

Needs Assessment of the Elderly in Social Welfare Institutions a Social Protection Approach

Manal K. Kamel Soliman. (Ph.D)

Associate Professor at Community Organization
Faculty of Social Work, Assiut University

**Sanaa Mohammed Zahran Omar.
(Ph.D)**

Assistant Professor Department of Social Planning
Faculty of Social Work, Assiut University

Abstract

This study aims at achieving social protection for the elderly residents of social welfare institutions to assess their social, psychological, health, and economic needs, and to identify the obstacles that face them inside the welfare institutions and reach a set of proposals that can satisfy the needs of the elderly residing in the social welfare institutions and achieve social protection for them.

This study is a descriptive study that relies on the social survey of the elderly in the social welfare institutions in Assiut Governorate: (Social welfare for Men, Bilal bin Rabah Association for Older Women, House of Love and Mercy for the Care of the Elderly, House for the Elderly in the Islamic Cultural Center, Association for the Welfare of the Elderly in Mubarak Region). Their number is 138, using the data collection tool (a questionnaire prepared by the two researchers).

Keywords: The elderly, Needs assessment, Social protection

Introduction

The issue of the elderly is a global, multi-humanitarian, and social one. Its aspects and facets imposed themselves in the present day to all societies with their different degrees of progress and advancement. It is an increasingly important issue with the passage of time, and the progress of human civilization. Addressing the issues of the elderly should be part of the general policy of social welfare of the state, not just an isolated policy from it to ensure its continuity. It also requires maintaining a suitable role for the elderly in society to enable this group to feel their presence and belonging according to their capabilities and abilities. In addition, we need to address the issues of the elderly not as a kind of charity but as an obligation on all segments of society and its institutions (Jamil, 2009, p 8). The social changes witnessed by the Arab region in general and the Arab Republic of Egypt in particular have affected family relations, and have led to weak cohesion among their members. This has led to the neglect of some families for their role towards the elderly and their inability to meet their requirements and needs, whether material or moral, and left this group to suffer from neglect and isolation. This has caused them to lose confidence in themselves and others making them exposed to many social and psychological problems.

As a result, it has become necessary to have institutions that care about this group and provide them with all forms of care. This can only be done by studying the characteristics and problems of this

group to focus on care programs that suit the tendencies and needs of the individuals residing in it. Interest in the elderly category has increased globally in recent times, and this is confirmed by the fact that 1999 is the international year of Older Persons (IYOP). Such interest in this category represents an indicator of the progress of nations (Ali, 2001, p. 42). A report issued recently by the World Health Organization stated that life expectancy has risen during the last fifty years from 46 years in developing countries, and is expected to reach 72 years in 2020, as it exceeded these numbers in most developed countries where the proportion of the population of those who are over the age of sixty are about 32% of the total population. This number is considered to exceed one-third of the population in 2020. (Abu Al-Nasr, 2019, p. 13). On the occasion of the International Day of Older Persons (60 years and above), the Central Agency for Public Mobilization and Statistics stated one of the most important statistical indicators related to the elderly according to population estimates on 1/1/2019. The number of elderly people reached 6.5 million elderlies, including 3.5 million males and 3.0 million females (by 6.7% of the total population). (Central Agency for Mobilization and Statistics, 2019.)

Many studies have addressed the problems and needs of the elderly, so we find the study of Tofaha (2009) that sought to explore the differences between elders who live with their families and those who are care-giving residents in hardiness and life satisfaction in order to know the effect of the environment in achieving life quality for the elderly. The study came out with a set of recommendations that can increase the quality of life for the elderly. The study of El-Shal (2012) aimed at identifying some of the personal characteristics and the most important problems of the elderly. The order of these problems according to their study led to a number of conclusions, including lack of pharmacies in the village, fear of poverty in the future, ill-treatment of those responsible for payment of pension, and inability to buy medicines for their high prices. The study of Al-Faleh & Hassan (2015) revealed a number of problems which include social needs being the most urgent followed by psychological, health, economic needs.

Furthermore, the results revealed a number of problems facing the social care services offered to the participants. A study by Karadsheh & Al-Samari, (2019) aimed at revealing the most important psychological challenges facing the elderly in the Governorate of

Muscat. The results of the study concluded that the idea of suicide has come as the most important psychological challenge facing the elderly with a high degree of impact and that the elderly male suffer more of the psychological challenges and difficulties compared to the female.

Old age is regarded as a critical period of human life. [1] One of the issues that most elderly people face is limited support from family or friends. [2] Elderly individuals need to have contact with others to ask for help when they need it as a means to satisfy their emotional needs. [3] The transformation of social structures in recent decades and the transformation of the traditional family system into the nuclear family have led to an increase in the number of nursing institutions and the culture of delivering elderly people to these institutions (Seddigh, 2020, p5). An elderly person is a person whose strength tends to decrease after suffering from many diseases, fatigue, and the inability to produce and give. (Shalaby & Abdel-Razek, 2007, p 21). The elderly person is defined, from a social perspective, as an individual who is subjected to a set of biological changes due to his old age, and the accompanying change in the occupational, health, and social roles that he was used to exercise, hence affecting others' understanding of him and their ways of interaction with him, and the elderly's perception of himself, his age, and various positions. (Al-Juwair, 2002, p 296).

Thus, the elderly can be defined as:

- 1) Anyone over the age of 60.
- 2) A resident within the social welfare institutions.
- 3) A retiree who lost his social role in society.

The study of Rofman et al (2015) aimed at defining the reforms introduced in the Latin American pension systems that had the aim of increasing coverage beyond formal-sector workers. The findings show that, although the reforms share the goal of expanding coverage, there are significant differences deriving from the context in which they were originally designed, their goals, and the capacity available to implement them. The results are not homogeneous, and it is possible to identify some aspects in which policy decisions can lead to better or worse results.

Social work has supported its activities in the field of caring for the elderly by preserving their dignity and freeing them from social obstacles, considering aging as a state of ability and capability, not a state of atrophy and surrender. Unless they are provided with work that they can spend efforts and free time in, they may become a heavy

burden on those around them. The social work profession plays key roles in working with the elderly by organizing their care programs, whether at the planning or direct implementation level, through multiple institutional and home welfare systems and the provision of sufficient basic information (Al-Qabandi, 2004, p. 11)

Elias (2004) study aimed at identifying the social services provided by the social work for the elderly in social welfare institutions to support their social rights and to identify the role that the social worker plays as a general practitioner in strengthening the social rights of the elderly in the welfare institutions and the obstacles that he faces in carrying out his role. The results of the study showed that reducing the sense of aging is the first key by providing a social climate of love and familiarity with cultural services. The study of Diwan (2007) aimed at focusing on attending to elderly issues in the community to increase awareness of these issues in the practice of the profession of social work and to raise awareness among social work students to understand the aging stage. The study recommended the participation of local community organizations that provide services for the elderly who are facing diverse needs, and work on these institutions to increase awareness of how to satisfy the needs of the elderly.

Social workers shall interact with elderly people who face difficulties in society, especially those who have difficulties in obtaining social services, whether provided through hospitals, or social institutions. This is because they are one of the most vulnerable groups to diseases and disability, which makes them lack their independence that is one of the rights that must be supported through social workers (Moaz, 2007, p. 120). The study of Abdel-Razek (2016) aimed at identifying the role of social work in eliminating the social relationships among elder people according to the social workers' point of view who provide welfare to the elderly. The study results show the effective role of the social service in eliminating the social relationships among elderly people according to their social workers' point of view.

Everywhere in the world, the number of the elderly is constantly growing but at different paces. It has various demographic, economic, social, and medical consequences. From a demographic point of view, one may say that the increase of the segment of the population aged over 60 has negative consequences on the social and health services since the costs for social benefits are getting higher and higher. The decrease of income, as a process that accompanies retirement, will

slowly lead to the rise of a growing financial dependence in the difficult context of transition and lack of social and medical services for the elderly (Gal, 2009, p. 61).

Social protection emerged out of an earlier 'social safety nets' agenda, which was a prominent feature of development policy in the 1980s and 1990s, as well as adapting ideas and approaches embodied in European social security systems, dating back to the late 1800s. However, social protection quickly developed its own conceptual frameworks, which include 'social risk management', 'transformative social protection', and the 'social protection floor' (Devereux et al., 2012, p.15). Social protection plays a role in advancing sustainable development, as it works towards integrating the principles of social equality and human rights into the public policy of the state (Abu Qura, 2011, p 225).

Social protection refers to the public actions taken in response to levels of vulnerability, risk, and deprivation which are deemed socially unacceptable within a given society. "Public" can be interpreted not only as actions undertaken by the state, but also those undertaken by others claiming to work for the public interest, such as NGOs, and those mandated by the state but undertaken by others, including the private sector (Farrington et al., 2006). Social protection is an economic, social, and political necessity which has been recognized by many international human rights conventions. The Global Jobs Pact has called on countries to pay attention to providing adequate social protection for all, especially for the elderly, which includes access to basic health care and basic insurance and income for them (ILO, 2012, p6).

Ridings (2008) conducted a study showing that social protection programs have shown positive individual and institutional impacts on elderly people and those around them, and have demonstrated that optimal care for the elderly can be achieved by implementing social protection programs that are fully representative of their needs and covers all aspects of their lives.

Ulrikeson and Plagerson's study (2014), *Social Protection, Reconsidering Rights and Duties*, indicated that sustainable social protection policies enhance citizens' rights to access a social and economic health care from community institutions, whether governmental or non-governmental, being the holders of rights and duties. Hashem's (2015) study on social protection mechanisms in Egypt has demonstrated many forms of social protection mechanisms

in order to improve the quality of life for the poor and marginalized, up to the future vision. The study of Stavropoulou et al. (2017), entitled *Harnessing Informal Institutions to Enhance Social Protection*, aimed at identifying the role of formal institutions in promoting social protection. The study concluded that despite the spread of social protection programs, there are still low and informal support systems. It is the main means of protecting and caring for the vulnerable.

The NSSS and the European Report on Development define social protection as ‘a specific set of actions to address the vulnerability of people’s life through social insurance, offering protection against risk and adversity throughout life; through social assistance, offering cash and in-kind contributions to support and enable the poor; and through inclusion efforts that enhance the capability of the marginalized to access social insurance and assistance’ (Hasan, P9).

Social protection can also be defined as a set of public policies and special programs undertaken by societies in the face of various situations of weakness and marginalization of some groups of society to compensate for the absence or decrease of income and to assist and provide these groups with health care and housing. (United Nations, 2010, p.4). The United Nations Research Institute for Social Development defines social protection as the development of policies aimed at achieving social welfare and reducing permanent poverty (UNRISD, 2010). The International Labor Office defines social protection as a set of measures, rights, obligations and contributions that mainly aim at:

- 1-Ensuring access to health and social services.
 - 2-Enhancing income security to help face the major risks of life.
- (International Labor Office, 2005, p. 1)

In this context, the policy of social protection for the elderly aims at the following:

- A. Protection of income.
- B. Improvement of medical care quality.
- C. Offering support for the elderly so that they can lead an independent life in their own environment.
- D. Enlargement of the possibilities to integrate the elderly in the life of a community.
- E. Improvement of the capacity of public services to answer the growing and changing needs of the elderly. (Gal, 2009, p61)

The social protection is defined as follows:

- 1- Measures that help the elderly to obtain basic needs such as food, clothing and drink.
- 2- Services that achieve social stability for the elderly in social welfare institutions.
- 3- Services that provide psychological stability for the elderly in social welfare institutions.
- 4- Programs that achieve a decent level of health for the elderly in social welfare institutions.

According to the report of the Central Agency for Public Mobilization and Statistics on 1 January 2019, the number of elderlies was 6.5 million, accounting for 6.7% of the total population. Although this group is one of the most important constituent groups of our Egyptian society, which is the segment that has the experience, wisdom, and know-how in all aspects of life and that contributed to the development and prosperity of society, the rapid economic and social changes that the Egyptian society is going through have clearly contributed to changing relations between individuals of the family. This can be noticed as the extended family culture faded to be replaced by the nuclear family culture (i.e., the independence of children by their wives and children in separate places) This culture weakened relations between the young and the old, who are neglected and abandoned in elderly care institutions as a result of individuals' preoccupation with matters of their private lives. Hence, it is very important to conduct a practical study to assist those interested in aging issues and problems to benefit from its results through the provision of appropriate conditions for the needs of this category, and the design of programs that address social, psychological, and health problems. Thus, we find that the problem of the study crystallizes in identifying professional values and how to support the practice of social work in achieving social protection and improving the quality of life for the elderly. This can be achieved by focusing on the various aspects of the quality of life of the elderly through assessing their social, psychological, health, and economic needs.

Objectives of the study: The main objective of this study is to "determine the needs of the elderly residents within the social welfare institutions in order to achieve their social protection".

The main question of the study is: What are the needs of the elderly within the social welfare institutions that achieve social protection for them? **The following sub-questions were derived from the main study question:**

1. What are the social needs of the elderly within the social welfare institutions?
2. What are the psychological needs of the elderly within the social welfare institutions?
3. What are the health needs of the elderly within the social welfare institutions?
4. What are the economic needs of the elderly within the social welfare institutions?
5. What are the obstacles facing the elderly residing in social welfare institutions?
6. What proposals can achieve social protection for the elderly?

Methodology: This present study is a descriptive study based on the social survey of all elderlies in the social welfare institutions in Assiut Governorate. The study was implemented during the period from March 2020 to June 2020.

Population: The population is comprised of 138 individuals who represent the total number of elderlies residing in social welfare institutions in Assiut Governorate. The institutions included in the study are Social Welfare for Men, Bilal bin Rabah Association for Older Women, House of Love and Mercy for the Welfare of the Elderly, House for the Elderly in the Islamic Cultural Center, and Association for the Welfare of the Elderly in Mubarak District.

Data Collection Tools: In this study, the researchers used a questionnaire prepared by them and consists of the preliminary data describing the study population. There are four basic dimensions for estimating the needs of the elderly:

- 1- Psychological needs
- 2- Social Needs
- 3- Health Needs
- 4- Economic Needs

Validity and Reliability of the Study Questionnaire:

To ensure the validity of the study tool, it was judged by academic staff from the Faculties of Social Work in Helwan University and Assiut University to define the appropriateness of the tool in terms of its language and relevance to the study's variables. Accordingly, some statements were modified, added, and deleted.

To achieve the reliability of the study, the test- retest method was applied, by applying the tool on (10 individuals). Then, after 15 days, the tool was applied again on the same individuals. Finally, the relation between the two tests was found using the Alpha-Cronbach coefficient, and the results were as follows:

Table (1) The Reliability of the study tool by using Alpha-Cronbach coefficient

M	Tool's variables	The value of the alpha-Cronbach coefficient
1	Psychological Needs	0.788
2	Social Needs	0.832
3	Health Needs	0.798
4	Economic Needs	0.868
Total		0.821

According to the above table, results indicate that the study tool is valid and adequate to be applied. The questionnaire was prepared in its final form to collect the target data in this study. The researchers obtained the consent of the elderly in the institutions from which the data were collected before starting the application of the questionnaire.

Results of Field Study

Field Tables: -

Table (2) shows the description of the respondent's n = 138

M	Arithmetic average	Standard Deviation
Age	73.7	8.55
Monthly Income	623.30	303.1
Duration of Stay in the Institution	5.30	2.89

As shown in the above table: The average age of the elderly applicants in the social welfare institutions is 73.7 years. This indicates that a large percentage of residents are at an age in which they are unable to satisfy their basic needs on their own. Thus, they resorted to residency in the social welfare institutions to obtain the assistance and welfare they need in this period by specialists. The average income of the elderly respondents is 623.30 pounds indicating their low income, and accordingly their needs for economic services to help them obtain their basic material needs.

Table (3) shows the description of the respondents n = 138

No	Qualitative variables	Frequency	%	
1	Gender	Male	66	47.8
		Female	72	52.1
2	Social Status	Single	5	3.6
		Married	33	23.9
		Divorced	15	10.8
		Widow	85	61.5
3	Educational Status	Illiteracy	9	6.5
		Read and write	30	21.7
		Intermediate education	33	23.9
		Above intermediate	29	21.01
		University education	21	15.2
		Postgraduate education	16	11.5
4	Positions before Retirement	Not working	33	23.9
		Government servant	61	44.2
		Private work	24	17.3
		Others	20	14.4
5	Number of Children	None	33	23.9
		1- 3 children	21	15.2
		4- 6 children	54	39.1
		7 children and more	30	21.7
Total	138	Percentage	100%	

As shown in the above table, the highest percentage of residents in welfare institutions is for females, as they amounted to 52.1%, while the percentage of men was 47.8%, which is close to proportions. 61.5% of residents in welfare institutions are widows, which is the highest percentage, and this may indicate that one of the reasons for the elderly residing in elderly institutions is the loss of a life partner, the loss of his or her caregiver, and as a consequence loneliness in the home. Education is considered one of the factors that affects the elderly's awareness of their rights and duties in the institution, and their awareness also of the services provided by nursing institutions. The percent of those with an average education reached 23.9%, while that of government workers reached 44.2% of the study sample. Those working in the government are more affected by reaching an old age and their retirement, resulting in the loss of many social roles, their social status and many social relationships with co-workers. Thus, they may resort to the elderly institutions as an attempt to compensate for some of the social relationships they lost.

People with four to six children represent the highest percentage of the respondents by 39.1%, and this indicates that despite the presence of their children, they do not find caregivers. Therefore, they resort to living in the elderly institutions to obtain the welfare they need.

Table (4) Shows the Description of Psychological Needs N = 138

No	Indicators	Responses			Average
		Always	Some times	Never	
1	Understand what are the developments related to this age group	90	40	8	2.59
2	Others make me feel appreciated and respected	70	55	13	2.41
3	Raising morale to improve my psychological state	80	49	9	2.51
4	Harmony and compatibility with others in the institution	85	45	8	2.55
5	Restore my self-confidence	97	33	8	2.64
6	Feeling secure in the institution	100	34	4	2.69
7	Restoring my self-respect	85	45	8	2.55
8	Feeling accepted by others in the institution	80	42	16	2.46
9	Getting rid of the feeling of loneliness within the institution	104	27	7	2.70
10	Providing emotional stability	96	32	10	2.62
11	Overcoming a feeling of anxiety from the future	108	20	10	2.71
12	Reducing my sadness as a result of my presence in the institution	90	40	8	2.59
13	Estimate my feelings commensurate with the nature of these feelings	99	25	14	2.61
14	Provide psychological counseling services	98	28	12	2.62
15	A sense of psychological stability in the institution	75	54	9	2.47
Total		1357	569	144	38.78
The weighted average		90.4	37.9	9.6	2.58
The ratio		65.5	27.4	6.95	100%
Relativity		86.19 %			N= 138

As shown in the above table, the relative degree of psychological needs of the elderly residing in social welfare institutions amounted to 86.19%.

Table (5) Shows the Description of Social Needs N = 138

No	Indicators	Responses			Average
		Always	Some Times	Never	
1	Maintain my social position	80	50	8	2.52
2	Fee the warmth of the family life	75	53	10	2.47
3	Create new social relationships	78	51	9	2.5
4	The presence of groups interact within the institution	79	54	5	2.53
5	Fill my free time	97	33	8	2.64
6	Be involved in useful activities that help me build social relationships	104	30	4	2.72
7	Social organization adjustment	90	40	8	2.59
8	Organize social and religious meetings	88	40	10	2.56
9	Participate in the group activities of the institution	101	30	7	2.68
10	Connect me to the outside community	96	32	10	2.62
11	The social worker is constantly present at the institution	86	43	9	2.55
12	My family and my relatives visit me	88	40	10	2.56
13	The presence of exchange visits between the institution and other institutions	103	27	8	2.68
14	Organize dialogue sessions between those institutions	98	30	10	2.63
15	The existence of activities to break the barrier of isolation	84	45	9	2.54
16	Go out for a walk	75	33	30	2.32
17	Practice my hobbies	95	35	8	2.63
18	Take advantage of the services of social institutions in the institution's external community	70	61	7	2.45
19	Social counseling by the social worker as needed	88	41	9	2.57

20	Facilitate the process of contacting my family whenever needed	99	24	15	2.60
Total		1774	792	194	51.44
The weighted average		88.7	39.6	9.7	2.57
The ratio		64.27	28.6	7.02	100%
Relativity		85.74 %			N= 138

As shown in the above table, the social needs of the elderly residing in social welfare institutions have reached a relative score of 85.74%. This may indicate the elderly's need for social adaptation within the institution and the satisfaction of those needs in order to achieve a fair level of social protection for them and solve problems that result from not being satisfied.

Table (6) Shows the Description of Health Needs N = 138

No	Indicators	Responses			Average
		Always	Some times	Never	
1	Periodic check-up to check on my health	87	39	12	2.54
2	The presence of nursing continuously in the institution	75	49	14	2.44
3	With the presence of a doctor continuously the institution	85	43	10	2.54
4	Providing checks and x-rays	75	55	8	2.48
5	Organizing fitness programs to maintain body balance	98	33	7	2.65
6	Providing medical services free of charge in the institution	88	40	10	2.56
7	Providing the necessary medicines at the institution's need	99	33	6	2.67
8	Availability of health conditions such as ventilation, lighting, and hygiene in the institution	86	39	13	2.52
9	Awareness of how to deal with diseases of aging	97	36	5	2.67
10	Providing medical devices in the institution for use when they are needed	96	35	7	2.64
11	Provide healthy food appropriate for my health	89	38	11	2.56
12	Providing physiotherapy services at the institution	101	25	12	2.64

13	Providing an equipped ambulance at the institution	103	33	2	2.73
14	Organizing health education meetings for us at the institution	80	45	13	2.48
Total		1259	543	130	36.18
The weighted average		89.92	38.78	9.28	2.58
The ratio		65.16	28.10	6.72	100%
Relativity		86.14 %			N= 138

As shown in the above table, the health needs of the elderly residing in social welfare institutions have reached a relative degree of 86.14%.

Table (7) Shows the Description of Economic Needs N = 138

No	Indicators	Responses			Average
		Always	Some times	Never	
1	Obtain financial aid from the institution	88	37	13	2.54
2	Practice work within the organization commensurate with capabilities	95	33	10	2.61
3	Help to develop plans for managing financial affairs	100	34	4	2.69
4	Train on new professions in the institution that suit abilities and generate income	87	44	7	2.57
5	Achieve a balance between financial resources and needs	79	48	11	2.49
6	Guide to external institutions that can provide economic assistance	91	38	9	2.59
Total		540	234	54	15.52
The weighted average		90	39	9	2.58
The ratio		65.21	28.2	6.52	100%
Relativity		86.23 %			N= 138

As shown in the above table, the economic needs of the elderly residing in social welfare institutions reached a relative level of 86.23%, and this is related to what was stated in Table No. 3, which indicated the low-income level of the elderly. Thus, it is necessary to estimate their economic needs, which need to be satisfied, to provide the minimum level of life standard to them, especially since this stage is characterized by low revenues for the elderly and increased expenses.

Obstacles facing the elderly residents in social welfare institutions:

1. The lack of resources in social welfare institutions.
2. Poor communication between the institution and society.
3. The institution's lack of interest for the psychological and recreational aspects of the elderly.
4. The difference in cultural, social and economic levels between the elderly in the institution.
5. The lack of recreational areas.
6. Slow response of the institution's management to the needs of the elderly.
7. Failure to provide the necessary medicines to the elderly residing in social welfare institutions.
8. Ill-treatment by some of the institution's employees.
9. Lack of quality services provided to the elderly in the institution.
10. The low level of hygiene in the institution.

The elderly proposals to improve the services provided to them by the social welfare institutions they reside in:

1. Providing the necessary resources to carry out activities in institutions.
2. Linking the institution to other institutions and services in society.
3. Flexibility of the regulations and laws regulating the work of the institution.
4. Providing material support to the institution by the state so that it can meet the needs of the elderly.
5. Providing medical staff qualified to work with the diseases of the elderly.
6. Providing the equipment and appliances needed by the elderly in the institutions.
7. Training the institution's employees on how to help the elderly meet their needs and confront their problems.
8. Periodical availability of doctors in the institution.
9. Providing the medicines, they need for free or at low cost.
10. Making recreational trips for them to improve their psychological state.
11. Organizing recreational and cultural meetings and seminars.

Discussion

This study attempted to achieve the objective of estimating the needs of the elderly residing in social welfare institutions in order to achieve social protection for them through answering the study questions. The study reached a set of results that can be presented as follows:

1. The psychological needs of the elderly residing in social welfare institutions differ according to the elderly's capabilities and the conditions they live in inside and outside the institution. These needs differ in their importance and the need to satisfy them. The elderly may experience many psychological disorders that may cause anxiety, turmoil or mood swings. Their emotions are not compatible with the situations that they go through; therefore, their psychological needs should be estimated in order to be met within the framework of achieving psychological protection for the elderly. Accordingly, the psychological needs of the elderly must be met through the social milieu. This is where the psychological protection services for the elderly assess their needs in preparation for fulfilling their need to understand the age-related developments they are experiencing, their sense of acceptance by others, their need to appreciate their feelings, and achieving harmony between them and the employees of the institution. This contributes to achieving social protection for them, and this is consistent with the study of Abu Al-Maati (2014).

2. The social needs of the elderly residing in social welfare institutions and their satisfaction may contribute to achieving social protection for them. This facilitates the process of communicating with their families outside the institution, their needs for social adaptation in the institution, in addition to participating in the group activities of the institution and occupying their free time. This takes place while maintaining the elderly's social status in addition to their need for a continuous presence of a social worker in the institution and establishing new relationships that compensate the lost ones during their stay in the institution. Moreover, holding religious and educational seminars, trips and camps help develop social relations among residents of the institution.

Therefore, studies should be conducted by the administration of welfare institutions and their employees to assess these needs and develop plans that contribute to fulfilling them within the framework of the available capabilities or those that can be made available as an intrinsic part of the institutions' responsibility to achieve social protection for the elderly. This is consistent with the studies of Elley (2003) and Kimchan (2003).

3. The process of assessing the health needs of the elderly residing in the social welfare institutions is one of the most important aspects of achieving social protection for them. This is because the elderly is the most vulnerable group to diseases associated with aging such as cardiovascular diseases, high blood pressure, diabetes, bone diseases and other chronic diseases. Therefore, estimating the health needs of the elderly can achieve the maximum benefit for them from health services, thus achieving health protection for them. This can be accomplished by increasing the amounts allocated to dispense free medicines for them, and allocating some prosthetic devices to them and the advancement of nursing through training courses to raise the efficiency of the medical team. This is what was indicated in the study of Abdel-Fattah (2003), which is consistent with what was stated in the study of Ulrikeson & Plagrson (2014). It indicated that health protection policies for the elderly enhance their rights to obtain social and health care from community institutions, whether governmental or non-governmental, in their capacity as holders of rights and duties.

4. The low income of the elderly represents a fundamental problem that in turn affects the problems faced by the elderly. Hence, there is a need to estimate the economic needs of the elderly so that economic security can be achieved for them by working to satisfy those needs via obtaining an income consistent with the continuous increase in commodity prices. These programs and services are in line with the study of Ghoneim (2004), and with what the International Labor Organization indicated in its study on the social protection in Egypt. These programs should guarantee a minimum level of social protection for all. Economic protection for the elderly includes providing the minimum income and nationally determined pension for the elderly. (International Labor Organization, 2015).

5. Females residing in social care institutions have more social and health needs than males. This may be due to the fact that the nature of women is interested in social relations and their needs to satisfy these needs through their participation in many social activities and meetings. They also need continuous health care given what the woman's body is exposed to due to the biological changes that affect them because of aging.

6. There are many obstacles that hinder elderly residents residing in social welfare institutions from services that enhance social protection, including those related to red tape and the complexity of procedures, the detachment of the institution from the external

community, limited resources and capabilities of the institution, and the lack of studies to assess needs. This is consistent with what came in the study of Hamza (2002) and Stavropoulou et al. (2017) which aimed at identifying the extent of the role that social institutions play in promoting social protection. The study concluded that despite the spread of social protection programs, they are still low and informal support systems to protect and care for the vulnerable.

Based on the results of the study, a set of proposals can be developed that contribute to achieving social protection for the elderly, including:

1. Calling for the issuance of social legislation aimed at preserving the rights of the elderly, thus achieving social protection for them.
2. Establishing social protection for the elderly, which should include representatives of the elderly, development partners and representatives of elderly welfare institutions, whether governmental or private.
3. The necessity of working on analyzing the social protection needs of the elderly, assessing these needs, working on fulfilling them, monitoring the progress and possible sources of funding. This should be done in the hope of increasing those services over time, as achieving social protection for the elderly is an essential tool to advance comprehensive and sustainable development.
4. Working with national ministries and statistical offices to enhance their ability to collect the data necessary to estimate the needs of the elderly in order to achieve social protection for them. In addition, classification programs and the current programs should be provided to them according to factors such as gender, age and geographic region in order to maximize their benefit from these services enhancing social protection for them.
5. Paying attention to the issues of the elderly in developmental, economic, social, and environmental planning in the country.
6. Paying more attention to the social welfare institutions for the elderly from governmental and private institutions in the country.
7. Raising awareness about the social and health conditions and issues of the elderly.
8. Developing methods of care and services provided for the elderly to achieve social protection for them.
9. Establishing a national center for the elderly to achieve social, economic, health, and psychological protection for them.

10. Providing financial facilities to support institutions for the elderly to enable them to obtain their rights in addition to providing trained human cadres.
11. Establishing mechanisms to provide the information required for social protection policies for the elderly.
12. Creating an effective system for financing social protection networks.

Difficulties faced by researchers during the application of the study:

1. Some elderly people in social welfare institutions from which data were collected refused to cooperate with the two researchers and give the required data.
2. Some people in charge of managing social welfare institutions are afraid of meeting researchers with the elderly.
3. Data was collected during the Coronavirus outbreak - in the country. Therefore, there was fear of the risks during the data collection process and the contact of residents with the institution.

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