



Impact Of Koinonia, Diakonia, and Marturia On Congregational Satisfaction at HKBP Cijantung Church

Maurit Simanjuntak^{1*}, Timotius Tan², Timotius Bakti Sarono³

¹STT Ekumene, Jakarta, Indonesia

Address: Jl. Artha Gading Selatan No. 1, Kelapa Gading, Jakarta Utara 14240

Author Corresponding : mauritsimanjutak@gmail.com*

Abstract. *This study investigates the influence of Koinonia (fellowship), Diakonia (service), and Marturia (witness) on congregational satisfaction at HKBP Cijantung Church. Through a mixed-methods approach combining quantitative regression analysis and qualitative theological reflection, the research explores how these dimensions contribute to members' spiritual fulfilment and overall satisfaction within the church community. Statistical findings reveal a significant positive correlation between active engagement in fellowship activities, service-oriented initiatives, evangelistic efforts, and higher levels of congregational satisfaction. Theological insights underscore the biblical foundations of Koinonia, Diakonia, and Marturia, highlighting their role in shaping church identity and mission. Practical implications suggest enhancing these dimensions to foster community bonding, address social needs, and empower members in their faith journey. This research contributes to understanding the integral role of spiritual practices in church life and offers insights for church leaders seeking to cultivate vibrant, spiritually enriching communities.*

Keywords: *Theology, Christianity, Bataknese Culture, Congregational, Church*

1. INTRODUCTION

The Huria Kristen Batak Protestan (HKBP) Cijantung Church, located in Jakarta, Indonesia, stands as a prominent institution within the Indonesian Christian community. Known for its vibrant congregation and active involvement in both spiritual and community-oriented activities, HKBP Cijantung exemplifies a commitment to fostering fellowship (Koinonia), service (Diakonia), and witness (Marturia) among its members. These core pillars not only define the church's mission but also significantly influence the satisfaction levels of its congregation. Understanding the interplay between these foundational elements of Christian ministry and congregational satisfaction is crucial for assessing the church's effectiveness in meeting the spiritual and communal needs of its members.

Koinonia, a term deeply rooted in Christian theology, denotes the fellowship and communion shared among believers within a church community. At HKBP Cijantung, Koinonia manifests through various communal activities, including prayer groups, fellowship gatherings, and mutual support networks among members. This sense of fellowship not only strengthens spiritual bonds but also creates a sense of belonging and solidarity within the church community. The quality and extent of Koinonia experienced by members are pivotal factors influencing their overall satisfaction with church life and their sense of spiritual fulfilment.

Diakonia, another integral aspect of ministry at HKBP Cijantung, underscores the church's commitment to practical service and outreach. Diakonia involves acts of compassion, charity, and social service aimed at addressing the needs of both church members and the broader community. Through initiatives such as community outreach programs, welfare projects, and support for marginalized groups, HKBP Cijantung demonstrates its dedication to embodying Christian values of compassion and service. The impact of Diakonia on congregational satisfaction lies in its ability to tangibly demonstrate the church's mission to love and serve others, thereby enhancing members' sense of purpose and contribution within the church community.

Marturia, or witnessing, forms the third dimension of ministry examined in this study. Marturia encompasses the proclamation of faith through both verbal testimony and exemplary Christian living. At HKBP Cijantung, Marturia is expressed through evangelistic efforts, discipleship programs, and personal testimonies shared among members. This aspect of ministry not only strengthens members' personal faith journeys but also plays a significant role in shaping the church's public identity and outreach efforts. The authenticity and effectiveness of Marturia within the church community can profoundly influence how members perceive the relevance and impact of their faith in everyday life, thereby impacting their overall satisfaction with church involvement.

Congregational satisfaction serves as the overarching theme linking Koinonia, Diakonia, and Marturia within the context of HKBP Cijantung Church. Defined as the degree of contentment or fulfilment experienced by church members in relation to various facets of church life, congregational satisfaction encompasses spiritual growth, pastoral care, worship experience, community engagement, and overall sense of belonging. Assessing congregational satisfaction provides insights into the effectiveness of ministry initiatives and the extent to which they meet the diverse needs and expectations of members within a dynamic and evolving church environment.

This research seeks to explore and critically analyse the influence of Koinonia, Diakonia, and Marturia on congregational satisfaction at HKBP Cijantung Church. By examining these foundational aspects of Christian ministry through both qualitative and quantitative lenses, this study aims to uncover the nuanced dynamics that shape members' perceptions and experiences within the church community (Mangina, 2017; Stulp et al., 2019). Through in-depth interviews, surveys, and comparative analyses, the research will delve into how these ministry dimensions contribute to members' spiritual growth, community engagement, and overall satisfaction with church life. The findings will not only contribute to

academic discourse on church ministry and congregational dynamics but also provide practical insights for enhancing pastoral effectiveness and fostering a more vibrant and inclusive church community at HKBP Cijantung.

Understanding the intricate relationship between Koinonia, Diakonia, Marturia, and congregational satisfaction at HKBP Cijantung Church offers valuable insights into the transformative potential of Christian ministry within a diverse and dynamic community setting. By examining these dimensions through a rigorous academic inquiry, this research aims to illuminate the ways in which these foundational elements of faith and service shape members' spiritual journeys and collective experience of church life.

2. METHOD

This study employs a mixed-methods approach to investigate the influence of Koinonia, Diakonia, and Marturia on congregational satisfaction at HKBP Cijantung Church. The rationale for this methodological choice lies in its ability to provide a comprehensive understanding of the complex dynamics and multifaceted influences involved in church ministry and member satisfaction.

Quantitative Phase:

The quantitative phase of the research involves the administration of structured surveys to a representative sample of HKBP Cijantung Church members. These surveys are designed to gather numerical data on various aspects related to Koinonia, Diakonia, Marturia, and congregational satisfaction. The survey instrument includes items that assess members' perceptions of fellowship activities, their involvement in service-oriented initiatives, their experiences of witnessing and evangelism within the church, and their overall satisfaction with these aspects of church life.

The sampling strategy aims to achieve a balanced representation across different demographics within the congregation, including age groups, length of membership, and levels of involvement in church activities. By collecting quantitative data through surveys, the research seeks to quantify the extent to which Koinonia, Diakonia, and Marturia contribute to congregational satisfaction, providing numerical insights into the prevalence and impact of these ministry dimensions among church members.

Data analysis in the quantitative phase involves descriptive statistics to summarise survey responses, including measures of central tendency (such as means and medians) and measures of dispersion (such as standard deviations) (Canagarajah, 2006; Padgett, 2016;

Willig, 2014). Inferential statistics, such as correlation analyses and regression modelling, will be employed to examine relationships between variables and to identify significant predictors of congregational satisfaction. These statistical techniques will help to uncover patterns, trends, and associations within the data, offering empirical support for the study's hypotheses regarding the influence of ministry dimensions on member satisfaction.

Qualitative Phase:

Complementing the quantitative approach, the qualitative phase of the research involves in-depth interviews with a purposive sample of church members and leaders at HKBP Cijantung. These interviews are semi-structured, allowing for open-ended exploration of participants' perceptions, experiences, and personal narratives related to Koinonia, Diakonia, Marturia, and their overall satisfaction with church life. The qualitative sampling strategy targets participants who represent diverse perspectives and experiences within the congregation, ensuring a rich and comprehensive exploration of the research topics. Interviews are conducted face-to-face or through virtual platforms, depending on participants' preferences and logistical considerations, and are audio-recorded with consent for accurate transcription and analysis.

Thematic analysis is employed to analyse qualitative data obtained from interviews. This process involves identifying recurring themes, patterns, and categories within the interview transcripts. Through systematic coding and interpretation of qualitative data, the research aims to uncover nuanced insights into how Koinonia, Diakonia, and Marturia shape members' spiritual journeys, community interactions, and overall perceptions of church satisfaction.

Integration of Findings:

The integration of quantitative and qualitative findings is a critical aspect of this mixed-methods research design. Triangulation of data sources allows for a comprehensive understanding of the research phenomenon by cross-verifying results from different methods. Convergence, complementarity, and expansion are sought in the interpretation of findings, aiming to provide a holistic and nuanced portrayal of the complex relationships between ministry dimensions and congregational satisfaction at HKBP Cijantung Church.

By employing a mixed-methods approach, this research not only contributes to academic scholarship on church ministry and member satisfaction but also offers practical insights for church leaders and practitioners. The combined use of surveys and interviews

enables a thorough exploration of both the quantitative prevalence and qualitative significance of Koinonia, Diakonia, and Marturia within the church community, thereby enhancing the validity, reliability, and applicability of the study's findings.

3. RESULTS

The Huria Kristen Batak Protestan (HKBP) Cijantung Church in Jakarta, Indonesia, emphasizes Koinonia (fellowship), Diakonia (service), and Marturia (witness) as integral aspects of its ministry. This study investigates how these dimensions influence congregational satisfaction, aiming to provide insights into the effectiveness of these ministry practices within the church community. A mixed-methods approach was employed, combining quantitative surveys and qualitative interviews. Quantitative data were analysed using regression analysis to determine the impact of Koinonia, Diakonia, and Marturia on congregational satisfaction. Qualitative data from interviews provided deeper insights into members' experiences and perceptions.

Regression Analysis

The regression model assessed the combined influence of Koinonia, Diakonia, and Marturia on congregational satisfaction. The results indicated an R square of 0.837, implying that 83.7% of the variance in congregational satisfaction can be explained by these ministry dimensions. The regression equation derived from the analysis is:

$$Y^{\wedge}=9.941+0.509X_1+0.339X_2+0.202X_3$$

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where Y^{\wedge} represents predicted congregational satisfaction,

X_1 is Koinonia, X_2 is Marturia, and X_3 is Diakonia.

ANOVA Test

The ANOVA test (Table 4.20) indicated a significant model with $F_{count}=105.876$ and a significance level of $p=0.000$ (much less than 0.05), allowing the regression model to reliably predict congregational satisfaction. The F_{count} value exceeded the critical F_{table} value (2.52), confirming the model's statistical significance.

Contributions of Individual Variables

- **Koinonia (Fellowship):** The coefficient (0.509) indicates that a one-unit increase in Koinonia is associated with a 0.509-unit increase in congregational satisfaction, holding other variables constant.
- **Marturia (Witness):** Similarly, Marturia (0.339) and Diakonia (0.202) also positively contribute to congregational satisfaction. These coefficients signify the impact of each dimension on enhancing members' satisfaction within the church community.

Model Fit and Significance

The high R^2 value (0.837) suggests a strong relationship between Koinonia, Diakonia, Marturia, and congregational satisfaction. This indicates that a substantial portion of member satisfaction can be attributed to these ministry practices, underscoring their importance in fostering a positive church environment and fulfilling members' spiritual needs.

Qualitative interviews complemented the quantitative findings by providing nuanced perspectives on how Koinonia, Diakonia, and Marturia are perceived and experienced by church members. Themes such as community bonding, spiritual growth, and mission outreach emerged, highlighting the qualitative impact of these dimensions beyond numerical measures.

This study contributes to theoretical literature by empirically validating the significant role of Koinonia, Diakonia, and Marturia in enhancing congregational satisfaction. It expands understanding of how these ministry dimensions intersect and synergize to create a cohesive and supportive church community. For church leaders and practitioners, the findings suggest focusing on strengthening fellowship activities, enhancing service-oriented initiatives, and promoting active witnessing as strategies to foster congregational satisfaction. By prioritizing these dimensions, churches can enhance member engagement, retention, and overall spiritual well-being. This research underscores the pivotal role of Koinonia, Diakonia, and Marturia in shaping congregational satisfaction at HKBP Cijantung Church. The integration of quantitative regression analysis and qualitative insights provides a comprehensive understanding of how these ministry practices contribute to members' satisfaction and overall church vitality.

Table 1: ANOVA Results for Regression Model

Source	df	F
Regression	3	105.876

Table 2: Coefficients of Regression Model

Variable	Coefficient
Intercept	9.941
Koinonia	0.509
Marturia	0.339
Diakonia	0.202

Table 3: Model Summary

Model	R Square
Regression Model	0.837

These tables are structured to provide a clear overview of the statistical outcomes and coefficients derived from the regression analysis, ensuring transparency and clarity in presenting the research findings. This structured presentation encapsulates the comprehensive analysis of how Koinonia, Diakonia, and Marturia collectively contribute to congregational satisfaction at HKBP Cijantung Church, offering valuable insights for both academic discourse and practical application within church ministry.

Theological Foundations of Koinonia, Diakonia, and Marturia in Christianity

a. Koinonia: Fellowship and Communion

Koinonia, rooted in the New Testament, signifies a deep fellowship and communion among believers within the Christian community. At HKBP Cijantung Church, Koinonia manifests through various activities such as prayer groups, Bible studies, and communal worship. These practices foster a sense of belonging and unity among members, contributing significantly to their spiritual growth and overall satisfaction with church life.

Table 1: Indicators of Koinonia

Indicator	Description	Impact on Congregational Satisfaction
Regular Fellowship Groups	Frequency and participation levels in small group gatherings	Enhances community bonding and spiritual support
Communal Worship	Attendance and engagement in corporate worship services	Strengthens sense of unity and shared spiritual experience
Mutual Support Networks	Existence and effectiveness of member support initiatives	Provides emotional and practical assistance within community

Diakonia: Service and Outreach

Diakonia embodies the Christian call to service and compassion towards others, both within the church community and beyond. HKBP Cijantung Church engages in various service-oriented initiatives such as outreach programmes, community service projects, and support for vulnerable groups. These efforts not only reflect Christ's teachings on love and service but also

enhance members' satisfaction by enabling them to actively participate in fulfilling the church's mission.

Table 2: Indicators of Diakonia

Indicator	Description	Impact on Congregational Satisfaction
Community Outreach Programs	Scope and effectiveness of outreach initiatives	Demonstrates church's commitment to social responsibility
Volunteer Engagement	Participation levels in volunteer activities	Fosters a sense of purpose and personal fulfilment
Impact on Local Community	Perceived influence of church's service efforts	Enhances church's reputation and community impact

Marturia: Witness and Evangelism

Marturia involves bearing witness to one's faith through both words and actions, sharing the Gospel message and living as a reflection of Christ's teachings. HKBP Cijantung Church emphasizes Marturia through evangelistic campaigns, discipleship programmes, and personal testimonies. These practices not only strengthen members' faith but also contribute to their satisfaction by empowering them to actively participate in spreading God's word and impacting lives.

Table 3: Indicators of Marturia

Indicator	Description	Impact on Congregational Satisfaction
Evangelism Efforts	Frequency and effectiveness of evangelistic activities	Increases member engagement and spiritual fulfilment
Discipleship Programs	Participation and outcomes of discipleship initiatives	Supports spiritual growth and maturity among members
Personal Testimonies	Sharing of personal faith journeys and experiences	Inspires and encourages others within the community

The theological principles of Koinonia, Diakonia, and Marturia are deeply intertwined with HKBP Cijantung Church's mission and identity. These concepts not only guide the church's ministry but also shape its communal life and engagement with society. By nurturing fellowship, promoting service, and encouraging witness, the church strives to embody Christ's teachings and fulfil its mandate to proclaim the Gospel and serve others.

Table 4: Summary of Indicators and Scoring for Koinonia, Diakonia, and Marturia

Ministry Dimension	Indicator	Description	Scoring	Analysis and Impact on Congregational Satisfaction
Koinonia	Regular Fellowship Groups	Frequency and participation levels	High	Enhances community bonding and spiritual support
	Communal Worship	Attendance and engagement	High	Strengthens unity and shared spiritual experience

	Mutual Support Networks	Effectiveness of member support initiatives	Medium	Provides emotional and practical assistance
Diakonia	Community Outreach Programs	Scope and impact of outreach initiatives	High	Demonstrates church's commitment to social responsibility
	Volunteer Engagement	Levels of participation in volunteer activities	Medium	Fosters personal fulfilment and sense of purpose
	Impact on Local Community	Perception of church's influence in community	High	Enhances church's reputation and community impact
Marturia	Evangelism Efforts	Frequency and effectiveness of evangelism	High	Increases member engagement and spiritual fulfilment
	Discipleship Programs	Participation and growth outcomes	Medium	Supports spiritual growth and maturity
	Personal Testimonies	Sharing of faith experiences	Medium	Inspires and encourages others within the community

The integration of theological insights with empirical findings underscores the significance of Koinonia, Diakonia, and Marturia in fostering congregational satisfaction at HKBP Cijantung Church. By aligning ministry practices with biblical principles, the church not only enriches members' spiritual experiences but also strengthens its impact on the community. The theological foundations of Koinonia, Diakonia, and Marturia provide a robust framework for understanding their role in enhancing congregational satisfaction at HKBP Cijantung Church. Through fellowship, service, and witness, the church cultivates a vibrant and spiritually enriching environment that nurtures the faith and satisfaction of its members.

4. DISCUSSION

The findings from this study provide significant insights into how Koinonia, Diakonia, and Marturia influence congregational satisfaction at HKBP Cijantung Church. This discussion synthesizes the empirical results with theological reflections to explore the implications for church ministry and the broader Christian community.

Statistical Analysis and Interpretation

The quantitative analysis, particularly through regression modelling, revealed compelling insights into the relationship between Koinonia, Diakonia, Marturia, and congregational satisfaction. The regression model yielded an R^2 value of 0.837, indicating that 83.7% of the variance in congregational satisfaction can be explained by these three

ministry dimensions. This statistical significance underscores the pivotal role these practices play in shaping members' perceptions of their church experience.

Contributions of Individual Variables

Each dimension—Koinonia, Diakonia, and Marturia—contributed uniquely to congregational satisfaction. Koinonia, which encompasses fellowship and communal worship, emerged as a significant predictor with a coefficient of 0.509. This suggests that strengthening fellowship activities and fostering a sense of community positively impacts members' satisfaction. Communal worship, in particular, was highlighted as a key indicator within Koinonia, influencing members' spiritual fulfilment and sense of belonging.

Diakonia, focused on service and outreach, also made a substantial contribution with a coefficient of 0.339. This dimension encompasses the church's commitment to social responsibility through community outreach programmes and volunteer engagement. The study found that active involvement in service initiatives enhances members' satisfaction by providing opportunities for meaningful engagement and demonstrating the church's impact on the local community.

Marturia, involving witness and evangelism, showed a coefficient of 0.202. This dimension encompasses the church's mission to share the Gospel through evangelistic efforts, discipleship programmes, and personal testimonies. The findings suggest that members' participation in Marturia activities not only strengthens their faith but also contributes to a sense of purpose and mission within the church community.

Theological Reflections

Beyond statistical analysis, the theological underpinnings of Koinonia, Diakonia, and Marturia deepen our understanding of their significance in church ministry. Koinonia reflects the biblical mandate for believers to fellowship and worship together, as seen in Acts 2:42-47 where early Christians devoted themselves to fellowship, prayer, and breaking of bread. At HKBP Cijantung Church, this dimension fosters unity and spiritual growth among members, echoing the early church's communal life.

Diakonia aligns with Christ's teachings on servanthood and compassion, exemplified in Matthew 25:35-40 where Jesus emphasises the importance of serving others, especially the least of these. The church's commitment to Diakonia through outreach and community service reflects its role in addressing social needs and embodying Christ's love in practical ways. This

aspect resonates deeply with members, affirming their participation in fulfilling the Great Commission.

Marturia underscores the church's mission to bear witness to the Gospel, as mandated in Matthew 28:19-20 where Jesus commissions His disciples to go and make disciples of all nations. HKBP Cijantung Church's emphasis on Marturia through evangelistic activities and discipleship programmes empowers members to share their faith boldly and impact others for Christ. This dimension not only strengthens the church's evangelistic efforts but also nurtures a culture of discipleship and spiritual maturity.

Practical Implications for Church Ministry

The findings have practical implications for church leaders and practitioners aiming to enhance congregational satisfaction and spiritual growth:

1. **Strengthening Fellowship and Community:** Investing in regular fellowship groups, communal worship experiences, and mutual support networks can deepen relationships among members and foster a sense of belonging.
2. **Enhancing Service-Oriented Initiatives:** Expanding community outreach programmes, encouraging volunteerism, and measuring their impact on the local community can demonstrate the church's commitment to Diakonia and social responsibility.
3. **Empowering Witness and Evangelism:** Providing resources for evangelism training, supporting discipleship programmes, and encouraging personal testimonies can empower members to share their faith effectively and contribute to the church's mission outreach.

HKBP Cijantung Church's mission and identity are intricately woven with Koinonia, Diakonia, and Marturia. These dimensions not only define its ministry strategy but also shape its impact on members and the broader community. By aligning ministry practices with biblical principles and the specific needs of its congregation, the church can further enhance its effectiveness in nurturing spiritual growth and satisfaction among members (Ali-Fauzi et al., 2014; Bush, 2016; Tedjoworo, 2013). The research findings underscore the transformative impact of Koinonia, Diakonia, and Marturia on congregational satisfaction at HKBP Cijantung Church. The statistical analysis highlighted their significant contributions, while theological reflections provided a deeper understanding of their biblical foundations. By embracing these dimensions in church ministry, HKBP Cijantung Church not only strengthens its community but also fulfils its mission to proclaim the Gospel and serve others faithfully.

5. CONCLUSION

This research has illuminated the profound impact of Koinonia, Diakonia, and Marturia on congregational satisfaction at HKBP Cijantung Church. Through rigorous statistical analysis and theological reflection, it has been established that these dimensions significantly contribute to members' spiritual fulfilment and overall satisfaction with church life. The findings underscored that Koinonia, fostering fellowship and communal worship, plays a pivotal role in nurturing a sense of community and unity among members. Diakonia, through its emphasis on service and outreach, not only meets practical needs within the community but also reinforces the church's commitment to social responsibility. Marturia, focusing on witness and evangelism, empowers members to share their faith boldly and engage in discipleship, thereby deepening their spiritual growth. The integration of these dimensions into church ministry not only enhances congregational satisfaction but also strengthens the church's mission to proclaim the Gospel and impact society positively. Moving forward, it is crucial for HKBP Cijantung Church to continue prioritising these foundational aspects, adapting them to meet the evolving needs of its members and community, thereby sustaining a vibrant and spiritually enriching environment.

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