

Implementation of the Jakarta Elderly Card Program in Meeting the Basic Needs of the Elderly

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Article History

Received : 2022-12-27

Accepted : 2023-03-17

Published : 2023-04-28

Keywords:

Implementation of Programs, elderly Cards, fulfilment of basic needs of the elderly

Abstract: Research on the Implementation of the Jakarta Elderly Card Program in Fulfilling the Basic Needs of the Elderly is motivated by the increasing number of poor elderly people in the Special Capital Region of Jakarta (DKI) Jakarta, including the number of poor elderly people in the Jagakarsa village. Along with this, the DKI Provincial Government has launched the KLJ Program (Jakarta Elderly Card) as an effort to meet the basic needs of the poor elderly. However, the implementation of this KLJ is often in the spotlight of various parties, because it is assumed to be less useful and not on target. The purpose of this study was to describe how the implementation of the KLJ program in meeting the basic needs of the elderly. The research method uses a qualitative research approach. Data was collected through interviews, observation and documentation. The main theory used is the theory of David C Korten which states that to find out how the implementation of a program can look at the dimensions of the program itself, then the organization of its implementation and the program's goals. The results showed that the implementation of the program could increase the number of poor elderly people. This is because there is a clear concept of this program and there is strong support from the program implementing elements, both the city government and the community. This is what causes the inconsistent implementation of aid distribution. In general, assistance is used to meet the basic needs of the elderly. Recommendations from this research are the need for an official website that is easily accessible to the public and the need for consistent distribution of time.

Abstrak: Penelitian Implementasi Program Kartu Lansia Jakarta dalam Pemenuhan Kebutuhan Dasar Lansia dilatarbelakangi oleh meningkatnya jumlah lansia miskin di Daerah Khusus Ibukota Jakarta (DKI) Jakarta, termasuk jumlah lansia miskin di desa Jagakarsa. Seiring dengan hal tersebut, Pemprov DKI telah mencanangkan Program KLJ (Kartu Lansia Jakarta) sebagai upaya pemenuhan kebutuhan dasar lansia miskin. Namun, pelaksanaan KLJ ini kerap menjadi sorotan berbagai pihak, karena dianggap kurang bermanfaat dan tidak tepat sasaran. Tujuan penelitian ini adalah untuk mendeskripsikan bagaimana pelaksanaan program KLJ dalam memenuhi kebutuhan dasar lansia. Metode penelitian menggunakan pendekatan penelitian kualitatif. Data dikumpulkan melalui wawancara, observasi dan dokumentasi. Teori utama yang digunakan adalah teori David C Korten yang menyatakan bahwa untuk mengetahui bagaimana pelaksanaan suatu program dapat melihat dimensi dari program itu sendiri, kemudian organisasi pelaksanaannya dan tujuan program tersebut. Hasil penelitian menunjukkan bahwa pelaksanaan program tersebut dapat meningkatkan jumlah lansia miskin. Sebab, ada konsep yang jelas dari program ini dan ada dukungan kuat dari unsur pelaksana program, baik pemerintah kota maupun masyarakat. Hal inilah yang menyebabkan belum terlaksananya penyaluran bantuan. Pada umumnya, bantuan digunakan untuk memenuhi kebutuhan dasar.



Available online at
<http://jurnal.unsyiah.ac.id/riwayat/>

INTRODUCTION

The welfare of the elderly community is an action in an effort to meet the needs of the community, especially the elderly who cannot carry out their social functions, namely by providing assistance and assistance services. Thus, it is hoped that the elderly can improve their welfare so that they can live properly. *The Jakarta Elderly Card (KLJ)* is a basic needs fulfillment program for senior citizens of the DKI Jakarta Provincial Government. This program is expected to improve the welfare of this group of citizens. In implementing the program, the DKI Jakarta Provincial Government in 2018 has budgeted funds for KLJ of Rp 104.5 billion. Head of the DKI Jakarta Social Office Irmansyah said a total of 40,419 elderly people received KLJ in DKI Jakarta. Furthermore, assistance was provided in two stages where in the first phase there were 28,420 elderly people who had received KLJ in 2018 and automatically received it also for January-March 2019. Meanwhile, for the second phase of social assistance for fiscal year 2018, there are 11,999 elderly KLJ recipients who have gone through the verification and validation process of the Integrated Database (BDT) (<https://wartakota.tribunnews.com> accessed on March 31, 2020). In general, the classification of the elderly population is based on age and household membership status as shown below:



Figure 1 Percentage of the elderly population by age group

The Central Statistics Agency stated that there were 869,684 elderly people in

DKI Jakarta in 2018. Based on the results of diagram 1 according to Susenas 2019 result data, the elderly population in DKI Jakarta is dominated by the young elderly category (60 – 69 years) by 71%. There are still elderly who are in the age group over 70 years and the percentage is quite large (29%). This shows that there is an increase in life expectancy in DKI Jakarta. The percentage of elderly households in DKI Jakarta was 21.18% in 2019. (<http://statistik.jakarta.go.id/statistik-penduduk-lanjut-usia-di-dki-jakarta-tahun-2019/> accessed on December 13, 2020 at 10:27 AM).

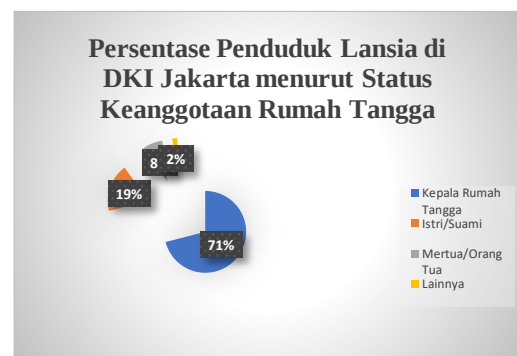


Figure 2. The Percentage of the Elderly Population Decreased

Based on the data in figure 2 according to household membership status, the elderly who are still the head of the household are around 71%. The elderly have basic needs, where these basic needs are elements needed by the elderly to maintain physiological and psychological balance. In this case, government programs are needed for the elderly in an effort to meet basic needs, especially the elderly who cannot carry out their social functions, namely by providing assistance and assistance services. Thus, it is hoped that the elderly can meet their basic needs so that they can live properly.

The main requirement to get KLJ is that the elderly must be 60 years old and above. Other criteria include low-income seniors (and must be registered in the

Integrated Database) and physically or psychologically driven. KLJ's main target is the elderly who do not have a fixed income or are very small so that to make ends meet they depend on others. If the elderly are not registered in the Unified Database but meet other requirements, they can still receive KLJ. You do this by proposing yourself through the Self-Update Mechanism (MPM) process in the local kelurahan. This MPM will later be divided into poor community clusters and vulnerable poor community clusters. From that division, the increase in their welfare is adjusted to their respective clusters. Funds are distributed by the Social Office through Bank DKI to each KLJ beneficiary account quarterly in the amount of Rp 600,000 per month. The benefits of this KLJ provision are to meet the basic needs of the elderly, in accordance with Governor Regulation Number 193 of 2017 (kompas.com accessed on March 31, 2020).

Implementation is one of the stages in the public policy process. Usually implementation is implemented after a policy is formulated with clear objectives. Implementation is a series of activities to find out the right way to implement the program so that a good policy can achieve the goals set by policy makers (Yulianto Kadji, 2015: 47). The problem that arises in the Jakarta Elderly Card program is that there are still residents whose names have not been listed in the Integrated Database (BDT). This is because the database used in BDT is a 2015 database, so residents must first update the data to the kelurahan. Then in the kelurahan, residents will go through an independent update mechanism process. After the resident's name is entered in the BDT, residents can verify the data at the social service unit in the sub-district or at the local Social Service Tribal Office. After that, a recommendation letter will be made

from the Regional Financial Management Agency (BPKD). If the recommendation has been issued, then residents go to Bank DKI to create an account and KLJ will be channeled through the account. If you look at this procedure, it is quite a long procedure flow that must be taken by the elderly in order to receive KLJ. In 2018 Jagakarsa District handed over 447 Jakarta Elderly Cards to residents from 6 urban villages under its auspices from 10 sub-districts in the South Jakarta area, the Jagakarsa area became the highest recipient of the Elderly Card (tribunnews.com accessed on July 17, 2020)

Based on the description above, it is a general description of the dynamics in partiality for the elderly in the DKI Jakarta area through various kinds of programs to improve the welfare of the elderly, one of which is the Jakarta elderly card program (KLJ). Some previous studies related to KLJ include Tri Noviyanti 2020 research entitled Implementation of the Jakarta Elderly Card Policy in Bintaro Village, South Jakarta, outlining that the implementation of the Jakarta Elderly Card program in Bintaro Village from factors that affect implementation has gone well so that the fulfillment of the basic needs of the elderly is carried out. However, the support of implementors in the implementation of the Jakarta Elderly Card policy is considered very influential to support the successful implementation of the policy in Bintaro Village. In understanding the problems and needs, the elderly are very grateful for the assistance from this program, because it is felt that the Jakarta Elderly Card program has included two aspects in understanding problems and meeting the basic needs of the elderly. Keywords: Policy Implementation, Elderly, Jakarta Elderly Card, Bintaro Village. Furthermore, the results of research by the National Team

for the Acceleration of Poverty Reduction and The SMERU Research Institute 2020 entitled *The Situation of the Elderly in Indonesia and Access to Social Protection Programs: Secondary Data Analysis* elaborated that in addition to KLJ, the DKI Jakarta Provincial Government also provides assistance for the neglected elderly, both residents of DKI Jakarta and not. For this elderly group, four elderly homes are provided that can accommodate nearly 2,000 elderly people. They are provided with Rp25,000 worth of consumption per day. The non-government also provides five private institutions to accommodate the elderly. Usually, the DKI Jakarta Provincial Social Office also organizes an elderly event on National Elderly Day (HLUN) every May 29, in collaboration with Corporate Social Responsibility (CSR) activities. Beyond that, there are many foundations, donors, and communities caring for the elderly who provide assistance and attention to the elderly in DKI Jakarta independently.

Based on the description above, it is clear that the dynamics and studies of the Jakarta elderly card have been researched by various parties as the two research results above and provide a varied picture related to the Jakarta elderly card program. Referring to the description of the dynamics and findings of several previous studies that it is important to be studied more deeply by various parties related to the issue of the elderly and various kinds of protection programs. This study raises the topic, namely How the implementation of the Jakarta Elderly Card (KLJ) in meeting the basic needs of the elderly in DKI Jakarta, more specifically in the Jagakarsa area, Kota Madya, South Jakarta, so that this research will provide an overview of the process of direct relations in implementing a policy between

individuals, groups or organizations (target groups) as recipients or targets Policy with the government as stakeholders, with the understanding of groups or individuals who provide input in the policy-making process or who are the target of policy decisions, and that is one that distinguishes this research from other research. towards meeting the basic needs of the elderly, especially aspects of maintaining the health and nutrition of the elderly.

RESEARCH METHODS

In this study, researchers used descriptive research methods with a qualitative approach. The location of this research was carried out in Jagakarsa Village, South Jakarta. The determination of locus is based on several considerations, including:

- a. Jakarta Elderly Card Program is a DKI Jakarta Provincial Government Program
 - b. The location of the study, Jagakarsa Village, is the recipient area with the highest number in Jagakarsa District, South Jakarta.
- This research was carried out for 3 (three months). The study began in April 2020 to July 2020.

RESULTS OF RESEARCH AND DISCUSSION

Basically, a program cannot be separated from implementation. Implementation is the most important stage in a program, without implementation a program cannot run. Implementation is of course also needed so that a program that is run can be in accordance with the program in order to meet the goals and objectives of the program that has been made. A program is created to respond to concrete problems or needs that develop in society. The Jakarta Elderly Card Program is one form of the basic needs fulfillment program for the elderly from the DKI Jakarta Provincial Government. This card is given to the elderly who have met the criteria and requirements set. In 2020, the

number of Jakarta Elderly Card recipients in Jagakarsa District amounted to 1,017 divided into 6 Kelurahan.

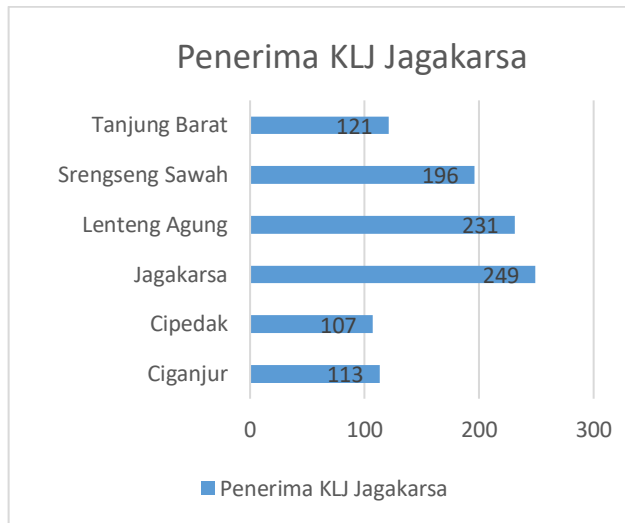


Figure 3. Elderly Card Recipients in Jagakarsa District

Based on the table above, the highest number of Jakarta Elderly Card recipients in Jagakarsa District, namely Jagakarsa Village, numbered 249 and the lowest number in Jagakarsa District, namely Cipedak Village, amounted to 107. Below will be described the results of interviews, observations and documentation on the Implementation of the Jakarta Elderly Card in Improving Community Welfare in Jagakarsa Village, South Jakarta using the theory of Program Implementation according to David C Korten. In Korten's view, successful program implementation should include three elements called the conformity model. The three elements are interrelated with each other so that if there is one element that does not run optimally, it will affect the other elements. The three elements are the program, the implementing organization and the program target group.

DISCUSSION

In the first element, the suitability of the program to what the target group needs is the first important factor for Korten. The alignment of the program with the needs of the program targets is absolutely put forward

because it directly affects the benefits that will be obtained by the program targets. If the program implementation is not in accordance with the needs of the target group, it can be ascertained that the program implementation does not work and the program results do not provide benefits and do not empower the community. Based on the results of documentation through Governor Regulation No. 193 of 2017 concerning the Provision of Social Assistance to Meet Basic Needs for the Elderly Article 3. The Jakarta Elderly Card Program provides PKD Social Assistance for the elderly to help beneficiaries to be able to meet basic needs and access basic services and improve the welfare of the elderly. Based on the results of interviews with Informants 5, 6, 8 as Jakarta Elderly Card Recipients stated that:

"Yes, the need is for nutrition and health, yes, the connection is to eat everything." (BM, 14-05-20).

"I don't work, the money is for medical treatment for daily needs, buy necessities and various everything, because one day you can spend 30,000 at least 20,000 snacks." (ER, 15-05-20)

"Yes, what is clear is that it is for daily meals, daily necessities, yes, it is because my income is very minimal, once two houses contract one month, 1,250,000 is dirty without electricity." (KS, 19-05-20)

Based on observations with the Jakarta Elderly Card Recipient Informer. Elderly people with old conditions are no longer working, but must still meet their basic needs. Based on the observations of the elderly with old conditions and do not understand the withdrawal of money through Bank DKI, need help from others to disburse funds. If there is a violation or misuse of funds, the Social Assistance will report to the Social Service to stop the assistance. Based on the results of interviews, observations and documentation regarding the suitability of the program with the target group. The Jakarta Elderly Card Program is a program needed by the elderly

to meet basic needs for senior citizens of the DKI Jakarta Provincial Government. Those who have met the criteria and requirements, will receive assistance of Rp.600,000 every month. In addition, Jakarta Elderly Card recipients can buy cheap food at a low price of 150 thousand rupiah if they want to redeem everything such as 5 kilograms of rice, 1 kilogram of chicken meat, 15 chicken eggs, 1 kilogram of beef, 1 kilogram of mackerel, 1 kilogram of buffalo meat, and 1 carton of milk. The accuracy of the target of the Jakarta Elderly Card in Jagakarsa Village can be concluded that in Jagakarsa Village it is right on target because the people who receive the Jakarta Elderly Card in Jagakarsa Village are people whose economic situation has not been able to meet the needs of their families. If 83 is seen from the condition of the elderly home, the elderly live with their families, children and grandchildren despite the urgency.

Based on this, the recipients of the Jakarta Elderly Card Program are those who do not have a house that is quite livable. Other conditions are elderly recipients of the Jakarta Elderly Card in Jagakarsa Village do not have a steady source of income or are poor so they cannot meet their basic needs. In addition, the recipients of the Jakarta Elderly Card are elderly who have been chronically ill and can only lie in bed, so they are unable to carry out daily activities. Based on the results of the triangulation of interviews, observations and documentation above, the program is in accordance with the needs of the target group, the implementation of the Jakarta Elderly Card Program provides benefits and improves welfare, especially the elderly in fulfilling their basic needs. So that based on suitability, it is right on target.

In the second element, Korten emphasizes the compatibility between the program and the implementing organization. That is, the compatibility between the tasks charged with the capabilities of the implementing organization must be carried

out as well as possible. If the implementing organization does not have the ability to perform the tasks required by the program, it cannot deliver the program appropriately. This can result in the non-delivery of program benefits that affect the goals of the program to which it aspires. Based on the results of an interview with informant 1 as the Head of the Jagakarsa Sub-District Social Service Tribal Implementation Unit:

"In our sub-district, 2 become Social Officers and there are executors or administrations." (TS, 08-06-20)

The same thing was also revealed by informant 4 as the Social Companion of Jagakarsa Village:

"3 people if in the village in the hands of social assistants, if in sub-district 1 kasatpel" (D, 02-06-20)

Based on observations in Jagakarsa Village, in its implementation, there are 3 social assistants and in Jagakars District, there are 2 people, namely the Implementation and Administration Unit. Based on the results of interviews, observations and documentation, Social Assistants who run the Jakarta Elderly Card program are not enough in handling the problem of the Jakarta Elderly Card in Jagakarsa Village, because human resources play an important role in carrying out implementation. Stakeholders in the Jakarta Elderly Card should be able to prepare qualified staff in carrying out program implementation tasks. The expertise of staff in performing their duties is one of the important factors in the successful implementation of the Jakarta Elderly Card program in Jagakarsa Village. Based on the results of interviews, observations and documentation, the Jakarta Elderly Card Program is a program of the DKI Jakarta Provincial Government in collaboration with the Social Office to ensure that the program runs optimally, the DKI Jakarta Social Office will perform supervisory functions. Related parties will conduct monitoring and

evaluation in stages and periodically every three months. The DKI Jakarta Social Office coordinates with sub-districts and sub-districts. In running the Jakarta Elderly Card program in each *kelurahan*, there are Social Assistants who run programs to coordinate with RT RW and the surrounding community. Based on the results of an interview through informant 4 as the Social Companion of Jagakarsa Village: "If we report to Kasatpel sub-district, then we report to the social service pusdatin" (D, 02-06-20)

Based on the observations, the implementation of monitoring and evaluation was carried out by the Jagakarsa Village Social Assistance who recorded and visited the homes of the elderly. Then the Social Assistance reports to the Head of the Jagakarsa Sub-District Social Service Tribe Implementation Unit for follow-up to the DKI Jakarta Provincial Government Social Service Tribe. Social Assistance as the front line that helps the community in implementing the Jakarta Elderly Card program has a strong commitment, ability and determination. Social Assistance socializes programs to RT RWs and the community. Based on the results of the interview, socialization was carried out by disseminating information in stages. Starting from the Ministry of Social Affairs, Social Services, Service Tribes, Tribal Chiefs of Subdistrict Social Services, Villages to the Community. After socialization from the DKI Jakarta Provincial Government Social Office, the sub-district level is given the authority to carry out more effective socialization to RWs, RTs and the community so that the Jakarta Elderly Card program can run well and smoothly. Informant 1 as Head of the Tribal Implementation Unit of Jagakarsa Sub-District Social Service stated:

"The Elderly Card Program is socialized through urban villages and RT RWs, but this program is not impromptu the data of 89 is taken so those who have been recorded, are socialized through data

collection programs for poor and poor people." (TS, 08-06-20)

Based on the observations, Social Assistance informs the people receiving the Jakarta Elderly Card through RT and RW. Based on this, the compatibility between the program and the implementing organization has been well implemented.

In the third element, Korten emphasizes the target group element of the program. That is, there must be a match between program objectives and achievements that have been determined by the implementing organization so that program objectives can be useful for program goals. If the objectives set by the program implementing organization cannot be met by the target group, the target group automatically does not get program results. Therefore, these elements must synergize with each other so that the implementers and program targets both get benefits. Based on the results of interviews, observations and documentation, the target of the Jakarta Elderly Card program, namely the Elderly, is given to the elderly who due to certain factors cannot meet their basic needs so that their lives are very dependent on the help of others. Factors include the elderly do not have a steady source of income or are poor so they cannot meet their basic needs. The sick elderly have been chronic or can only lie in bed, so they are unable to carry out daily activities. The elderly are psychologically and socially neglected. In addition, the elderly are also residents of the Special Capital Region of Jakarta, have been registered and determined in BDT with the lowest social or economic status conditions and live or domiciled in the Special Capital Region of Jakarta. The purpose of providing PKD Social Aid for the elderly is to help beneficiaries to be able to meet basic needs and access basic services and improve the welfare of the elderly. Based on the results of interviews with informants 6, 8, and 9 as recipients of the Jakarta Elderly Card:

"I don't work, the money is for medical treatment for daily needs, buy necessities and various everything, because one day you can spend 30,000 at least 20,000 snacks." (ER, 15-05-20)

"Yes, what is clear is that it is for daily meals, daily necessities, yes, it is because my income is very minimal, once two houses contract one month, 1,250,000 is dirty without electricity." (KS, 19-05-20)

"Yes, to buy medicine, I have sugar disease, I have cholesterol, buy the drug sugar once a month, control" (IN, 08-06-20)

Based on observations, the condition of elderly recipients of the Jakarta Elderly Card is fairly old and cannot work. Based on the results of interviews, observations and documentation of the Jakarta Elderly Card in its implementation is right on target, right in number. Appropriate and appropriate in its distribution to the community and sufficient to provide benefits to recipients in meeting the basic needs of the elderly. However, the Jakarta Elderly Card Program cannot be used as a guarantor for the overall basic needs of the family because the Jakarta Elderly Card funds can only help reduce the burden of basic family needs and help to meet the basic needs of the family. In addition, the implementation of the Jakarta Elderly Card program can provide benefits to the health level of the elderly, because the elderly with old conditions are easily sick and no longer work so that all the needs for their families have not been fulfilled properly. In the implementation of the Jakarta Elderly Card Program, the needs of the elderly can be fulfilled such as buying food needs, vitamin medicines, indirectly will affect their health. Because if the elderly meet their food needs, as well as medicines and vitamins directly, their health is also maintained. Based on these conditions, the implementation of the Jakarta Elderly

Card Program in Jagakarsa Village can help the elderly in meeting their basic needs.

CONCLUSION

Implementation of the Jakarta Elderly Card Program in Meeting the Basic Needs of the Elderly in Jagakarsa Village, South Jakarta. Based on David C Korten's theory with Program Elements, Implementing Organizations, and Program Targets, it can be concluded from the three elements that have been discussed previously, namely First, the Jakarta Elderly Card program starts from socialization, data verification, distribution of funds and reporting on the use of funds. The implementation of the Jakarta Elderly Card program went well and smoothly, but the results of the study found several shortcomings such as the improper distribution of funds that need attention to be corrected. Second, the implementing organization of the Jakarta Elderly Card program is handled by 3 Social Assistants, in this case the implementing organization that runs is not enough in handling the problem of the Jakarta Elderly Card in Jagakarsa Village. Third, the target of the Jakarta Elderly Card program is the elderly. The Jakarta Elderly Card is right on target, right in number, but not yet effective and not yet appropriate in its distribution to the community and has enough impact on meeting the basic needs of the elderly. In addition to these three elements, this study can also be described that the Jakarta Elderly Card provides benefits in meeting the basic needs of the elderly, the elderly are able to meet their food needs, and are able to buy medicines and vitamins, indirectly will affect their health. Based on these conditions, the implementation of the Jakarta Elderly Card Program in Jagakarsa Village is able to increase the elderly in meeting the basic needs of the elderly. Each program must have supporting and inhibiting factors, in this case, in relation to the implementation of the

Jakarta elderly card program, there are supporting factors in the Jakarta Elderly Card Program, in its implementation, supporters are found such as support between village implementers, social assistants and RT RWs and the community as well as good coordination and communication to the program targets. While the inhibiting factors in the Jakarta Elderly Card Program, in its implementation, it was found that the obstacles were less than optimal socialization of the Jakarta Elderly Card Program at the provincial level, information dissemination has not been carried out such as using the official website / website and inconsistencies that occur in the distribution of funds every month which have decreased.

SUGGESTION

For the DKI Provincial Government Office or Social Service, they should be able to create a program model to educate the elderly program so that funds can reach the elderly. Furthermore, you can socialize the Elderly Card Program Jakarta uses the official website or website and pays attention to the resources of the Jakarta Elderly Card Program to be more adequate and make it easier for the public to access information on the Jakarta Elderly Card Program.

2. For Implementing Agents in Kelurahan, they should be able to inform the timing of distribution of Jakarta Elderly Card funds, this is useful to facilitate Jakarta Elderly Card recipients in disbursing funds.

3. For the community, especially the Jakarta Elderly Card Recipient Family, they should understand and obey the general provisions that the Jakarta Elderly Card program is a program specifically intended for the elderly from poor families, also not misusing the funds of the Jakarta Elderly Card program so that they can really target appropriately goal.

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