Digital Philanthropy and Community Empowerment Model: An Analysis of the Role of the Sedekah Rombongan Movement in Indonesia

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Abstract: The philanthropic movement in Indonesia has undergone significant changes with the emergence of organizations such as Sedekah Rombongan (SR), which utilizes digital technology and religious values in its operations. SR was born from grassroots initiatives and developed into an organization with significant impact. This study aims to analyze the role of SR in empowering marginalized communities, with a focus on the operational model that integrates survey, benefit, and assistance. A descriptive qualitative method was used to explore the experiences and views of volunteers and beneficiaries. Data was collected through direct interviews with SR administrators and beneficiaries who have participated in the program for more than three months. The research also observed how SR uses social media to raise funds and build awareness about philanthropy. The results show that the SR model not only provides material assistance but also mentors beneficiaries on an ongoing basis. A rigorous survey process ensures aid is channeled to those truly in need, while transparency and accountability build trust between donors and beneficiaries. In addition, mentoring has a significant positive impact on beneficiaries, creating sustainable social change. Despite its many successes, SR faces challenges in terms of resource management and limited access in remote areas. This research identified the need to improve monitoring and evaluation systems and strengthen training for volunteers to ensure quality service delivery. SR needs to continue innovating in the management and distribution of aid to maintain the program's sustainability. Based on the results obtained, it is recommended that SR increase collaboration with the government and other organizations to expand the program's reach and strengthen policy advocacy. This will result in greater impact in community empowerment. The utilization of block chain technology and artificial intelligence (AI) can also improve the efficiency and transparency of SR operations. With a collaborative approach involving all stakeholders, SR can continue to function as an adaptive and sustainable philanthropy model. This research is expected to contribute to a deeper understanding of the practice of community-based philanthropy in Indonesia. SR can be a role model for other philanthropic organizations.

Keywords: Community Empowerment, Philanthropy, Sedekah Rombongan.

Introduction

Indonesia, as one of the most philanthropic countries in the world, has a dynamic and ever-evolving philanthropic landscape (Sari et al., 2025). The development of information technology has fundamentally changed the way society interacts and participates in social activities, including donating. This phenomenon gave rise to what is known as digital philanthropy, where online platforms and social media became the primary mediums for fundraising and social mobilisation (Makhrus & Saepudin, 2023). Movements like Sedekah Rombongan (SR) have emerged as important players in this ecosystem, demonstrating how

grassroots initiatives can achieve national scale (Madjakusumah & Saripudin, 2020).

Founded by Saptuari Sugiharto, a social entrepreneur, Sedekah Rombongan began as a simple movement that has now become a legally incorporated foundation with a broad reach (Salsabil, 2020). Its core philosophy, *"delivering the heavenly message without complexity, difficulty, or convolutedness"*, is translated into a unique operational model. This model relies on a network of volunteers called *"couriers"* to perform three main steps: survey, support, and accompany. This approach ensures that assistance is not only transactional but also provides ongoing support, particularly for vulnerable patients who require ongoing medical care. With infrastructure including 14 shelters and 19 response vehicles, SR demonstrates a significant operational capacity in bridging the gap in access to healthcare and social services within the community.

The purpose of this literature review is to analyse the digital philanthropy model implemented by Sedekah Rombongan, focusing on organisational structure, workflow, and technology utilisation; to examine the role of transparency and accountability in building social capital and public trust in Sedekah Rombongan; and to identify the impact of Sedekah Rombongan's interventions on community empowerment, particularly in the health sector (Muntazah & Andhikasari, 2022).

Philanthropy in Indonesia has transformed from traditional charity to a structured empowerment movement. The digital era is accelerating this transformation by enabling broader and faster participation (Mukhlisin, 2023). Platforms like Sedekah Rombongan are a real example of *"philanthropy 4.0"*, where technology is not just a tool for transactions, but also an instrument for building community and trust. Unlike pure crowdfunding platforms that often only act as intermediaries, the SR model integrates a strong offline component through a network of couriers. This is a manifestation of social capital, where trust, networks, and norms become the organisation's primary assets. Sayuti (2016) Literature on social capital suggests that trust is a crucial element for the success of collective action, and SR fosters this through direct interaction among couriers, patients, and donors.

In the non-profit sector, accountability and transparency are the main currencies (Zuwanda & Prayitno, 2024). The scandal of misused funds in several philanthropic organisations has eroded public trust, putting greater pressure on institutions to prove their integrity (Santika et al., 2023). Sedekah Rombongan addresses this challenge with a detailed reporting system that is publicly accessible through its website. Every donation and its distribution are documented, creating what is called *"radical accountability"*. This practice aligns with findings in the literature that transparency in financial reporting is directly correlated with donor trust and loyalty (Tanjaya et al., 2024). The SR's vision of *"seeking face before God"* translates into clear accountability to humans (donors and beneficiaries), which strengthens the legitimacy and sustainability of this movement.

The SR work model, which consists of three pillars (survey, assist, accompany), distinguishes it from purely charitable philanthropy models.

a. Survey: This stage ensures that assistance is targeted. The courier proactively seeks out and verifies potential beneficiaries, reducing the risk of fraud and ensuring resources are allocated to those most in need.

b. Santuni: Aid distribution is carried out directly and quickly. The existence of the Rombongan Charity Response Car (MTSR) enables outreach to remote areas, overcoming geographical barriers that often hinder government assistance programs.

c. Accompanying: This is the most crucial element of empowerment. SR not only provides funds for treatment but also offers support throughout the healing process, including accommodation at the Sedekah Rombongan Transit Home (RSSR). This approach addresses non-medical issues that often hinder patients' access to healthcare, such as transportation costs, accommodation, and psychosocial support. Literature on community empowerment emphasises the importance of interventions that not only *"give fish"*, but also *"give a fishing rod"* and even *"teach how to fish"* (Hefni, 2021).

In this context, SR accompaniment is a form of structural support that empowers patients to navigate the complex healthcare system. Movements like Sedekah Rombongan effectively fill gaps that public services cannot reach (Kusnadi, 2024). Although Indonesia has the National Health Insurance (JKN) system, there are still many unexpected costs (out-of-pocket expenditure) and non-medical barriers faced by the poor. The role of SR is complementary to government programs. They do not replace, but complement. By assisting with the costs of transportation, accommodation, and daily needs for patients, SR enables beneficiaries to access services that are actually guaranteed by the state. Thus, SR can be seen as a strategic partner of the government in achieving social development goals, particularly in poverty reduction and improving access to healthcare.

Method

This study uses a systematic literature review approach to synthesise existing knowledge about the role of Sedekah Rombongan in society. Additionally, this study adopts a qualitative descriptive method to

gain a deeper understanding of the experiences and perspectives of the volunteers *("couriers")* and beneficiaries.

The literature review process follows the PRISMA guidelines (Preferred Reporting Items for Systematic Reviews and Meta-Analyses). Literature searches were conducted on databases such as Google Scholar, Islamic Economics Scientific Journal, UIN Repository, Widya Mandala Journal, and other credible sources. The keywords used include: "*Sedekah Rombongan*", "*digital philanthropy*", "*community empowerment*", "*social capital*", "*nonprofit accountability*", "*Indonesian social movement*", and "*Islamic philanthropy*". The inclusion criteria encompass journal articles, research reports, theses, and dissertations published between 2010 and 2024. Articles that are not relevant to the research topic or do not meet academic standards of quality are excluded.

To complement the literature review, this study employs a qualitative descriptive method using semi-structured interviews. This approach was chosen because it allows researchers to explore the experiences, perceptions, and meanings that participants ascribe to the Sedekah Rombongan phenomenon. Participants in this study consisted of two groups: volunteer couriers *("Kurir")* from Sedekah Rombongan, purposively selected to represent various levels of experience and geographical regions. Inclusion criteria were having been active as a courier for at least 6 months and having experience interacting directly with beneficiaries and Sedekah Rombongan beneficiary groups, purposively selected to represent various socio-economic backgrounds and types of assistance received. Inclusion criteria are having received assistance from SR for at least 3 months and being willing to share their experiences.

Data was collected through face-to-face or online (if necessary) semi-structured interviews. The interviews were conducted by researchers trained in qualitative interview techniques. Each interview was recorded with the participants' consent and transcribed verbatim for further analysis. To ensure data validity, this study also employs data validity checking techniques through member checks, where the results of the analysis are returned to the informants for confirmation. This is crucial to ensure that the data collected and the interpretations provided accurately reflect the actual conditions on the ground. Thus, the validity of the research findings can be accounted for.

Result and Discussion

Philanthropic Transformation: From Traditional to Community-Based Digital

The philanthropic landscape in Indonesia is undergoing a significant transformation, driven by the penetration of digital technology and changes in societal behaviour toward donating. Suppose philanthropy was previously synonymous with traditional charitable activities carried out in a conventional manner. In that case, new models have now emerged that utilise online platforms and social media to reach donors more widely and efficiently. Sedekah Rombongan (SR) is a prime example of this transformation, demonstrating how a grassroots social movement can evolve into a philanthropic organisation with significant impact.

Sedekah Rombongan (SR), a community-based and digitally-enabled philanthropic movement, demonstrates a significant role in empowering marginalised communities in Indonesia. Based on interviews with couriers (volunteers) and beneficiaries, a deep understanding was gained of the operational dynamics, challenges, and social impact generated by this organisation. SR couriers began their involvement with a strong motivation to help others, reinforced by religious values and a spirit of mutual assistance. Most couriers claim that the recruitment and training process is systematic, enabling them to carry out their duties in identifying and distributing aid effectively.

SR represents a paradigm shift in philanthropy, from an approach focused on providing immediate aid to a more sustainable and empowering model (Amalia, 2020). This movement serves not only as a conduit for donations but also as an incubator for social capital, fostering trust, networks, and positive norms within the community. The digital philanthropy model implemented by SR enables more inclusive participation, allowing everyone to contribute, regardless of location or time constraints.

One unique characteristic of SR is the integration between the digital platform and the network of volunteer couriers in the field. Unlike pure crowdfunding platforms that only act as intermediaries between donors and beneficiaries, SR has a team of volunteers who actively conduct surveys, provide assistance, and accompany beneficiaries. This combination of technology and human touch is SR's main strength in building strong relationships with the community and ensuring that the assistance provided is truly targeted (Pratama et al., 2025).

Accountability and Transparency as the Foundation of Trust

Trust is a crucial element in philanthropy. The scandal involving the misuse of funds by several philanthropic organisations has eroded public trust and demands greater transparency and accountability. SR recognises the importance of this and has built a detailed reporting system accessible to the public through its website and social media. Every donation and its

distribution are documented transparently, creating what is called "*radical accountability*".

Transparency in fund management not only increases donor trust but also encourages more active participation from the community. Donors feel they have control and can see directly how their funds are used to help others. This creates a positive feedback loop that strengthens the legitimacy and sustainability of the SR movement (Rakhmawati, 2019).

Besides transparency, SR also emphasises accountability in every aspect of its operations. The organisation regularly conducts independent audits to ensure that the funds raised are managed efficiently and effectively. The audit results are published to the public as a form of accountability to donors and the wider community. This commitment to accountability and transparency makes SR a role model for other philanthropic organisations in Indonesia (Fitriyah et al., 2021).

Operational Model "Survey, Assist, Accompany": A Holistic Intervention

The SR operational model, consisting of three primary pillars: survey, support, and accompany, distinguishes it from conventional charitable philanthropy models. This holistic approach ensures that the assistance provided is not only temporary but also has a long-term impact on the beneficiaries. The survey stage is conducted to identify and verify potential beneficiaries. SR volunteers proactively seek out people in need of assistance, assess their conditions, and ensure they meet the established criteria. This survey process helps SR avoid misdirected aid and ensures that existing resources are allocated to those who genuinely need them.

The "*santuni*" stage involves assisting implementation. SR assists in various forms, such as medical expenses, food, clothing, and temporary housing. This aid is distributed directly to the beneficiaries by SR volunteers, ensuring that it reaches them on time and is targeted appropriately. The existence of the Rombongan Charitable Response Car (MTSR) allows SR to reach remote areas and provide assistance to those who are difficult for government aid programs to access (Sholikhah, 2021).

The mentoring stage is the most important empowerment element in the SR operational model. SR not only provides material assistance but also offers guidance and moral support to beneficiaries. SR volunteers regularly visit beneficiaries, providing emotional support, helping them access healthcare services, and offering skills training to improve economic independence. This mentoring approach helps beneficiaries overcome the challenges they face and build better lives.

The SR operational model, which features three main stages – survey, assist, and accompany – serves as a highly effective framework for ensuring targeted and sustainable assistance. The survey stage is conducted by the courier, who directly verifies the prospective beneficiaries in the field. This process not only avoids misallocation errors but also strengthens donor trust due to the transparent validation process. In this context, digital technology is also utilised optimally through reporting applications and social media, allowing donors and managers to monitor the entire process in real-time.

Mentoring is a prominent differentiating aspect in the SR model. Unlike many other philanthropic organisations that focus solely on distributing funds, SR places ongoing mentorship at the heart of its empowerment efforts. The couriers and shelter staff actively accompany patients and their families, providing psychosocial support and helping them overcome non-medical difficulties such as transportation and accommodation during their treatment. This assistance is felt to be very helpful by the beneficiaries, who feel they are not only receiving material aid but also attention and moral support.

Transparency and accountability are the main pillars supporting SR's success. The couriers explained that the entire process of data collection and aid distribution is recorded digitally and accessible to the public. This builds a cycle of trust between donors and beneficiaries. Even the beneficiaries themselves feel confident that the assistance they receive truly comes from caring donors, not just government funds or other formal aid. This open reporting practice also reduces the risk of fund misuse and increases donor loyalty.

Synergy with the Government and Role in the Social Security System

Synergy between SR and the government is one of the important aspects in expanding the reach of social assistance. The courier and beneficiary acknowledge that SR does not replace the government's role, but rather complements it by providing more personal and flexible services. This collaboration opens up opportunities for more integrated and far-reaching programs, especially in the context of poverty reduction and improved healthcare access.

SR serves as a strategic partner of the government in efforts to improve public welfare and reduce social inequality. Although the government offers various social security programs, such as the National Health Insurance (JKN) and the Family Hope Program (PKH), many people remain uncovered by these programs. SR is here to fill that gap and provide assistance to those who are ineligible or not registered in government programs.

SR collaborates with the government on various social programs, including assisting natural disaster victims, distributing supplementary food to malnourished children, and offering skills training to the unemployed. This synergy between SR and the government allows for more effective and efficient distribution of aid, as well as expanding the reach of government social programs.

Additionally, SR also plays a role in raising public awareness about the importance of philanthropy and cooperation. Through creative and innovative social campaigns, SR invites the public to participate in philanthropic activities and help those in need. This effort helps to build a strong culture of philanthropy in Indonesia and increase social solidarity in society.

The existence of supporting infrastructure, such as 14 shelters and 19 operational vehicles, demonstrates SR's readiness to provide services that are not only fast but also comfortable and safe for beneficiaries, especially patients who require long-term care. Interviews with beneficiaries revealed that the shelter provides decent housing and reduces the financial burden on families, allowing them to focus on the healing process. This infrastructure is an integral part of SR's holistic approach, which combines medical, social, and psychological aspects.

Local community involvement in SR activities strengthens social networks and solidarity within the community. Local couriers bring local values and cultural wisdom into the aid distribution process, making it more easily accepted by the community. This is different from aid coming from outside the area, which often lacks understanding of the local social context. This approach strengthens the social capital that is SR's main asset in carrying out its social mission.

Social and Economic Impact

The existence of Sedekah Rombongan has had a significant positive impact on society, especially for those who are less fortunate and need assistance. SR has helped thousands of people gain access to healthcare, education, and other necessities. The assistance provided by SR not only alleviates the economic burden on beneficiaries but also improves their quality of life and offers hope for a better future.

Besides the direct impact on beneficiaries, SR also has a positive impact on society as a whole. The presence of SR has increased public awareness of the importance of philanthropy and cooperation, encouraging more active participation in social activities. SR has also inspired many people to establish similar philanthropic organisations and contribute to building a more just and prosperous society (Dewantoro et al., 2023).

However, it must be acknowledged that measuring the social and economic impact of SR activities is still limited. Most impact reports are narrative, and there have been no comprehensive quantitative studies measuring cost-effectiveness, long-term socio-economic impact, and impact on local healthcare systems. Therefore, further research is needed to measure the impact of SR more accurately and comprehensively.

However, both the courier and the beneficiaries also identified some challenges faced during the implementation process of the SR program. Resource limitations, especially operational funds and the uneven distribution of couriers across Indonesia, are significant issues that need to be addressed. Additionally, logistical challenges in remote areas sometimes slow down aid distribution. Nevertheless, the spirit of solidarity and commitment of the couriers remains strong, which is an important asset for the sustainability of this movement.

Challenges and Opportunities

Beneficiaries interviewed acknowledged significant changes in their lives after receiving assistance from SR. The assistance not only eases the economic burden but also improves their access to healthcare services that were previously difficult to obtain. Many of those who previously struggled with transportation costs or follow-up care now feel helped by the presence of SR. This impact demonstrates that sustainable mentoring and assistance models have significant potential to enhance the socio-economic conditions of the underprivileged.

The role of couriers as the spearhead of this movement also received high appreciation from the public and beneficiaries. They are not just aid deliverers, but figures who offer hope and moral support. In many cases, couriers become a bridge of communication between donors, beneficiaries, and organisation managers, resulting in strong synergy. This aligns with the literature on the importance of social capital in driving collective action and building trust. The courier also highlighted the importance of structured volunteer training and management to maintain service quality. Continuous training helps them understand organisational values while also improving their technical and communication skills. The existence of a regular monitoring and evaluation system is key to maintaining the integrity and effectiveness of field activities.

In the context of technology use, SR optimally utilises social media and digital applications for fundraising and reporting. The courier reported that this technology makes coordination easier and speeds up the aid distribution process. Additionally, digital transparency increases donor trust as they can directly view reports on how funds are used. However, there is still a need to improve digital literacy among couriers

who are spread across areas with limited internet access. Despite achieving many successes, SR also faces various challenges in its operations. One of the main challenges is maintaining accountability and transparency in managing the increasing funds. SR needs to continue developing more sophisticated and efficient reporting systems to ensure that the funds raised are managed professionally and are accountable to the public.

Another challenge is maintaining the quality of service provided by volunteers. With the increasing number of volunteers, SR needs to provide adequate training and guidance to ensure that volunteers have the necessary skills and knowledge to deliver quality services. SR also needs to develop an effective volunteer management system to ensure that volunteers can work efficiently and in a coordinated manner.

However, behind these challenges lie various opportunities that SR can leverage to develop its operations and increase its impact. One of the main opportunities is the utilisation of more advanced digital technology. SR can leverage blockchain technology to enhance transparency in fund management, use artificial intelligence (AI) to predict beneficiary needs, and develop digital platforms to facilitate communication and coordination among volunteers (Musyarofah et al., 2023).

Another opportunity is to expand the network of cooperation with the government, the private sector, and other philanthropic organisations. By building strong partnerships, SR can leverage available resources, expand program reach, and improve operational effectiveness. SR can also leverage this collaboration to conduct policy advocacy and advocate for the rights of underprivileged communities.

By overcoming challenges and seizing existing opportunities, SR can continue to grow and make a greater contribution to Indonesian society. SR can serve as a role model for other philanthropic organisations and inspire other social movements to build a more just, prosperous, and equitable society (Fauzi & Gunawan, 2022).

Religious values are the primary motivation in SR activities. The courier confirmed that the belief in the reward of charity and the principle of "heavenly deposit" fostered a high spirit of service. This faith-based approach distinguishes SR from other organisations and supports the movement's sustainability because it is based on deep trust and moral commitment. This also strengthens the emotional bond between donors, couriers, and beneficiaries (Baiq et al., 2020).

From the beneficiaries' perspective, the presence of SR provides a sense of being valued and cared for. They felt not just as recipients of aid, but as part of a caring community. The accompaniment provided by the courier and the shelter home staff has a positive

psychological effect, such as a sense of security and increased optimism. This aligns with empowerment theory, which emphasises the importance of emotional support in addition to material assistance.

The sustainability of the program is a significant concern for SR managers and couriers. They are trying to build a model that not only provides immediate assistance but also develops the capacity of beneficiaries to become self-reliant. Intensive accompaniment and social education are key strategies for achieving this goal, although they require significant resources and broad community support (Musyarofah et al., 2023).

Overall, the research findings indicate that Sedekah Rombongan successfully implemented an innovative and positively impactful philanthropic model. A work model that integrates digital technology, social capital, and religious values creates a strong synergy in empowering marginalised communities. This organisation addresses the weaknesses of the traditional charitable model with a holistic approach that involves ongoing mentorship and high transparency.

Nevertheless, this study also identifies areas for improvement, particularly in resource management, courier training, and expanding reach to remote areas. Strengthening the monitoring and evaluation system is also an important recommendation to quantitatively measure the social impact of the program and use it as a basis for strategic decision-making.

The couriers and beneficiaries provided constructive feedback that can be used for future program development, such as improved digital training, strengthened communication between different parts of the organisation, and increased cooperation with the government and other organisations. This collaborative approach is expected to strengthen SR's position as a modern philanthropic model that is adaptive and sustainable.

In an academic context, the findings of this study add insight into how community-based and technology-driven philanthropic organisations can play a role in social empowerment in developing countries. This study paves the way for further research that can conduct a more in-depth quantitative evaluation and comparative studies with other philanthropic models at both the national and international levels.

Thus, Sedekah Rombongan is not only a successful example in the field of digital philanthropy but also an inspiration for other social movements that want to combine religious values, technology, and social capital for the benefit of the wider community. Sustainability and innovation development in this model are key to addressing the increasingly complex social challenges of the future.

The following Table 1 summarises the key components of Sedekah Rombongan (SR), including its

philanthropic model, objectives, operational model, and advantages.

Table 1. The Key Components of Sedekah Rombongan (SR)

Component	Description
Philanthropy Model	Community-based digital philanthropy
Goal Empowering	Marginalised communities in Indonesia
Operational Model	Survey, assist, and accompany
Survey Stage	Identify and verify potential beneficiaries
Assist Stage	Providing material assistance (including medical expenses, food, and clothing)
Accompany Stage	Mentoring and moral support for beneficiaries
Technology	Digital platform, social media, reporting application
Accountability	Independent audit and transparent reporting
Transparency	Documentation and publication of fund usage
Advantages	Sustainable mentoring, transparency, accountability

The following table 2 summarises the key components of Sedekah Rombongan (SR), including synergy with the government, its role in the social security system, supporting infrastructure, local community involvement, social and economic impact, challenges, and sustainability.

Table 2. The Key Components of Sedekah Rombongan (SR)

Component	Description	Data
Synergy with the Government	Collaboration with the government in social programs	Poverty alleviation programs, improved access to healthcare
Role in the Social Security System	Filling gaps in government social security programs	National Health Insurance or JKN and Family Hope Program or PKH
Supporting Infrastructure	14 shelters, 19 operational vehicles	Providing fast, comfortable, and safe services
Involvement of Local Communities	Couriers from local areas	Strengthening social networks and solidarity at the community level
Social and Economic Impact	Improving acces to healthcare, education, and basic needs	Thousands of people assisted

Component	Description	Data
Challenges	Limited resources and logistical constraints	Operational funds, uneven distribution of couriers
Sustainability	The spirit of solidarity and commitment of the couriers	An important asset for the sustainability of the movement

Table 3 summarises the key components of Sedekah Rombongan (SR), including challenges, opportunities, religious values, social impact, sustainability, the role of couriers, digital technology, accountability and transparency, and operational models.

Table 3. The Key Components of Sedekah Rombongan (SR)

Component	Description	Data
Challenges	Maintaining accountability, transparency, and volunteer service quality	Fund management and volunteer training
Opportunity	Utilising digital technology, collaborating with the government and other organisations	Blockchain technology, AI, and digital platforms
Religious Values	Primary motivation in SR activities	Belief in the reward of charity, the principle of *"heavenly deposit"*.
Social Impact	Improving acces to healthcare, education, and basic needs	Thousands of people helped
Sustainability	Building a sustainable and empowering model	Intensive mentoring and social education
Courier Role	The spearhead of the movement, providing hope and moral support	Figure providing hope and moral support
Digital Technology	Facilitating fundraising, reporting, and coordination	Social media, digital applications, and blockchain technology
Accountability and Transparency	Foundation of trust, professional fund management	Reporting system and independent audit
Operational Model	Survey, Santuni, Dampigi	Holistic approach, targeted, and sustainable assistance

First, SR needs to improve its monitoring and evaluation system to measure program effectiveness

more accurately. Developing a framework that can measure Social Return on Investment (SROI) and the long-term impact of interventions will provide deeper insights into the success of programs. This is crucial for informed strategic decision-making and for attracting additional donors.

Second, volunteer training and coaching must be strengthened to maintain the quality of services provided. SR can develop more systematic and sustainable training modules, including training on the use of digital technology to facilitate reporting and communication. Thus, volunteers will be better prepared and able to perform their duties well.

Third, expanding cooperation with the government and other organisations is highly recommended. This synergy is expected to increase the reach and effectiveness of the program, as well as strengthen policy advocacy for the benefit of the less fortunate. Cross-sectoral collaboration will enable SR to expand the capacity and resources available for its social programs.

Conclusion

Sedekah Rombongan (SR) has successfully demonstrated its important role in addressing social issues in Indonesia through its innovative philanthropic model. By integrating digital technology, social capital, and religious values, SR has created a system that not only provides material assistance but also empowers communities sustainably. The survey, assist, and accompany process implemented allows for targeted and sustainable assistance, making SR a model for other philanthropic organisations to emulate.

Transparency and accountability are the cornerstones of SR's success. With an open and publicly accessible reporting system, SR has built trust between donors and beneficiaries. This not only increases donor loyalty but also strengthens the organisation's legitimacy in carrying out its social mission. This practice serves as an example for other organisations to adopt transparency principles in their operations.

The continuous support that is a hallmark of SR has had a significant impact on the lives of beneficiaries. By providing not only material assistance but also emotional and social support, SR can improve the quality of life for underprivileged communities. This approach proves that comprehensive interventions are more effective in empowering individuals and families. Although SR has achieved many successes, challenges remain, particularly in terms of resource management and limited access in remote areas.

To maintain the program's sustainability and effectiveness, SR needs to innovate in how it manages and distributes aid continuously. Further research is also needed to measure the social and economic impact of this program quantitatively. Overall, SR not only serves as a provider of assistance but also as a bridge for social solidarity in society. By prioritising religious and community values, SR has proven that community-based philanthropy can be a significant force in social empowerment in Indonesia.

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