaching remote places that are part of the PKH. High resource use could make the application less sustainable in the long term, necessitating periodic upgrades or alternate solutions. A balance must be achieved between resource use and functionality. Metrics around how many people are using the app, their activities, and dropout rates would be significant. High engagement would suggest a more inclusive application.

On the sustainability front, it would be crucial to look at how much energy and computational resources the program utilizes. Constant monitoring for data leaks and illegal access is vital for sustainability, as breaches can erode confidence and result in the application's collapse. Lower resource utilization would be more sustainable in the long term. Ensuring data security while preserving transparency could suggest the application's long-term survival. The flexibility of the system to change based on feedback is vital for both sustainability and inclusion. Systems that fail to adapt are likely to become obsolete or less effective over time. The existence of a proficient mechanism for addressing grievances would serve as an indicator of inclusivity, since it facilitates enhancements grounded in authentic user feedback. Enhancing the environmental sustainability of the application can be achieved by enhancing server efficiency, incorporating renewable energy sources, and using various green technology solutions. Evaluating the comprehensive carbon footprint associated with the maintenance of the system and its infrastructure would yield valuable

insights pertaining to its environmental sustainability. The findings from monitoring activities have the potential to provide valuable guidance to policymakers regarding potential modifications to the requirements of the PKH program or the expansion of its scale. By monitoring these parameters, valuable information can be gained regarding the sustainability and inclusivity of the Social Assistance Application under the Program Keluarga Harapan. Continuous analysis and adaptation are crucial factors in ensuring both.

Environmental Sustainability to improve social assistance need some point to release, which are:

- a. **Digital Solutions:** Implementing digital platforms and online application processes can help reduce the environmental impact associated with paper-based applications. This approach can also enhance efficiency and reduce resource consumption.
- b. **Data Centre:** Ensure that the data centre hosting the application information are environmentally friendly. This can involve using renewable energy sources, energy-efficient cooling systems, and responsible disposal of electronic waste.
- c. **Carbon Offsetting:** Consider implementing carbon offset programs to neutralize the environmental impact of the application process. This may involve planting trees or investing in renewable energy projects.
- d. **Eco-friendly Outreach:** Use eco-friendly materials for outreach campaigns, such as recyclable or biodegradable flyers and posters.

Inclusivity to improve social assistance need some point to release, which are:

- a. **Access to Technology:** Ensure that the application process is accessible to all members of the community, regardless of their access to technology. This may involve setting up application centre with computers and internet access for those who do not have access at home.
- b. **Language and Literacy:** Provide support for those who may have limited literacy or language barriers. This can include offering assistance in local languages and providing clear instructions in an easy-to-understand format.
- c. **Community Engagement:** Involve local community leaders and organizations in the application process to reach marginalized and remote communities. They can help identify eligible beneficiaries and provide support during the application process.
- d. **Inclusive Outreach:** Tailor outreach efforts to reach vulnerable and marginalized groups, including people with disabilities, the elderly, and those living in remote areas.
- e. **Feedback Mechanisms:** Establish feedback mechanisms that allow applicants to voice their concerns or difficulties with the application process. Use this feedback to make continuous improvements.

Monitoring and Evaluation:

- a. **Environmental Impact Assessment:** Conduct periodic assessments to measure the environmental impact of the application process and take steps to minimize it.
- b. **Inclusivity Assessment:** Evaluate the inclusivity of the application process by collecting data on participation rates among different demographic groups and adjusting as needed.
- c. **Transparency:** Ensure transparency in the monitoring and evaluation process. Share the results with the public and stakeholders to build trust and accountability.

Capacity Building:

- a. **Training:** Provide training to local staff and volunteers on environmental sustainability and inclusive practices to ensure the effective implementation of the program.
- b. **Community Empowerment:** Empower local communities to take ownership of the application process and its sustainability and inclusivity aspects.

Remember that these are general guidelines, and the specific implementation of environmentally sustainable and inclusive practices for the Social Assistance Application in Kulonprogo will depend on the local context and available resources. Regular collaboration with local communities and stakeholders is crucial to ensure the success of such initiatives. According to the research results, most respondents had a moderate quality of life. This could be caused by the respondent's physical, social and environmental factors not leading to an optimal state of well-being. They have not been able to get the maximum score in the four factors that influence quality of life according to WHOQOL. This condition still requires efforts to improve the quality

of life from moderate to high to achieve a prosperous elderly life (from the Journal of Elderly Quality of Life).

Table 1. Absorption of the Family Hope Program

Penyerapan Program Keluarga Harapan	Year (%)		
	2019	2020	2021
Percentage of PKH recipient data	17.39	18.01	18.38
Absorption of PKH Recipients (P1)	2.72	3.22	3.01
Absorption of PKH recipients for the elderly	0.61	0.86	0.75

Source: <https://kulonprogokab.bps.go.id/> 2019-2021

This program aims to alleviate poverty and improve the welfare of poor families, including elderly or elderly families. The following are several factors that can influence the effectiveness of elderly people receiving the Family Hope program, including:

1. Understanding the Program: Elderly people need to understand the goals and benefits of the Family Hope Program. This understanding will help them feel more motivated to participate well;
2. Policy Suitability: PKH policies must be in accordance with the special needs of the elderly. This includes providing health assistance, transportation, and other things that are more relevant to them;
3. Access to Information: Seniors need to have adequate access to information about PKH, either through official notifications or through assistance from social workers or volunteers;
4. Social Support: Elderly people who receive support from their families and the community around them will be more likely to participate in this program effectively. This social support can take the form of assistance in filling out forms, going to registration locations, or even supervising the use of assistance;
5. Physical Access: The availability and accessibility of registration locations, banks, or other places related to this program need to be considered. Seniors should be able to easily access these facilities;
6. Physical and Mental Health: The physical and mental health of the elderly also plays an important role in the effectiveness of this program. Those who are healthier tend to be better able to utilize this assistance effectively;
7. Monitoring and Evaluation: The government must have a good monitoring and evaluation system to ensure that program funds actually reach targets and are used in accordance with regulations;
8. Training and Empowerment: Training and empowerment programs for the elderly can help them be more independent in utilizing this assistance, for example in managing their finances;
9. Collaboration between Stakeholders: Collaboration between government, NGOs and local communities is essential to ensure that this program runs effectively;
10. Social Justice: It is important to ensure that this program does not trigger discrimination or social injustice against the elderly or other vulnerable groups.

The Family Hope Program can provide significant benefits to the elderly if it is implemented well and if the elderly has sufficient understanding of this program and receive the necessary support. This will not only improve their individual well-being, but can also help achieve the broader goal of poverty alleviation.

4. Conclusion

The Family Hope Program (PKH) for elderly people is that this program can provide significant benefits, but its impact will depend greatly on effective implementation and the support provided to elderly people who participate in this program. With good implementation and special attention to the needs of the elderly, the Family Hope Program can help improve the quality of life and economic welfare of the elderly in Indonesia. However, to achieve maximum effectiveness, these programs must be managed carefully and take into

account changes in the needs of the aging population over time. This program must be implemented with the principles of equality and justice, so that all elderly people who meet the criteria can participate without discrimination. The government must carry out ongoing monitoring and evaluation of this program to ensure that the benefits are truly felt by the elderly and achieve the goal of poverty alleviation. Seniors may face different health challenges, and their access to health services can also be a barrier. This program needs to consider the special health needs of the elderly. Support from family and community is also important. Families can help elderly people register and manage the benefits provided by PKH. Seniors who understand this program and how to use it wisely will be better able to get maximum benefits. Therefore, education about this program is important. This program also focuses on family economic empowerment. Seniors can develop skills or small economic businesses that can help them be more financially independent. PKH provides economic assistance to poor families including the elderly. This assistance can help improve the economic well-being of seniors and reduce the financial pressure they face. PKH also aids with access to health services. For seniors, this can be especially beneficial as they may require more intensive health care.

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