

Analysis of Community Roles in Empowering Marginalized Children (Case Study: Save Street Child Surabaya Community)

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Abstract. Surabaya is a big city in Indonesia with high economic growth. But besides that, there are still many people in Surabaya who are still in the underprivileged category. Many of them are married but do not meet their daily needs. Therefore, children from underprivileged families help earn additional income. These children work on the streets and spend almost all their days on the streets. Because of that, they are vulnerable to being marginalized by others, which can cause children to become demotivated. Therefore, a community emerged that protects and empowers them, namely the Save Street Child Surabaya Community. With programs that are run consistently with high commitment, it is hoped that marginal children who are fostered will become better and get out of their current conditions. The purpose of this study is to analyze the role that has been carried out by the Save Street Child Surabaya Community in empowering marginal children, according to Jim Ife and Frank Tesoriero, which consists of facilitating, educating, representing, and technical roles, each of which has other sub-roles. This study uses qualitative research with a case study approach, with a technique for determining informants through Purposive Sampling. This study also uses data collection techniques in the form of observation, interviews, and documentation. The results of the study show that the Save Street Child Community in Surabaya carries out its role in empowerment well, but there is still one sub-role that is not carried out due to a lack of manpower

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INTRODUCTION

Surabaya is one of the major cities in Indonesia, with a population of 3,009,286 people in 2023, making it the most populous city in East Java. In addition to having the largest population, the city's economic growth has also developed rapidly, as evidenced by the large number of companies that have made Surabaya a center of industry and trade, which in turn has increased the per capita income of its residents.

However, ironically, many people in Surabaya still fall into the underprivileged category. As of 2024, the number of underprivileged residents in Surabaya reached approximately 116.62 thousand people, spread across several areas in the city, with the majority living in the outskirts or near busy urban centers. To sustain their livelihoods, these individuals generally work in sectors that do not require specialized skills. They typically work as street vendors, beggars, scavengers, umbrella service providers, and similar informal jobs.

Many underprivileged individuals are already married and have children due to social pressure to marry early, which leads many low-income families to marry and have children at a young age. As a result, children are often involved in helping to earn additional income to meet the family's needs.

According to Putri (2022) economic factors are the main reason children take to the streets. They strive to survive and help fulfill their family's needs. In Surabaya, the phenomenon of children from underprivileged families helping their parents to earn additional income is still commonly found. These children usually work as parking attendants, sell newspapers or tissues, perform as street musicians, collect used bottles, or sell goods in crowded areas.

As a result, these children spend most of their daily lives earning money and have no time to study or play with peers who do not share the same experiences. Instead, they befriend other children in similar situations and spend time together on the streets while working. Consequently, they are vulnerable to being marginalized, and one of the effects of this marginalization is a loss of motivation to attend school and live their lives (Daini & Arif, 2023).

This situation is very unfortunate, especially considering that in 2024, Surabaya was awarded the title of Child-Friendly City (Kota Layak Anak or KLA), which is supposed to guarantee the fulfillment of children's rights within the city. However, many marginalized children are still found in the city, with their rights unmet by the surrounding environment. Therefore, the government should be more proactive and attentive to these children by creating programs that can reach all marginalized children in Surabaya.

The Surabaya City Government, through the Social Affairs Office, has implemented programs to support marginalized children. However, these programs have not yet been able to reach all targeted individuals optimally due to limitations in human resources and infrastructure (Puri & Hertati, 2024). Additionally, the current approach has not been effective in preventing children from returning to the streets.

In response to the unmet needs of marginalized children by the government, grassroots movements in the form of empowerment communities have emerged. One of the most active and consistent is the Save Street Child Surabaya (SSCS) community, established in 2011. This community focuses on non-formal education and skill development for street children.

To date, SSCS has supported around 210 marginalized children spread across five locations in Surabaya: Ambengan, Tidar, Gemblongan, Makam Rangkah, and Jembatan Merah. These children are recruited through mapping of their residential areas and daily activities, and

they are regularly accompanied through learning activities, talent and interest training, and psychosocial assistance.

One of the standout children supported by the community has a talent for dancing. After receiving training from the community, she successfully continued her higher education in the field of dance and now frequently performs at official events as a guest dancer. This success illustrates how proper empowerment can help marginalized children reach their fullest potential.

Considering the consistency demonstrated by the Save Street Child Surabaya Community and the achievements it has made in empowering marginalized children, the researcher is interested in further examining the roles played by the community in carrying out empowerment activities for marginalized children in Surabaya. The theory used to analyze the community's role is the Community Worker theory proposed by Jim Ife and Frank Tesoriero in their book titled *Community Development: Community-Based Alternatives in an Age of Globalization*. This theory consists of four roles: facilitation, education, representation, and technical.

METHODS

This research is a qualitative study using a case study approach. Primary data were obtained through interviews, observations, and documentation, while secondary data were gathered from previous studies and the archives owned by the community. The researcher used purposive sampling to select informants with the aim of obtaining relevant information aligned with the study's objectives. The informants in this research included the General Manager of the Save Street Child Surabaya Community, members of the community's management, and children mentored by the community. The data analysis technique used consisted of data collection, data condensation, data presentation, and conclusion. To ensure data validity, the researcher applied triangulation techniques, including source triangulation, technique triangulation, and time triangulation.

RESULTS AND DISCUSSION

Facilitation Roles

a. Social Spirit

The findings of the research reveal that the Save Street Child Surabaya Community provides social encouragement by offering motivation in both verbal and action-based forms, as well as inspiration through the sharing of inspirational stories by the community leaders. This encouragement is given tentatively, adjusted to the situation, and carried out consistently by the community. As a result, many children have achieved good academic scores, more children are interested in participating in community activities, marginalized children have become more

enthusiastic about joining the programs, and they are increasingly motivated to pursue their dreams.

This analysis aligns with the study by (Parawati, 2025), which states that through a philanthropic approach, PKBM volunteers consisting of university students and lecturers provide free education and mentoring, thereby strengthening social solidarity and creating sustainable change within the community.



Picture 1. Organizing “Anak Merdeka” Outbound Activity
Source: Save Street Child Surabaya Community (2024) & (2013)

b. Mediation

Based on the findings of the research, it was revealed that the Save Street Child Surabaya Community plays a mediating role in an informal and direct manner. The issues addressed by the community involve conflicts between marginalized children and other actors such as the government, the children's parents, or other marginalized children. In performing this role, the community invites the conflicting parties and brings them together. Then, the community offers possible solutions and oversees the implementation of the agreement reached by both parties. These findings align with previous research by (Huda, 2025), which states that, as mediators in a social context, they serve as communication bridges between conflicting parties, helping to convey information and the needs of the community. This approach helps to minimize conflict and achieve agreements that benefit the broader society.

c. Support

The Save Street Child Surabaya Community performs its support role well by providing both emotional and instrumental support tailored to the specific needs expressed by the marginalized children. This support has several positive impacts, such as making the children feel safe and comfortable, allowing them to express themselves freely, boosting their motivation to continue their education, and encouraging them to participate in the community's activities. The findings of this research are in line with those of (Eliza, 2022), who stated that social support can empower foster children to face the problems they are dealing with. Moreover, social support can also foster motivation in children to pursue their dreams.



Picture 2. Distribution of School Supplies
Source: Save Street Child Surabaya Community (2013)

d. Consensus

Based on the findings of the research, it was shown that the Save Street Child Surabaya Community carries out consensus-building to align perspectives and resolve conflicts within empowerment activities. This is done both verbally and in written form, often formalized through a Memorandum of Understanding (MoU). The actors involved in these agreements vary and include the marginalized children they support, academics, collaborators, and other parties engaged in the empowerment efforts. The consensus process involves simple discussions to exchange thoughts and information, allowing both parties to reach a mutually agreed-upon decision. The research findings align with the study by Sujatmiko et al., (2023), which states that consensus can increase mutual trust among stakeholders and foster collaboration in creating programs that positively impact the empowerment of the supported community toward a better direction.

e. Group Facilitation

In carrying out its role in group facilitation, the Save Street Child Surabaya Community provides support aimed at making it easier for marginalized children to participate in empowerment activities. This support helps the children stay more focused and also strengthens the bond among community organizers. The facilitation provided includes both technical and logistical support. Before the facilities are provided, meetings are held to determine which facilities are appropriate for the specific needs of the activity. Research by Sari et al., (2024) also states that providing adequate facilities can increase children's motivation and interest in learning, enabling them to continue their education despite challenges. Moreover, appropriate facilities can enhance the abilities and skills of marginalized children in accordance with their interests and talents.

f. Utilization of Skills and Resources

The research findings reveal that the Save Street Child Surabaya Community has carried out the role of resource utilization by mapping the interests and abilities of marginalized children and providing training by experts in the respective fields. This role has had several positive impacts, such as increasing the children's self-confidence, enhancing their abilities, and improving the community's reputation, making it more well-known to the public. These findings are also supported by Ridhawati et al., (2024), who state that identifying the potential within the target group makes it easier for the community to nurture that potential, thereby improving the capabilities of the marginalized group being supported and producing a significant impact.

g. Organization

The research findings show that the Save Street Child Surabaya Community is a non-profit organization with the goal of improving the quality of life for marginalized children, operating under a vertical organizational structure. Coordination and decision-making processes are carried out directly, both online and offline. This organizational structure positively impacts coordination and the clear division of tasks, which helps facilitate empowerment activities and allows operations to be more flexible. These findings are consistent with the research by Burhanuddin et al., (2023), which states that the success or failure of an organization is influenced by its strength in managing and organizing itself, including the division of labor, departmental structuring, communication flow, and other organizational aspects.

h. Personal Communications

Based on the research findings, the personal communication role carried out by the Save Street Child Surabaya Community is conducted in a relaxed and informal manner. This approach allows the communication process to remain adaptable to the community's needs and preferences. Such communication has had positive impacts, such as encouraging openness among the mentored marginalized children, community organizers, and collaborators, thereby fostering harmonious relationships and improving coordination. Furthermore, research by Purwanto et al., (2025) states that the use of digital communication media can make it easier for women farmer groups to discuss and find solutions quickly, eliminating the need for sudden meetings that might disrupt their activities.

Educational Roles

a. Raising Awareness

Based on the findings of the research, it was discovered that the Save Street Child Surabaya Community aims to raise awareness among marginalized children about the

importance of education, and to encourage the broader community to take part in improving the welfare of these children. This awareness-raising is carried out through an exclusive approach to ensure the children's privacy, which helps them become more open. For the general public, the community uses social media to increase awareness. This effort has had a positive impact, as the mentored marginalized children have gradually returned to school and taken responsibility for completing their education. This analysis is consistent with the study by Asfahani et al., (2024), which explains that raising awareness has a positive impact on the surrounding community, making them more aware and sensitive to those experiencing mental health issues, allowing for quicker and better treatment.

b. Information Dissemination

Based on the findings, it was shown that the Save Street Child Surabaya Community has disseminated information both online and offline, demonstrating the community's flexibility in sharing information. The information shared includes technical and educational content that provides new understanding and practical knowledge related to the activities. As a result, the children are able to participate in the programs with enjoyment, understand the material delivered by the community, and broaden their knowledge. This analysis is in line with the research by Podungge et al., (2022), which shows that providing information to target groups increases their knowledge, making them more skilled in carrying out the activities offered.



Figure 3. "Minggu Belajar" Program

Source: Researcher (2025)

c. Confrontation

Based on the research findings, the Save Street Child Surabaya Community carries out a simple form of confrontation with the aim of creating a conducive environment during empowerment activities. The confrontation is conducted in the form of a reprimand accompanied by an explanation of the reason behind it. This approach helps maintain a positive atmosphere and acts as a deterrent for marginalized children who have violated rules, while still allowing them to freely express themselves. The researcher's analysis is also consistent with the study by

Rinjani et al., (2024) which states that strong and skilled communication abilities are necessary to convey matters related to activities clearly and transparently, ensuring that no party is harmed.

d. Training

Based on the research conducted by the researcher, it was found that the Save Street Child Surabaya Community provides technical training aimed at equipping marginalized children with practical knowledge to empower them. The training programs are designed according to the children's interests, talents, and specific needs. The training is held offline at times determined by the community, with digital communication technology used for information dissemination. Trainers are experts from within the community, whether individuals or organizations. The training has shown positive impacts, such as enhancing understanding, increasing knowledge, boosting enthusiasm, and building the self-confidence of marginalized children. This analysis aligns with the research by Utama et al.,(2024) which states that training can help uncover potential skills such as batik-making, while also imparting new knowledge like financial management, enabling participants to start their own businesses and earn personal income.



Picture 4. Entrepreneurship Training

Source: Save Street Child Surabaya Community (2025)

Representative Roles

a. Methods of Acquiring Resources

Based on the research findings, it was revealed that the resources obtained by the Save Street Child Surabaya Community align with the community's needs, and include manpower, funding, and facilities. These resources are acquired through various means such as opening donation drives, recruiting new members, and submitting proposals to companies. The acquired resources are then managed and fully allocated to support the community's operations or directly provided to the marginalized children being mentored, as the resources are tailored to meet the community's needs. These findings are consistent with the study by Mashuri & Taufiq, (2021) which explains that without the ability to attract external resources, a community is likely to stagnate and be forgotten. Therefore, it is necessary to secure external resources through

methods such as organizing donation campaigns and requesting support from institutions, companies, community groups, or individuals. Acquiring such resources ensures that empowerment activities can run more effectively and optimally.



Picture 5. Community Resources

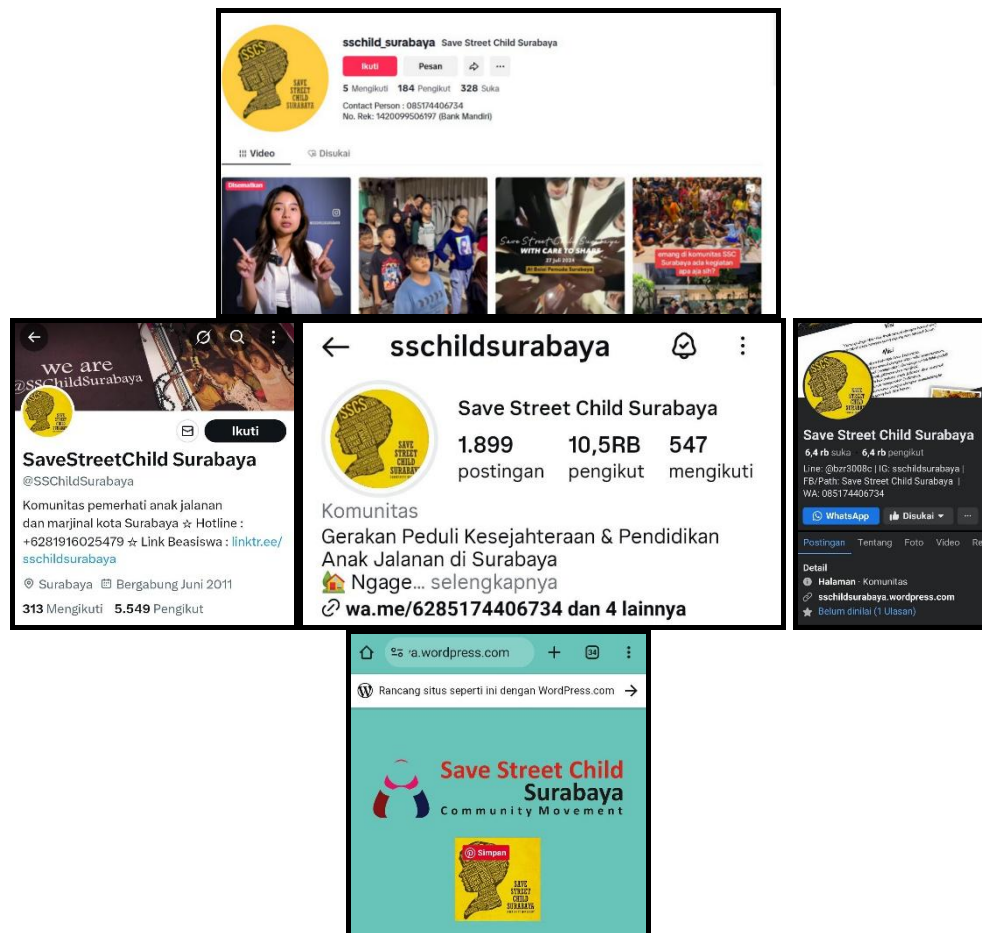
Source: Save Street Child Surabaya Community (2016), (2018), & (2025)

b. Advocacy

Based on the research findings, the Save Street Child Surabaya Community has carried out advocacy in the form of digital advocacy through educational content shared via the community's social media platforms. This effort aims to raise public awareness and encourage contributions to support the community's operations. As a result of these advocacy efforts, many individuals have contributed either through volunteer work or financial support to help sustain the community's activities. The analysis is consistent with the study by Mintanawati & Siswanto, (2023) which states that the purpose of advocacy is to provide the public with information about the history of the 1965 tragedy and to examine its impact. This, in turn, led to the provision of healthcare support for elderly victims of the tragedy.

c. Media

Based on the research findings, it was revealed that the Save Street Child Surabaya Community has utilized digital information media such as social media and websites that are widely accessed by the public. The content shared through these platforms introduces the community's activities and is tailored to its operational needs. By using these media, information can be disseminated quickly and reach a broad audience. Additionally, the content helps to strengthen the community's image and establish a distinct identity among followers of their social media. These findings are in line with the research by Kusnadi & Novianti (2024), which states that the use of social media can increase public awareness of environmental issues and inspire them to get involved in related activities. Moreover, social media can enhance the public image of the community.



Picture 6. Media of Save Street Child Surabaya Community
Source: Researcher (2025)

d. Public Relations and Public Presentation

Based on the research findings, it was revealed that the Save Street Child Surabaya Community has carried out the role of public relations and public presentation by attending several events and serving as speakers at those events. The community presents the conditions of the marginalized children they support as well as the current state of the community itself. The speakers selected are individuals with strong knowledge and experience within the community. Through these activities, the community has raised public awareness of its existence and encouraged many people to contribute and support its efforts.

These findings are also in line with the research by Sugiyatno (2024), which states that introducing the community entity to the public can increase public attention and broaden understanding of what the community does. This communication can be carried out through social media, media coverage, and participation in social events. Such strategies help present a clear image of the community to the public and attract their involvement in its activities.



Picture 7. Public Presentation Invitation
Source: Save Street Child Surabaya Community (2025)

e. Networking

Based on the research findings, it was shown that the Save Street Child Surabaya Community has carried out the networking role with the aim of strengthening relationships between the community and external parties. Additionally, networking serves other purposes such as enabling collaboration and acquiring resource support. This network has led to collaborative activities and has made it easier for the community to obtain necessary resources. This analysis aligns with the study by Masri et al.,(2023), which states that establishing cooperation between the community and other stakeholders can enhance the effectiveness of empowerment activities. Furthermore, strong networking can create significant and sustainable impacts for the communities being empowered.

f. Sharing Knowledge and Experience

Based on the research findings, the Save Street Child Surabaya Community has fulfilled the role of sharing knowledge and experience in an informal manner, such as through casual discussions and other activities. These activities have had a positive impact on the community, as they provide suggestions and new innovations that can be applied to empowerment efforts. This analysis is consistent with the findings of Satifa & Rusmana, (2023) who concluded that sharing knowledge and experience fosters new perspectives among communities or members. Additionally, such activities help strengthen relationships and cultivate a sense of kinship.

Technical Roles

a. Research

Based on the research findings, it was found that the research role carried out by the Save Street Child Surabaya Community is conducted in a simple manner, as the community only uses basic data collection techniques such as questionnaires and observation. As a result, the marginalized children they mentor are often positioned merely as research subjects. Furthermore,

the community does not have its own research team and frequently relies on studies conducted by academics, which also leads to the community itself often becoming a research subject. Despite this, the research has had certain benefits for the community, such as improving their understanding of the needs of the children they support and identifying the community's weaknesses, allowing for timely improvements. These findings are similar to the study by Aprianto & Zuchri (2021), which stated that a lack of human resources can significantly affect the operations of an organization. Consequently, the available personnel are used only for tasks that are strictly within the organization's core responsibilities.

b. Use of Computers

Based on the research findings, it was revealed that the use of computers by the Save Street Child Surabaya Community has had a positive impact on both the community and the marginalized children they mentor. For the community, computer use facilitates the management of all operational activities. Additionally, teaching computer skills to the children has helped them become more proficient, enabling them to apply these skills in their school environment. These findings are consistent with the study by Priyambudi et al., (2023) which states that in addition to basic functions like printing or photocopying, computer use can also provide students with additional knowledge, such as learning graphic design, thereby developing new competencies.

c. Verbal and Written Presentation

Based on the findings, the Save Street Child Surabaya Community carries out both verbal and written presentations in various forms. Written presentations include the creation of reports, activity proposals, and content for social media. Verbal presentations involve delivering information to marginalized children, their parents, media coverage, as well as explaining materials during the community's activities. In addition, the community also trains the children they mentor to speak in public, such as leading prayers, guiding group singing, answering questions, and more. These efforts have had several positive impacts, including helping children understand the agenda of activities, improving their grasp of the materials being taught, and increasing public empathy through the written content shared by the community. Furthermore, the training provided by the community has made some of the mentored children more confident in speaking in front of an audience. This aligns with the study by Jalal et al.,(2023) which states that providing training in verbal and written presentation skills can enhance the abilities and self-confidence of target groups

d. Management

Based on the research findings, the Save Street Child Surabaya Community carries out its management both verbally and in written form, which is documented in the form of Standard Operating Procedures (SOPs). Additionally, the community manages activities with external parties by outlining collaboration procedures in SOPs that are also shared through the community's social media platforms. This management approach makes it easier for the community to organize and execute activities effectively, including collaborative efforts, ensuring that all activities run optimally. These findings are consistent with the study by Hidayah (2022) which concludes that good management enhances the work effectiveness of an organization. With proper management in place, the quality of work among community members also improves, enabling empowerment activities to proceed more smoothly.

e. Financial Management

Based on the findings of the research, it was discovered that the Save Street Child Surabaya Community obtains funding through several means: opening donation drives, seeking sponsorships, and conducting buying and selling activities. Items sold include bags, clothes, keychains, and more. Additionally, the community sells donated clothing through a monthly Garage Sale event. The income generated is managed by allocating funds according to the system established by the community. Donations are used for their regular activities, including weekly and annual programs. Sponsorships are specifically allocated for the community's annual events. Income from sales and donations not tied to scheduled events is designated as reserve funds. This system ensures that all of the community's finances are properly allocated and evenly distributed across its various activities. These findings are consistent with the study by Thybah et al., (2024) which concludes that good financial management promotes transparency and demonstrates the organization's accountability in handling funds, thereby earning the trust of all involved stakeholders.

CONCLUSION

The Save Street Child Surabaya Community has successfully fulfilled its role as a community engaged in the empowerment of marginalized children in Surabaya. The successful implementation of these sub-roles indicates that the Save Street Child Surabaya Community has carried out its roles quite well, particularly in the areas that are the focus of this research: facilitation, education, representation, and technical roles. The researcher recommends that the community establish written standard operating procedures (SOPs) to help other administrators better understand the guidelines. Additionally, the community should develop clear success

indicators for the marginalized children they mentor. This research also has some limitations, such as the limited number of informants and the wide scope of focus, which may have led to the emergence of additional findings. The researcher hopes that future studies will use theoretical frameworks that make it easier to analyze the roles carried out by the Save Street Child Surabaya Community and involve a larger number of informants, including parents of the mentored marginalized children.

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