

HUBUNGAN GAYA KEPEMIMPINAN KARISMATIK TERHADAP KEPUASAN JEMAAT PADA PELAYANAN GEREJA BETHEL INDONESIA DI MEDAN

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INTISARI

Penelitian yang dilakukan memiliki tujuan melihat hubungan gaya kepemimpinan karismatik dengan kepuasan pelayanan. Subjek penelitian berjumlah 270 jemaat GBI Medan serta pengambilan sampel memakai jenis teknik *purposive sampling*. Penelitian mempergunakan metode kuantitatif, kemudian data penelitian dilakukan pengumpulan skala gaya kepemimpinan karismatik sebanyak 42 butir aitem juga skala kepuasan pelayanan sebanyak 40 butir aitem. Penelitian dianalisis melalui uji *Rank Spearman*, SPSS versi 25.0 *for windows* dan nilai koefisien sebesar 0,817 serta Sig. sebesar $0,000 \leq \alpha$ maka hipotesa diterima dengan H_0 (ditolak). Ini membuktikan ada hubungan signifikan antara gaya kepemimpinan karismatik dengan kepuasan pelayanan jemaat GBI Medan. Interpretasi korelasi *Rank Spearman* menunjukkan jika nilai koefisien berada pada 0,70-0,89 artinya kedua variabel mempunyai kekuatan hubungan sangat kuat, sehingga memperlihatkan bahwasanya H_0 ditolak dan H_a diterima. Jadi disimpulkan bahwasanya hipotesa penelitian adanya hubungan positif antara gaya kepemimpinan karismatik dengan kepuasan pelayanan dapat diterima.

Kata kunci : kepuasan pelayanan, gaya kepemimpinan karismatik

**THE RELATIONSHIP OF CHARISMATIC LEADERSHIP STYLE TO
CONGREGATIONAL SATISFACTION AT THE BETHEL INDONESIA
CHURCH SERVICE IN MEDAN**

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ABSTRACT

This research aimed to investigate the relationship between charismatic leadership style and service satisfaction. The research subjects consisted of 270 members of GBI Medan, and using a type of purposive sampling technique. This study employed a quantitative method, then the research data was carried out to collect a 42 items scale for charismatic leadership style and a of 40 items scale of service satisfaction. The research was analyzed using the Rank Spearman test thru SPSS version 25.0 for Windows and the coefficient value was found 0.817 and with a Sig. value of 0.000 $\leq \alpha$, so the hypothesis was accepted with H_0 (rejected). This proves that there is a significant relationship between charismatic leadership style and service satisfaction of GBI Medan congregations. The Rank Spearman correlation interpretation suggested that a coefficient value between 0,70-0,89 signified a very strong relationship between the two variables, between supporting the rejection of H_0 and the acceptance of H_a . Therefore, it could be summarized that the research hypothesis, which stated a positive relationship between charismatic leadership style and service satisfaction, was accepted.

Keywords : service satisfaction, charismatic leadership style