

Level of Loyalty of The Tabernacle Pentecostal Church (GPT) in Surabaya During Pandemic

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Abstract— The COVID-19 pandemic has had a tremendous impact on church service activities. The government's policy is to implement large-scale social restrictions (PSBB) where churches are conditioned to carry out worship services online. Therefore, this study was carried out quantitatively to determine whether there was an effect of the COVID-19 pandemic on congregational loyalty in GPT throughout Surabaya. From the results of the study it was found that the loyalty of the GPT Surabaya congregation is loyal enough. Thus, the impact of COVID-19 does not have a significant effect on the loyalty of the congregation to the GPT Surabaya. **Research Contribution:** The results of this study hope that the GPT in Surabaya will continue to maintain and improving online worship services that have been running quite well. And for the GPT in Surabaya which has not yet held online worship services, it is hoped that it can hold online worship services.

Keywords—*covid-19; loyalty; congregation; pandemic; corona virus; GPT; online service*

I. INTRODUCTION

These pandemic is the spread of a disease over a very wide area. SARS Cov-2 (*Severe acute respiratory syndrome coronavirus 2*) [1] also known as Corona Virus is a corona virus that has not been previously known to humans. This virus causes a disease that can endanger human life and is known as Covid-19. First known to have occurred in the city of Wuhan [2], China in November 2019. Declared by WHO [3] as a pandemic [4] as of March 11, 2020, as of April 26, 2021 there have been 147,88 million registered positive cases of Covid-19 including 3,22 million deaths [5].

The transmission of Covid-19 is through ACE2 receptors, which makes this virus spread quickly. To prevent the spread and transmission of Covid-19, the government has taken a

policy for every citizen to apply 3M (using masks, washing hands and maintaining distance). However, in its development, it turned out that 3M was unable to prevent the spread of Covid-19, so the government took the decision to implement PSBB (Large-Scale Social Restrictions) [6]. This has an impact on the cessation of worship activities throughout Indonesia, including worship in churches.

This PSBB policy lasted for several months so the church could not carry out ecclesiastical activities. This causes churches in Indonesia to look for solutions to be able to carry out ecclesiastical activities. One of the solutions used is to carry out worship online through social media such as Facebook, Youtube, Zoom Meeting, Instagram, etc.

Based on data from the Bilangan Research Center (BRC) regarding the impact of Covid-19 on the spirituality of Christians in Indonesia, it shows that there has been a decline in church attendance in attending Sunday services. For example, before the pandemic (January-February 2020) the percentage of congregation attendance at Sunday services in Java was 77.7% and during the pandemic there was a decline to 65.7% [7].

Loyalty from the root word loyal means loyal, while loyalty means loyalty, obedience. The loyalty of the congregation here is the loyalty of the congregation to the local church (Tabernacle Pentecostal Church). Congregational loyalty to the local church in terms of 1) being faithful to online worship at the local church according to the schedule, 2) being faithful in giving offerings and tithing, 3) being faithful / obey to the policies set by the local church.

Tabernacle Pentecostal Church (GPT) [8] founded in 1970 by Pastor In Juwono in Surabaya. In Surabaya the total number of congregations is 1775 people. During the large-scale social restrictions (PSBB), GPT churches in Surabaya stopped all

worship activities. To provide services to church congregations, GPT in Surabaya carries out online worship. However, some churches cannot carry out worship online due to limited facilities and resources.

The implementation of online worship requires large funds to provide adequate infrastructure and human resources. On the other hand, there is no social interaction between church congregations, not all church congregations have adequate facilities and *are* technologically *literate*, and are not mentally, spiritually and physically ready to attend online worship [9]. However, the advantages of online worship are not limited by distance, space and time. Worship online has a wide reach so that it can serve more souls.

II. METHOD

This study uses a quantitative method, which is a method based on the philosophy of positivism to examine a particular population or sample [10]. The study was conducted on members of the congregation at the GPT in Surabaya with a total population of 1775 people. The sampling technique was carried out randomly using the Slovin [11] formula with a 95% confidence level, and an error rate of 5% so that the number of samples from the total population is 326 respondents. Researchers distributed questionnaires in the form of google forms to be processed in this study. For the choice of answers to the questionnaire using a rating scale [12] which are organized into categories. From statistical processing that produces the percentage of respondents' answers will be explained and concluded.

III. FINDINGS AND DISCUSSION

A. The Discipline of Following Online Worship at the Tabernacle Pentecostal Church

According to Suharsimi Arikunto [13], discipline refers to a type of rule involvement in achieving the right standards or following the right rules in activities. The discipline of the Pentecostal Tabernacle Church in Surabaya in participating in online worship during the Covid-19 pandemic can be seen from the results of the research below.

TABLE I. DO YOU ATTEND ONLINE WORSHIP AT A LOCAL CHURCH ON SCHEDULE/ON TIME?

Answer	Amount	Percentage (%)
Always Follow	222	67.89
Sometimes Following	78	24.16
Never Follow	26	7.95
Total	326	100

The table above shows that respondents who always follow online worship according to schedule/on time are 222

respondents (67.89%), Sometimes following 78 respondents (24.16%) and never following 26 respondents (7.95%).

TABLE II. DO YOU ALWAYS ATTEND ONLINE WORSHIP AT THE LOCAL CHURCH FROM THE BEGINNING OF WORSHIP TO THE END OF WORSHIP?

Answer	Amount	Percentage (%)
Yes	175	53.68
Sometimes	111	34.05
Not	40	12.27
Total	326	100

The table above shows that respondents who took part in online worship with the same preparation and attitude as offline worship by answering "Yes" were 175 people (53.68%), who answered "Sometimes" as many as 111 people (34.05%), and 40 people answered "No" (12.27%).

From the results of the survey on discipline when they following online worship at Tabernacle Pentecostal Church showed that congregation of Tabernacle Pentecostal Church disciplined enough.

B. Obedience to the Rules of the Tabernacle Pentecostal Church

As a member of the congregation, we are expected to obey every rule set by the Tabernacle Pentecostal Church. According to Ramayulis, religious observance is the human tendency to worship God, manifested by carrying out everything that God commands, and avoiding everything that He forbids [14]. This is in line with Milgram who said that obedience is related to obedience to the authority of the rules [15]. The congregation's adherence to the rules set by the Tabernacle Pentecostal Church can be seen in the following table.

TABLE III. IN FOLLOWING ONLINE WORSHIP, WHICH PART OF WORSHIP DO YOU LOOK FORWARD TO THE MOST?

Answer	Amount	Percentage (%)
Praise	15	4.60
Worship	10	3.07
Sermon	31	9.51
All (From start to finish)	270	82.82
Total	326	100

From the table above, it is known that respondents who follow online worship who look forward to / like "Praise" 15 respondents (4.60%), "Worship" 10 respondents (3.07%), "Sermon" as many as 31 respondents (9.51%) and "All (From the beginning to the end)" as many as 270 respondents (82.82%).

TABLE IV. DO YOU AGREE WITH THE POLICIES SET BY THE CHURCH (SUCH AS ONLINE WORSHIP, OR OFFLINE WORSHIP, OR OTHER POLICIES)?

Answer	Amount	Percentage (%)
Always Agree	259	79.45
Sometimes Agree	65	19.94
Never Agree	2	0.61
Total	326	100

The table above shows that the congregations who always agree with the policies implemented by the church are 259 respondents (79.45%), sometimes agree 65 respondents (19.94%), and never agree 2 respondents (0.61 %).

From the results of research on the question of observance of the Tabernacle Pentecostal Church's rules can be concluded that the Tabernacle Pentecostal Church congregation Surabaya categorized devout congregation.

C. Commitment to the Tabernacle Pentecostal Church

Another indicator of the loyalty of the congregation is its commitment to attending worship services and giving offerings and tithes to the church. As Steers and Porter [16] looked commitment as an attitude that people are willing to be involved against their organization. The person is willing to donate everything that is in him for the benefit of the organization (church) , with the intention that the organization remains in good condition . The congregation's commitment to the Tabernacle Pentecostal Church can be seen below.

TABLE V. DO YOU TAKE PART IN ONLINE WORSHIP THAT YOU GIVE THE SAME TREATMENT AS OFFLINE/FACE-TO-FACE WORSHIP (EXAMPLE TAKE A SHOWER/MAKEUP FIRST, WEAR NEAT CLOTHES, SIT/STAND NOT LYING DOWN /SITTING RELAXED, FOCUS NOT ON DOING OTHER THINGS)

Answer	Amount	Percentage (%)
Yes	175	52.08
Sometimes	111	33.04
No	40	14.88
Total	326	100

From the table above shows that respondents who gave the same treatment as offline/face-to-face worship (example bathing/makeup first, wearing neat clothes, sitting/standing not lying down/sitting relaxed, not being focused on doing other things) with answers "Yes" as many as 175 (52.08%) who answered "Sometimes" 111 respondents (33.04%) and those who answered "No" were 40 respondents (14.88%).

TABLE VI. DO YOU ALSO ATTEND ONLINE WORSHIP AT OTHER CHURCHES?

Answer	Amount	Percentage (%)
Follow Often	19	5.83

Sometimes Following	112	34.36
Do not follow	195	59.82
Total	326	100

From the table above it is known that the level of loyalty of respondents to the church can be seen from the answers in terms of following the online worship in another church, namely 19 (5.83%) of respondents answered "follow often", 112 (34.36%) of respondents answered "Sometimes Follows" and 195 (59.82%) respondents answered "Not Following" online worship at other churches.

TABLE VII. DURING THE PANDEMIC, DID YOU GIVE OFFERINGS AND TITHES AT YOUR CHURCH BEING SHEPHERDED?

Answer	Amount	Percentage (%)
Always Give	181	55.52
Sometimes Give	119	36.50
Never Give	26	7.98
Total	326	100

The table above shows that 181 respondents (55.52%) always gave offerings and tithes to their churches, 119 respondents (36.50%) sometimes gave and 26 respondents (7.98%) answered that they never gave offerings and tithes to their churches.

TABLE VIII. IF GIVEN A CHOICE, WOULD YOU PREFER TO WORSHIP ONLINE OR OFFLINE?

Answer	Amount	Percentage (%)
Online Worship	45	13.80
Offline Worship	281	86.20
Total	326	100

The table above shows that 45 respondents (13.80%) choose to worship online, while 281 (86.20%) respondents worship offline. In offline worship has more demands than online worship (discipline, obedience and commitment). These results indicate that the Tabernacle Pentecostal Church congregation prefers offline worship, which means that the Tabernacle Pentecostal Church congregation in Surabaya is very loyal.

The results of the research above can be concluded that the congregation has a good level of commitment to the Tabernacle Pentecostal Church

IV. CONCLUSION

Based on the results of the research above, the researcher concludes that the loyalty of the Pentecostal Tabernacle Church congregations in Surabaya during the Covid-19 pandemic is as follows: (a) Discipline congregation

in following online worship at Tabernacle Pentecostal Church show that Tabernacle Pentecostal Church congregation disciplined enough. (b) The Obedience congregation against the rules set by Tabernacle Pentecostal Church is categorized devout congregation. (c) The Commitment of the Tabernacle Pentecostal Church Congregation shows the level of commitment that is in the good category.

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