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STRENGTHENING THE CAPACITY OF THE BORNEO WASTE BANK THROUGH COMMUNITY-BASED OUTREACH IN THE BANJAR SERASAN NEIGHBORHOOD, PONTIANAK

PENGUATAN KAPASITAS BANK SAMPAH BORNEO MELALUI PENYULUHAN BERBASIS PARTISIPASI MASYARAKAT DI KELURAHAN BANJAR SERASAN, KOTA PONTIANAK

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Abstract

The Borneo Waste Bank, which was established in 2014, has played a role in supporting waste reduction while also boosting community engagement. However, its management appears to be suboptimal, as the Waste Bank still faces challenges related to organizational governance and human resource capacity. These two aspects need to be addressed so that the Waste Bank's management can improve in the future. The community service activity was conducted using a participatory outreach method, meaning that the material presented was not merely one-way communication; rather, the community was actively involved in discussions and in identifying issues. The activity was carried out in three stages: preparation, implementation, and evaluation. During the evaluation phase, the team distributed a questionnaire before and after the activity concluded, covering four main points: the level of understanding of the educational material, willingness to implement the material, an assessment of the activity's benefits and expectations for the program's sustainability, and gathering direct feedback for planning future activities. The results of the activity showed that the implementation process went as expected, with active participation from the community. All four aspects assessed by the team showed improvement. A particularly significant improvement was seen in understanding of the material, which rose from 35% before the outreach session to 100% afterward. The results of this activity indicate that the outreach process went very well, resulting in increased community insight and active interaction. Furthermore, the team and the community were able to jointly formulate needs for future waste bank development.

Keywords : Borneo Waste Bank, Capacity Building, Participatory-Based Counseling.

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Abstrak

Bank Sampah Borneo yang sudah dirintis sejak tahun 2014 sampai sekarang telah menunjukan peran dalam mendukung pengurangan sampah sekaligus dapat meningkatkan aktivitas masyarakat. Hanya saja, Pengelolaanya terindikasi belum optimal karena Bank Sampah tersebut masih menghadapi permaslahan keterbatasan tata kelola organisasi dan daya dukung sumberdaya manusia. Dua aspek ini perlu untuk diangkat agar pengelolaan Bank Sampah kedepanya dapat lebih baik. Metode pelaksanaan kegiatan pengabdian yang dilakukan dengan menggunakan penyuluhan partisipatif yaitu materi yang disampaikan tidak hanya satu arah namun masyarakat terlibat aktif dalam diskusi dan merumuskan masalah. Pelaksanaan kegiatan dengan tiga tahap yaitu persiapan, pelaksanaan, serta evaluasi. Tahap evaluasi tim menyebarkan angket sebelum dan setelah pelaksanaan kegiatan dengan empat poin besar yaitu tingkat pemahaman materi penyuluhan, kesediaan implementasi materi, evaluasi kemanfaatan kegiatan dan harapan keberlanjutan program, serta memperoleh masukan langsung perencanaan kegiatan ke depan. Hasil pelaksanaan kegiatan menunjukan bahwa proses pelaksanaan kegiatan berjalan sesuai harapan yaitu terjadinya partisipasi aktif dari masyarakat. Keempat aspek yang dinilai oleh tim mengalami peningkatan. Peningkatan yang sangat signifikan adalah pemahaman materi dari 35% sebelum penyuluhan menjadi 100% setelah penyuluhan. Dari hasil kegitan ini dapat disimpulkan bahwa proses penyuluhan berjalan dengan sangat baik yaitu terjadinyanya peningkatan wawasan serta interaksi aktif dari masyarakat. Di samping itu, Tim dan masyarakat dapat merumuskan kebutuhan pengembangan bank sampah ke depan secara bersama-sama.

Kata Kunci : Bank Sampah, Penguatan Kapasitas, Penyluhan Berbasis Partisipasi.

1. INTRODUCTION

The problem of urban waste has become a critical issue in various regions of Indonesia, including the city of Pontianak. Population growth and changes in consumption patterns have led to an increase in the volume of household waste that is not yet being managed optimally. This situation not only causes environmental problems but also affects the health and quality of life of the community.

One approach that has emerged in community-based waste management is the establishment of waste banks. Waste banks serve as a means of education, management, and economic empowerment for the community through the utilization of waste with economic value (Arifin, 2022; Isnainia et al., n.d.). The waste bank located in Banjar Serasan, Pontianak, is one such local initiative with great potential to support community-based waste management.

The management of the Waste Bank is still not optimal, particularly in terms of increasing community participation as clients. The total number of households in the Banjar Serasan Village the target area is approximately 3,801(Website Resmi Kelurahan Banjar Serasan | Data Penduduk Kelurahan, n.d.). The number of active members as clients currently stands at 176. This number is still far below expectations. If the number of customers reached 10% of the total number of households, the estimated number of customers would be 380 households. Based on this data, the primary focus should be on how to increase the number of customers. Additionally, improving the quality of governance is essential to attract new customers by demonstrating that a Waste Bank with good governance can contribute to the local economy.

There have been numerous community service projects addressing the issue of Waste Banks. These projects have focused on the role of Waste Banks in terms of resource utilization and benefits (Afdhal, 2024; Ariefahnoor et al., 2020; Safiah & Julipriyanto, 2017). These projects examine how available resources are utilized to make the most of facilities and infrastructure, as well as the sustainability of the Waste Banks themselves. They also assess the impact on the surrounding environment. Other community service activities have focused solely on the relationship between the Waste Bank and the environment (Rahma, 2025; Ramdhani & Zaman, n.d.; Rinwantin et al., n.d.).

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Meanwhile, other studies have examined the connection between the Waste Bank and low levels of participation in its management (Nopriani et al., 2022; Saputra et al., 2022; Shafiera, n.d.). The community service project conducted by the team not only examined aspects of the Waste Bank itself including its facilities, infrastructure, and available resources but also assessed active participation during and after the implementation of activities. Furthermore, rather than focusing on environmental impacts, the project examined how the community actively engages in collectively formulating future priorities.

This community service initiative aims to broaden the knowledge of Waste Bank managers regarding Waste Bank governance and to encourage them to actively participate with the team in formulating effective Waste Bank governance. Based on the objectives of this community service project, the team formulated two research questions: 1. What is the community's understanding of Waste Bank management from a collaborative perspective? 2. How does the community participate in formulating effective management practices?

2. RESEARCH METHOD

Community service programs are generally implemented through several stages, ranging from the preparation stage to the evaluation stage (Alunaza et al., 2022; Zulkarnaen et al., 2024). This program will run from July 2026 through October 2026. The activity was implemented through community-participation-based outreach. This model aims to ensure that the outreach focuses on how the community can actively participate in the formulation of strategies for the program's sustainability. The activity was carried out in three stages. These stages are as follows:

a. Activity Preparation Phase. Coordination with Waste Bank managers and village officials Identification of needs through observation and interviews
b. Activity Implementation Phase. Communicating the objectives and benefits of the activity to the community. Educational sessions, Building commitment to participation.
c. Activity Evaluation Phase. Monitoring and evaluating the activity, Measuring improvements in capacity and participation, Preparing the final report.

3. RESULT AND DISCUSSION

Community Service Implementation Process

The overall planning of activities actually extends to mentoring the Waste Bank development program. This mentoring program begins with two main activities: administrative reform and the development of SOPs for Waste Bank management. During intensive activities, administrative reform and SOP development were not implemented due to the limited capacity of the Waste Bank itself.

This situation indicates that Waste Bank managers still face limitations in human resources, time, and institutional capacity to simultaneously carry out operational and administrative functions. Activities oriented towards waste collection, sorting, and management tend to be the top priority because they are directly related to the continuity of daily activities. Meanwhile, administrative reform and the development of Standard Operating Procedures (SOPs) have not been prioritized. In practice, both play a crucial role in creating good Waste Bank governance. The team considered various considerations. The activities focused on intensive communication between the Community Service Program (PKM) implementation team, namely community participation-based outreach.

In the activities carried out, there are 3 (three) core processes carried out, namely 1. The preparation stage, 2. The activity implementation stage in the form of counseling, and 3. The program evaluation stage. If illustrated, this process can be seen as follows.

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Gambar 1. Tahapan Pelaksanaan Pengabdian pada Masyarakat

Preparation Phase

The team's thorough coordination was followed by preparations for on-site implementation. These preparations involved several processes, including surveying and identifying the partners' needs. The results were analyzed; based on the analysis, the team coordinated to assign tasks and prepare outreach materials and implementation methods.

Based on the survey results and the identification of needs, the team analyzed the partners' circumstances to determine the key issues requiring attention. The results of this analysis served as the basis for developing relevant outreach materials, determining the appropriate approach, and designing activities that would encourage active participation from the partners. In addition, tasks were assigned by taking into account the roles and responsibilities of each team member to ensure that every stage of the activity proceeded in a focused and organized manner.

The results of the field survey were used as input for preparing the implementation of the activities. Once all preparations were complete, the team proceeded to the field implementation phase, directly involving the partners. The activities were carried out through educational presentations, discussions, and question-and-answer sessions to provide insight and create an opportunity for partners to share their experiences, challenges, and needs.

Implementation Phase

During the implementation phase, the main activity was conducting an outreach session on the topic of strengthening the governance of Bang Sampah Borneo as part of community empowerment. Key points covered included collaborative governance, empowerment-based governance, economic governance, and institutional governance. During the presentation or after the material was covered, the team invited partners to participate in discussions and Q&A sessions, including discussions on future program planning. After the series of activities was completed, the team documented the activities. Figure 2 below shows one of the outreach sessions conducted by the entire team on a rotating basis.


(a)


(b)

Figure 2. Presentation of Material (a). Team-Community Interaction (b)

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The outreach activities at the Waste Bank were conducted as part of an effort to strengthen the Waste Bank's governance in support of community empowerment. These activities involved presenting educational materials covering four main topics: strengthening collaborative governance, economic governance, community empowerment governance, and institutional governance. The presentation of the materials was tailored to the specific conditions and needs of the partners. Through this activity, the team hopes to inspire managers and the community to become more motivated and gain a better understanding of the importance of Waste Bank management, the optimization of waste utilization, and community involvement in supporting the sustainability of Waste Bank activities.

In between presentations and after all the outreach materials were presented, the activity continued with a discussion and question-and-answer session between the implementation team and participants. This session provided an opportunity for managers and the community to raise questions, share experiences, and explore challenges faced in Waste Bank management. The discussion also provided a platform for the team to explore further information regarding existing management practices, community participation, and the potential for developing Waste Bank activities. Through this two-way interaction, the outreach activities focused not only on information dissemination but also on encouraging knowledge exchange and identifying issues that could form the basis for improving Waste Bank governance.

Following the presentations and discussion, the implementation team and partners discussed future program planning as a follow-up to the outreach activities. The discussion focused on identifying priority needs, determining steps to strengthen governance, and encouraging increased community involvement in Waste Bank activities. This planning also provided an opportunity to identify program development opportunities that align with the partners' capacities and the local environment's potential. Through joint planning, it is hoped that realistic and sustainable follow-up steps can be formulated, so that the results of the outreach activities can be applied in waste bank management practices and provide broader benefits for community empowerment in Banjar Serasan, Pontianak. Figure 3 below shows the team and several participants discussing future plans after the outreach event concluded.



Figure.3. Discussion Among the Team and Participants Following the Outreach Session

After the entire series of activities was completed, the implementation team documented the event as part of the administrative and reporting process for the community service activity. Documentation was carried out to record various activities that took place during the event, ranging from the presentation of outreach materials, interactions during discussion and Q&A sessions, to discussions on plans for follow-up programs with partners. This documentation serves as evidence of the event's implementation as well as supporting material for the preparation of accountability reports and event publications.

Evaluation Phase

The team conducted evaluations, primarily to assess participants' understanding of the material and future action plans for the participants/partners. The team conducted evaluations through the

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distribution of simple questionnaires related to the material. Future planning, designed by partners, was conducted through interviews/dialogues after the material was delivered.

Evaluation of the Waste Bank outreach activities was conducted through the distribution of a short questionnaire to participants after all the outreach material was delivered. The questionnaire used a rating scale of 1–4, ranging from strongly disagree to strongly agree. The questionnaire consisted of three sections: 1. Material Understanding, consisting of statements about a. understanding of the material, b. understanding that waste has economic value if managed properly, c. understanding the role of the community in supporting the sustainability of the Waste Bank. 2. Determining the community's willingness to apply the material and participate in activities. 3. Program Sustainability, consisting of a. the effectiveness of the outreach, and b. expectations for program sustainability in the form of mentoring and governance development. The results of this questionnaire were used to obtain an overview of participants' perceptions of the materials and implementation of the outreach program.

In addition to the closed-ended questionnaire, the evaluation included one open-ended question regarding areas for improvement or development at the Waste Bank in the future. This question provided the community with an opportunity to express their opinions, needs, and suggestions based on their experiences and the circumstances they faced. This input was used by the Waste Bank implementation team and management to formulate recommendations and plan follow-up programs. Therefore, the evaluation not only serves to assess the implementation of outreach activities but also serves as a basis for encouraging sustainable governance improvements and increased community participation.

Discussion

The preparation phase of community service activities begins with internal team coordination to establish a common understanding of the goals, objectives, and implementation process for strengthening waste bank governance. The team then conducts a survey and identifies partner needs to gain an overview of the current state of waste bank management, the problems encountered, and its potential for development. This coordination step aligns with the program preparation process for designing an effective program (Hidayat, 2019). The results of this identification form the basis for determining outreach materials, which include strengthening waste bank governance, increasing the economic value of waste, and empowering communities through waste bank activities (Ayuningtyas et al., 2018). At this stage, the team also assigns tasks and responsibilities to each member and prepares material delivery methods, supporting equipment, and other technical requirements to ensure the activities are carried out in a focused manner and meet the needs of partners.

The implementation phase of community service activities is realized through outreach activities for waste bank managers and the community involved. These activities cover three main topics: strengthening waste bank governance, increasing the economic value of waste, and empowering communities through waste bank management. The material was delivered interactively through discussions and a question-and-answer session, allowing participants to share questions, experiences, and challenges they face in waste management. This interaction provided the implementation team with an opportunity to explore partner needs and identify opportunities for future development of the Waste Bank program. In addition to delivering the material, the activity also aimed to encourage community participation in sustainable waste management and formulate ideas for follow-up programs tailored to partner needs.

The evaluation of 15 respondents showed that participants generally responded positively to the outreach materials. Regarding understanding of the material, 11 respondents strongly agreed with the first statement, while 4 agreed. Eight respondents agreed with the second statement, five strongly agreed, and two disagreed. Meanwhile, 15 respondents agreed with the third statement. These results indicate that the majority of participants positively assessed the material presented, particularly regarding their understanding of waste bank governance, the economic value of waste, and the role of the community in supporting the program's sustainability. However, those who disagreed with the

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second statement indicated that some participants still needed further explanation or guidance regarding the economic value of waste.

Regarding waste management practices and community participation, respondents' responses tended to be very positive. Fifteen respondents strongly agreed with one statement in this section. Twelve respondents strongly agreed with the other statement, and three agreed. These findings indicate a strong willingness among participants to support Waste Bank activities, both through waste management practices and involvement in waste bank activities. This positive response provides crucial capital for strengthening community-based waste bank governance. However, the willingness expressed through the questionnaire still needs to be followed up through concrete activities and mentoring to develop into consistent participation.

Meanwhile, responses to open-ended questions indicate that the community's primary needs relate to ongoing guidance and marketing solutions for Waste Bank products. This feedback shows that the community not only needs to improve its understanding through outreach, but also requires practical support to sustainably develop Waste Bank activities. Guidance is needed to strengthen institutional and operational management, while marketing solutions are required so that sorted and collected waste can be channeled to appropriate buyers or partners. Thus, the evaluation results serve as the basis for the community service team and Waste Bank managers to design follow-up programs that are more oriented toward community needs, particularly through periodic guidance and the development of marketing networks for waste management products.

4. CONCLUSION

Community service activities through Waste Bank outreach programs were carried out through the stages of preparation, implementation, and evaluation. The material presented covered strengthening Waste Bank governance, increasing the economic value of waste, and community empowerment. Discussions and question-and-answer sessions provided an opportunity for participants to share their experiences, challenges, and needs regarding Waste Bank management.

Evaluation results from 15 respondents showed a tendency toward positive responses regarding the content and implementation of the outreach program. The majority of responses regarding understanding of the material indicated agreement, while regarding waste management practices and community participation, most respondents stated they strongly agreed. These results indicate a positive reception of the outreach activities, although further in-depth coverage of certain topics is still needed, particularly regarding the economic value of waste.

The sustainable development of waste banks still requires support and guidance. Based on open-ended responses, the community hopes for ongoing guidance as well as marketing solutions for waste bank products. This suggests that strengthening governance is not sufficient through outreach alone but must be followed by technical support and the development of marketing networks so that waste bank activities can provide sustainable economic and social benefits.

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