



FAMILY SUPPORT IN REDUCING *EMOTIONAL STRESS* FOR THE ELDERLY IN THE SOCIETY 5.0 ERA IN PEKIK NYARING VILLAGE

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Abstract

In the rapidly evolving digital landscape of Society 5.0, characterized by advanced technology integration into daily life, elderly individuals often face heightened emotional stress due to isolation and adaptation challenges. This phenomenon is particularly pronounced in rural areas like Pekik Nyaring Village, where traditional family structures intersect with modern technological demands. Recognizing the pivotal role of family support in mitigating such stress, this study explores how familial interventions can foster emotional resilience among the elderly. *This study aims to analyze the support of the family in reducing emotional stress in the elderly in Pekik Nyaring Village, Central Bengkulu Regency. The approach used was qualitative with in-depth interviews with 12 informants, consisting of 6 elderly aged 60–78 years and 6 family members who care for the elderly. This study examines four dimensions of family support, namely emotional, instrumental, informational, and appraisal. The results showed that families provide emotional support through regular communication and attention, instrumental support in the form of assistance with daily activities and finances, informational support in the form of advice and direction, and esteem support through motivation and recognition. These four dimensions have been shown to reduce levels of emotional stress triggered by loneliness, health problems, economic problems, and the loss of a partner. In the context of Society 5.0, families also play a role as technological mediators by introducing telephones, video calls, or simple social media to the elderly. Despite obstacles such as limited digital literacy, distance, and family busyness, adaptive strategies such as gradual teaching and empathetic communication help maintain the emotional stability of the elderly. Thus, the quality of family support is key to improving the well-being of the elderly in the digital era.*

Keyword: Family support; Emotional stress; Elderly; Era Society 5.0

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INTRODUCTION

The number of elderly people in Indonesia continues to increase significantly. According to the 2024 Elderly Population Statistics from the Central Statistics Agency (BPS), the percentage of the elderly in Indonesia has reached around 12% of the total population, with the ratio of elderly dependency (the number of elderly to the productive age population) of around 17.08% in 2024. The data shows that the elderly are not just a minority group, but part of a demographic structure that requires serious attention, especially in terms of physical and emotional health.

Based on Susenas data, BPS 2023, since 2021 Indonesia has entered the ageing population with a percentage of the elderly population of 10.82 percent in 2021 and has decreased due to the impact of Covid-19 to 10.48 percent in 2022 and has increased in 2023 to 11.75 percent, with a projected elderly dependency ratio of 17.08 which means that the productive age population bears around 17 elderly people. The proportion of the elderly who live with 3 (three) generations is 34.68 percent, the elderly who live with their nuclear family is 33.66 percent. The elderly as one of the vulnerable groups need concern and participation from all sectors to care and participate in improving the quality of life of the elderly. (Laughter) *et al.*, 2024)

The percentage of internet access among the elderly has increased from 2.98% in 2017 to 14.1% in 2021. However, access to the internet and Information and Communication Technology (ICT) devices among the elderly in Indonesia is still relatively low, especially in rural areas. Data from the 2021 National Socio-Economic Survey (Susenas) shows that of the total elderly who use mobile phones, 52.23 percent are in urban areas, while the remaining 40.46 percent live in rural areas. Therefore, the development of access to and use of technology among the elderly needs to be encouraged, with the support of the millennial generation, so that the elderly can continue to actively participate in the use of technology in the era of Society 5.0. (Rohza, 2023)

The handling of feelings of loneliness in the elderly needs to be adjusted to the cause, for example, the elderly who choose to live alone need a different approach than the elderly who are lonely due to other factors. One of the effective efforts is through meetings in peer groups such as Bina Keluarga Lansia (BKL), Posyandu, day care, or senior care. In addition, in-person and digital home visits from family, cadres, or relatives are essential to reduce loneliness. In the context of improving the quality of aging, the implementation of the 7 Dimensions of Resilient Elderly program by BKKBN as a treatment guide can also help. However, the main challenge is training and providing incentives for families or cadres who visit and care for the elderly.

Family support for the elderly is very important in this context. Several national studies show that families provide emotional, instrumental, social, and informational support that contributes to improving the quality of life of the elderly. For example, research Nurmadinah *et al.*, (2025) in West Sulawesi found that the role of the family is significantly correlated with the quality of life of the elderly, especially in psychological and emotional aspects. These forms of family support include assisting with daily activities, emotional support, motivating social participation, and providing information/rewards. Study Fahmi & Pratiwi, (2021) It shows that lack of social-family support is significantly correlated with higher levels of stress in the elderly.

Emotional stress in the elderly is a psychological condition in which the elderly experience stress (*stressor*) from internal or external factors that exceed their coping capacity. The causes can be the loss of a partner, chronic illness, decreased mobility, social isolation, changes in roles in the family, or lack of support. Goddess (2022) declares that the impact *emotional stress* These include anxiety, depression, decreased sleep quality, secondary physical disorders, and reduced life satisfaction. Research Manuhara (2024) showing that family support has a positive effect on the quality of life of the elderly, while depression has a significant negative effect, confirming the importance of the role of the

family in preventing adverse effects *emotional stress* on the welfare of the elderly.

The results showed that of the 71 elderly who were respondents, as many as 30 elderly (42.3%) experienced severe physical stress, and as many as 38 elderly (53.5%) experienced moderate psychological stress. (Source) *et al.*, 2019)

Family support theory states that the family provides emotional, instrumental, informational, and reward support (Kaakinen, 2018 in Gunawan and Sulasti, 2022) as one of the sources of protection against emotional stress in the elderly. Stress and coping theory is also relevant in explaining how the elderly respond to stressors and how family support helps coping. This study focuses on the elderly in the *era of Society 5.0*, the research limitation is the elderly living in Pekik Nyaring Village, family support involving emotional, social, physical, and the use of simple technology, in the last 10 years of research.

Era *Society 5.0* is the concept of a future society that integrates high technology (digital, AI, internet, remote communication) with human needs in a timely manner. *human-centered*. In the context of the elderly, this era provides new opportunities such as telehealth, digital communication (video calls), digital health information, and digital entertainment, which can help reduce isolation and *emotional stress*. However, the elderly who lack access to technology or do not get family assistance have the potential to experience a digital divide and social marginalization. Research in Karawaci found that the digital literacy of the elderly on health issues is still low, so there is a risk of emotional stress and anxiety in accessing health information (Muljati *et al.*, 2024).

In the era *of society 5.0*, technological developments are taking place very quickly and are increasingly integrated into daily life. However, in Pekik Nyaring Village, Central Bengkulu, many of them have difficulty adapting to these changes, especially in the use of digital devices such as smartphones or access to the internet. When families or the surrounding environment are used to communicating through digital media, the elderly often feel left behind, lonely, and not considered. Ignorance of technology frustrates them—some get angry when they

can't operate their cellphones, or when they see negative news that they can't filter or fully understand.

This phenomenon shows that there is considerable emotional distress among the elderly, who feel socially and technologically isolated. In Pekik Nyaring Village, this is exacerbated by the lack of assistance from families in introducing and adjusting technology to the elderly. In fact, in the context of *Society 5.0* which emphasizes integration between humans and technology, family support is essential to ensure that the elderly are not only protected physically, but also emotionally and socially.

Several previous studies in Indonesia have touched on similar things. Research "The Role of the Family in Overcoming Elderly Vulnerability" by Gunawan & Sulasti (2022) explains that an effective family role includes emotional, instrumental, social, and informative support. Socio-Informa Research "The Relationship between Family Roles and the Quality of Life of the Elderly" Nurmadinah *et al.*, (2025) It shows that the family as a facilitator is very important in helping the elderly adapt to changes in their lives, including changes due to social and technological developments.

In general, the percentage of the elderly population in Bengkulu Province shows relative stability from one year to the next. In 2022, the percentage of the elderly population reached 8.92 percent. The distribution of the elderly population includes urban and rural areas. In the same year, the percentage of the elderly population in rural areas reached 9.12 percent, which is higher compared to urban areas which is only about 8.15 percent. The percentage of the elderly population in Bengkulu Province is dominated by the young elderly group (aged 60-69 years) with a percentage of 6.08 percent, followed by the middle elderly (aged 70-79 years) at 2.26 percent, and the elderly (aged 80 years and above) at 0.57 percent. (BPS Bengkulu Province, 2022).

In Bengkulu Province, data on the number of elderly and elderly service facilities such as elderly posyandu are already available in provincial statistics, although there has not been much research focusing on specific villages or communities such as Pekik Nyaring Village.

Table 1. Number of Population by Age Group						
No	Age	0-5	6	7-12	13-18	19-24
1	man	87	133	242	227	240
2	women	112	105	204	232	172

Source: Pekik Nyaring Village profile book

The researcher chose Pekik Nyaring Village as the main location of the research because of the relevance of the elderly data available in the village to the research theme. Pekik Nyaring Village has a total of 498 elderly people, while other villages in Pondok Kelapa District such as Srikaton Village have 105 elderly people, Panca Mukti Village with 290 elderly people, and Talang Pauh Village with 203 elderly people. This comparison provides context to study the dynamics of family support and the impact of the Society 5.0 era on *the emotional stress* of the elderly. This selection allows for a more in-depth analysis of challenges such as the digital divide and social isolation, and helps identify common patterns that can be generalized to other villages in the region.

Village data shows that the elderly in Pekik Nyaring number 498 elderly people out of the total population and there are several elderly posyandu facilities. However, it is not known systematically how family support in the village in the context of emotions and the influence of *Society 5.0*.

This research is important because it fills the knowledge gap on how to concretely support family in reducing *the emotional stress* of the elderly in villages, especially in the conditions of *the Society 5.0* era. By understanding the forms of roles, barriers, and interactions between technology and family support, this study is expected to provide practical recommendations for village policymakers, families, and health institutions so that the emotional well-being of the elderly can be improved.

Furthermore, the urgency of this research is strengthened by global empirical data that shows the ageing population trend as a universal challenge. According to a UN report (2023), the world's elderly population will reach 2 billion by 2050, with Southeast

Asia including Indonesia facing an increased risk of social isolation due to urbanization and digitalization. An empirical study from WHO (2022) found that the elderly in developing countries such as Indonesia experience 20-30% higher rates of depression than in developed countries, with family support as the main protective factor. At the national level, research by Sari et al. (2023) in West Java revealed that 65% of rural elderly people experience chronic loneliness, which correlates with an increased risk of cardiovascular disease by up to 25%, confirming the need for family-based interventions. Empirical data from this study also show practical implications: without adaptive family support in the Society 5.0 era, social health costs could increase by up to 15% per year, as reported by the Indonesian Ministry of Health (2024). Therefore, this research is not only relevant for Loud Screaming, but also as a model for mitigating the emotional risks of the elderly on a national scale, encouraging inclusive policies that integrate technology with social support.

METHODOLOGY

This study uses a qualitative approach with a qualitative descriptive method, where the qualitative approach is a common way to understand social phenomena in depth through subjective experience, while the qualitative descriptive method focuses on the detailed depiction and exploration of the data obtained. The data collection technique was carried out through in-depth interviews. This method was chosen to explore the subjective experiences of the elderly and their families about family support in reducing emotional stress in Pekik Nyaring Village. This qualitative approach is suitable to be used to understand social phenomena in depth in a specific context. In addition, a qualitative approach was chosen because the data obtained were descriptive, such as depictions of emotional experiences (e.g., anger or inner distress) that were difficult to measure quantitatively, allowing for a more in-depth exploration of the dynamics of emotional stress.

The location of the research is in Pekik Nyaring Village, Pondok Kelapa District, Central Bengkulu Regency, Bengkulu Province which has a fairly large number of

elderly people of 498 people and the existence of an elderly posyandu. The research informants consisted of the elderly aged ≥ 60 years and family members who were directly involved in the care or assistance of the elderly. The informant selection technique uses purposive sampling based on certain criteria. This technique is also used by Nurmadinah *et al.*, (2025) in researching the relationship between the role of the family and the quality of life of the elderly through in-depth interviews.

In-depth interviews were conducted using a semi-structured guide that included questions about the experiences of seniors facing *emotional stress*, forms of family support, the influence of technology (*Society 5.0*), and the obstacles experienced by the family. According to the informant's request, most of the interviews were conducted at the informant's home which lasted about 45-60 minutes. The interview data was then transcribed verbatim and analyzed thematically. In-depth interview techniques are also effectively used in research Wibowo *et al.*, (2023) about the stress levels of the elderly who do not live with their families.

Three stages were taken to conduct data analysis, according to the model (Miles dan Huberman, 2014): data reduction, data presentation, and conclusion drawn. The validity of the data is guaranteed through the process of member checking and triangulation of sources, involving parents and family members. Each informant was given an explanation of the purpose of the research and asked to provide consent, or informed consent. According to the ethical principles of research, the identity of the informant is protected. This method is expected to increase understanding of family support in reducing emotional stress in parents in Pekik Nyaring Village in the era of *Society 5.0*.

RESULTS AND DISCUSSION

1. Informant Overview

This study involved 12 informants, consisting of six elderly people aged 60-78 years and six family members who live with or care for the elderly, with selection based on purposive sampling in Pekik Nyaring Village, Central Bengkulu Regency. The elderly informants consisted of 5 women and 1 man,

most of whom were still married, and had an educational background from not finishing elementary school to high school. The selection of informants was based on inclusion criteria such as elderly age, family living status, and experience related to family support in the *Society 5.0* era, to ensure the depth of the data obtained. Their health conditions include hypertension, joint pain, mild diabetes, and decreased mobility. The elderly experience various levels of emotional stress, such as feelings of loneliness, anxiety, lack of confidence, and feeling useless, especially due to decreased physical function, loss of a partner, or lack of social activity.

Most of the elderly live with their nuclear families, while others live close to children or siblings, which allows for social support. The interviewed family members were aged 25–55 years old and played an active role in accompanying the elderly. The economic conditions of families vary, from farmers, laborers, traders, to honorary employees, which also affect their capacity to provide support. In the context of *the Society 5.0* era, some elderly people are still not familiar with technology due to vision, hearing, memory, and physical limitations. Only a small percentage are able to use mobile phones for basic communication, and they still rely on family assistance to access information or communicate digitally.

Even so, families play an important role in bridging these limitations, such as helping to make video calls or searching for health information. This shows that family support is not only in emotional and instrumental aspects, but also in supporting the adaptation of the elderly to technology, which is an important part of reducing emotional stress in the digital era such as *Society 5.0*.

The family support found in this study included emotional, social, instrumental, financial, and technological support. This support is in line with the Family Support Theory put forward by Kaakinen *et al.*, (2018), which divides support into four main dimensions: emotional, instrumental, informational, and rewarding. The results of the interviews showed that these four dimensions were present in the daily practice of families in Pekik Nyaring Village, such as emotional support through regular communication, instrumental support in the

form of physical and financial assistance, informational support through advice and direction, and award support in the form of motivation and recognition of the elderly. Thus, the findings of this study prove the relevance of social support theory in explaining the role of the family as the main source of protection against the emotional stress of the elderly.

2. Forms of Family Support in Reducing Emotional Stress for the Elderly

The results of the interviews showed that family support was the most important factor in reducing the level of emotional stress experienced by seniors in Pekik Nyaring Village. The family support found in this study included emotional, instrumental, informational, and reward support.

First form, i.e. emotional support. Research on family support in reducing *emotional stress* in the elderly in the era *Society 5.0* in Pekik Nyaring Village, showing the importance of family emotional support. This emotional support can be seen from the family's efforts to pay attention, listen to complaints, motivate the elderly, and maintain daily communication. This active interaction helps seniors feel supported, reducing the loneliness and stress that is often experienced. From the results of the interviews, almost all elderly people emphasized the importance of the existence of family in daily life. Family members also recognize the important role of accompanying the elderly so that they do not feel alone and avoid stress. These findings are in line with research Nugraha *et al.*, (2023) which reveals the important role of the family, namely assistance to access health services.

In addition, families play a role in providing understanding slowly so that the elderly can access information in digital media more easily. This assistance helps the elderly understand technology without feeling anxious or burdened, so that they stay connected to the outside world and sources of information that are useful for their well-being. This patient and gradual teaching also motivates the elderly not to be afraid to try new things. This is in line with the opinion (Brandon *et al.*, 2023) which states that patient digital training from the family can

reduce stress and increase technology literacy in the elderly.

Furthermore, the provision of positive media or sources of information, such as lectures, guidebooks, and educational materials that support the abilities of the elderly, is also important to improve their quality of life. This media provides cognitive stimulation and positive motivation so that the elderly are more active and feel empowered. The family plays a role in selecting and sharing information that is relevant and easy for the elderly to understand. This is reinforced by the findings (Salsabilla & Zainuddin, 2021), which states that access to meaningful information can increase knowledge and lower the risk of depression in the elderly.

The second form, the second form of family support in reducing *emotional stress* in the elderly in the *Society 5.0* era in Pekik Nyaring Village is instrumental support that includes physical and financial assistance. Physical assistance in the form of tangible actions taken by families such as helping with cooking, cleaning the house, and supporting the implementation of small businesses run by the elderly is very important to ease their physical burden and ensure that basic needs are met. Financial support in the form of meeting daily needs such as the purchase of food, medicine, and other needs provides economic stability and a sense of security for the elderly in facing life's challenges. In the digital era, the main needs of the elderly have also evolved into digital needs such as internet quota, *cashless* purchases, and online drug purchases, all of which are also part of the family's financial support.

This instrumental support has proven to be very effective in improving the quality of life of the elderly and reducing the emotional stress they feel. This is in line with the results Frans *et al.*, (2023) which suggests that family support, which includes meeting physical and financial needs, has a major influence on the rate of depression in the elderly.

According to (Maryam *et al.*, 2012), The family is the main support system for parents in maintaining their health; Instrumental support such as material and physical assistance greatly help the elderly cope with the physical and mental changes caused by aging. Research results (Blessed are you) *et*

al., 2018) It also shows that good family support is closely related to increased life satisfaction of the elderly, with instrumental support being one of the main factors.

Research (S. A. T. Dewiet *et al.*, 2024) adding that the function of the family in providing social and instrumental support is closely related to family resilience and the welfare of the elderly. This emphasizes the importance of the role of the family in providing practical and financial assistance so that the elderly can live their daily lives more comfortably and less stressed.

The third form, the third form of family support in reducing *emotional stress* in the elderly in the *Society 5.0* era in Pekik Nyaring Village is informational support provided through advice and direction. Families provide free time to interact with the elderly, providing advice and motivation so that they are more patient and less considerate of things that can cause sadness. In addition, families also give directions slowly and clearly, such as directions to go to the house or market, which help the elderly stay independent but feel supported in their daily activities. This support is also developing in the aspect of digital education, for example by activating the National Health Insurance (JKN), as well as providing video materials for elderly gymnastics and educational links or videos through platforms such as YouTube. All of these forms of support aim to provide the information they need so that they can live their lives more confidently and reduce loneliness and emotional stress.

Research by Daughter *et al.*, (2024) mentioned that family social support is significantly related to the level of loneliness of the elderly, which is one of the main factors *emotional stress*. Informational support from family can reduce social isolation and help seniors feel valued and heard. In addition, the research (Blessed are you) *et al.*, (2018) emphasizing that informational support in the form of verbal and nonverbal communication such as advice, advice, and direction helps the elderly manage social and psychological changes, thereby increasing their life satisfaction. Aligned with research (Redjeki, 2021), families who can provide information and direction related to elderly health care and facilitate easy communication can improve the mental well-being of the

elderly and reduce feelings of loneliness and stress.

The fourth form of family support in reducing *emotional stress* in the elderly in the *Society 5.0* era in Pekik Nyaring Village is the support of appreciation that is manifested through motivation and recognition of the existence of the elderly. Providing free time and attention is an important thing that families do to reduce *emotional stress* in the elderly. Providing additional motivation or new information that is objective and realistic can help train the memory and cognition of the elderly. The award is also realized through the provision of motivational digital information, such as educational videos, invitations to participate in online activities that train cognition, and the gradual introduction of technology to connect the elderly with the outside world without putting too much pressure. With support like this, seniors can feel valued and stay mentally active, which is crucial for reducing feelings of loneliness and emotional stress.

Research Nurrohmi (2020) Found that families provide appreciative and emotional support in the form of special attention when the elderly are experiencing sadness or feeling lonely. This confirms that the presence of family and sincere attention have a significant positive effect on reducing the emotional stress of the elderly. Moreover (Fatton) *et al.*, (2016) states that good family social support can act as an effective protector in maintaining the mental health of the elderly, including reducing stress levels and increasing a sense of happiness and comfort in living life. Other studies by (Oktaviani Yumanir, 2020) reinforce these findings by emphasizing the importance of loving and caring interactions between family members and the elderly to minimize *emotional stress*.

The family support found in this study included emotional, instrumental, informational, and reward support. This support is in line with the Family Support Theory put forward by Kaakinen *et al.*, (2018), which divides support into four main dimensions: emotional, instrumental, informational, and rewarding. The results of the interviews showed that these four dimensions were present in the daily practice of families in Pekik Nyaring Village, such as

emotional support through regular communication, instrumental support in the form of physical and financial assistance, informational support through advice and direction, and award support in the form of motivation and recognition of the elderly. Thus, the findings of this study prove the relevance of family support theory in explaining the role of the family as the main source of protection against the emotional stress of the elderly.

3. Emotional Stress for the Elderly: Causes and Impacts

In the era of *Society 5.0* which should prioritize a better quality of human life through technological support, the elderly often experience emotional pressure due to unbalanced relationships with their families. Emotions that often appear in the elderly include sadness, loneliness, anger, frustration, feeling unappreciated, and feelings of uselessness. These emotions arise not only due to age factors or the loss of a partner, but also triggered by family treatment that unconsciously limits the space of movement and autonomy of the elderly in daily life, including in adapting to technological developments.

One of the triggers for these negative emotions is when the voices or opinions of the elderly are not listened to by family members. In many cases, important decisions in households are made without involving the elderly, even in matters directly related to them. When the elderly try to express their opinions, they are often perceived as outdated, incomprehensible, or too emotional. As a result, they feel unappreciated and unimportant, which triggers feelings of disappointment and ultimately lowers the motivation to interact.

In addition, family rules that are too strict are also a source of emotional distress. Many families set rules such as prohibiting the elderly from leaving the house alone, limiting the time they watch television or use gadgets, and rigidly regulating daily activities. One real example is when the elderly are not allowed to watch YouTube, because it is considered that it will only waste time or be worried about being exposed to wrong information. In fact, for some seniors, watching YouTube is not only entertainment,

but also a way to feel connected to the outside world, learn new things, or reminisce about the past through nostalgic songs and videos. When this access is restricted without meaningful alternatives, the elderly will feel confined, lose freedom, and eventually become irritable or moody.

This condition also has an impact on the daily mood of the elderly. They become more irritable, discouraged, and often withdraw from social activities, even within the confines of their own homes. When this negative mood continues to recur without any channel to express themselves or emotional support from the family, it will develop into more serious *emotional stress*. In the context of *Society 5.0*, where technology is supposed to be a tool to humanize humans, the experience of the elderly shows that without the right emotional approach from the family, technology can exacerbate isolation and psychological distress.

These results are in line with research Manahapu *et al.*, (2023) which found that family support correlated with the level of stress of the elderly in Ward V, Bailang Village, Bunaken District. In addition, the research Pray *et al.*, (2025) in South Bangka found that gender, marital status, and family support were highly correlated with the level of loneliness of the elderly, which is an important component of emotional stress. Moreover Marathon *et al.*, (2024) found that family support for parents at PPRSLU Budi Sejahtera Banjarbaru is very important to improve the psychological well-being of parents. In addition, research conducted by Simbolon *et al.*, (2022) It found that family support had a significant correlation with the fulfillment of the spiritual needs of parents. This plays an important role in maintaining emotional stability and the psychological well-being of parents.

In the context of *the Society 5.0* era, the factors that cause *emotional stress* for the elderly are also related to the technological gap. Some elderly people feel left behind and unable to keep up with digital developments, resulting in a sense of inferiority or frustration. However, family support, both with direct mentoring and teaching simple technology, is an important "buffer" to reduce stress due to these gaps. In line with *the concept of Society 5.0* which puts people at the

center, the family acts as a bridge to keep the elderly socially and emotionally connected.

These findings reaffirm the concept in Support Theory (Kaakinen *et al.*, 2018), which states that family support can serve as a *buffer* or buffer against the psychological distress experienced by individuals. When the elderly face stress due to loneliness, limitations in self-expression, loss of a partner, or social pressure due to not being able to keep up with the times, the presence of a supportive, open, and empathetic family can prevent greater negative impacts on the mental and physical condition of the elderly. In the context of *Society 5.0*, the family not only acts as a physical protector, but also as an emotional and social link that keeps the elderly feeling valued, involved, and an integral part of a society that continues to evolve.

4. Society 5.0 Era and the Elderly

According to (Fukuyama, 2018), *Society 5.0* is a concept of social transformation that puts humans at the center of technological innovation and puts people first. Japan first used this idea in response to the challenges of the Industrial Revolution 4.0, with the hope that technology would become a tool that supports human life as a whole rather than replacing the role of humans. In the context of the elderly, *Society 5.0* opens up opportunities to provide digital health services, remote communication, and access to information more easily and efficiently.

However, the use of technology by the elderly is highly dependent on the level of digital literacy and support from the family. In rural environments such as Pekik Nyaring Village, some families have begun to introduce simple technologies such as the use of mobile phones and video calls to facilitate communication with the elderly. Although not all elderly people feel comfortable using digital technology, family initiatives still play an important role in the adaptation process. Some elderly people are getting used to using mobile phones to make voice or video calls, although their use is still limited. There are also those introduced on social media or entertainment apps such as YouTube and TikTok by family members as a way to reduce loneliness. However, the majority of the

elderly still feel more comfortable with direct or face-to-face communication, which they consider more emotionally meaningful.

This condition reflects the limitations of digital literacy among the elderly, but also shows positive initiatives from families as companions in the use of technology. These findings are in line with research Manahapu *et al.*, (2023) who found that family support had a significant relationship with stress levels in the elderly. In addition, the research Pray *et al.*, (2025) It also emphasized that family support and social status have a significant effect on the level of loneliness of the elderly.

The potential use of digital services such as *telemedicine* And online counseling in the village is actually quite large. Study by (Efendi & Sukihananto, 2024) indicates that the *telehealth* can improve the quality of life of the elderly if accompanied by family members. In a rural context such as Pekik Nyaring Village, the most realistic and relevant strategy is to utilize simple technology such as voice or video calls, provide short training conducted by families, and maintain direct interaction because it has a high emotional value for the elderly.

In the *era of Society 5.0*, family support theory remains relevant to explain the important role of the family as an intermediary between technology and the elderly. Instrumental support such as technical assistance in the use of mobile phones, as well as informational support such as briefings on the use of social media, prove that this theory now not only covers emotional and financial aspects, but can also be extended to the modern realm that requires digital literacy. Thus, the family plays a key role in ensuring that technological advances in *the Society 5.0* era can really be used to improve the overall welfare of the elderly.

Table 2. Emotional *Stress Support* for the Elderly

Yes	Family support	Emotional Stress Condition Era <i>Society</i> 5.0	
1.	Emotional support	In the <i>era of Society</i> 5.0, human interaction is increasingly replaced by technology, which can trigger feelings of loneliness in the elderly. Emotional support from family comes in the form of attention, mentoring, and regular communication that helps seniors feel socially connected and not isolated. Emotional <i>stress</i> conditions such as anxiety, sadness, or not being considered can be significantly reduced when the elderly feel loved and appreciated by their families.	
2.	Instrumental support	Digital transformation also demands the fulfillment of physical and economic needs in new forms, such as internet access, cashless transactions, or digital health services. Seniors who are not familiar with technology can experience stress due to dependency or inability to keep up with changes. This is where the role of the family is very important in providing practical assistance such as helping with online shopping, preparing food, and providing financial needs, including the purchase of quotas or digital devices. This reduces the burden on the mind and increases the sense of security of the elderly. Many elderly people feel left behind because they are unable to understand information spread across various digital platforms. This condition can trigger anxiety and insecurity. Families can help	
4.	Award support		provide direction, guidance, and education slowly so that the elderly can keep up with developments, such as understanding digital health information, how to use applications, or accessing elderly gymnastics videos. That way, the elderly still feel informed and connected to the outside world. The digital era often makes the elderly feel that they are no longer productive or considered important in their families and communities. This can have an impact on self-esteem and trigger <i>emotional stress</i> such as feeling forgotten or useless. Families can reduce this condition by providing rewards in the form of motivation, recognition, and involvement in positive activities that are in accordance with the ability of the elderly, including the gradual introduction of technology. This keeps the elderly feeling valuable and mentally motivated.

Source: Research Results 2025

This table presents forms of family support in reducing *emotional stress* in the elderly in the *Society* 5.0 era in Pekik Nyaring Village, Central Bengkulu. This table is summarized based on the results of interviews and field findings in the 2025 research. Every form of emotional, instrumental, informational, and reward support contributes to improving the mental well-being of the elderly. Each support has a specific influence in helping the elderly adapt to technological developments, reduce loneliness, and maintain their emotional and psychological stability.

CONCLUSION

This study concludes that family support has a very important role in reducing *emotional stress* in the elderly in Pekik Nyaring Village, Central Bengkulu. Based on findings in the field, almost all elderly people show emotional dependence on the existence and attention of their families in living their daily lives. This includes the need for mentoring, a sense of appreciation, and support in dealing with physical and social changes due to the aging process.

The family support found in this study includes emotional, instrumental, informative, and reward dimensions. The four are present in concrete forms, such as regular communication, daily activity assistance, providing advice and information, and strengthening the self-esteem of the elderly through recognition and motivation. This support is a "buffer" against emotional distress stemming from loneliness, loss of a partner, physical limitations, and a decline in social roles.

In the context of *the Society 5.0* era, the family not only performs the traditional role of physical and emotional protector, but also as a mediator of technology. The findings show that although the digital literacy of the elderly is still low, the efforts of families to introduce and accompany the use of simple technology such as video calls, social media, or entertainment applications can help the elderly stay connected and not left behind by the times. It reflects a new form of instrumental and informational support that is highly relevant in the digital age.

Despite obstacles such as the physical limitations of the elderly, the busyness of family members, and geographical distance, family strategies such as empathic communication, gradual technology teaching, and the provision of meaningful access to information can reduce the level of emotional stress of the elderly. In fact, simple forms of attention such as listening to stories, providing speaking time, or involving the elderly in family decision-making have been shown to improve their psychological well-being.

Thus, family support has been proven to affect the level of *emotional stress* of the elderly, both directly through physical and emotional presence, and indirectly through

the facilitation of the use of technology in the *Society 5.0* era. These findings reinforce the importance of family involvement in creating a supportive, adaptive, and humane environment for the elderly in the midst of the development of modern society.

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