# CHALLENGES, PSYCHOSOCIAL EFFECTS, AND NEEDS OF CAREGIVER WHO GIVING CARE TO CHRONICALLY ELDERLY IN PENANG

## ABSTRACT

The increase in the population of the world's senior citizens has ushered in a new era of social transformation that requires every government to provide effective programs. In Malaysia, the services of the *Jabatan Kebajikan Masyarakat* (JKM) not only focus on the elderly but also assist the caregivers of the chronically ill elderly. This is because the problems faced by caregivers who care for the chronically ill elderly can give various impacts on them holistically. Therefore, this research focuses on several objectives namely (i) study the challenges of caregivers who give care to chronically ill elderly, (ii) study the psychosocial effects of caregivers, and (iii) identify the needs of caregivers to improve their functionality. Thus, this research uses qualitative methods through telephone interview techniques (interviews will not be done face-to-face due to the Covid-19 situation) of 15 caregivers who received financial assistance from JKM state of Penang as respondents. The use of non-probability sampling through sampling is intended to be used to obtain respondents that are appropriate to the research objectives. Also, the data were analysed using thematic analysis related to challenges, psychosocial effects, and caregivers' needs who give care to the chronically ill elderly to produce the main themes as well as related sub-themes. The first objective themes related to the challenges of caregivers such as rising caregiver's expenses, financial instability, limitations of care aspects, and social supports. The second objective themes related to the psychosocial effects of caregivers was social withdrawal and stress. While the third objective themes related to the needs of caregivers were needs of good financial assistants, basic needs, and

programs for caregivers. Finally, several recommendations have been made according to the intervention model in social work in the context of social service provision based on the need for feedback received from respondents in this research.