Inclusivity of Digital Connection in Community-Based Monitoring and Evaluation

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A case example from BENTANI Phase II, West Java, Indonesia

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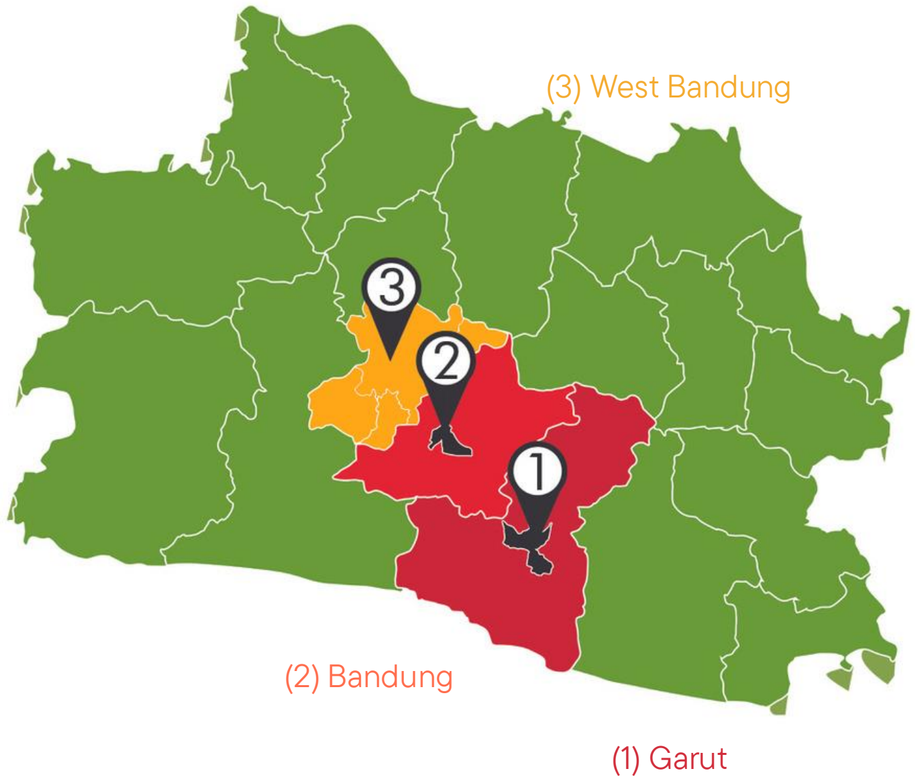
Mercy Corps Indonesia

Content

Program Overview

BENTANI Phase II, West Java, Indonesia



Mercy Corps Indonesia conducted ***the Brewing Change: Women's Empowerment in Coffee Origin Communities in Indonesia Program (BENTANI Phase II)*** from March 2023 - February 2025. This aimed to enhance women's access to hygiene, health, leadership opportunities, and economic resilience in coffee-producing communities in West Java Province, Indonesia.

At a glance, the BENTANI II program has reached:

3,614 participants

from coffee-farming communities, especially female coffee farmers/wives and young women

3 districts

West Bandung, Bandung and Garut

Context

Goal

Improving the health of coffee farming families, increasing resilience, and expanding economic opportunities for women in coffee-growing areas in West Java Province.

Priority Outcomes

WASH (Water, Sanitation, Hygiene)

- Health education related to WASH and stunting
- Improvement of WASH facilities
- Household waste management;

Financial Management

- Financial literacy and financial record-keeping education
- Access to banking service agents (Laku Pandai)

Business Development

- Business development and digital marketing education
- Access to digital payment services
- Increased business revenue

Case Example

WASH facilities

Phase

Design, Monitoring & Evaluation

Design

Government Consultation
Needs Assessment
Baseline Research

Monitoring

Indicator Tracking
Joint-Monitoring

Evaluation

Endline Research
Sharing Session

Case Example

Digital Inclusion in Community-Based Monitoring and Evaluation in WASH Facilities Construction

One goal was to increase access to safe and healthy sanitation in farming communities, aligned with SDGs and the National Development Plan. The initiative improved water and **sanitation for 238 households across three districts via a co-design approach, which involved community members from planning to termination**.

Project Situation:

All steps involved **the active participation of 78 sanitation committee members,** from stakeholder meetings to evaluation sharing, ensuring program quality and informing decisions based on their needs and challenges.

Challenges

01. **Limited trust among program and community members**

The community doubts the concept and implementation of a program that promotes a *community-driven approach* and the utilisation of digital tools, given the numerous top-down development programs and diverse social context in rural areas.

02. **There is a representation gap and a risk of tokenism**

Many programs have historically focused on community members who frequently participate in local initiatives, like health workers and village leaders. Meanwhile, vulnerable groups are less involved.

03. **Skewed power dynamic in the participatory process**

The community is often viewed as participants, rather than having a role in influencing decisions. Knowledge asymmetry also remains a challenge..

(Kotschy et al., 2025; Minkler & Wallrstein, 2008; Reed, 2015)

Question in Focus

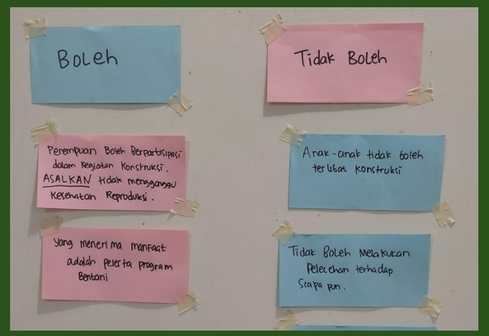
Based on co-design experiences, **what practices and safeguards effectively empower community participation** in monitoring and evaluation throughout the program using digital tools?

Question in Focus (1):

Building meaningful rapport through **intensive informal meetings, transparency and conflict resolution.**

Presence and listening in weekly visits and WhatsApp updates

A joint monitoring process that involves all program stakeholders



Community Accountability Reporting Mechanism (CARM) and responsive conflict resolution.

Sources:
(Jagosh et al., 2015; Kotschy et al., 2025; Reed, 2015)

Question in Focus (2):

Promoting equitable representation and voice quality by carrying out **stakeholder mapping, reducing structural barriers, and ensuring inclusive access.**

Community stakeholder mapping to ensure equal representation and quota

Support people facing geographic and digital challenges (e.g., internet, transport, flexible timing)

Easy-to-understand language and mix traditional methods with digital tools

Community sharing session to reflect the process and validate the outputs.

Sources:

(Kotschy et al., 2025; Minkler & Wallrstein, 2008; Plottu & Plottu, 2009)

Question in Focus (3):

Empowering the community through **shared governance and safeguarding involvement** from planning to termination.

Gender sensitisation meeting to raise awareness and safeguard women's involvement

Optimising the community roles in facilitating and monitoring the whole process

Shared ownership regarding the action plan and data update

Inform the budget and allocate some percentage for community control

Sources:
(Chouinard & Milley, 2018; Kotschy et al., 2025)

Key Takeaway

01. Meaningful participation in community monitoring and evaluation is a relational practice based on trust and equity.

02. Representation must be intentional throughout the process, rather than based on assumptions.

03. Power sharing is a principle of empowerment by redistributing control over decisions, resources, and knowledge.

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Q&A Session

Please ask any questions.