



## CONGREGATION SATISFACTION TOWARDS SERVICES OF CHURCH MUSIC DEVELOPMENT COMMISSION AT GKJW JEMAAT SEMAMPIR

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Article info	ABSTRACT
<p><b>Corresponding Author:</b></p> <p>Akde Triyoga  <a href="mailto:akdetriyoga@gmail.com">akdetriyoga@gmail.com</a>            STIKES RS Baptis Kediri</p>	<p>This study aims to describe the perception of Congregation towards the Service carried out by the Church Music Development Commission/ <i>Komisi Pembinaan Musik Gereja</i> (KPMG) in accompanying praise in worship. The research subjects were 60 congregations of GKJW Semampir using purposive sampling techniques. This study uses a quantitative method, research data were collected using a congregation satisfaction scale with 5 Service Quality Indicators according to Parasuraman as many as 13 items. The study was analyzed by frequency distribution, SPSS version 25.0 for windows. The results of the study showed that the Congregation's Satisfaction with the Church Music Development Commission Service was moderate. The Tangibles Indicator obtained was moderate, the Reliability Indicator obtained was moderate, the Responsiveness Indicator obtained was moderate, the Assurance Indicator obtained was high, and the Empathy Indicator obtained was high.</p> <p><b>Keywords:</b> <i>Congregation Satisfaction, Services of Church Music</i></p>
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### INTRODUCTION

Quality of service is a must for the Church to survive and gain the trust of the congregation. Service is not just to serve but is an effort to build long-term cooperation with principles that provide growth. Service in the church includes service to church music, so the service must be of quality, as the wishes of the congregation who are able to provide added value in the eyes of the congregation about worship services to foster faith.

The world is in an era of openness and speed of information. These changes are fast, dynamic and complex. This not only has an impact on the business environment but also on the social and religious environment, namely the Church. This condition encourages the increasing diversity of the needs of the congregation, of course often accompanied by various demands and expectations of service in accordance with the times. This makes the Church a social service organization that serves the public need to improve. The Church responds to this development in relation to services that must be optimal for the congregation. The increasing number of congregation members, increasingly open information, increasingly complex struggles in the midst of the congregation are of course in line with the tendency of the congregation's service needs changing to more practical things in this day and age is the

reason why the Church must continue to ignite the spirit of its calling and measure the efficiency and effectiveness of its service tasks in the midst of the world

Worship is a means taught by all religions that can be used by humans to communicate with God. Every religion must teach good and correct worship. Worship will be wise if the worship is created in a dignified atmosphere, away from the crowds so that the community can truly enjoy the way of worship, and the congregation can also truly appreciate the way of worship. Worship will be alive if all worship officers who are musicians, song leaders, liturgists and preachers can carry out their duties well according to their parts. If there are worship staff members who cannot carry out their duties properly, then the worship procedures will also be disrupted and the church will not be able to carry out worship properly and solemnly, for example, the song leader is not skilled at singing songs, or the musicians play the wrong tempo of the song so that the song cannot be enjoyed by the congregation.

Good quality of service in the field of music is an effort that can be made by the Church in facing competition in the field of service that is closely related to the satisfaction of the congregation. The quality of service expected by the congregation is adequate facilities, good service, and comfort, which can satisfy. According to Lupiyoadi (2014:2016) identifies a complete set of service attributes which can be used by customers as criteria in assessing the service performance of a company or service institution. The assessment of quality is based on five dimensions of service quality, namely tangibles (physical evidence), reliability (reliability), responsiveness (responsiveness), assurance (assurance), Empathy (empathy). Thus, service quality is one of the things that must be prioritized in companies engaged in the service sector, because the quality of service is what will determine consumer satisfaction. If associated with the Church, the satisfaction of the congregation is also an important element in running a service program. Every servant in carrying out the service must compete to provide satisfaction for his congregation.

This study examines how the congregations who worship at GKJW Jemaat Semampir responds to the accompanying music used in Sunday worship whether the congregation is satisfied with the accompanying music.

### **Service Quality**

According to Tjiptono (2012:157) service quality is a measure of how well the level of service provided can meet customer expectations. In other words, there are two main factors that influence service quality, namely expected service and perceived service. If the service received or suggested is in accordance with expectations, then the service quality is perceived as good and satisfying. Meanwhile, if the service received or felt is not as expected, then the service quality is perceived as poor quality. Quality must start with customer needs and end with customer perception. According to Parasuraman (2002) in Sangadji, Sopiah (2013) service quality can be seen from five main dimensions, namely

#### **Physical Evidence (tangible)**

The ability of a company to show its existence to external parties. The appearance and ability of the company's physical facilities and infrastructure that can be relied on, the condition of the surrounding environment is real evidence of the service provided by the service provider. This includes physical facilities (for example: buildings, equipment and equipment used (technology), and the appearance of its employees). According to Tjiptono, (2012:175) regarding the physical appearance of service facilities, equipment/supplies.

This means that in providing services, everyone who wants service can feel the importance of physical evidence shown by the service developer, so that the service provided provides satisfaction. The form of physical evidence of service is usually in the form of available service facilities and infrastructure, service technology used, service provider performance that is in accordance with the characteristics of the service provided in showing work performance that can be given in the form of physical services that can be seen. Indicators of physical evidence (tangibles) are Facilities, cleanliness, and appearance of servants/employees.

### **Reliability**

The ability to provide services as promised accurately and reliably. Performance must be in accordance with customer expectations, which means punctuality, equal service for all customers without error, sympathetic attitude and with high accuracy. Every service requires a reliable form of service, meaning that in providing services, every servant/employee is expected to have the ability in knowledge, expertise, independence, mastery and high work professionalism, so that the work activities carried out produce a satisfactory form of service, without complaints and excessive impressions of the services received by the community.

The relationship between the dimensions of service reliability is very important in the dynamics of an organization's work. Reliability is a form of distinctive feature or characteristic of servants/employees who have high work performance. Reliability in providing services can be seen from services according to the level of knowledge possessed, reliability and skill in mastering the applied field of work, reliability in mastering the field of work according to the work experience shown and reliability in using work technology. Indicators of Reliability are servant ability, servant readiness, accuracy and quality of service.

### **Responsiveness**

A policy to assist and provide fast and accurate service (responsiveness) to customers, with clear information delivery. According to Tjiptono (2012: 175) regarding the willingness and ability of service providers to assist customers and respond to their requests immediately. Every servant/employee in providing forms of service prioritizes aspects of service that greatly affect the behavior of people who receive service, so that responsiveness is needed from employees to serve the community according to the level of absorption, understanding, and incompatibility of various forms of service that they do not know.

An organization is very aware of the importance of the quality of responsiveness service for the services provided. Everyone who receives service really needs an explanation of the service provided so that the service is clear and understandable. To realize and realize this, the quality of responsiveness service has an important role in fulfilling various explanations in service activities to the community. If responsiveness service is provided well, then directly responsiveness service is considered successful, and this becomes a form of successful work performance. Indicators of responsiveness are responsive service and fast service.

### **Assurance**

Knowledge, courtesy and ability of the servants/employees of a company or social service institution to foster trust in customers or congregation members towards the company or church. This includes several components including communication, credibility, security, competence and courtesy. According to Tjiptono (2012: 175) regarding the knowledge and courtesy of employees and their ability to foster trust and confidence in customers, every

form of service requires certainty of the service provided. The form of certainty of a service is very much determined by the guarantee of the servant/employee who provides the service, so that the person receiving the service feels satisfied and confident that all forms of service carried out are complete and completed in accordance with the speed, accuracy, ease, smoothness and quality of the service provided.

The guarantee of the service provided by the servant/employee is very much determined by the performance of the service, so that it is believed that the servant/employee can provide reliable, independent and professional service which has an impact on the satisfaction of the service received. Indicators of assurance are service presentation, mastery of service forms, mastery of service techniques and servant attitudes.

### **Empathy**

Giving sincere and individual or personal attention given to customers or congregation members by trying to understand their desires. Where a Church is expected to have an understanding and knowledge of the congregation members, understand the specific needs of the congregation members, and have operating hours for all service devices that are comfortable for the congregation members. According to Tjiptono, (2012:175) the company understands the problems of its customers and acts in the interests of customers and provides personal to customers and has comfortable operating hours.

Empathy in a service is the existence of attention, seriousness, sympathy, understanding and involvement of parties interested in the service to develop and carry out service activities according to the level of understanding and comprehension of each party. The party providing the service must have empathy to understand the problems of the party to be served. This means that empathy in a church is very important in providing a quality of service according to the work performance shown by a servant. Indicators of empathy are focused service, servant initiative and service regardless of social status.

### **Church Congregation Satisfaction**

Basically, the purpose of a ministry is to create a condition where the church members feel satisfied with the church service. The creation of church congregation satisfaction can provide several benefits, including a harmonious relationship between church servants and congregations, providing a good foundation for the growth of faith and the creation of church member loyalty to the church institution, and forming word-of-mouth recommendations that provide a positive image and image of church services.

Church congregation satisfaction is evidence that the church congregations feel comfortable with the services and services provided by the church when they come to church. This is also a form that the expectations of the church congregations have been met so that the church congregations feel satisfied and will return to the church. Church congregation satisfaction is very important to note because it can affect the development of a church and even the loyalty of church congregation to the church in the long term. To find more clearly about satisfaction, the following researchers present definitions put forward by experts:

According to Mowen and Minor (2002) in Sudaryono (2016:78) consumer satisfaction is defined as the overall attitude shown by consumers towards goods and services after they obtain and use them. This is a post-evaluative assessment caused by the selection of special purchases and the experience of using or consuming the goods or services.

According to Crow et., all (2003) in Priansa (2017:197) stated that satisfaction comes from the Latin "satis" which means enough and something that is satisfying will meet expectations, needs, or desires, and does not cause complaints.

According to Zeithaml and Bitner (2005) in Sangadji, Sopiah (2013:180) consumer satisfaction is "customer's evaluation of a product or service in terms of whether that product or service has met their needs and expectations". Consumers who are satisfied with the products/services they buy, and use will return to use the services/products offered. This will build consumer loyalty.

According to Kotler and Keller (2009:138-139) satisfaction is a feeling of pleasure or disappointment that comes from a comparison between their impression of the performance (results) of a product and their expectations. According to the definition above, satisfaction is perceived as the result of a consumer assessment after using a product compared to expectations.

## **METHOD**

In this study, the research approach used by the researcher is descriptive research using a survey research method. The results of this study were processed by tabulating data using the SPSS application. The research instrument used in this study was a questionnaire which would then be examined quantitatively (numbers) to determine the tendencies, behavior, or opinions of a population. This was done to achieve the objectives of this study, namely, to determine the congregation satisfaction of the GKJW Jemaat Semampir with Church Music Development Commission Services in worship. The instrument was compiled based on the concept of the Service Quality theory according to Parasuraman (2002) according to Sangaji, Sopiah (2013) which consists of five dimensions of service quality, namely tangibles (physical evidence), reliability, responsiveness, assurance, empathy.

While the measurement scale that will be used to provide answers from respondents uses a Likert scale. Sugiyono (2016:39) explains that the Likert scale is used to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomena. Alternative answer choices use statements strongly agree, agree, disagree, strongly disagree where each answer is given a score of 1-4, so that respondents still provide an attitude and are not neutral towards each statement that must be answered. The following are the assessment scores for each statement: a) SS = Strongly Agree Score 4; b) ST = Agree Score 3; c) TS = Disagree Score 2; d) STS = Strongly Disagree Score 1

The research data was taken using a questionnaire that was distributed to members of the congregation randomly when attending Sunday services. The data was given and taken home to be filled in and then submitted back to the church during Sunday services, or it could also be submitted to the Members of the Congregation Council in each neighborhood group/*kelompok rukun warga* (KRW) to then be submitted to the church. Data collection took about 2 weeks from the time the questionnaire was submitted. The data was then recapitulated and analyzed using the SPSS application with a frequency distribution.

## **RESULT AND DISCUSSION**

### **Finding**

This research was conducted in neighborhood group/*kelompok rukun warga* (KRW) in GKJW Jemaat Semampir area. This church has 3 (three) KRW, namely: KRW Adam,

KRW Lukas and KRW Timotius.

**Table 1 Characteristics of the Number of Respondents**

No.	KRW	Frequency	Percentage
1.	Adam	25	42 %
2.	Lukas	30	50 %
3.	Timotius	5	8 %
	<b>Total</b>	<b>60</b>	<b>100%</b>

Based on table 1, it showed that the respondents numbered 60 people, distributed to KRW Adam as many as 25 people (42%), KRW Lukas as many as 30 people (50%) and KRW Timotius as many as 5 people (8%).

**Table 2 Congregation Satisfaction with KPMG Services at GKJW Jemaat Semampir**

**Kepuasan Jemaat Terhadap Layanan KPMG**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kepuasan Rendah	3	5,0	5,0	5,0
	Kepuasan Sedang	57	95,0	95,0	100,0
	Total	60	100,0	100,0	

Table 2 showed that most respondents have a Medium Level of Satisfaction with KPMG Services at GKJW Jemaat Semampir, as many as 57 people (95%).

**Table 3 Frequency Distribution of Survey Instrument Indicators**

No	Item	Congregation Satisfaction			
		Less	Moderate	High	Total
1	Tangibles	6,7 %	93,3 %	0 %	100 %
2	Reliability	0 %	100 %	0 %	100 %
3	Responsiveness	0 %	96,7 %	3,3 %	100 %
4	Assurance	0 %	21,7 %	78,3 %	100 %
5	Empathy	0 %	6,7 %	93,3 %	100 %

Table 3 showed that in the Tangibles Indicator, the majority of respondents had Moderate Satisfaction of 93.3%; in the Reliability Indicator, 100% of respondents had Moderate Satisfaction; in the Responsiveness Indicator, the majority of respondents had Moderate Satisfaction of 96.7%; in the Assurance Indicator, the majority of respondents had High Satisfaction of 78.3%; in the Empathy Indicator, the majority of respondents had High Satisfaction of 93.3%.

**Table 4 Frequency Distribution of Survey Instrument Items**

No	Questions	Number of Respondents Who Answered			
		Strongly Agree	Agree	Disagree	Strongly Disagree
1	Q 1	0	24	36	0
2	Q 2	0	19	41	0
3	Q 3	0	22	38	0

4	Q 4	0	29	31	0
5	Q 5	0	28	32	0
6	Q 6	4	48	8	0
7	Q 7	0	22	38	0
8	Q 8	0	22	38	0
9	Q 9	0	25	35	0
10	Q 10	0	47	13	0
11	Q 11	19	33	8	0
12	Q 12	13	37	10	0
13	Q 13	12	45	3	0

Table 4 showed that most respondents answered disagree on the questionnaire for items no. 1, 2, 3, 4, 5, 7, 8, and 9. Meanwhile, some respondents answered agree or strongly agree on the questionnaire for items no. 6, 10, 11, 12, and 13.

## Discussion

The results of the study of Congregation Satisfaction with the Services of the Church Music Development Commission (KPMG) obtained a Moderate Satisfaction Level, which was 95%. Meanwhile, based on 5 Indicators, namely: Tangible, Reliability, Responsiveness, Assurance, and Empathy, the following results were obtained:

The Tangible Indicator (Physical Evidence) has a Moderate satisfaction level of 93.3%. This shows that respondents consider the appearance of the music team and Pandu Puji to be less attractive, coupled with the space for placing musical instruments that is not spacious enough so that the arrangement of musical instrument equipment is inadequate. This is followed by respondents who mostly assessed "disagree" on item question no. 1 about "Adequate space for arranging musical equipment" question number 2 about "Musical instruments are adequate for worship purposes", question number 3 about "Musical equipment is neatly arranged and clean" and question number 4 about "Music officers and Pandu Puji appear neat and attractive". This shows that respondents consider that the room used for the Music and Praise Team is not representative, this is possible because the church is a new building but is not large enough to provide a place for the Music Team to arrange their equipment so that the placement looks less neat and less clean. This affects the appearance of the Music Team and Praise Guide officers who look less neat. The amount of musical equipment also seems makeshift because some musical equipment such as drums, guitars, basses along with their equipment are not installed, and only keyboards are installed considering the inadequate amount of space.

The Reliability indicator has a medium level of satisfaction reaching 100% of respondents. This shows that respondents consider the music and Praise Guide officers to lack the ability to play music and sing well and correctly. This is evidenced by question no. 5 about "Music and Praise Guide officers have adequate musical/singing skills" and no. 7 about "Music and Praise Guide officers play music and sing properly during worship" most respondents gave the answer "disagree". Meanwhile, question number 6 about "Music Officers and Praise Guides appear to have prepared themselves well for praise in worship" most respondents gave the answer "Agree". This shows that respondents consider the Music Team and Praise Guides to be lacking in musical and singing skills, so that often during worship they are not appropriate in carrying out praise activities in worship. However,

according to question number 6 about “Music Officers and Praise Guides appear to have prepared themselves well for praise in worship” respondents consider that all Music Teams and Praise Guides have prepared themselves as well as possible when on duty in worship.

The Responsiveness indicator has a moderate level of satisfaction reaching 96.7%. This shows that respondents consider the Music Team and Praise Guide to be less responsive to the dynamics of worship activities. This is evidenced by question no. 8 about "Music Officers and Praise Guides are responsive to changes in praise during worship" and number 9 about "Music Officers and Praise Guides respond quickly to the Servant if there is a change in praise during worship". This proves that respondents consider the Music Team and Praise Guide to be less responsive if there are changes during worship such as changes in praise, and less quick to respond if there are sudden instructions from the Servant.

The Assurance indicator has a high level of satisfaction reaching 78.3%. This shows that respondents feel that the presence of praise accompaniment during worship will guarantee a sense of comfort and solemnity in worship. In question item no. 10 about "Congregation members feel comfortable and solemn in worship related to music and Praise Guide services" and number 11 about "Congregation members feel that during worship they are not disturbed by things related to mistakes in playing music or singing". This shows that respondents felt comfortable and were not disturbed by other things outside of worship. Respondents still felt solemn and comfortable during the worship service until it was over.

The Empathy indicator has a high level of satisfaction reaching 93.3%. This shows that respondents felt that there was no influence from the accompaniment of praise music which was considered inadequate but still felt blessed after attending the service and felt called to attend the service again. Question no. 12 is about "Congregation members feel enlightened in their lives after attending the service" and question no. 13 is about "Congregation members feel called to always attend the service regularly". This shows that respondents assess that the Music Team and Praise Guide with all their limitations in carrying out their duties as part of the worship officers in accompanying praise, the congregation still feels enlightened in their lives after attending the service and feels called to attend the service again.

## **CONCLUSION**

The results of the study obtained Congregation Satisfaction with the Services of the Church Music Development Commission, namely Moderate, with the Tangibles Indicator obtained Congregation Satisfaction with the Services of the Church Music Development Commission, namely Moderate; with the Reliability Indicator obtained Congregation Satisfaction with the Services of the Church Music Development Commission, namely Moderate; with the Responsiveness Indicator obtained Congregation Satisfaction with the Services of the Church Music Development Commission, namely Moderate: with the Assurance Indicator obtained Congregation Satisfaction with the Services of the Church Music Development Commission, namely High; and with the Empathy Indicator obtained Congregation Satisfaction with the Services of the Church Music Development Commission, namely High. For GKJW Jemaat Semampir, it is necessary to make improvements in services in the field of church music, namely: Innovate by expanding the space used by the Music Team and Praise Guide to accompany praise in worship; Provide smaller musical equipment but have the same function, such as acoustic drums replaced with electric drums or drum

pads so that they do not take up much space; It is necessary to provide continuous coaching for music and praise guide officers so that they will have better musical and singing skills; and Maintain to always prepare yourself before going on duty as much as possible.

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