

**SATISFACTION LEVEL OF ELDERLY PEOPLE: A CASE STUDY OF
MAITRISEWASHRAM**

A Thesis Submitted to Central Department of Rural Development

Tribhuvan University in Partial Fulfillment of the requirements

For the degree of the Master of Arts (MA)

In

Rural Development

Submitted By

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March, 2019

DECLARATION

I hereby declare that the thesis entitled “**Satisfaction Level of Elderly people: A case study of Maitri Sewashram**” submitted to the Central Department of Rural Development, Tribhuwan University submitted to the Central Department of Rural Development, Tribhuwan University, is entirely my original work prepared under the guidance and supervision of my supervisor. I have made due acknowledgements to all ideas and information borrowed from different sources in the course of writing this thesis. The results of this thesis have not been presented or submitted anywhere else for the award of any degree or for any other purposes. I assure that no part of the content of this thesis has been published in any form before.

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2019-01-07 A.D.

LETTER OF RECOMMENDATION

This is to certify that Ms. Sonika Lama has completed this thesis entitled “**Satisfaction level of elderly people: A case study of Maitri Sewashram**” under my guidance and supervision. Thus, I hereby recommend this thesis for final approval and acceptance.

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Thesis Supervisor

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2019-01-07 A.D.

APPROVAL LETTER

This thesis entitled **“Satisfaction level of elderly people: A case Study of Maitrisewashram”** submitted by Ms. Sonika Lama has been accepted as partial fulfillment of requirements for the Masters of Arts in Rural Development and approved by the evaluation committee.

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ACKNOWLEDGEMENTS

This study entitled **Satisfaction level of elderly people: A case study of Maitri Sewashram** has been prepared for partial fulfillment of master's degree in rural development. First of all, I feel privileged to have Dr. Umesh Acharya, Lecturer, and Central Department of Rural Development as my thesis guide. Without his cordial help, guidance, valuable suggestions and continued inspiration and feedback, this dissertation would never have taken this shape. It is now time to express heartfelt gratitude to him. The cooperation received from Dr. Pushpa Kamal Subedi, Head of the Department and respected teachers and staffs of the Central Department of Rural Development can never be forgotten. Thus, I would like to express my sincere gratefulness to all of them.

I am extremely thankful to Mitrasen Dahal and all other worker, staff Bindu Gurung and volunteers for their cordial support. I would also like to thank Dr. Barat Prasad Badal coordinator of Research Nepal for his guidance in data collection. My sincere gratitude also goes to health officials, teachers and local people of the study area who guided me through the data collection and my research.

I am deeply obliged to my Guardian Shekhar Shrestha and Barsha Shrestha for their love and encouragement in completing this thesis. My parents who constantly helped and supported me; without their inspiration, I certainly would not have been able to finish my research work. I would like to thank my friend Bibek Poudel, Sharda Devi Sharma for her suggestions, help and inspiration. I would like to express many thanks to all of my colleagues for their help, inspiration and co-operation in preparing this dissertation.

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Kathmandu, Nepal

January, 2019

ABSTRACT

The old age home Maitrisewashram is only one social welfare nongovernmental organization. Paying and not paying senior citizen can stay there comfortably. To know the further information about Maitri Sewashram and their elderly people I put some objectives. They are: to assess the health service available to elderly people in Maitri Ashram, to assess the satisfaction level of elderly people, to identify the time table of elderly people.

These are the study has been concluded. Old age home is a place (research gap) should be writing. To found these things I study many more books, journals, articles and literatures. So methodologically addresses the research gap questionnaire KII, FGD, Observation had been conducted. The specified contents are analyzed in descriptive qualitative methods. Old age home is a place where old people live. In Nepal there are many researches on old age homes and elderly people. They found a lot of findings about old age people, problems, anxieties, and challenges. But all these studies have not found out the satisfaction level of elderly people.

Especially the case of Maitri Sewashram is the first one. The Maitri Sewashram provides sophisticated infrastructure is available for the elderly people. When I look research eye there are few problems in Management system. This field is really researchable area because it is very systematic old age home. Elderly people get good facilities and infrastructure for healthy living. There is geriatric center, shopping center, Yoga center and other facilities. Other old age home does not concern about these things which is very essential for old age home and elderly people.

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CHAPTER I: INTRODUCTION

Background of the Study

Establishment of old age home is to provide free shelter, food, clothing and medical facilities for them with love and care. The research may be helpful to old age people and the organizations. Old age home provides residential facility to person above the age of sixty who are either underprivileged or do not have anybody to look after them (Acharya, 2008). They seem frail and sick, deprived from care and love in our society. Old age homes are more like a service-orientated organization than a governmental and private sector. They are under the institution registration act 1977 AD or 2034 BS, like other NGOs are. In Nepal there are around 70 old age homes Maitri ashram is one of them. So, to analyze their medication status, time table, outdoor facilities and satisfaction level of elderly people, the study is conducted. In nutshell, I can say that old age home is a place that provides individualized care and health services to the elderly people who are either hopeless or helpless. Current trends of migration in Nepal show that the extensive migration of young people from rural areas to foreign and internal urban centers has coincided with a rise in the problems of elder people in the country. Several of our elder people are facing many problems such as loneliness, helpless and frustration and burden of carrying out household business on daily routines, apart from the problems invited by the old age. Developing countries like Nepal need to develop senior citizen welfare program in ways compatible with maintaining the cultural values and enhancing the living standard of the elders. All the senior citizen should feel like seniors' not 'old and obsolete' by making active in any kind of stress less activities.

Many people believe that aging is simply the result of deterioration caused by Ire and tear, oxidation, other molecular damage, or other unavoidable natural process that causes gradual degradation. Aging could be the result of the accumulation of toxic byproducts, damages due to nuclear radiation, entropy or other gradual deteriorative process. In essence, aging could be the result of fundamental limitations, such as laws of physics of chemistry that cannot be overcome by an organism; I used the word aging to describe both. In addition, the idea that aging is caused by fundamental limitations fits Ill with evolution theory as understood by most people. However, few gerontologists and other

bio scientists currently believe in wear and tear theories because they utterly fail to explain enormous differences in lifespan between biochemically similar species.

In Nepal, old age was officially started in 1938 after the establishment of Pashupati Briddhashram (Pashupati Briddhashram –Social welfare Center Briddhashram, 2013). This old age home for the elderly was built as the Panchadeval (five shrines) Pakshala during the reign of King Surendra Bir Bikram Shah during the mid-to late 19th century.

Maitrisewashram is situated 25 km away from the popular world heritage site Pashupatinath, towards the North-East of Kathmandu and stands on the bottom of the 1800m tall Manichudpond. The foundation is located on ward no.4 of Shankharapur Municipality which embodies the origin of the holy river Shali Nadi. Towards the north from Sewashram, the beautiful Himalayan range of Langtang, GosaiKunda and Helambu is visible. Towards the south is the popular holiday destination Nagarkot and towards the 1st is Shivapuri National Park and Sundarijal from where I can enjoy beautiful sunrise from home. The place is sunlit all over the day, is green and clean as it is surrounded by beautiful hills and forest and has its own water source, therefore water supply would never be an issue. The place has good access to telecommunication, electricity and roadway facilities as it is linked to the Melamchi Highway. About 1,500 elders are living in these old age homes at present (Timalsena, 2013).

The elderly belongs to heterogeneous group of population, different in health, ability, socioeconomic & cultural background. Childhood and old age are similar in many aspects; both age groups are dependent on others for financial and emotional support. Fast social & cultural changes have placed elderly in highly vulnerable position, declining social support. Deteriorating health exposes old to various socioeconomic problems and age-related changes. The social, physical & economical levels have an important bearing on adjustment in old age. The situation is further complicated by rapid changes in social matrix of society though aging is a gradual process of progressive manner but all of a sudden, an aged person realizes his no more liked or wanted. Children feel ashamed and are reluctant to move with their old parents. A retirement home – sometimes called an old people's home or old age home, although *old people's home* can also refer to a nursing home – is a multi-residence housing facility intended for the elderly. Typically, each person or couple in the home has an apartment-style room or suite of rooms. Additional facilities are provided within the building. This can include

facilities for meals, gatherings, recreation activities, and some form of health or hospice care. A place in a retirement home can be paid for on a rental basis, like an apartment, or can be bought in perpetuity on the same basis as a condominium

Statement of the problem

Current trends of migration in Nepal show that the extensive migration of young people from rural area to internal urban center and foreign countries has coincided with a rise in the problem of elderly people in country. Several elder people are facing many problems such as loneliness, helplessness and frustration. Burden of carrying household works and regular business create fatigue to old aged people, so they may choose the old age home. This age is viewed as an unavoidable, undesirable and problem ridden phase of life. Elderly people have a problem and challenges i.e. Physical, psychological, social and economic, health, education, isolation etc. (Achary, 2008).

World Health Organization defines “health” as a state of complete physical, mental, social and spiritual well-being and not merely the absence of disease or infirmity. “Geriatrics” is the branch of medicine dealing with the physiologic characteristics of aging and the diagnosis and treatment of diseases affecting the aged. In most of the countries in the world including India, the cutoff point for geriatric age is 60years. Geriatrics grows increasingly important as modern medicine and rising standard of living have lengthened life expectancy, resulting in increased proportion of aged persons in society (Salagre, 2015). Elderly persons show lot of variation in age-related physiological decline and medical disorders. The age-related decline in muscle strength, vision, memory, locomotion, nutrition, immunity and homeostasis progress slowly. However, the onset of disease may be abrupt, the course of illness varying, complications severe and dreadful. Many chronic diseases increase in prevalence with age and some elderly seem more susceptible to co-occurring problems compared to others. Chronic diseases and disabilities lead to increased use of health care resources and health care expenditure.

Thus, research on old age home and elderly people would be helpful to find out the area where improvement is necessary to make the old age home more elderly people friendly. However, changes those took place in Nepalese Social life have extended the retirement of elderly support. Breaking down of joint family, rural-urban migration, mostly because of higher education, industrialization, urbanization etc., have further generated the

retirement of Elderly support. Overall situation of the *Bridddaashram* established in different parts of the country reveals a gloomy picture. Although, *Bridddaashram* may fulfill survival needs of elderly, they cannot fulfill their spiritual, religious and emotional needs that the family, neighborhood and kinship networks provide.

Research Question is:

Do satisfactory health-service and regular follow up of time table of elderly home make elderly people healthy?

Objective of the study

1. To assess the health-service available to elderly people in Maitri Ashram.
2. To assess the satisfaction level of elderly people on Accommodation and Food
3. To identify the time table of elderly people.

Assumption

Satisfactory health Service and regular follow up of time table of elderly home make elderly people healthy.

Significance of the study

An old age home is usually a home for those old people who have no one to look after them or those who have been thrown out of their homes by their children. The place is of course like home where the inmates get all the facilities for a routine living like food, clothing, medicine and shelter. Nowadays, there are 230 old aged people in Pashupati elderly home but they are facing many problem and challenges. So that this field is research area to identify the satisfaction level, medication status, outdoor facilities and time table of elderly.

Elderly people face problem and obstacles in family, society and other. So old age home is creating elderly people friendly and they get physical infrastructure, psychological relaxation and other facilities which make them to stay there conveniently and comfortably. When I undergo for research in this field, then our research could run continuously and smoothly in proper ways and they can give more benefits, satisfaction to elderly people. This study will provide a lot of ideas, information, knowledge and experience which help the Government and other related sector.

Limitations of the study

The study attempts to analyze the trend of old age home, elderly people and its problem and required suggestion from the concerned and prospects. The main focus of the study is:

The study was limited only on Maitrisewashram. The research is descriptive and qualitative in design. This study was limited in 20 elderly people.

Organization of the study:

The study is divided into five chapters, which are as follows:

The first chapter is an introduction which includes background, statement of the problem, objective of the study, hypothesis of the study, significance of the study, limitations of the study and organization of the study. Second chapter was review of literature. Review of books, journals (articles), thesis etc. was included in this chapter. Third chapter was for methods used on concluding the study. In this chapter the research methodologies that are used for the analysis was discussed in which the whole study and its findings will depend. This chapter will include conceptual framework, research design, sample size and sampling procedure, data analysis and management and specification of the model to meet the objectives. Chapter four was include the data presentation and analysis. This is the main body of the research. In this chapter the result generated from the statistical tools was analyzed. The last chapter was including summary, conclusion and recommendation; bibliography and appendix was included at the end of the chapter.

Operational Terminology

Assess into health-service,

Satisfaction level and identify the timetable (daily routine of elderly people),

Elderly people.

CHAPTER II: LITERATURE REVIEW

General Review (Background)

Old age home is a place where, elderly people living. Lodge home creates an elderly people friendly environment to involving appropriate physical infrastructure, spiritual programs such as Yoga and pilgrimages which help mental relaxation. Old age homes establish for the care senior citizen has been a basic socio-cultural institution like school for educating children.

Current trends of migration in Nepal show that the extensive migration of young people from rural areas to foreign and internal urban centers has coincided with a rise in the problems of elder people in the country. Several of our elder people are facing many problems such as loneliness, helpless and frustration and burden of carrying out household business on daily routines, apart from the problems invited by the old age. Developing countries like Nepal need to develop senior citizen welfare program in ways compatible with maintaining the cultural values and enhancing the living standard of the elders. All the senior citizen should feel like seniors' not 'old and obsolete' by making active in any kind of stress less activities.

Age of retirement should not be merely based on the years passed but scientifically set depending upon the capacity; health condition of the individual and retirements of the job i.e. it should be made voluntary not compulsive. Regarding all these, Government of Nepal has recently declared to establish a model old age home in Kathmandu in near future (Achary, 2008).

Human life is full of misery. And there is the reason of these miseries. This is the supreme teaching of Lord Buddha. If we follow the teaching of Lord Buddha's philosophy from Vedic perspective. The human life will be comfortably easier. If we follow the *Banaprastha Ashram* philosophy in human life, the life will be an amusement journey. Life is simple, but we are complexing it from hate, greed, aversion etc. The quality of life appears in simplicity as we know, small is beautiful. To make our life happier and more dignified we should follow the principle of four stages of human life. Those four stages of human life a Gurukul Ashram, Grihastha Ashram, Banaprastha Ashram and Sanyans Ashram. Literally, life with Guru in school. Family life, Age of research and life of renunciation (Badal, 2018).

Gurukul Ashram: The first stage of human life is to know, the surroundings, parents and relatives. After knowing it all we have to departure for the formal education-Gurukul Ashram. It is also known as Bramhacharya Ashram. There we have to learn entire arts and the skills to earn wealth and fame.Gurukul Ashram is the best part of human life, where we can make our future life more dignified.Normaly,it is a complete student life as a Sanskrit verse “*Kakchestha, bakodhyanam, swannindratathaiwacha Alpahari Grihatyagi Bidyarthi panchalachyanam.*” (Badal, 2018)

So, a student should be like a crow in its cleverness, meditative as crane, light sleep like a dog and vegetarian. Students should reject every comfort and has to live with Gurus on school or Universities. Students have to learn a lot that learning must be useful in next stage of human life.

Grihastha Ashram: Second most important stage of human life is Grihastha Ashram. At this time human has to marry, produce a child, raise them and make them able to live in their own foot independently. At this age people have to earn wealth and fame as much as possible. At this age human has to follow worship, rituals (Pujapath, Dharmakarma) etc.

Banaprastha Ashram: The happiest stage of human life is *Banaprastha Ashram*. Age after 50-75.At this time human has to live every kind of bondage. At this stage of time people have to visit different places, pilgrimage etc.We has to disconnect slowly-slowly entire social relationship. This is the age of research and study.

Sanyans Ashram: The final stage of human life is Sanyans Ashram. Normally the age after 75 is Sanyans Ashram. It is the time to link human soul with Almighty God. At this stage we have to end entire goals, interest, wants etc.We have to end the entire relationships. Every day we have to take a bath, we have to minimize our appetite, we have to eat only one time in day and we have to assimilate our soul into the God.

In our society, we are lacking the education; western materialism has created greed and pride in human life. So, the life is being complex. Diseases are increasing, hospitals are increasing, and convectors are increasing. So happy and progressive in shadow. The knowledge of these four stages of human life is necessary. According to the philosophy of Banaprastha Ashram, after50-year human beings have to leave home and family

slowly. At this time, we have focused our lives on our education, research and remaining activities.

It is time to leave the home but where should we go? Yes, the holy place is elderly home. The old age home is the store of knowledge. It is a University and it is the departure starting toward the heavenly voyages. Therefore, to make the happy life in every pilgrimage we have to make elderly homes.

Historical Review

Old age refers to ages nearing or surpassing the life expectancy of human beings, and is thus the end of the human life cycle. Terms and euphemisms include old people, the elderly (worldwide usage), seniors (American usage), senior citizens (British and American usages), older adults (in the social sciences), and the elders (in many cultures—including the cultures of aboriginal people). Old people often have limited regenerative abilities and are more susceptible to disease, syndromes, injuries and sickness than younger adults. The organic process of ageing is called senescence, the medical study of the aging process is called gerontology, and the study of diseases that afflict the elderly is called geriatrics. The elderly also faces other social issues around retirement, loneliness, and ageism (Anonymous, 2009).

Pashupati Briddhashram is the first elderly home established in 1968 by the government of Nepal (GCN 2010). History of old age home seems very new from this statement. However, the resting places (Pati, Pauwa, and Sattal) are the preliminary from the elderly homes in Nepal. Old age home was supposed to have started from 20th century after starting age restriction in the Almshouses (house founded by charity for poor people) (FATE). In Nepal, old age was officially started in 1938 after the establishment of Pashupati Briddhashram (Pashupati Briddhashram –Social Welfare Center Briddhashram, 2013). This old age home for the elderly was built as the Panchadeval (five shrines) Pakshala during the reign of King Surendra Bir Bikram Shah during the mid-to late 19th century.

In the beginning of the nineteenth century, women's and church groups began to establish special homes for the elderly persons. Often concerned that worthy individuals of their own ethnic or religious background might end their days alongside the most despised society, they established—as the founder of Boston's Home for Aged Women (1850), explained—a haven for those who are “bone of Aging is a normal process, which

is associated with physical, social, psychological changes. The number of older populations of both developed and developing countries has considerably increased in the 20th century. According to the 2001 census of Nepal, its elderly population constituted 6.5% of the total population of the country. During the years 1991-2001 the annual elderly population growth rate of 2.3% percent. According to the 2011 census, the percentage of elderly population has increased to 9.1 percent. The number of seniors will increase because 54.7% of the total population is within the age group of 15-59, which is reproductive.

JP Foundation (Maitrisewashram) is a non-profitable, non- religious, non-political and non-governmental philanthropic organization registered at Kathmandu District Administrative Office in 1994, and is affiliated to the Social Welfare Council (SWC) as tax-free organization Recently, to promote and upgrade the livelihood of senior citizens in Nepal and abroad, JP Foundation has initiated to construct Maitri Ashram in its 25 acres of land on the lap of Himalayan region. Located at Lapsephedi Village Development Committee in the North-East Hill of Kathmandu Valley (at the altitude of 1,800 meters and some 25 kilometers from international airport), it will be the most ideal place for the senior citizens in future.

On the basis of Medieval architectural designs and the buildings will be fully equipped with modern and senior citizens friendly physical infrastructure. The green natural habitats can be a good source of living quiet and peaceful life in this maddeningly hues and cries of living style. Pure clean drinking water and organic vegetables plus the longevity of the senior citizens. We are adamant to fulfill our goals.

Ashram is equipped with senior citizen eco-friendly habitation site along with geriatric hospital, intellectual property conservation heritage sites, retreat and recreation center, yoga and meditation center, research library, therapeutic garden, culture preservation center, organic vegetarian food court, organic farming, and ATM/Bank and so on. Later, this beautiful hilly area will be developed as Spiritual Health Tourism Hub for eco-friendly spiritual retired life for the senior citizens, visiting scholars, research fellows, and spiritual leaders and alike(J P Foundation, 2019).

In 1991, UN declared the rights of senior citizens which include right to live with maximum dignity, self-reliance, participatory and caring. Nepal, though lately, followed the suit as a result the law for the rights of senior citizens came into being on 16th of

Kartik 2063. The law categorically states that the rights of senior citizens be preserved as heritage hence and capitalize their potentials with utmost respect. The Law states that they should not go for charity; they should be treated ill in public places; they can use their own properties and live with dignity (J P Foundation, 2019). The landscape of Maitri Ashram is located in the downhill of Manichud Hill at the altitude of 1,800 meters which is 25 kilometers from Lord Pashupatinath Temple, 1 kilometer from Sankhu-Melamchi Highway and 2 kilometers from Divine Mother Goddess Vajra Yogini Temple. Manichud Hill is depicted as meditative place of Lord Shiva and enlightenment place of MaitreyBodhisatwa Buddha in holy epics: Himabatkhandha Puraana and Swayambhu Puraana respectively.

This site is an origin of Holy Salinadi River as tiny stream and surrounded by the holy places and inhabitant and birthplace of gods and goddess as well as eco-tourism hub. Nagarkot locates in the East, Uttar Gaya, Sundarijal, Chisapani and Shivapuri Conservation Area in the scenes of Langtang Himalaya, Gosaikunda and Helambu in the North and Divine Mother Goddesses: Vajrayogini, Swasthani, Pancha Mahalaxmi, Bhuwaneshwori and Jalpadevi temples, Holy Spring Salinadi River bank, Lord Madhavnarayan, Lord Shaligram Muktinath, Lord Panchamukhi Hanuman, Lord Changunarayan and Lord Doleshwor Mahadev temples in South are round chain of Holy Tourism Hub in Kathmandu Valley (J P Foundation, 2019).

This area is also popular among tourists for the adventure cycling and hiking routes: Budhanilkantha-Sundarijal-Manichud-Lapsiphedi-Nagarkot-Changunarayan; and Sankhu-Lapsephedi-Melamchi-Helambu in the North-East and Sankhu-Lapsephedi-Sundarijal-Chisapani-Gosaikunda-Langtang trekking routes in the North-1st (J P Foundation, 2019).

It would be of 100% pollution free, fresh breeze environmental area; and declared 100% smoke-free, alcohol-free and plastic-free. All consumable residues will be re-cycled and re-used by its Re-Cycling System Scheme (J P Foundation, 2019).

Theoretical Review

Old age comprises "the later part of life; the period of life after youth and middle age, usually with reference to deterioration". At what age-old age begins cannot be universally defined because it differs according to the context. The United Nations has agreed that 65+ years may be usually denoted as old age and this is the first attempt at an

international definition of old age. However, for its study of old age in Africa, the World Health Organization (WHO) set 55 as the beginning of old age. At the same time, the WHO recognized that the developing world often defines old age, not by years, but by new roles, loss of previous roles, or inability to make active contributions to society (Anonymous, 2009).

Most developed Western countries set the age of 60 to 65 for retirement. Being 60–65 years old is usually a requirement for becoming eligible for senior social programs. However, various countries and societies consider the onset of old age as anywhere from the mid-40s to the 70s. The definitions of old age continue to change especially as life expectancy in developed countries has risen to beyond 80 years old. In October 2016, a paper published in the science journal *Nature* presented the conclusion that the maximum human lifespan is an average age of 115, with an absolute upper limit of 125 years. However, the authors' methods and conclusions drew criticism from the scientific community, who concluded that the study was flawed.

Theories of aging can be divided into two categories those that answer the question “why do I age?” and those that address the question “How do I age?” Only a few broad, overarching theories attempt to explain why I and nearly all living organisms age. Identification of the mechanisms that affect aging could lead to interventions slow or alter aging. Recent research implies that there may be a limited number of these mechanisms; giving scientists hope that their efforts may one day lead to strategies that could help us lead longer, healthier lives. Many scientists believe that mitochondrial aging is an important contributor to aging in general. For a time, aging researches working in neuroendocrinology the study of hormones regulated by the brain-thought that later-life reduction of estrogen that accompanies menopause, was responsible for aging.

Many people believe that aging is simply the result of deterioration caused by Ire and tear, oxidation, other molecular damage, or other unavoidable natural process that causes gradual degradation. Aging could be the result of the accumulation of toxic byproducts, damages due to nuclear radiation, entropy or other gradual deteriorative process. In essence, aging could be the result of fundamental limitations, such as laws of physics of chemistry that cannot be overcome by an organism; I use the word aging to describe both. In addition, the idea that aging is caused by fundamental limitations fits well with

evolution theory as understood by most people. However, few gerontologists and other bio scientists currently believe in wear and tear theories because they utterly fail to explain enormous differences in lifespan between biochemically similar species. If aging is the result of fundamental limitations that presumably affect all organizations, why are lifespan of even very similar organizations so different? They also fail to explain many other observations and do not consider the fact that living organizations process many damage repair mechanisms.

Scientific Management theory: This approach uses data and measurements to make organizations more effective. It was developed by F W Taylor in 1920 in USA. By observing and evaluating processes in numerical terms, managers are able to distill information that helps them run their businesses more efficiently and profitably. The process of gathering data led to standardization and a management strategy based on punishment and reward. This approach worked for mechanized operations, but it did not do justice to the human element, the role that personnel play in innovation, and the importance of keeping staff satisfied and engaged so they do good work.

Aging Theory: According to Theodore C. Goldsmith (2014) the idea on how and why we age can be found on the aging theory. Aging theory is a collection of scientific idea on what aging is, how we age and why do we age? The mostly used aging theory is Wear and Tear aging theory.

According to Wear and Tear aging theory, a people or a person age because of deterioration caused by wear and tear, oxidation, other molecular damage, or other unavoidable natural process that causes gradual degradation. Stochastic theories suggest that aging is the result of accumulating random changes that negatively affect biological system.

According to modern aging theory, there are basically two major theories as:

- Modern Non-Programmed Aging theories: Believes that we age because our bodies do not provide a better defense against natural deteriorative processes such as mechanical wear, oxidation and other damages. This concept was in used since 1952 and till 1957.
- Modern programmed aging theory: Believes that we age because we possess what amounts to a biological suicide mechanism or program that purposely limits

lifespan to a species-specific value in order to obtain an evolutionary benefit. This concept was introduced after the first theory i.e. after 1962 (Ranjan, Bhattarai, & Dutta, 2013).

The theory of aging is relevant to explain old aged peoples or elderly people as they are the population who have entered the old age period where their physical strength and capacity has slowly and gradually declined to a level that is still running in down trend i.e. more deterioration till, they depart from their state of tangibility.

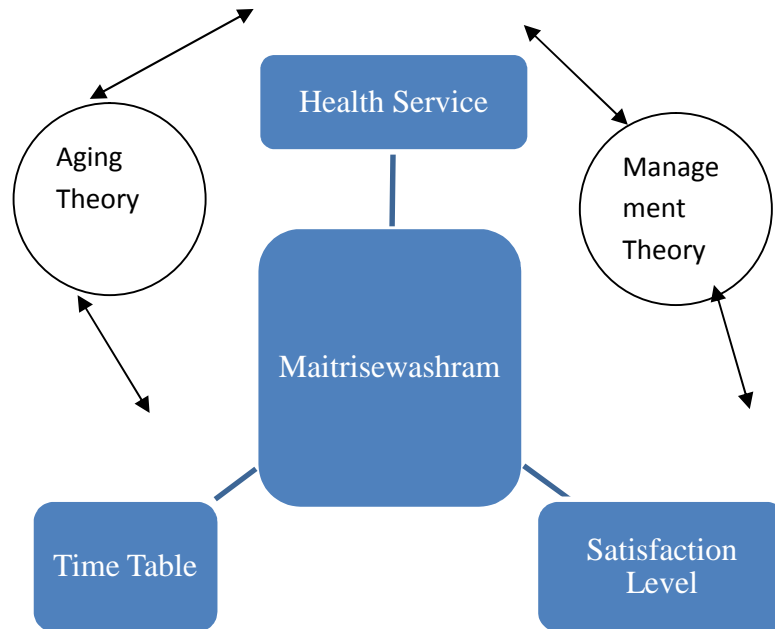
Theoretical and Practical Keywords

Table 1: Theoretical and Conceptual Keywords

SN	Objectives	Theories	Theoretical Keywords	Practical Key words
1	Health Service Satisfaction Level Time Table.	Aging Theory	Deterioration of Body Oxidation	Health Service Satisfaction Level Time Table.
2	Health Service Satisfaction Level Time Table.	Management Theory	Planning, Implementing, Controlling, leading	Health Service Satisfaction Level Time Table.

Source: Field Survey,2019

Analytical (Theoretical and Conceptual) Framework



Empirical Review

In the beginning of the nineteenth century, women's and church groups began to establish special homes for the elderly persons. Often concerned that worthy individuals of their own ethnic or religious background might end their days alongside the most despised society, they established- as the founder of Boston's Home for Aged Women (1850). Women's Society, one of the nation's earliest old age homes, in 1823, "that through the indulgence of Divine Providence, our efforts have, in some degree, been successful, and have preserved many who once lived respectfully from becoming residents of the Alms House" In Bible, Psalm 71: Growing Old God's Way, defines as about old age: God's way for us to grow old is for us to develop a walk with Him now a walk that involves a deep personal, experimental knowledge of God, a walk that includes the habits of trust, praise and hope, and a walk that involves a lifestyle of ministry for God. Then, as long as I have life and breath, I can show and tell, sing of the greatness of our God to the next generation. Asper Bible and old age is a time where people need to develop some certain ability i.e. I need to develop a deep knowledge of God, I need to

develop the godly habits of trust, praise, and hope and he had developed a lifestyle of ministry for God. Most of them are charity organizations. About 1,500 elders are living in these old-age homes at present(Gautam, 2010).

Old age homes came into existence in South Africa within the social work domain because of various social problems including loneliness, economic and housing problems, deteriorating mobility of the older persons and lack of family and other support systems for them in the community. Welfare and church organizations, mainly from the white population groups, developed institutional care within their own cultural background to take care of their older people. The population of older people in old age homes changed over the years as the residents became older, frailer and in need of nursing care. So, the conflicts between black and white people have created a big issue on elderly people. This Centre is funded by the Ministry of Women, children and social Welfare of Nepal and donation received from different individuals on their personal basis(Ranjan, Bhattarai, & Dutta, 2013).

The Chinese government actively develops social security systems of various forms, and priority is given to a special group of elderly people to be covered in the social security system in rural areas. These are elderly people who have lost the ability to work, who have no source of income, and who have no legal guardians whatsoever to support them, or their legal guardians do not have the ability to support them. They enjoy the states' "five guarantees" system, which means that their food, clothing, housing, medical care and burial expenses are taken care of and subsidized by the government. (Country Report: People Republic of China, 2007).

The contentment of being with one's own kin under the same roof in a sound environment is never compensated by other means. However, to some extent old age homes can be better solutions for those who are ignored by their families. The amicable and supportive hands from such homes not only play an important role in alleviating their troubles but also provides better environment for the old. Reducing the difference between two generations through exchange of ideas and accepting other cultures, giving them love, support and respect, letting them be with people of the same age, and utilizing their time being involved in recreational activities, sending them on pilgrimages along with their friends can also be done(Anonymous, 2009) cites, Pratik Chaudhary, Kupondol.

People need care from others at two times during their life — during childhood and the other when they get old. It is not easy to receive care in old age as compared to childhood. There are people who think that the elderly is a burden on society. I think geriatric homes can be the best option where the old can lead a more comfortable life. Elderly people can be mentally and physically abused at their homes. They do not let out their feelings and might not even be getting proper food on time. In such situations, a geriatric home with all the required facilities would be a good option. A geriatric home can give strength to the elderly who think they are a burden to society and want to die. They can keep themselves busy doing simple tasks like bati-kadhne, taparigasne, bhajan gaune, et cetera. This will increase their self-esteem too (Anonymous, 2009).

Finally, a geriatric home with all the facilities required by elderly people, supported by either government or community can be the best solution for the elderly— Abja Sapkota (Anonymous, 2009)

In the families are mostly nuclear, children aged 18 leave their homes, hence, when their parents become old, they usually take care of themselves. However, in the East, families are often big including uncles, aunts and cousins. Thus, chances are that old family members will be taken care of by the younger ones. Rather than no support, old-age homes are sure a ray of hope for the abandoned elderly. A law could be enforced allowing people at old age to keep their own property to safeguard their future. This way, if their children are arrogant, they can hire employees to take care of them when they need help— Cool Cristofer, Lake Side (Anonymous, 2009)

When children become capable they begin to feel their parents are a burden. In this regard, I think concept of old age home is not a bad idea. Home is always a better place to live in and old people are no exception to it and these places are doing a good job by allowing elderly to live a reverent life. Old age homes not only provide physical support but also take care of self-worth and self-actualization that are the principles of living. Nevertheless, strict laws must be exercised to investigate if there is any violence being committed against these people at home. They should be given equality and equity to enjoy life to its fullest. Love is superior to all options I choose for our elderly as what I give is what I perceive (Anonymous, 2009)

Old age homes are not the only alternative support for elderly citizens who are ignored by their dear ones. Firstly, parents rather than handing over all their property to children,

should keep some for themselves for their old age. Before getting old even I should save some amount of money for the future so that I can live independently on our own property rather than surviving on other's mercy. However, every individual should respect elderly citizens who are pillars of our society. I should even teach our children to show respect and care for such elderly citizens. But it is the government who should bring appropriate policies to take care of the elderly population there are many old age homes established to provide food and shelter for elderly people. But these homes are not able to provide proper services in the absence of financial support. I think such old age homes must be run by government with proper infrastructure and packages of services under social Welfare. If the government conducts this program me effectively, the problem of elderly people is sure to end (Anonymous, 2009).

Old age homes are good solutions for ignored elderly people and for those who do not have families to look after them. The other solution could be establishment of more old age homes. These homes are the best places that provide shelter and food for them. The families unwilling to take responsibilities of their parents should be severely punished. The government should make proper rules and regulations regarding proper management and care of old age homes. It is the government who should take proper action against such families (Anonymous, 2009).

The government of every country should provide facilities to people during their old age. Even many non-governmental organizations are establishing homes for elderly people these days. Such homes are the best solutions for helpless old people who do not have anyone to look after them. In this modern age, everyone is busy in their own work and ignore old people. Many of them are treated badly by their own sons and daughters, whereas some of them have no family members. I can help such people by providing home and food. It would be a home away home where they won't feel lonely but get family environment throughout their life.

In our society, it is the parents who make their children independent and live a dignified life. But these days most children are busy earning money. They abandon their parents when parents need love, care and support. They treat their own parents as slaves and don't respect them. Rather they send their parents to old age homes. But these things should be totally restricted. They are the parents who are in the position of God. Parents should always be treated Ill and given due respect, love and care. Old age homes are

certainly one of the best solutions for taking care of elderly citizens in the present context of busy lifestyle and hectic schedule. Such homes simply provide shelter and support to those who don't have anyone to look after them. But the problems lie with the conditions and facilities of these homes, which don't meet minimum standards. Hence, the best option of taking care of elderly members is to keep them with their family. There should be public private partnership for creating housing colony (elder's city) and such investment should exempt from tax(Anonymous, 2009). The government can also come up with some schemes where elderly can be kept in the hostel and the other family members make a monthly contribution. Such schemes on one hand motivate other family members to make necessary contributions and on the other hand help in maintaining facilities and amenities provided to the elders. Mass media should be used to advise citizens to save something for their old days so that they can live their own life. Elderly desks at pension and provident funds offices can advise them regarding their financial matters.

It is okay for old people to stay in old aged homes when they have no one to look after them. But it is totally wrong for a family to ignore their elderly members. However, families cannot be forced to feel love for the elderly though they might have done much for their children. I think old aged homes are a solution to some extent. At least it is better to be surrounded by people with similar woes than be taken as a burden. As for my family, I would never settle for an old aged home for my elderly ones. They have done so much for us and I can't think to keep them away from home once they're incapable of looking after themselves. It is true old people get cranky and disagreeable at times but I definitely like that when they looked after us during our childhood. However, I could opt for getting a nurse to look after them if I cannot spare time to cater all their needs (Anonymous, 2009).The conflict that often arises between the old and the young is very natural; nature perhaps meant them to live together but not under the same roof. Surely if our attitude about the old aged homes changes, there is no harm in it for everyone, including the elderly, who like to enjoy companionship of their peers. I can see that Westerners have greatly applied this idea and as a result, to a greater level, they have succeeded to render care to elderly. However, for a poor country like Nepal, it may be implausible to afford it. In that condition, I can develop small societies at our community level that will allow the elderly enjoy their leisure time with their friends.

People of age group 60 and above are categorized as elderly in Nepal. They are an economically inactive population and are dependent upon active population for their living. At this age they face physical and mental changes, they find it difficult to adjust in society. So, they are ignored by the new generation. There are old age homes to facilitate elderly people with food and shelter. Although these homes are only to provide support for ignored, helpless elderly people, I don't think it is the best solution. Every one of us should be aware that I too are going to get old tomorrow, how would I feel, if left to live alone even though I have uncountable belongings? I feel taking elderly people away against their will is violence of human rights, act of killing human desires. Instead they should be encouraged to live a happy and meaningful life. Their experiences and knowledge should be used logically. I can collect funds for them and can establish parks, libraries, theatres, temples and clubs where they can pass their time in company of friends. Similarly, ageing allowances, free health care should also be provided to encourage them to lead an independent life.

Policy review

The proposed convention on the Rights of Older persons is likely to be the next major human rights treaty adopted by the United Nations. The proposed treaty will seek to remedy the fragmented human rights structure for older person, and will focus on reaffirming critical human rights which are of concern to the elderly. The focus of the treaty will be persons over 60 years of age, which is growing demographic worldwide due to increased population ageing. The treaty follows from the success of the United Nations Convention on the Rights of the child which has been near universal acceptance since 1989. Human Rights Convention for older persons ought to be drafted as an anti-discrimination convention.

Constitution of Age in Action: This Constitution replaces the Constitution of October 2009 and signifies a fundamental shift away from a body solely representing organizations serving older persons, to a united organization primarily representing the older citizens of South Africa. This Constitution further reflects a profound commitment upholding the highest ideals of a united South Africa as embodied in the Constitution of our country, and specially, the rights of older persons to dignity, respect, equity, protection and empowerment (Web, 2011)

Act, Policies and Regulation

Existing acts, regulations and policies have their limitations in terms of senior citizens. Although, senior citizen policy and acts have provisions for social Welfare, there are limitations when it comes to securing their rights to basic social, physical and psychological needs. For example, the provision for making complains against domestic violence has not been fully implemented due to existing family structure. The senior citizen act and policies are rather Welfare –based than right-based, which impedes old age population from securing rights to dignified living and social freedom (Article, 2018) (Geriatric Center Nepal, 2010). The Interim Constitution of Nepal, 2006(Art.13) has made a provision for separate Act, Rules and Regulations specially to protect the rights of elders.

The National Plan of Action 2062 developed for senior citizens deals with various aspects such as economic and social security, health and nutrition, participation and involvement, education and entertainment, legal condition and reforms. The popular programs ageing like Old-age-Allowance, Senior citizen Health Treatment Fund (JeshthaNagarikUpacharKosh) have been implemented more on the basis of general assumptions and common understanding of the society rather than with concrete research findings.

As a consequence, the quantification of specific achievements, planning based on past experiences, and building on the lessons learned has become a prominent need of today, hence, the importance of this study. Furthermore, efforts are made by this study to identify basic research gap in the implementation level that have posed difficulties to meet the commitment expressed in the international forum (Geriatric Center Nepal, 2010)

Research Gap

Old age home is a place where old people live. In Nepal there are many researches on old age homes and elderly people. They found a lot of findings about old age people, problems, anxieties, and challenges. But all these studies have not found out the satisfaction level of elderly people. Especially the case of Maitrisewashram is the first one. The Maitrisewashram provides sophisticated infrastructure is available for the elderly people. When I look research eye there are few problems in Management system. This field is really researchable area because it is very systematic old age home. Elderly

people get good facilities and infrastructure for healthy living. There is geriatric center, shopping center, Yoga center and other facilities. Other old age home does not concern about these things which is very essential for old age home and elderly people. So, I found the research gap which is filled in my research.

CHAPTER III: RESEARCH METHODOLOGY

Description of the study Area (Maitri Ashram)

Maitrisewashram is situated 25 km away from the popular world heritage site Pashupatinath, towards the North-East of Kathmandu and stands on the bottom of the 1800m tall Manichudpond. The foundation is located on ward no.4 of Shankharapur Municipality which embodies the origin of the holy river Shali Nadi. Towards the north from Sewashram, the beautiful Himalayan range of Langtang, GosaiKunda and Helambu is visible. Towards the south is the popular holiday destination Nagarkot and towards the Shivapuri National Park and Sundarijal from where I can enjoy beautiful sunrise from home. The place is sunlit all over the day, is green and clean as it is surrounded by beautiful hills and forest and has its own water source, therefore water supply would never be an issue. The place has good access to telecommunication, electricity and roadway facilities as it is linked to the Melamchi Highway. About 1,500 elders are living in these old age homes at present (Timalsena, 2013).

Research Design

This study adopts the case study method. A case study not only uses the sources and techniques of historical study but also employs several techniques and sources of data to examine the current aspects of the phenomena under study. Descriptive research is a fact-finding operation for adequate information. The case study method was used intensively during the field work and after to organize the qualitative data so as to present a holistic picture of the lifestyles of Lapsephedi, Shankarapur Municipality. The design of a study defines the study type (descriptive, correlation, semi-experimental, experimental, review, meta-analytic) and sub-type (e.g., descriptive-longitudinal case study), research problem, hypotheses, independent and dependent variables, experimental design, and, if applicable, data collection methods and a statistical analysis plan. A research design is a framework that has been created to find answers to research questions (Creswell, 2014). Therefore, the study is designed with the value and philosophy of qualitative descriptive method.

Universe/ population sample

As it is a case study, Maitri Ashram, the entire populations are taken as sample- entire members, elderly people, and staffs.

(Universe/ Population/ Sampling)

SN	Population	Sample and population	Data Collection Tools
1	Elderly People	20	Interview
2	Management	51	Questionnaire
3	Staffs	17	FGD
4	Volunteers	2	FGD
5	Local People	5	FGD
6	Advisors	22	KII
7	Donors	2000 Above	Questionnaire
8	Premises	Land, Sanitation and Buildi	Observation

(Source: Field Survey, 2019)

Sampling Techniques

Purposively selected entire human components (elderly, management, and staffs)

Sampling is the process of selection of an area and population of study. Maitrisewashram was taken into sampling area entirely. The total population was the entire elderly people of Maitrisewashram. Universe of the study was the total number of the old age homes and people living in Nepal.

Data collection tools and techniques:

In depth interview, KII, FGD, Observation and questionnaire was conducted.

In depth Interview with elderly people

KII (Key Information Informant) Advisors

FGD was conducted with staffs and volunteers

Observation was conducted to check infrastructure, kitchen, sanitation, daily routine,

Questionnaire survey was conducted with all managerial members of the ashram

While collecting the necessary information and data in the field, unstructured interview, Key informant interview, focus group discussions are main tools and technique used.

Data Analysis Tools and Techniques

A case study is itself a qualitative descriptive study. The study was describing entire phenomena of Maitrisewashram operation.

CHAPTER IV: DATA ANALYSIS

Backgrounds

Maitrisewashram Geriatric Home: J.P. foundation has introduced a novel, ground-breaking project for the first time in Nepal by bringing in the concept of geriatric home which is established to serve and take care of old age people for a free, happy and peaceful living. Nepalese as well as foreign citizens who are above the age of 60 would be residing in these homes. The foundation builds a favorable environment for the elderly and thrives to utilize the knowledge, skill, special ability and experience they have into good use.

Each day for the residents would be divided into three parts to provide the residents with recreational activities, work and timely rest. The residents would also be provided with nutritional food, organic vegetarian nutrition regime, instantaneous healthcare services, entertainment, intellectual property management and safeguarding in exchange of minimal fee to make their day to day life beneficial and accomplished.

The arena would include four, three, two-storey homes along with 600,550,500,400 and 200 sq. ft. single storey traditionally built homes in a pollution-free environment resting on the lap of nature. The 2km long exterior wall would be adorned with statue of personalities from all over the world on one side and with statue of gods and goddesses on the other.

These age-friendly homes would be built on donation or lease which the residents (old age couple) could use during their lifetime. After the demise of the residents, these homes would be spontaneously transferred to the foundation to pass it on to other residents thereof. Although the donor's name would be engraved on the house and would remain there forever as a symbol of legacy.

As of today, the foundation has already built 30 homes with help of the donations received from Nepal Government, Nepal Army and other individual donations; it plans to build 11 more homes within this financial year. A quota has been separated for disabled, unassisted, and people who have contributed immensely to the society who would be provided with shelter and food in the ashram.

Maitrisewashram is situated 25 km away from the popular world heritage site Pashupatinath, towards the North-East of Kathmandu and stands on the bottom of the

1800 tall Manichud pond. The foundation is located on ward no.4 of Shankharapur Municipality which embodies the origin of the holy river Shalinadi. Towards the north from Sewashram, the beautiful Himalayan range of Langtang, GosaiKunda and Helambu is visible. Towards the south is the popular holiday destination Nagarkot and towards the 1st is Shivapuri National park and Sundarijal from where I can enjoy beautiful sunrise from home.

The place is sunlit all over the day, is green and clean as it is surrounded by beautiful hills and forest and has its own water source, therefore water supply would never be an issue. The place has good access to telecommunication, electricity and roadway facilities as it is linked to the Melamchi Highway.

Now, the total number of old age has reached around 26 lakhs. The different surveys and statistics has depicted that inclination in the population of senior citizen is dramatically increasing with compare to the total population growth. However, the data has also should that senior citizen is suffering from loneliness and hopeless life. There are several reasons why elderly people are compelled to stay lonely. The main causes are migration of youngster, more preference to small family, family conflicts, social isolation and financial instability and so on. Senior citizens are lacking love and belongingness from their children because they want to achieve job satisfaction and family settlement. The government is unable to provide job to skilled man-power and is not developing the agriculture in the scientific way, so the trend of quitting family by aside and moving to urban areas has brought loneliness in family. Most of the people are running after money and fascinated toward physical needs. Financial stability is the main priority than caring after old parents. These kinds of attitudes of youngsters have made the upcoming new generations to be self centered. The invention of electronic devices has brought a lot of comforts to human, however, those devices have made people addicted and people prefer spending those most of the time in those devices rather than face to face communication. This trend has also made children less talkative with parents. The research in a group of family has showed that there is lack of interaction and lack of time among the family members to talk with each other. Most of the school group children showed the habit of temper tantrum while talking with grandparents. These all trends of modern activities have brought social isolation. The senior citizens are suffering from both physical and mental health problems.

Therefore, regarding the out-bursting problems of geriatric people, Maitrisewashram is an example of successful project which is helping and fostering the elderly people to live healthy and happy life. Maitrisewashram is situated in ward number 4 of Shankharapur Municipality. The founder of this foundation is President Mitrasen Dahal and executive representative is Ramesh Bista. There is unity and mutual understanding between each staffs, volunteers and members of executive committee. There are total 20 old age people staying in Sewashram. Among them, the number of female and males are 7 and 15 respectively. Among 20 senior citizens, 5 of them are staying free of cost and 17 are staying by paid. The certain names of senior citizens staying in Sewashram are Jagat Mani Arya, Bhawani Tiwari, Bijay Poudel, Padma Subedi, Binod Bhattarai, Prakash Bhattarai and Om Prakash Poudel. The certain names of senior citizens staying in Sewashram are Jagat Mani Arya, Bhawani Tiwari, Bijay Poudel, Padma Subedi, Binod Bhattarai, Prakash Bhattarai and Om Prakash Poudel.

This Sewashram is run by 51 management committee, 17 staffs, 2 volunteers, 5 local people, 22 advisers and more than 2,000 donors. This foundation has carried its own specific features. Any geriatric people despite of their cast, status, ethnicity, nationality can take part and stay here. This foundation contains of two major building. One building is running for official purposes where shopping centre, pharmacy shop, meeting hall is launched. The height of this three and a half storied ultra-modern building is 2,321 sq. ft. which is built in pillar system. The exterior is decorated with Dachi Appa heritage brick while the floor is made of heat insulating brick. The doors and windows are made of carving wood with traditional Nepalese woodwork and designs and are completed with a concrete roof. The another four and half storeyed building has occupied 8,974 sq. ft. which is facilitated with elevator, separate treatment for male and female, library room, meditation room and hygienic kitchen. This building has also a kitchen garden where fresh, healthy and hygienic vegetables are grown. There are 6 cows raised which provide sufficient milk. Thus, the senior citizens staying here are supplied with balanced diet on daily basis.

To sum up, the Ill-developed Maitrisewashram is running with geriatric care management, planning and co-coordinating care of elderly and with physical and mental impairments to meet their long-term care, needs, improve their quality of life and maintain their independence for as long as possible.

Health Services Available in Maitrisewashram

Maitrisewashram is one of the important residential care homes in Nepal where senior citizens are taken care and served them in better way for a peaceful living. I have obtained the health status of those senior citizens by the means of interview, Key Informant Interviews (KII), Focused Group Discussion (FGD) and observation. It is clear that the availability of health care services is good and old age people have maintained their physical, mental and social health in better way. It is managing, rendering and referring several of health and social care services by combining a working knowledge of health and psychology, human development, family dynamics, public and private resources as well as funding resources and advocating for the continuum of care.

Geriatrics, or geriatric medicine, is a specialty that focuses on health care of elderly people. It aims to promote health by preventing and treating diseases and disabilities in older adults. There is no set age at which patients may be under the care of a geriatrician, or geriatric physician, a physician who specializes in the care of elderly people. Rather, this decision is determined by the individual patient's needs, and the availability of a specialist. It is important to note the difference between geriatrics, the care of aged people, and gerontology, which is the study of the aging process itself. The term geriatrics comes from the Greek gergon meaning "old man", and iatric meaning "healer". However, geriatrics is sometimes called medical gerontology.

The first person that I had questionnaire is Bhawani Tiwari. She is 89 years old. I asked her the reason for her staying in Maitrisewashram and her health condition. She said to me, 'I am always Om Shanti follower. My relatives don't care about me and left me helpless, so I came here and staying free of cost. I have been suffering from diabetes for thirty years and I have hearing problems. I have been examined by endocrinologist and ENT doctors for overcoming my situations. This Ashram is fostering medicines free of cost to me. So I am feeling homely environment here.'

Likewise, I have asked another old age person whose name is Bijay Poudel. He is 62 years old and retired employ of ministry of health. He is staying in the cottage by monthly paying eleven thousands himself. He is suffering from dementia. According to him he has been examined regularly by Geriatrician. Another person's name is Jagatmani Upreti. Though he is ill educated person, he has spiritual belief. He didn't have good terms with his two wives and was mentally disturbed. In order to completely impose in

that belief, he staying there by his own desire. He is paying 6000 per month for staying. Since he is suffering from depression, the ashram is consulting him to neuro-psychiatrists.

Padma Subedi is another person, aged 65 years had a good family his 1 son and 2 daughters are living in USA. After the demise of his wife, he has become alone and helpless. He is also a retired teacher so he is able to afford staying there paying 6000 amounts. He is healthy among all so he seems happy. I have inquired with Binod Bhattarai which 68 years old, he is an unmarried person and he was betrayed by his close relatives so he was staying there. He has been also consulted with Geriatrician for Asthma. He is paying 4000 per month to ashram. I have also asked Prakash Bhattarai who is 60 years old. He was Journalist but his family life was not good. After divorce with his wives his daughter also accompanied his wives and left him alone. So he has to stay in this ashram. He has chronic hypertension so taking hypertensive medication prescribed by Geriatrician.

In this way, the senior citizens are found to be suffered from various chronic diseases. The ashram has equipped with hospital pharmacy and they have Geriatric physician (Geriatrician) who is specialized in diagnosis, treatment and prevention of disease and disability in older people. So geriatric people are able to maintain their health. They are mostly cared by nurses for performing daily activities. Thus, all of the medical personnel are providing care and look after them properly and senior citizens are happy with their behaviors which encourage them to live healthy and happy life.

According to the purposes of my survey, I have selected four individuals who are directly linked with Maitrisewashram. I have open questionnaire with the person of management level, staff, volunteer and local people. They responded me in positive way and provided me factual information. They said the availability of health services and facilities are good. They have also maintained sanitation and cleanliness in the ashram. The rooms, bathrooms and kitchens are attractive and comfortable. Most of the old age people are suffering from chronic diseases like hypertension, diabetes, arthritis, osteoporosis, high cholesterol, hearing defects, vision problems, and hypothyroidism/hyperthyroidism. They are under medication by Geriatrician and enhancing their self-esteem and self –actualization which encourage them to live longer life.

The president of this Mitrasen Dahal said- 'I all are trying to do our best to provide satisfaction to our mother and fathers. I do not let them feel that they are not our biological family. I treat them as our own family. I consider all of their problems as our own problems and provide best health services to them'.

In the conclusion, it is clear that the health care services provided to elderly people in this ashram is satisfactory, hygienic and healthy. Doctor consultation, availability all medicines, the way of providing individualized nursing care, timetable of medications, positive interaction between patients and doctors, patients and nurses, their positive behaviors etc. determines Ill manageable health care facilities is present in this Geriatric home.

I have also conducted FGD among certain groups to identify further health accessibility in Maitrisewashram. Firstly, I gathered 7 individuals from management level, 4 staffs and 1 volunteer in one place and asked them about health care services facilities. They all gave their own opinions. They said that their main priority is health maintenance of senior citizens. They want early diagnosis and prompt treatment of diseases. After observing the condition of old age people, they are treated by the Geriatrician in their own room. If the health condition seems deteriorating and is not possible to treat in Sewashram then they are referred to another health care center where high quality health care services are found. The ashram is also equipped with Ambulance for emergency situation. If there is critical condition and need immediate transportation of any critically ill patients, then the ambulance is always ready for transportation. This service is available for 24 hours. According to the group discussion, it is confirmed that there is availability of spacious bedrooms, toilet, hot and cold water as per preference.

Overall it is concluded that the health care services available here are accessible to each person staying here. Home based primary care and palliative care, assisted living and long-term care are the best services found here. The senior citizens receiving health care facilities are happy with the health care management level of this ashram. The friendly behavior of geriatricians and nurses has also proven to heal half of the illness in the client.

By the means of observation by my own, I have observed many related features associated with availability of health care services in Maitrisewashram. Firstly, I In to three and half storied ultra-modern building. There is shopping centre in first floor where

all necessary goods required for elderly people are available here. In the second floor, there is pharmacy which is providing medicine to the needy geriatric people. The meeting hall is in the third floor where discussion lectures are programmed. In another building of Maitrisewashram, there is hospital, patient's room, bathroom, library and office room. The well-lighted and spacious kitchen is in the first floor. There is also availability of hot and cold water according to the preference of old age people. There are some geriatric clients who behave as a stubborn child and deny getting treatment and avoiding medication. Nurses and some health professionals play a major role in administrating medicines. There are also some helpers who help to transfer geriatric client to doctor's room who cannot walk properly. The doctors just don't examine them but also help to make them mentally strong by counseling. There are sanitizers in separate bathroom and the floor of rooms and bathrooms are cleaned with disinfectant solution. Solar System is developed for hot water supply. Geriatric people are served with fresh and hygienic food. The varieties of fresh green vegetables are grown in kitchen garden and milk and ghee production are maintained from animal husbandry. Thus, there is no any chance of consumption of food additives. The cottages are clean, so old age people can stay in peaceful environment. The staffs and volunteers are also well disciplined, kind and helpful. They help to clean the bedrooms, clothes of geriatric clients. For the waste management disposal, they have managed compost fertilizer.

Geriatric Problems

As we age, we become more likely to develop different kinds of health problems. These are called geriatric syndromes, which are problems that usually have more than one cause and involve many parts of the body. Doctors called geriatricians—who have advanced training in the care of older adults—and other geriatrics healthcare professionals can play an important role in diagnosing and managing these syndromes. Normal aging is a result of physiological processes that happen in our organisms with age – organism and organs age, condition gets weaker. Normal aging can happen without any disease. It happens very seldom but it is possible. Pathological aging is a result of years going by and diseases which make the organs age faster. Psychological aging is focused on phenomena of psychological nature specific for old age, such as death of a life partner, empty nest syndrome or fear of the future. The complex and individual process of aging proceeds in three areas: biological, psychological and community-social. Elderly people are the group varied about the age, sex, level of education, health

condition, and marital status, economic, family and living situation. The process of aging depends on lifestyle, addictions, care about health, fitness, good eating habits, work, stress level in the society we can distinguish two types of approach towards the elderly. On one hand, it is exclusion due to being needless, being a burden to the family and the society. On the other hand, inclusion due to respect to the age and life experience that young generation can learn from.

Overalls, I can observe that senior citizens are spending their life happily and peacefully in the homely environment provided in Maitrisewashram. There is no any discrimination between senior citizens who are staying free of cost and with full payment. The fundamental needs of human beings such as food, shelter, sanitation, pure drinking water and availability of health care facilities are managed in systematic way in this ashram. So, geriatric people are happy and satisfied here. The category of diets is also provided accordingly to the geriatric patient. The specific diet of this ashram is vegetarian food. Bringing smile on the face of each senior is the major motive of health professionals of Maitrisewashram.

Accommodation Food, Availability and Satisfaction Level

Maitrisewashram has provided various facilities and fulfilled fundamental needs of geriatric people. I have asked directly to geriatric people about the accommodation and food availability. According to them, they are supplied with well managed accommodation. Maitrisewashram also provides free accommodation facilities to senior citizens who are helpless and in need of care. It also offers accommodation and food on a fee- paying basis. The bedrooms, bed and bed sheets everything is clean and comfortable. In one room, there is a 6 ft sized bed, where 5 people can sleep easily. The room is equipped with separate closet where they can put their accessories and goods safely. They have employed some individuals for washing their clothes. The age can be a kind of a stigma that assigns people to the specific category, in this case the elderly people. That group is very often perceived in a stereotypical way as poor, sick, physically repulsive, socially useless, dependent on the community, low active people who have already lived their lives and now step aside into the margins. The elderly people are marginalized by so-called majority of the society, but most of all they alone put themselves on the margin. They adapt to the so-called social expectations. The elderly people are excluded in many areas, economic, social, cultural, and political and in awareness. According to Gedden's: "social exclusion refers to the situation when

individuals are deprived of full participation in the society. This is the situation when groups and individuals lose the chances that are given to the majority of people.

When I asked about the food availability, they said that the dietary patterns are according to their menu on the daily basis. On that menu, there is the routine of variety of food serving list from Sunday to Saturday. According to them, they are served with fresh and hygienic food produced in kitchen garden. They don't need to buy dairy products because they have raised 6 cows who give sufficient milk. They are given breakfast always at 6 AM which includes herbal tea, milk, fruits and boiled vegetables. They said that they are served lunch at 10 AM and they are offered with dal bhat, pickles. They are served the day break snacks at 3 PM and they are given tea and biscuit. They always have dinner at 7 PM and they are served with roti, dal, pickles and vegetable curry. The senior citizens are Ill satisfied with the food management system in this ashram. Overall it is clear that the senior citizens are happy with the availability of accommodation and food in this.

I inquired about the availability of accommodation and food available in Maitrisewashram. I selected four different people working in this ashram; they are member of the management committee, volunteers, staff local people and advisor. They responded us quickly and gave us factual information. When I asked personally to Ramesh Bista (member of management committee), he said, ' I provide comfortable accommodation and hygienic food to every old age people. I treat them equally. Equality is main elusive goal of this ashram. Non-veg food (meat products) could bring further diseases and is not hygienic and suitable for senior citizens, so I always provide vegetarian to everyone.' The staff told us that the senior citizen who depends on this ashram is satisfied with the time table and diet patterns of this ashram. They are served breakfast at 6 AM, lunch at 10 AM, day snacks at 3 PM and dinner at 7PM. They are given varieties of food daily. As the vegetables are grown in their own kitchen garden, the vegetables offered here are always fresh and good for health.

The volunteers told us that the accommodation is also satisfactory. Their rooms are set up with cozy bed, bed sheets, blankets etc. the old age people are given a wardrobe where they can place their personal items safely. The local people also said to us that they are proud with the management system of Maitrisewashram. Eco-friendly behavior and homely environment is the main features of this ashram. Expectations connected with age can be significantly different. There are as many expectations as there are

seniors, but some needs and expectations common for the majority can be established. The elderly people have the need of integration, being with someone, being aware that they can count on that person, they also need understanding and nobody can understand them as well as the other elderly person. They need to feel a bond in the ailments they have. It is a phenomenon we can observe in the surgery waiting area, when one elderly person says that has some disease; it is like a sign to start an auction to say how many diseases everyone present has. After some time, even if the majority of the people there do not have the same ailments they are sure that they do, that they have the same medical history.

To sum up, it is clear that the availability of accommodation and food is praiseworthy. This ashram is really serving the old age people for a happy and peaceful leaving. The basic human needs are fulfilled here, so the senior citizens are satisfied here.

I conducted a group discussion among 4 people from management level, 3 staffs and 2 volunteers. Altogether I have gathered 9 people who are directly involve in this ashram. The member of management level told us that they have made favorable environment for accommodation and supplied good and hygienic food to the geriatric people.

After having discussion with them, I came to know that the food serving pattern, timetable of meals, varieties of food items in meals etc... are satisfactory. As the vegetables are grown in kitchen garden, the geriatric people are always protected from consuming chemical containing food. This ashram doesn't need to buy anything from the market, since they have managed all resources on their own.

The member of management committee told us that Maitrisewashram offers accommodation into two categories; free accommodation and fee- paying basis accommodation. Both type of accommodation is clean and cozy. Their accommodation is set up with a bed and bed sheets and blankets. The volunteers said that they have helpers who regularly clean their bedrooms. So, their accommodation is always clean, tidy and comfortable. Overall, through the means of FGD, I concluded that the accommodation and food availability is satisfactory for living.

In the observation on the geriatric home, accommodation and food status Ire observed. In the observation, researcher found out that the old age home was very good for the elderly people as the buildings Ire of high quality. The homes; situated in the hilly area and covered by natural beauty; proved to be a good place for sight-seeing to the tourist as Ill

as a very friendly and clean environment to the elderly people. The services thus provided in this old age home was very good quality i.e. the quality that the elderly people require in their old age. The old age home had its own land where vegetables were grown that had the sole purpose for feeding the elderly people. The food pattern was also as per the requirement of the old aged peoples in-terms of their health status. There was good sanitation in the area i.e. with the clean kitchen and toilet as well as clean surrounding. The foods thus provided to the elderly were also hygienic in-terms of nutrition. In a single room, 6 elderly were accommodated and also the caretaker was also very caring. The old age home had divided its land for the purpose of animal husbandry (cow rearing), kitchen gardening and housing. There was facility of hot and cold water through the use of solar heater. There was a place where the elderly men and women could come and enjoy their time together by doing Bhajans-kirtans. In a nutshell, I observed that the area is peaceful and there is good care for the elderly. The environment is favorable for the elderly to live in peace and happily.

Daily Routine of Maitrisewashram

Human Ageing is characterized by progressive constriction of homeostatic reserve of every organ system, this decline often referred to as homeostasis. Reduced reserve in physiological functions of several organ systems, as a consequent frail old people are at increased risk of disability from minor risk, By the age of 50 to 60 changes begin to reflect as functional limitations like decreased power of muscles, decreased vision, decreased memory, decreased locomotors functions, exertional breathlessness etc. In starting unclassified symptoms like general weakness, fatigue, loss of weight, breathlessness, body pains, decreased muscle strength, constipation, impotency, sleeplessness, depression, impaired memory go on long without disease¹². Many older people are not frail but they enjoy a healthy active life in advancing age due to their healthy life style

Interview was taken with 11 elderly of Maitrisewashram to find out the routine of the Ashram as well as the elderly living in Maitriseva ashram. As per the elderly people, the ashram has provided them with a schedule of what is to be done for how long and at what time. With the help of that schedule, the elderly people work-out their days. As per the elderly residing in Maitriseva ashram, they had breakfast in 6 am in the morning followed by lunch at 9 am in the morning. Later on, they had their Tiffin at around 3 pm in the evening. Finally, at around 6 pm, they had their dinner and lastly, they go to sleep at 10 in the night (in summer nights) and 9 pm (in winter). In the morning, they had been

providing tea and biscuit as breakfast. In lunch, they were provided with khichadi (sometimes), dal, rice, vegetables and milk. In the tiffin, they were provided with chiya and normal khaja as tea, breads, popcorn, etc. Finally, in the night time, they were provided with similar food types as in lunch. The overall time table as per the elderly can be varied person to person. As per the time table of the elderly, the final time of their sleep was around 10- 10:30 in the night.

In the KII conducted with the head of the management of Old age home of Maitri Ashram, they have prepared a schedule on what is to be done on what day. As per the head of the management, there was a schedule on which all the elderly had to follow if possible. If someone couldn't follow the schedule then they make some few and minor changes on the schedules so that all the elderly fits in the schedule of the Maitri Ashram Old age home. As per the respondent, they had the specified schedule as:

(Timetable of Elderly People in Maitrisewashram)

S.N.	Activity	Time (am)
1	Wake-up	4:45
2	Freshen up	5:00-5:45
3	Meditation	5:45-6:45
4	Breakfast	7:00- 7:45
5	Self-study	7:45-8:45
6	Interactions and preaches	8:45- 9:45
7	Lunch	10:00-11:00
8	Resting time	11:00-12:00
9	Leisure	12:00-2:45
10	Tiffin	3:00-3:30
11	Leisure	3:30-5:30
12	Preaches	5:30- 6:45
13	Dinner	7:00-8:00
14	Preaches	8:00-9:00
15	Sleeping time	9:00

(Source: Field Survey, 2019)

So, by looking at the time frame, the Maitri Ashram old age home had a specified time schedule of everything.

For getting the in-depth information on the facilities provided to the elderly by the old age home, 5 people from management level staffs, 3 from working staffs and 2 from volunteers were taken in a same place to conduct FGD. During the discussion, I found out that this old age home had their own schedule of working and the people living in this old age home also follow the schedule.

For finding the application of the routine thus prepared, observation was made on the study area for a day. By observing the study area from morning time to the evening, the schedule was somewhat followed by not accurately. The elderly had been following the activity log but the time on which they had been following was different than prescribed by the management. Not all, but certain elderly people were not doing activity as per their schedule as per the time.

CHAPTER V: SUMMARY AND CONCLUSION

Summary

Chapter one begins with the background of the study, where overall information about Maitrisewashram which is place of senior citizen. There are more facilities for the elderly people like health service, Accommodation and food provision and daily routine which is really great thing for better way of life of senior citizen. Nowadays, the problem is created due to the cause of brain drain. Most of the rural or urban people migrate to foreign country for the good job and have a keen desire to earn a lot of money for the good future. On the other hand, old age people face tough situation, they are helpless, hopeless and powerless. They need help other person or family but don't get any help so, old age home is very necessary in present situation. So, my research's' objective is to assess the health-service, the satisfaction level of elderly people and to identify the time table of elderly people who stay in old age home. If satisfactory health service and scientific follow up of time table of elderly home make elderly people healthy, then in Nepal there is grown many old age care homes. So, I assumed that satisfactory health service and scientific follow up of time table of elderly home make elderly people healthy. This study is limited only one Maitrisewasram as it is the case study. Old age home is very essential for better care of senior citizen.

In chapter two, so many literatures are revised for getting more information about senior citizen and their circumstances. I revised articles, journals, and books which is related old age home and elderly people. There is historical review, policy, Act policies and regulation, empirical and theoretical revised to know the situation of old age home and elderly people. In this chapter I include analytical framework and research gap. In research gap there is something error or lack where I can wisely fill the gap through the good research. The foundation has built 30 homes with help of the donations received from Nepal Government, Nepal Army and other individual donations.

Chapter three there are different tools and techniques which are very prominent (important) for the research. In research, when I neglect these techniques are loss in the jungle. I cannot find our main path or track. So, in this chapter, I included the sampling, data collection, data analysis, research design etc. Data have been collected as a census method taken entire components (Elderly, Management and Staffs).

Chapter four analyzes the data. I compiled or collected more information about Maitrisewashram and senior citizen who live in this home. There are more facilities for better way of life of senior citizen. There are health service facilities, accommodation and food, daily routine is very good which help peaceful, happy and healthy life of elderly people. In this chapter, to know the fact thing I take an interview with a single person of elderly people and management level also. Key informant interview (KII), focus group discussion (FGD), Interview, Observation etc. include in this part. Through this tool and techniques, I have collected information.

Findings and Recommendations

Findings

- (1) In my research I found good thing which is very relevant in my research topic, satisfaction level of elderly people in Maitri Sewashram. There is really good provision to give nice care to the senior citizen. Seemingly, elderly people living peaceful, happy and healthy life.
- (2) This old age home is established to fulfill the desire of senior citizen. They have a right to live longer by getting good care of their family.
- (3) I'm embraced to see that this nongovernmental organization treat elderly people they are like the part of family. It means, senior citizen doesn't feel loneliness. They are the own family members.
- (4) They have own kitchen gardening for the hygienic vegetables grown. So, their health is improved and immunity power is raised to fight the diseases.
- (5) This home is really unique because, paying or unpaying all type of person can stay here comfortably.

Recommendations

- (1) This home is situated high place; this area is more suitable for tourism promotion also. So, transportation should be developed.
- (2) There should be mutual understanding between low level and high-level fellow for transparency which is more essential for the development of the organization.
- (3) There should be good flow of communication for the prosperity.

Conclusion

During the research time, I have a question, do satisfactory health- service and regular follow up of time table of elderly home make elderly people healthy? And after the research I found that questions' answer yes,I can assume that the satisfactory health service and regular follow up of timetable of elderly home make elderly people healthy. They can live longer and stay there peacefully, happy and healthy life. To assess the health service, satisfaction level and the timetable of elderly people of Maitrisewashram. I collected lots of information which is related with health problem, accommodation and food facilities, and their daily routine which make their life easier and more comfortable. In Maitrisewashram, there is a suitable facility for the senior citizen. They have own hospital and shopping hall, meditation room and many more. There is senior citizen friendly environment. They maintain mutual understanding among the worker and other people. I found there is suitable health service available and daily routine which makes more comfortable life for elderly people.

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