

Directorate of IT&SS has a dynamic relational process that facilitates communication, interaction, involvement, and exchange between an organization and a community for a range of social and organizational outcomes. As a concept, the engagement features attributes of connection, interaction, participation, and involvement, designed to achieve or elicit outcomes at individual, organization, or social levels. Current research acknowledges engagement's socially-situated nature. Community engagement therefore offers an ethical, reflexive, and socially responsive approach to community-organizational relationships with engagement practices that aim to both understand and be responsive to community needs, views, and expectations.

Community engagement is a community-centered orientation based on dialogue. Community engagement enables a more contextualized understanding of community member's perception of the topics and contexts, and facilitates stronger relationships among and between community members. The outcome of community engagement is ultimately social capital and stronger relational networks. While community organization involves the process of building a grass root movement involving communities, community engagement primarily deals with the practice of moving communities towards a change, usually from a stalled or similarly suspended position.