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

Nurelni Limbong
IAKN Tarutung, Indonesia (e-mail) pdt.nurelni.limbong@gmail.com

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
Siualuompu 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 Siualuompu 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:

\[
\bar{x} = \frac{\sum (f_i x_i)}{n}
\]

### 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

<table>
<thead>
<tr>
<th>No</th>
<th>Priest Service Duties</th>
<th>No item</th>
<th>total item</th>
<th>HKI</th>
<th>Average value</th>
<th>GPP</th>
<th>Average value</th>
<th>GKPI</th>
<th>Average value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Preaching the Word of God faithfully and truthfully</td>
<td>1,2,3,4</td>
<td>4</td>
<td>14</td>
<td>3.57</td>
<td>14</td>
<td>3.69</td>
<td>14</td>
<td>3.72</td>
</tr>
<tr>
<td>2</td>
<td>Serve the sacrament (Holy Baptism and Holy Communion) faithfully.</td>
<td>5,6,7</td>
<td>3</td>
<td>11</td>
<td>3.65</td>
<td>11</td>
<td>3.81</td>
<td>11</td>
<td>3.86</td>
</tr>
<tr>
<td>3</td>
<td>serving the congregations entrusted to him so that none of the congregations is lost, according to the Church Shepherd's Order.</td>
<td>8,9,10</td>
<td>3</td>
<td>10</td>
<td>3.45</td>
<td>10</td>
<td>3.48</td>
<td>10</td>
<td>3.55</td>
</tr>
<tr>
<td>4</td>
<td>Observe and exhort humbly and patiently those who depart from the Word of God and others not to sin.</td>
<td>11, 12, 13, 14, 15</td>
<td>5</td>
<td>16</td>
<td>3.32</td>
<td>17</td>
<td>3.59</td>
<td>18</td>
<td>3.77</td>
</tr>
<tr>
<td>5</td>
<td>Carry out the service of God's grace (by encouraging social efforts in the midst of the Church and community).</td>
<td>16, 17, 18, 19</td>
<td>4</td>
<td>14</td>
<td>3.58</td>
<td>15</td>
<td>3.81</td>
<td>13</td>
<td>3.39</td>
</tr>
<tr>
<td>6</td>
<td>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.</td>
<td>20, 12, 22, 23, 24</td>
<td>5</td>
<td>16</td>
<td>3.38</td>
<td>17</td>
<td>3.47</td>
<td>16</td>
<td>3.34</td>
</tr>
<tr>
<td>7</td>
<td>Ordaining by laying hands on the servants of the Church to serve the Church.</td>
<td>25, 26, 27</td>
<td>3</td>
<td>10</td>
<td>3.33</td>
<td>10</td>
<td>3.52</td>
<td>10</td>
<td>3.55</td>
</tr>
<tr>
<td>8</td>
<td>Fostering the growth of the life of the Church toward the maturity of fellowship, testimony, and service.</td>
<td>28, 29, 30</td>
<td>3</td>
<td>10</td>
<td>3.60</td>
<td>10</td>
<td>3.57</td>
<td>11</td>
<td>3.77</td>
</tr>
</tbody>
</table>

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 Siualuompu Congregation in the good category (3.57), in the GPP Resort Taput II in the excellent category (3.69),
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 Siualuompu 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.

4. The congregation's satisfaction with the level of services, an average value of 3.49 was obtained, which was satisfying.

5. Of the three congregational responses obtained an average value of 3.56 which was satisfying.

6. From the three congregation responses, an average value of 3.47 which was satisfying.

7. Of the three congregational responses obtained an average value of 3.66 which was satisfactory.

8. From the three congregation responses, an average value of 3.49 which was satisfying.
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.

**References**

Agenda HKI yang dikeluarkan oleh Kolportase HKI terbitan Tahun 2008.
Aritonang, Jan S., *berbagai Aliran Di Dalam Dan Di Sekitar Gereja*, (Jakarta: BPK Gunung Mulia, 2009)
Buku Tata gereja Huria Kristen Indonesia (HKI) Tahun 2005: Termasuk Revisi dan Perubahannya
Buku Tata Gereja GPP Tahun 2010.
Peraturan Rumah Tangga GKPI (Ditetapkan Pada Sinode Am Kerja GKPI Tahun 2013)
Permendikbud No. 49 Tahun 2014 pasal 4 ayat 1 dalam Jonner Hasugian, *Penetapan dan Pengembangan Sistem Penjaminan Mutu Internal (SPMI) pada STAKPN Tarutung, 19 s.d 22 April 2018.*
Studi Institut yang diselenggarakan PERSETIA pada 24-26 April 2012 di Wisma Duta Wacana, Kaliurang Yogyakarta.
Yusak Soleiman (ed.), *Asian Liberation Theology*, (Jakarta: Persetia), 2015.