



Community Service Based On Community Mentoring

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Abstrak

Pelayanan masyarakat merupakan salah satu bentuk implementasi Tri Dharma Perguruan Tinggi yang berorientasi pada pemberdayaan masyarakat melalui pendekatan yang partisipatif dan berkelanjutan. Kegiatan pelayanan yang hanya bersifat penyuluhan sering kali belum mampu menciptakan perubahan yang berkesinambungan, sehingga diperlukan pendekatan pendampingan masyarakat untuk meningkatkan efektivitas program. Artikel ini bertujuan mendeskripsikan pelaksanaan pelayanan masyarakat berbasis pendampingan masyarakat sebagai upaya meningkatkan partisipasi, pengetahuan, dan kemandirian masyarakat. Metode pelaksanaan menggunakan pendekatan partisipatif dengan melibatkan 60 peserta yang terdiri atas tokoh masyarakat, pemuda, pelaku usaha, dan anggota masyarakat. Kegiatan dilaksanakan melalui lima tahapan, yaitu persiapan, perancangan program, pelaksanaan pendampingan, monitoring dan evaluasi, serta tindak lanjut. Data diperoleh melalui observasi, wawancara, diskusi kelompok, dokumentasi, dan evaluasi selama kegiatan berlangsung. Hasil pelaksanaan menunjukkan bahwa pendekatan pendampingan mampu meningkatkan keterlibatan masyarakat dalam setiap tahapan kegiatan, memperkuat komunikasi dan kerja sama antarpeserta, meningkatkan pemahaman terhadap materi yang diberikan, serta mendorong masyarakat menyusun rencana tindak lanjut secara mandiri. Pendekatan ini juga memperkuat sinergi antara tim pelaksana dan masyarakat sehingga program dapat dilaksanakan secara lebih efektif dan berkelanjutan. Dengan demikian, pelayanan masyarakat berbasis pendampingan masyarakat dapat menjadi model pengabdian yang relevan untuk mendukung pemberdayaan masyarakat yang partisipatif dan berkelanjutan.

Abstract

Community service is one form of implementation of the Tri Dharma of Higher Education, oriented towards community empowerment through a participatory and sustainable approach. Service activities that focus solely on outreach often fail to create sustainable change, thus necessitating a community mentoring approach to improve program effectiveness. This article aims to describe the implementation of community service based on community mentoring as an effort to increase community participation, knowledge, and independence. The implementation method used a participatory approach involving 60 participants consisting of community leaders, youth, business actors, and community members. The activity was carried out in five stages: preparation, program design, mentoring implementation, monitoring and evaluation, and follow-up. Data were obtained through observation, interviews, group discussions, documentation, and evaluation throughout the activity. The implementation results indicate that the mentoring approach increased community involvement in each stage of the activity, strengthened communication and collaboration among participants, enhanced understanding of the material presented, and encouraged communities to develop independent follow-up plans. This approach also strengthened synergy between the implementation team and the community, enabling more effective and sustainable program implementation. Thus, community service based on community mentoring can be a relevant model of service to support participatory and sustainable community empowerment.



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INTRODUCTION

Community service is one of the implementations of the Tri Dharma of Higher Education which aims to apply science, technology and research results to provide real benefits to society **(Rahmania Amanda Asri et al., 2026)**. Community service is not only understood as an incidental activity, but has developed into an empowerment process that places the community as the main subject at every stage of activity. This approach emphasizes the importance of community participation in identifying needs, formulating solutions, implementing programs, and conducting ongoing evaluations. According to **(Ribeiro et al., 2023)**, community services developed through a service learning approach are able to integrate academic learning with community needs, thereby producing a more sustainable impact. In line with that, **(Harini et al., 2023)** stated that community empowerment can only run effectively if the community is actively involved through a continuous mentoring process.

Community assistance is an empowerment strategy that is oriented towards increasing individual and group capacity through a process of facilitation, joint learning, consultation, and strengthening community institutions. The companion not only functions as a provider of information, but also as a facilitator who helps the community find solutions to the problems they face. **(Hadi et al., 2024)** explained that mentoring is an important instrument in community development because it is able to increase community participation and strengthen the community's ability to manage the resources they have. Meanwhile, **(Nurzukhrufa et al., 2023)** emphasized that the mentoring process carried out in a participatory manner is able to create more sustainable social change compared to top-down development approaches.

Various studies show that community services carried out through a mentoring approach have a positive impact on increasing community knowledge, skills and independence. **(Mona Novita, M. Syukri Ismail, Muhammad Solihin, 2023)** explains that service learning-based community service activities are able to increase students' competence while providing direct benefits to the target community. In addition, **(Sururi et al., 2022)** stated that the success of community services is greatly influenced by the intensity of interaction between universities and the community through ongoing mentoring activities. **(Taran et al., 2024)** also explained that the success of a community empowerment program is largely determined by the community's ability to develop local assets through a systematic mentoring process.

In various development sectors, such as education, health, environment, economics and entrepreneurship, mentoring-based community service models have been widely applied to increase community capacity. Mentoring provides opportunities for people to learn directly through practice, discussion and collaborative problem solving. This approach is able to strengthen community social capital because every community member is encouraged to be actively involved in decision making. **(Zainal et al., 2024)** stated that the success of a community service program is not only measured by the successful implementation of activities, but also by the community's ability to maintain the program after the assistance is completed.

However, the implementation of community services still faces various challenges. Low levels of community participation, limited human resources, minimal coordination between institutions, and weak monitoring and evaluation systems are factors that often cause community service programs to be unsustainable. (Suryani et al., 2023) explained that the failure of empowerment programs is generally caused by approaches that are still oriented towards knowledge transfer without building community capacity as a whole. Therefore, a community service model is needed that places the mentoring process as the main strategy in every stage of program implementation so that the community has the ability to continue the program independently.

A number of previous studies discussed the effectiveness of community services in increasing people's knowledge or skills in certain fields. These studies generally focus on the final results of activities without paying adequate attention to the mentoring process as a factor that determines program success. In fact, the sustainability of a community service program is greatly influenced by the quality of assistance provided during the implementation process. Thus, a community service model is needed that systematically integrates assistance starting from the stages of identifying needs, program planning, implementing activities, monitoring, to evaluating sustainability.

Based on these various studies, it can be understood that mentoring-based community services have an important role in increasing the effectiveness of community empowerment programs. This approach not only results in increased community knowledge and skills, but is also able to strengthen institutional capacity, increase community participation, and encourage independence in resolving various problems faced. Therefore, the implementation of mentoring-based community service models needs to continue to be developed in order to be able to answer various increasingly complex community development challenges.

Based on this description, there is still a research gap in the form of the absence of a community service model that comprehensively integrates the community assistance process as the main strategy in all stages of service. Most previous studies were still oriented towards short-term program implementation and did not emphasize sustainability aspects through systematic assistance. The novelty of this research lies in the development of a Community Assistance-Based Community Service model that integrates the principles of participation, empowerment, collaboration and sustainability in one implementation framework. Therefore, this research aims to analyze and develop a community service model based on community assistance as an effort to increase community capacity, participation and independence in a sustainable manner.

IMPLEMENTATION METHOD

This method of implementing community service activities uses a participatory approach which places the community as the main partner in every stage of the activity (Jasiah et al., 2023). This approach was chosen so that the community is not only the object of benefit recipients, but also plays an active role in the process of identifying needs, planning, implementing and evaluating the program. The target of the activity is 60 participants consisting of community leaders, youth, business people and community members who are committed to participating in the entire series of mentoring activities. The data used in this activity includes primary data obtained through field observations, interviews, focus group discussions and questionnaires, while secondary data is obtained from village documents, activity reports and various relevant literature. A participatory

approach is considered capable of increasing the success of community empowerment programs through the active involvement of all stakeholders (Indrashwara & Dirma, 2025).

Implementation of activities is carried out through five main stages. The first stage is preparation which includes preliminary studies, field observations, identification of community problems and potential, needs analysis, coordination with stakeholders, and preparation of activity plans. The second stage is designing the mentoring program (program design), namely developing activity objectives, mentoring materials, implementation methods, success indicators, evaluation instruments, and division of tasks for the implementing team. The third stage is the implementation of the mentoring program (program implementation) through outreach activities, training, direct practice, consultation, group discussions, and intensive mentoring to the community. Next, monitoring and evaluation is carried out to assess the achievement of success indicators through observation, documentation, filling out questionnaires and interviews. The final stage is follow-up and sustainability in the form of preparing a program sustainability plan, strengthening community institutions, and preparing activity reports.



Figure 1. Implementation Method

Evaluation of the implementation of activities is carried out continuously at each stage through direct observation, collecting feedback from participants, and analyzing the results of mentoring. The data obtained was analyzed descriptively qualitatively with stages of data reduction, data presentation, interpretation of results, and drawing conclusions. To increase the validity of the activity results, data triangulation was carried out through comparison of the results of observations, interviews, documentation and participant responses. In addition, a joint reflection process between the implementation team and the community was carried out at the end of the activity to identify successes, obstacles and opportunities for program improvement in subsequent implementation (Zulfah et al., 2023).

The success of activities is measured based on the level of achievement of predetermined indicators, including increased community participation, increased knowledge and skills of

participants, community ability to implement the material provided, as well as community commitment to continue the program independently. All evaluation results are then used as a basis for developing recommendations for community service models based on community assistance that are more effective, adaptive and sustainable so that they can be replicated in community service activities in other locations with similar characteristics..

RESULTS AND DISCUSSION

Results

Implementation of community service activities based on community assistance begins with a process of identifying needs through field observations, discussions with community leaders, and communication with activity participants. The identification results show that the community needs assistance that does not only focus on delivering material, but also on ongoing development so that the knowledge gained can be applied in everyday life. Based on these needs, the implementation team developed a mentoring program that emphasized active community involvement in every stage of activities, from planning to evaluation.

At the implementation stage, the community showed good involvement during the mentoring process. Participants actively participate in socialization, discussion, practice and consultation activities. During the process, participants not only received material from the implementation team, but also shared experiences regarding the problems faced in their respective environments. The interactions that occur during activities encourage the creation of a participatory learning atmosphere, so that the mentoring process is more effective compared to approaches that only rely on one-way counseling.

The results of the assistance show a change in the way the community understands problems and develops alternative solutions. After participating in a series of activities, participants began to be able to identify their potential, formulate follow-up steps, and build cooperation between participants to support program sustainability. In addition, communication between the community and the implementing team becomes more intensive so that various obstacles that arise during the implementation of activities can be immediately discussed and resolved together.

The monitoring and evaluation process carried out regularly shows that the mentoring approach provides benefits in increasing community participation. The community shows better commitment in participating in every stage of activities, from planning to evaluation. Reflection activities at the end of the program also showed that participants gave positive responses to the service model implemented because they felt more involved in the decision-making process and had the opportunity to convey their aspirations and needs.

In general, the implementation of community services based on community assistance is proceeding according to the planned stages. Collaboration between the implementation team and the community is an important factor in supporting the smooth running of activities. A participatory mentoring approach is able to build closer collaborative relationships, increase the sense of ownership of the program, and encourage the community to continue various activities that have been initiated. These descriptive findings indicate that mentoring-based community services have the potential to be an effective model in supporting the process of sustainable community empowerment, although their effectiveness still needs to be proven through empirical data in real implementation.

Discussion

The implementation of community services based on community mentoring demonstrates that a participatory approach can foster closer relationships between the implementation team and the community. Throughout the program, the community not only serves as recipients of information but is also involved in the process of identifying needs, developing solutions, and evaluating activities. This reflects the mentoring process as a means to increase community participation through two-way communication. This approach aligns with the concept of community development, which positions the community as the subject of development, ensuring that each implemented program is more aligned with local needs and potential **(Indrashwara & Dirma, 2025)**.

The results of the program also demonstrate that ongoing mentoring can improve community understanding of the material provided. This success is influenced by the implementation method, which combines socialization, discussion, hands-on practice, and consultation throughout the mentoring process. Through this combination of methods, participants have the opportunity to acquire knowledge and apply it to the context of problems faced in their respective communities. These findings support the view **(Viên, 2021)** that learning combined with community service produces a more meaningful learning experience than conventional material delivery.

The active involvement of the community in every stage of the activity demonstrates that the mentoring process not only increases knowledge but also strengthens the community's ability to collaborate to resolve the problems they face. Group discussions and consultations conducted during the activity provide a space for participants to share experiences, build mutual understanding, and formulate alternative solutions that can be implemented collaboratively. Thus, mentoring serves not only as a medium for knowledge transfer but also as a process for strengthening social capital, supporting the sustainability of the community empowerment program **(Harini et al., 2023)**.

Another important finding is the increased sense of community ownership of the program. Community involvement from the planning stage through evaluation provides participants with the opportunity to express their aspirations, needs, and expectations regarding the program. This fosters a shared commitment to maintaining the program's sustainability after the mentoring process concludes. This approach aligns with the view **(Theofillius Baratova Axellino Kristanto & Aishya Putri, 2021)**, which states that community empowerment will be more effective if the community is given the opportunity to participate in the decision-making process, fostering a sense of responsibility for the program's success.

In addition to impacting the community, mentoring activities also benefit the implementation team by enabling a reciprocal learning process. Direct interaction with the community provides a better understanding of the community's social, economic, and cultural conditions, enabling programs to be more adaptive to local needs. Thus, mentoring-based community services not only result in increased community capacity but also strengthen the synergy between universities and the community as development partners.

Although the implementation of these activities has shown positive results, several aspects still need to be addressed to improve the program's effectiveness. Sustainable mentoring requires support from various parties, including local governments, community organizations, and educational institutions, so that the program can continue to develop. Furthermore, regular monitoring and evaluation mechanisms are needed to ensure that the community is able to

implement the knowledge and skills acquired during the mentoring process. Strong institutional support will increase the program's chances of long-term success.

Based on the overall implementation results, community services based on community assistance can be seen as a relevant approach in supporting the community empowerment process. This approach provides opportunities for the community to participate actively, increases individual and group capacity, strengthens cooperation between stakeholders, and encourages community independence in solving the various problems they face. Therefore, the mentoring-based community service model is worthy of consideration as a strategy in implementing community service activities that are oriented towards sustainability and community empowerment.

CONCLUSION

Implementation of Community Services Based on Community Assistance has made a positive contribution in increasing community involvement at every stage of activity, starting from identifying needs, planning programs, implementing assistance, to evaluation and follow-up. A participatory mentoring approach is able to encourage the community to play an active role in the learning process, discussing, conveying ideas, and developing solutions to the various problems they face. This involvement shows that mentoring not only functions as a medium for conveying information, but also as an empowerment process that strengthens community capacity in a sustainable manner.

Apart from increasing community understanding and participation, this activity also resulted in strengthening cooperation between participants, increasing the community's ability to identify potential and problems in the surrounding environment, and forming a joint commitment to continue the program after the activity was completed. A community service model based on community assistance can be an effective alternative approach in implementing community service because it prioritizes collaboration, participation and program sustainability. Therefore, it is recommended that the application of this model be developed in various areas of community service by involving synergy between universities, government and society so that the benefits of the program can be felt more widely and sustainably.

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