

Congregation Satisfaction Levels on the Quality of Priests, Services from Alumna of Theology of STAKPN / IAKN Tarutung in Lutheran Church in Tapanuli Utara

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Abstract

The aim of research is to examine the level of congregation's satisfaction with the service quality of the priest from alumna of study program of Theology of STAKPN / IAKN Tarutung in Lutheran Churches in North Tapanuli Regency in 2018. This research is a qualitative descriptive approach, using survey methods. The population in this study is member of the Lutheran churches in North Tapanuli Regency. The sample of this study used proportionate random sampling technique. Data collected in the form of qualitative data, obtained from all respondents using questionnaire. Data analysis technique is to look for the average value using the formula \bar{x} . Based on research results from the calculation of the average value of the questionnaire of each item from 30 questionnaires from 60 respondents then obtained calculation of data analysis of all aspects studied with the acquisition of an average value of 3.57 in either good or satisfying categories. These average results prove that the level of congregation's satisfaction with the quality service of priest from Alumna of Study Program of Theology of STAKPN Tarutung in the Lutheran Stream Church in North Tapanuli Regency in 2018 is in the good category. Based on hypothesis testing the value of 3.57 is in the range of the average value of 2.50-4.00. Thus the hypothesis of this study was accepted that the level of satisfaction of the congregation on the quality service of priest from Alumna of Study Program of Theology of STAKPN Tarutung in Lutheran Churches in North Tapanuli Regency in 2018 was satisfying.

Keywords: *congregation's satisfaction, service quality of the priest, alumna of STAKPN Tarutung*

Introduction

Some Synods of Churches in North Sumatra which are gathered under the auspices of the Church of Indonesian Communities (PGI) have indeed cooperated with the STAKPN / IAKN Tarutung. To limit the scope and effectiveness of this research, the researchers only focused on the church synod that received alumna of Theology of STAKPN/IAKN within the scope of Lutheran churches. Based on these problems, it is thought to be very important to study how the full description of the acceptance of Alumna of STAKPN especially of Theology at the Church Synod of PGI members in North Sumatra which is Lutheran in the area of North Tapanuli Regency. The results of this study can be used by the STAKPN Tarutung especially study program of Theology as a consideration for students who are preparing themselves in the future.

Based on the description above, the main issue is to find out the level of congregation's satisfaction with the service quality of the priest of STAKPN / IAKN Tarutung especially study program of Theology in Lutheran Churches in North Tapanuli Regency in 2018. As for the indicators of service quality standards the priest must be reexamined based on the denominational context of the church of the churches that are the object of study concerned, which in this case is of course based on the primary task of the priest which is explicitly stated in the Rules and regulations of each denomination. However, as another reference in the distribution of service quality indicators, they have a basic reference to the duties and responsibilities of the priests with indicators of priest/priest service quality.

Research Method

This research is a qualitative descriptive approach, using survey methods. The population in this study is member of the Lutheran churches in North Tapanuli Regency in 2018 consisting of: (1) HKI

Sialuompu by total 1621 persons led by Rev. Suan dame, S.Th, (2) GPP Resort Taput III by total 109 persons led by Rev. James Tampubolon, S.Th, and (3) Jemaat khusus GKPI Parbubu by total 1217 persons led by Rev. Goklas Sianturu, S.Th. The three priest were alumna of Theology of IAKN tarutung. The sample of this study used proportionate random sampling technique consisting of categorical fathers, mothers, and church youth who have registered as full-membership of the Churches as many as 20 people from the HKI Sialuompu Tarutung, 20 from the GPP Resort Taput III and 20 people from the Jemaat khusus GKPI Parbubu. Data collected in the form of qualitative data, obtained from all respondents using questionnaire. Data analysis technique is to look for the average value using the formula \bar{x} as follows:

$$\bar{x} = \frac{f(fa \times 4) + f(fab \times 3) + f(fc \times 2) + f(fd \times 1)}{n}$$

Results of the Research

From the surveys towards the three congregation from the Lutheran members in North Tapanuli, the result of this research can be described by using tables as follows:

Table 1. Survey Result

No	Priest Service Duties	No item	total item	The level of satisfaction of the 3 Churches towards the Quality of Services of the Priest of STAKPN Theology Graduates					
				HKI		GPP		GKPI	
				Score	Average value	Score	Average value	Score	Average value
1	Preaching the Word of God faithfully and truthfully	1,2,3,4	4	14,30	3,57	14,75	3,69	14,90	3,72
2	Serve the sacrament (Holy Baptism and Holy Communion) faithfully.	5,6,7	3	11,65	3,88	11,45	3,81	11,60	3,86
3	-serving the congregations entrusted to him so that none of the congregations is lost, according to the Church Shepherd's Order.	8,9,10	3	10,35	3,45	10,45	3,48	10,65	3,55
4	Observe and exhort humbly and patiently those who depart from the Word of God and others not to sin.	11, 12, 13, 14, 15	5	16,60	3,32	17,95	3,59	18,85	3,77
5	Carry out the service of God's grace (by encouraging social efforts in the midst of the Church and community.	16,17 18,19	4	14,35	3,58	15,25	3,81	13,55	3,39
6	pray for and serve members of the Church, widows, orphans, fathers, mothers, young people, youth, children, sick people, and imprisoned people so that they continue to live in the faith, hope and love of the Lord Jesus Christ.	20,12, 22, 23, 24	5	16,90	3,38	17,35	3,47	16,70	3,34
7	Ordaining by laying hands on the servants of the Church to serve the Church.	25,26, 27	3	10,00	3,33	10,55	3,52	10,65	3,55
8	Fostering the growth of the life of the Church toward the maturity of fellowship, testimony, and service.	28, 29 30	3	10,80	3,60	10,70	3,57	11,30	3,77

From the table above, the average value of each indicator from the processing of research data on "The Level of Congregation Satisfaction with the Quality of Services of priest from Alumna of Study Program of Theology of STAKPN Tarutung in Lutheran Stream Church in North Tapanuli Regency in 2018" are as follows:

1. Indicators The priest's duty to preach the Word of God faithfully and correctly in the HKI Sialuompu Congregation in the good category (3.57), in the GPP Resort Taput II in the excellent category (3.69),

- GKPI Jemaat Khusus Parbubu in the excellent category (3.72). Of the three congregational responses obtained an average value of 3.66 which was excellent.
2. Indicators The priest's duty to serve the sacrament (Holy Baptism and Holy Communion) faithfully in the HKI Sialuompu Church in the excellent category (3.88), in the GPP Resort Taput II Congregation in the excellent category (3.81), GKPI Jemaat Khusus Parbubu in the excellent category (3.86). Of the three congregational responses obtained an average value of 3.85 which was excellent.
 3. Indicators The priest's duty to herd the sheep entrusted to him so that none of the sheep is lost, according to the Church Shepherd System in the HKI Sialuompu Church in the good category (3.45), in the GPP Resort Taput II Congregation in the good category (3.48), in the GKPI Jemaat Khusus Parbubu is in the good category (3.55). From the three congregation responses, an average value of 3.49 which was satisfying.
 4. Indicators The task of the priest to carry out the service of God's grace (Dionia), by encouraging social efforts in the midst of the church members and the community in the HKI Sialuompu Congregation is included in the good category (3.32), in the GPP Resort Taput II Congregation in the good category (3.59), in the GKPI Jemaat Khusus Parbubu is included in the good category (3.77). From the three congregational responses an average value of 3.56 which was satisfying.
 5. Indicators The task of the priest to carry out the service of God's grace (deaconess), by encouraging social efforts in the midst of the Congregation and the community in the HKI Sialuompu Church in the good category (3.58), in the GPP Resort Taput II Congregation in the very good category (3.81), in the GKPI Jemaat Khusus Parbubu was in the good category (3.39). From the three congregation responses, an average value of 3.60 was obtained, which was Excellent.
 6. Indicators The task of the priest is to pray for and serve members of the Church, widows, orphans, fathers, mothers, young people, teenagers, children, sick people, and people imprisoned so that they continue to live in faith, hope and love Lord Jesus Christ in the HKI Sialuompu Church in the good category (3.38), in the GPP Resort Taput II Church into the good category (3.47), in the GKPI Jemaat Khusus Parbubu in the good category (3.34). Of the three congregational responses, an average value of 3.40 which was satisfying.
 7. Indicators The priest's duty to ordain by laying hands on Church servants to serve the congregation in the HKI Sialuompu Congregation in the good category (3.33), in the GPP Resort Taput II Congregation in the good category (3.52), in the GKPI Jemaat Khusus Parbubu in the good category (3.55). Of the three congregation responses obtained an average value of 3.47, which as satisfying.
 8. Indicators The priest's duty to foster the growth of the life of the Church towards maturity of fellowship, testimony, and service in the HKI Sialuompu Church in the excellent category (3.60), in the GPP Resort Taput II Church in the good category (3.57), in the GKPI Jemaat Khusus Parbubu in the very good category (3.77). Of the three congregational responses, an average value of 3.65 was obtained, which was excellent.

Based on the calculation table above, the average number of scores on the frequency of answers to the analysis of the congregation's satisfaction level on quality of services of priest from alumna of Study Program of Theology of STAKPN Tarutung are as follows:

1. The level of satisfaction of the average score of HKI Sialuompu congregation was 3.50. The results of this average score prove the level of congregation satisfaction with the level of congregation satisfaction with the service quality of priests graduating from theology department of STAKPN Tarutung in the category of satisfying.
2. The level of satisfaction of the average score of GPP Region III Taput congregation was 3.61. The results of this average score prove the level of congregation satisfaction with the level of congregation's satisfaction with the quality services of priest from Alumna of Study Program of Theology of STAKPN Tarutung in the excellent category.
3. The level of satisfaction of the average score of the GKPI Jemaat Khusus Parbubu was 3.60. The results of this average score prove the level of satisfaction of the congregation to the level of satisfaction of the church to the quality service of priest from Alumna of Study Program of Theology of STAKPN Tarutung in the excellent category

From the three data obtained the average value of the congregation satisfaction level of 3.57 in the satisfying category. These average results prove that the level of congregation's satisfaction with the quality service of priest from Alumna of Study Program of Theology of STAKPN Tarutung in the Lutheran Churches in North Tapanuli Regency in 2018 is in the good category. Based on the hypothesis testing, the value of 3.57 is in the range of the average value of 2.50-4.00. Thus, the hypothesis of this study was accepted that the level of satisfaction of the congregation on the quality service of priest from Alumna of Study Program of Theology of STAKPN Tarutung in Lutheran Stream Church in North Tapanuli Regency in 2018 was satisfying.

Conclusion

20 GKPI Jemaat Khusus Parbubu then obtained calculation of data analysis of all aspects studied with the acquisition of an average value of 3.57 in either good or satisfying categories. These average results prove that the level of congregation's satisfaction with the quality service of priest from Alumna of Study Program of Theology of STAKPN Tarutung in the Lutheran Stream Church in North Tapanuli Regency in 2018 is in the good category. Based on hypothesis testing the value of 3.57 is in the range of the average value of 2.50-4.00. Thus the hypothesis of this study was accepted that the level of satisfaction of the congregation on the quality service of priest from Alumna of Study Program of Theology of STAKPN Tarutung in Lutheran Churches in North Tapanuli Regency in 2018 was satisfying.

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