

# Advanced Assessment Dynamics Neglected Age: Barriers and Communication Skills of Social Workers in Bandung City Social Services

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## Abstract

*Study This aiming for analyze dynamics in the assessment process of carryon elderly neglected in Bandung City Social Service, with focus on the barriers faced by social workers as well as skills necessary communication for overcome challenge The research method used is approach qualitative with technique data collection in the form of interview in-depth, observation, and study documentation. Research results show that Assessment is step important in practice social workers for understand problem client and determine appropriate interventions, especially for elderly displaced with dementia. However, this process faced various obstacles, such as limitations cognitive, difficulties communication, change emotions, limitations physical, as well as obstacle culture and language. Elderly with dementia often difficulty give information accurate because disturbance power remember or difficulty speaking. In addition, social workers often faced with a lack of tool help communication and training special. Therefore that, skill communication become very important for overcome obstacle this, like ability do interview effective, active listening, and understanding non-verbal communication. Mastery technology supporter, understanding culture, as well as supervision and feedback return is also required for increase effectiveness assessment and support welfare elderly.*

**Keywords:** *Elderly Displaced; Assessment; Social Workers; Social Protection; Dementia; Communication; Intervention.*

## Introduction

The goals of the Indonesian state as listed in the opening of the 1945 Constitution is to form a government that protects all over Indonesian nation and spill his blood, advancing welfare general, and to make smart life nation. Article 27 paragraph (2) of the 1945 Constitution emphasizes that every citizens have the right on decent work and living in accordance with values humanity (Maspaitella & Rahakbauwi, 2014). The welfare referred to refers to a safe, prosperous and peaceful condition, where individuals or public gain a sense of safety, prosperity, and security. For reach the ideals of this country, social welfare become measure measuring main, which includes fulfillment need main and level a decent life (Raharjo, 2017). With existence social welfare guaranteed, national development in various aspect life public can realized in a way sustainable.

As part from not quite enough the answer is, the state is obliged give protection social to all over its people. Social protection in a broad sense covers various actions taken by the government, parties private, as well as public for protect and fulfill basic need, especially poor group and vulnerable communities facing risk high life (Huraerah, 2022). According to Suharto (2009), social protection aiming for improve social status as well as fight for rights marginal groups in each country. This effort No only provide a sense of security, but also empower individuals and groups in face challenge life. With thus, social protection no only functioning as action reactive to poverty, but also as step strategic for push social justice.

Carry on age or elderly is one of mandatory group get social protection from government, as set up in various runway strong law (Djamhari et al., 2021). Article 27 paragraph (2) of the 1945 Constitution emphasizes right every top citizen decent work and living, while Constitution Number 39 of 1999 concerning Human Rights Human Rights, especially Articles 41 and 42, states that elderly, disabled disability, women pregnant, and children entitled on treatment special in the form of convenience, social guarantee, care, education, training and assistance funded by the state for ensure life worthy, increase sense of trust yourself, and allow participation active they in community. Protection to elderly this reinforced through Constitution Number 13 of 1998 concerning Welfare Carry on Age, as described in Article 36 and Article 37 of the Regulations Government Number 43 of 2014, and Article 6 of Law Number 11 of 2009

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concerning Social Welfare. Constitutional mandate this become base for effort giving security and welfare social decent for elderly (Triwanti et al., 2014).

Many elderly people do not again capable look for living because limitations physical and health, as well as often neglected by his family, so that need attention special from government (Muis et al., 2020). This conditions reflect vulnerability elderly who do not only face problem economy, but also loss social support and emotional from the closest person. This situation the more worrying because neglected elderly tend experience decline quality life, including difficulty fulfil need base like food, place residence, and health care (Gunawan & Sulastri, 2022). Government own not quite enough answer for protect rights they through various social programs, such as giving help direct cash, provision place stay worthy, service free health care, as well as center rehabilitation and nursing home elderly with adequate standards. In addition, education to public about importance respect and care elderly must improved, use prevent attitude neglect that worsens condition they (Heryani, 2023).

One of problem main ones that often faced by the elderly displaced is dementia, namely disturbance function cognitive influencing think ability, remember, and take decision. Condition This no only impact on the decline quality life elderly, but also causes challenge big for family, government and society are responsible answer to maintenance them (Husniati, 2016). Suffering elderly dementia often lost ability for look after self alone, so that increase risk displaced if no there is adequate support. This problems the more complex because dementia often accompanied by disturbance behavior, such as confusion, aggressiveness, or anxiety, which requires special handling (Adwinda & Syahrul, 2023). Government and social institutions own role important for provide service health, psychological support, and integrated rehabilitation programs, in order to ensure that elderly with dementia get proper care, at the same time reduce burden family or caregiver they (Probosiwi & Suryani, 2022).

Abandoned elderly need attention special from social workers, one of them through skills effective communication for conduct an assessment or needs evaluation. This process aiming for understand condition physical, emotional, and social elderly in a way comprehensive so that the intervention provided in accordance with need they (Siswanto et al., 2024). Skills good communication allow social workers for create a safe and comfortable atmosphere, so that elderly feel heard and appreciated. In carrying out the assessment, social workers must capable dig information in a way empathetic, listening with full attention, and use easy language understood by the elderly (Alfi & Saputro, 2018).

In doing assessment to elderly abandoned, social workers need notice various aspect important for get comprehensive picture. Background problem become step beginning for understand situation main issues faced elderly, such as reason neglect or condition environment that is not support (Tristanto, 2020). In addition, the background behind family need analyzed for know interpersonal relationships and available support, while background behind personal, including experience life and preferences individual, help to design appropriate intervention. Background health also becomes priority, because lots elderly experience condition medical needs attention specifically (Novryan & Subroto, 2023). Cultural and religious factors do not may ignored, considering both of them can influence method views and spiritual needs of the elderly. Mental status and level of functionality everyday also must evaluated for evaluate ability they in undergo life independent. In this process, social workers must own skills in sort and analyze data, both from results interview direct and also other data compilations, so that you can identify need specific elderly and formulate plan effective intervention (Yusuf, 2012).

The issue of elderly abandonment is one of the social challenges faced in the city of Bandung. Displaced elderly individuals in Bandung are currently being supported under the care of the Social Services Department of Bandung City. The total number of displaced elderly people in Bandung is approximately 880,000. However, cases of elderly neglect in Bandung have seen a significant decline. Data from Geriatri.id reveals a 59% decrease in such cases, dropping from 1,559 in 2022 to 761 in 2023. This decline can be attributed to various government initiatives, including the establishment of elderly schools, the provision of free public transportation for elderly veterans, and the distribution of basic necessities. Additionally, the implementation of Regional Regulation Number 2 of 2021, which designates Bandung as an Age-Friendly City, has fostered a more supportive environment for the elderly. These efforts have earned Bandung

recognition from the West Java Provincial Government for its commitment to enhancing the welfare of the elderly (jabargov.id).

This study aims to explore the dynamics of the assessment process for abandoned elderly individuals in Bandung City, focusing specifically on the challenges faced by social workers and the communication skills required to address such cases effectively. The research seeks to provide insights into the obstacles encountered by social workers in conducting assessments and to identify the essential communication competencies needed to improve the effectiveness of social interventions. Moreover, the study aims to offer recommendations for enhancing social worker training and developing more effective social protection programs for abandoned elderly individuals. It is also expected to serve as a reference for government policies to improve the quality of services provided to the elderly in Bandung City.

## METHOD

This study adopts a qualitative approach with a descriptive method, as outlined by Moleong (2014), who emphasized that qualitative research produces descriptive data in written or oral form, drawn from individuals and observable behaviors. This approach is particularly well-suited for exploring the dynamics and challenges faced by social workers in conducting assessments of abandoned elderly individuals under the care of the Bandung City Social Service. The research is grounded in a natural and holistic context, positioning humans as the central focus, and aims to deeply understand the phenomena under investigation. The research process involves inductive data analysis, prioritizing processes over outcomes and employing an interactive approach between the researcher and the study subjects. This method facilitates a comprehensive understanding of the communication skills required by social workers in addressing cases of elderly abandonment.

In this descriptive analytical study, data is collected using systematic and varied techniques, including observation, interviews, documentation, and a combination of other methods (Sugiyono, 2019). Triangulation is employed to enhance the validity and richness of the data, providing a deeper understanding of the challenges encountered during assessments and the communication skills necessary for social workers. Data collection occurs in a natural setting, where interactions between social workers and displaced elderly individuals are observed directly. The data analysis process involves three key stages: data reduction to filter relevant information, data presentation to organize findings in a structured manner, and conclusion drawing to identify significant patterns and key insights related to the dynamics of elderly assessment in Bandung City. This research is expected to provide a clear understanding of the challenges faced by social workers and the communication skills needed to improve the quality of social interventions for abandoned elderly individuals.

## RESULT AND DISCUSSION

### *Obstacles in Assessment in Social Work to Elderly Abandoned People with Dementia*

Assessment is a crucial component in social work practice as it serves as the initial step in understanding the challenges faced by clients and helps determine the direction and form of suitable interventions (Andari, 2020). According to Ridley, Li, and Hill (1998), assessment involves evaluating various aspects related to clients, such as their potential, needs, and social networks. This process goes beyond identifying existing problems to include a deeper understanding of the factors that impact the overall well-being of clients. As such, assessment serves as a foundation for social workers in designing appropriate and effective interventions.

Theoretical orientation plays a significant role in determining how assessments are conducted. Assessments can be approached through formal classification systems, which help identify and categorize emotional or psychological issues faced by clients (Safithry, 2018). For instance, in psychosocial assessments, social workers may refer to manuals like the DSM-5 (Diagnostic and Statistical Manual of Mental Disorders) to better understand a client's mental health condition. Alternatively, assessments can adopt a more holistic

perspective, considering the client's social, cultural, economic, and environmental contexts. This highlights the complexity and multifaceted nature of assessment, which demands a high level of skill and in-depth understanding from social workers (Husmiati, 2016).

The accuracy of assessments plays a critical role in the success of subsequent interventions. The better a social worker evaluates a client's issues, the easier it becomes to determine the most effective approach to address them (Susilowati et al., 2019). Accurate assessments rely heavily on a social worker's ability to gather relevant data, conduct thorough observations, and communicate openly and honestly with clients. Honesty and openness are vital in building mutual trust, which encourages clients to share essential information. Without trust and transparency, clients may hesitate to disclose important details, potentially hindering effective assessment and intervention processes. Therefore, social workers must maintain integrity and accountability during assessments, as the success of interventions largely depends on how well the assessments are conducted (Octilia, 2020).

Effective communication skills are essential in the assessment process. Social workers must be able to listen empathetically, ask questions in a non-judgmental manner, and provide constructive feedback to clients. The ability to carefully identify clients' problems and needs through open and understanding dialogue enables social workers to design more targeted and appropriate solutions (Muflihati et al., 2022). In this context, assessment is not merely a process of data collection but also a means to build a supportive and mutually beneficial relationship between social workers and clients, which ultimately contributes to the success of social interventions.

When assessing abandoned elderly individuals with dementia, the process plays a crucial role in identifying the challenges they face, particularly in the context of existing family ties and potential social support systems (Kodaruddin et al., 2020). Dementia, as a cognitive disorder that impairs thinking, memory, and decision-making abilities, often makes it difficult for elderly individuals to remember or recognize family members. This creates a significant challenge in identifying the presence and condition of their families. Therefore, assessments for elderly individuals with dementia must be conducted with care, empathy, and appropriate communication techniques to ensure the accurate collection of necessary information (Augusta et al., 2021).

Such assessments by social workers should encompass several key aspects, including the elderly person's family background, psychological condition, and the availability of social support from their immediate environment. Social workers need to gather relevant information not only through direct interviews with the elderly (despite their cognitive limitations) but also by engaging with others who may be familiar with the family situation, such as neighbors or healthcare providers (Muthia et al., 2016). If required, social workers can also utilize social networks or referral systems to obtain more comprehensive information about the elderly individual's family.

However, in the assessment of elderly abandoned who experienced dementia through communication social workers always face barriers that are affected a number of factors.

### *Limitations Cognitive Elderly*

Dementia leads to a decline in brain function, including memory, logical thinking, and orientation to time and place. Elderly individuals with dementia often struggle to recall significant events in their lives, such as the names of family members, addresses, or their medical history. This can result in incomplete or inaccurate information, making it challenging for social workers to gather the in-depth data needed to develop appropriate intervention plans. Furthermore, these limitations can affect the relationship between the elderly and social workers, especially if the elderly individual experiences frustration or confusion during the communication process. Cognitive impairments also impact the ability of elderly individuals to understand and respond to questions. They may require more time to process information or provide relevant answers. In some cases, their responses might be repetitive, inconsistent, or entirely incorrect due to their diminished capacity to recall or analyze questions effectively. Such situations call for a specialized

approach from social workers, including the use of simple questions, gentle repetition, or visual aids to help the elderly remember and engage more effectively.

#### *Limitations Ability Communication*

Elderly individuals with dementia often struggle to express themselves clearly due to impaired structured speech and articulation difficulties. They may use irrelevant words or incomplete sentences, making it challenging for social workers to understand them. This issue is further compounded by the elderly's lack of awareness of their situation and the importance of conveying critical information. In such circumstances, social workers need specialized skills to assist the elderly in communicating their needs and emotions. This can include using simple questions or employing non-verbal aids such as facial expressions, body language, and visual tools. The lack of verbal communication abilities can also create an emotional gap between the elderly and social workers. Those with dementia may experience frustration or anxiety when unable to express their thoughts or feelings, which can erode their trust in social workers. This, in turn, complicates the assessment process and hinders the collection of essential information.

#### *Emotional Factors Elderly*

Elderly individuals with dementia often experience extreme mood swings, such as anxiety, fear, or aggressiveness, posing significant challenges in their interactions with social workers. These emotional fluctuations are typically caused by cognitive impairments that hinder their ability to understand their environment or circumstances. For instance, encountering unfamiliar individuals, including social workers, may cause feelings of confusion or insecurity, leading to anxiety or fear. In some cases, this anxiety can escalate into aggressive behavior as a form of self-defense. Such situations make the assessment process more challenging, requiring social workers to adapt their approach to avoid exacerbating the emotional state of the elderly.

#### *Lack of Supporting Information*

In many cases, families, who should ideally serve as the primary source of information, are not actively involved due to factors such as busyness, lack of awareness, or indifference to the elderly's condition. Families play a crucial role in providing detailed information about the elderly's medical history, personality, and needs. Their absence forces social workers to gather information independently through observations or direct interviews, which often yield incomplete or inaccurate data due to the cognitive limitations of the elderly. This situation slows the assessment process and increases the risk of errors in identifying the necessary interventions. Furthermore, the lack of family involvement can hinder the effectiveness of planned interventions, such as emotional support or rehabilitation, which ideally require the family's participation as the primary support system. This non-involvement is often caused by internal family conflicts, ignorance about their role's importance, or stigmas surrounding dementia.

#### *Physical Limitations*

Elderly individuals with hearing, vision, or mobility impairments face additional challenges that complicate communication and the assessment process. Hearing loss, for instance, can make it difficult for the elderly to understand social workers' questions, especially if hearing aids are unavailable. Similarly, visual impairments may prevent them from reading documents or interpreting body language, further hindering effective communication. Mobility restrictions can also limit their ability to attend assessment sessions or participate in on-site interviews, increasing their sense of isolation and discomfort. These barriers can negatively impact their emotional state and willingness to engage openly during assessments.

#### *Cultural and Language Barriers*

Cultural and linguistic differences between social workers and the elderly can further complicate the assessment process. Elderly individuals from diverse cultural backgrounds may have unique perspectives and communication styles, which require social workers to be sensitive and adaptable. Language differences



may also necessitate the use of interpreters or culturally appropriate communication methods to ensure mutual understanding.

### *Lack of Communication Tools*

The absence of adequate communication aids, such as pictures, videos, or assistive technologies, can hinder the effectiveness of the assessment process, especially for elderly individuals with dementia, hearing impairments, or cognitive difficulties. Visual aids can simplify instructions or help convey emotions, while digital tools can facilitate interactive communication. Without these resources, social workers may struggle to explain complex concepts or fully understand the elderly's responses, potentially leading to misinterpretations and reduced intervention quality.

### *Specialized Skill Deficiency*

Without specialized training, social workers may find it difficult to effectively communicate with or manage the behavioral changes of elderly individuals with dementia. Dementia significantly affects an individual's ability to think, remember, and interact with others clearly. Untrained social workers may fail to recognize signs of confusion, anxiety, or fear, potentially using ineffective communication methods that exacerbate the elderly's condition. Proper training equips social workers with the skills to adopt appropriate communication strategies, such as using simple sentences, maintaining a calm tone, and allowing sufficient time for responses. Additionally, specialized training fosters a patient and empathetic approach, enabling social workers to prioritize the emotional and psychological needs of the elderly rather than rushing to resolve issues superficially.

### *Communication Skills Social Workers for Overcome Obstacle Assessment Elderly Abandoned in Bandung City Social Service*

Assessment in social work is a crucial process for understanding the challenges faced by clients and identifying suitable methods to address them. During this process, social workers collect information from clients and their surrounding environment, which is then analyzed to determine appropriate interventions. The primary objective of assessment is to identify the social problems encountered by the client, enabling social workers to design effective interventions to provide assistance. Additionally, assessments aim to evaluate the client's well-being, measure the effectiveness of interventions already implemented, and compile comprehensive reports on the findings of the assessment process.

In social work, assessments can be conducted using various methods, such as clinical interviews, direct observation, and psychological tests. These methods help social workers gain a clearer understanding of the client's condition. Furthermore, specific assessment tools, like the Strength Quadrant (used to identify a client's strengths and weaknesses) and the Body Map (used to assess the client's physical, emotional, and social well-being), play a vital role in gathering in-depth information. The proper use of these tools ensures accurate and comprehensive data collection, ultimately supporting the development of interventions tailored to the client's needs.

According to the competency standards outlined by the Ministry of Social Affairs of the Republic of Indonesia, social work skills can be categorized into four areas, one of which is communication skills. These skills are critical because social workers often interact directly with individuals facing various social and emotional challenges, including elderly clients with specific conditions such as dementia. Communication skills encompass several interconnected aspects that enhance the interaction between social workers and clients, ensuring effective and meaningful communication.

Observation is a key skill in social work, enabling social workers to carefully assess a client's physical and emotional condition. Through observation, social workers can gain a better understanding of the client's feelings, behavior, and responses to their situation. This skill allows them to identify potential issues that clients may not verbalize, such as behavioral changes or reactions to their environment. Interviewing is another vital skill for gathering information from clients and related parties. Through interviews, social

workers can explore the client's background, the problems they face, and their hopes and needs. Skilled social workers create a comfortable and safe atmosphere during interviews, encouraging clients to open up, which facilitates smooth and effective information collection.

Active listening is a fundamental skill every social worker must possess. Listening involves more than just hearing words—it requires the ability to understand both verbal and non-verbal messages. By actively listening, social workers demonstrate empathy and genuine concern for their clients, boosting the client's confidence to speak openly about their feelings and challenges. Effective communication also involves conveying information clearly, accurately, and in a way that clients can easily understand. This ensures that clients not only receive information but also fully grasp its meaning. Social workers must use language that matches the client's level of understanding while considering contextual factors such as language barriers or hearing impairments, especially in elderly clients.

Expressing attitudes and emotions is another essential skill for building open and mutual understanding with clients. Social workers should express their feelings honestly yet professionally, making clients feel valued and understood. This includes showing empathy for the client's struggles, which encourages them to communicate more freely. Finally, explaining available options is a crucial aspect of communication in social work. Social workers must clearly present the choices available to clients, along with the potential consequences of each option. This empowers clients to make informed decisions that best suit their circumstances, with a clear understanding of the implications of their choices.

All these communication skills are interconnected and essential for social workers to perform their tasks effectively, particularly when handling cases involving displaced elderly individuals or those with specific medical conditions like dementia.

According to a survey, Bandung ranks as the second most preferred city after Yogyakarta for spending one's old age. The Bandung City Government received an award during the 2024 West Java Province-level National Elderly Day celebration. Additionally, Bandung has officially declared itself an Elderly-Friendly City. Consequently, social workers in Bandung must enhance their specialized skills, particularly in conducting assessments for the elderly, especially in communication-related aspects. This is particularly crucial for elderly individuals with dementia, who require ongoing and tailored care. As is well known, one of the challenges in assessing the elderly is the communication skills of social workers. In this study, the author will present several strategies that social workers can implement to improve their communication abilities. Below are some of the methods that can be adopted.:

### *Specialized Communication Training*

Specialized communication training is crucial for social workers to enhance their ability to perform assessments and interventions effectively. Through such training, social workers can learn techniques for conducting effective interviews, such as asking open-ended questions to encourage clients to speak more and practicing active listening to understand clients' needs in greater depth. The training also covers the proper use of body language, such as making eye contact and adopting a posture that shows attentiveness, ensuring that clients feel valued and comfortable during interactions. Additionally, the training focuses on conveying messages clearly using simple, empathetic, and accessible language that can be understood by clients from diverse backgrounds. Simulation-based training is an effective method for developing communication skills, as it allows social workers to experience real-life scenarios in a controlled environment. This enables them to practice handling various situations, such as dealing with difficult clients, managing intense emotions, or working with elderly clients who may have hearing impairments or dementia.

### *Mastery of Non-Verbal Communication Techniques*

Non-verbal communication is essential in building a strong connection between social workers and clients, particularly when words alone are insufficient to convey empathy or concern. Facial expressions, tone of voice, and body language can all reflect a social worker's attitude toward the client. For example, a warm smile and a slight nod can communicate understanding and support. Maintaining appropriate eye contact

shows interest and respect but must be adapted to the client's comfort level and cultural norms. By paying attention to these non-verbal cues, social workers can create a more comfortable and effective communication environment. In addition, social workers should be attuned to the non-verbal signals from clients. For instance, closed body language or avoiding eye contact may indicate discomfort or anxiety, while a relaxed posture and eye contact may suggest trust and openness.

### *Enhancing Cultural and Language Knowledge*

During the assessment process, social workers often interact with clients from diverse cultural and linguistic backgrounds, which can affect how they communicate and respond. Understanding the client's cultural values is a critical step in establishing a respectful and effective relationship. Culture influences how individuals express emotions, perceive problems, and seek solutions. If social workers are not sensitive to these cultural aspects, they may struggle to fully understand the client's needs. By recognizing important cultural norms, traditions, and beliefs, social workers can adjust their communication approach to be more appropriate and accepted by the client. Furthermore, learning basic phrases or key terms in the client's language, especially in cases where language barriers exist, can be extremely beneficial. While fluency is not required, using a few familiar greetings or words in the client's language can demonstrate respect and help build trust.

### *Utilizing Technological Support*

Incorporating technology into the assessment process is an innovative approach for social workers to overcome communication barriers, particularly when working with clients who have hearing, vision, or speech impairments. Technology-based communication tools, such as text-to-speech or voice-to-text devices, can assist clients with speaking or hearing difficulties, enabling them to participate in conversations. Additionally, visual aids like images, diagrams, or videos can help explain information in a clearer way for clients with cognitive impairments or difficulty understanding verbal communication. These tools make communication more inclusive, allowing social workers to better understand clients' needs and convey messages more effectively. Technology also offers flexibility in gathering and analyzing assessment data. For instance, digital forms or survey apps enable clients to provide information independently or with minimal assistance. Tablet or computer devices can be used for direct note-taking during observations, reducing the risk of losing important data.

### *Supervision and Feedback*

Involving supervisors or mentors in evaluating social workers' communication skills is crucial for improving the quality of client interactions and assessments. By directly observing or reviewing recorded assessments, supervisors can provide objective and specific feedback on the strengths and weaknesses of the social worker's communication skills. For example, supervisors can assess whether the social worker is using the appropriate tone of voice, engaging in active listening, or demonstrating supportive body language. These observations also help supervisors identify communication patterns that the social worker may not be aware of, such as interrupting clients or failing to ask open-ended questions. Constructive feedback from supervisors or mentors serves as a guide for social workers to make meaningful improvements in their communication skills. Supervisors can offer practical suggestions for enhancing clarity when conveying information or strategies for building empathetic connections with clients. Additionally, discussions between social workers and supervisors allow for exploring field challenges and finding solutions to overcome them.

### *Developing Empathy and Self-Awareness*

Empathy is a critical skill for social workers to deeply understand clients' perspectives. It enables social workers to connect emotionally with clients and build trust-based relationships. To practice empathy, social workers must remain open to understanding the client's background and emotions without judgment, making an effort to grasp the deeper feelings behind the client's words or actions. Social workers can use reflective questioning to show they are listening and caring, such as by rephrasing what the client has said



in a more directed manner. This approach not only helps social workers understand their clients better but also makes clients feel valued and supported. Alongside empathy, self-awareness is essential for effective communication. By recognizing their own biases, personal values, or emotional barriers that may influence their interactions, social workers can avoid imposing their beliefs onto clients, ensuring more neutral and supportive communication.

## Conclusions

Assessment is a crucial step in social work practice to understand clients' issues and determine appropriate interventions, particularly for elderly individuals with dementia. This process presents various challenges, such as cognitive limitations, communication difficulties, emotional changes, lack of family support, physical limitations, and cultural and language barriers. Elderly clients with dementia often struggle to provide accurate information due to memory impairments, speech difficulties, or anxiety. Social workers also face challenges like limited communication tools and insufficient training in managing the elderly with specific conditions like dementia. The communication skills of social workers are essential in overcoming these barriers during assessments, especially in cases involving complex conditions like dementia in Bandung City. The assessment process in social work aims to understand client issues, plan interventions, and evaluate client welfare through methods like interviews, observations, and specific assessment tools. However, communication obstacles often serve as a major constraint, necessitating the improvement of social workers' communication competencies through training in effective interviewing, active listening, and appropriate body language. Additionally, mastering non-verbal communication techniques, understanding cultural and language differences, and utilizing technology-based communication aids can help create more inclusive and effective interactions. Supervision and feedback from mentors are vital in evaluating and enhancing social workers' communication skills, while developing empathy and self-awareness enables workers to better understand clients' needs and emotions. With this approach, social workers in Bandung City can conduct assessments more professionally and comprehensively, aligning with the city's vision of being an Elderly Friendly City that prioritizes elderly welfare.

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