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HARMONY AMIDST DIVERSITY: ANALYZING THE EFFECTIVENESS OF CHRISTIAN OUTREACH IN GORONTALO CITY'S RELIGIOUS FABRIC

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Abstract

This research aims to know and describe the Effectiveness of Christian Religious Extension Services (Analysis of Religious Harmony for Christians in Gorontalo City), which is studied from 1. Achievement of Goals, 2. Integration, 3. Adaptation. This research method uses the descriptive qualitative method, while the data collection techniques used are interviews, observation, and documentation. The results of this study indicate that in the effectiveness of Christian Religious Extension Services (Analysis of Religious Harmony for Christians in Gorontalo City) in achieving goals, integration, and adaptation. In general, the services of Christian religious instructors have been carried out well but are still not optimal. In the stage of achieving goals, Christian religious instructors still experience obstacles in reaching and providing counseling to Christian communities in Gorontalo City because the number of Christian religious instructors in Gorontalo City is very minimal. At the integration stage, which relates to procedures and socialization, the process of counseling in Gorontalo City has been carried out well. In the adaptation stage for capacity building, the Office of the Ministry of Religious Affairs of Gorontalo Province, especially the Christian Religious Guidance Office, has carried out various kinds of education and training and technical guidance in conducting counseling in Gorontalo City. However, the government needs to pay attention to the extension workers in improving the performance of the extension workers.

Keywords: Effectiveness, Service, Christian Religious Counselor.

INTRODUCTION

Effectiveness is a measure of an organization, where the organization's ability to achieve all its needs. This means that the organization can arrange and organize employee resources to achieve goals. In terms of effectiveness, namely, whether employees can provide the results achieved under the expected goals, and in terms of independence, whether employees can complete their work without the help of others and quickly work without waiting for orders from superiors.

Gibson (Juliani, et al. 2023) said that effectiveness is the achievement of goals from joint efforts. Sedarmayanti defines the concept of effectiveness as a measure that illustrates how far the target can be achieved. Subkhi and Jauhar define effectiveness as the relationship between output and goals. Meanwhile, Prihartono (Naim, et al 2022) conveyed that effectiveness can be

interpreted as a level of success that achieves goals or objectives. The target in a sense is aimed at the desired condition or situation. Duncan (Nani, et al. 2021) says about measures of effectiveness, as follows: (a) Goal Achievement, is the overall effort to achieve goals must be seen as a process. Therefore, in order to ensure the achievement of the ultimate goal, phasing is needed, both in the sense of phasing the achievement of its parts and phasing in the sense of its periodization. Goal achievement consists of several factors, namely: (1) period, and (2) goals which are concrete targets. (b) Integration, which is a measurement of the level of an organization's ability to socialize, develop consensus, and communicate with various other organizations. Integration involves (1) procedures and (2) socialization process. (c) Adaptation is the organization's ability to adjust to its environment. For this reason, benchmarks are used (1) increasing capabilities,

According to Giroonroos in (Heryanto Monoarfa 2012), Service is an activity or a series of activities that are invisible (not palpable) that occur as a result of interactions between consumers and employees or other things provided by the service provider company which are intended to solve consumer/customer problems. According to Surjadi (Abbas, Syahrawaty S. Wantu 2022), public service is the state's effort to fulfill the basic needs and civil rights of every citizen for goods, services, and administrative services provided by public service providers.

Religious instructors are employees in the ministry of religion who have the task of fostering each religion. The performance of religious instructors is very important in improving community services in each religion. In addition, religious instructors must have strong knowledge to deal with each character in society in conducting religious guidance.

Christian religious instructors in Gorontalo City are expected to focus on carrying out their duties and authorities in the implementation of local government in the field of services and religious life guidance to the people in Gorontalo City. Employees are one element of the apparatus that is institutionally part of the government to carry out its main duties and functions in government, which is regulated in Law Number 5 of 2014 concerning State Civil Apparatus. Therefore, improving the quality of extension workers in Gorontalo City must be done by improving employee performance at work, employees must pay attention and prioritize the quality of work. In the target of Christian religious counseling, for example, there are 15 target groups of religious counseling, namely community groups.

Decree of the Director General of Christian Community Guidance of the Ministry of Religious Affairs Number 474 of 2020 concerning Technical Guidelines for Non-Civil Servant Christian Religious Counselors. The Regional Office of the Ministry of Religion of Gorontalo

Province has Christian religious instructors who are divided into the group, which consists of 15 instructors from the number of Christian communities in Gorontalo City of 2,093 people. The lack of Christian religious instructors in Gorontalo City can illustrate the need for an assessment or evaluation in determining the performance of Christian religious instructors in Gorontalo City. This can affect the quality of religious guidance, especially Christianity, and affect the Effectiveness of Christian Religious Extension Services in Gorontalo City. The following is data on the number of Christian religious instructors and communities in Gorontalo City.

Table 1
Data on The Number Of Extension Workers And Christian Communities
In Gorontalo City

No	Subdistrict	Number of Christian Religious Instructors	Number of Christian Communities	Number of Christian Communities
1.	Hulonthalangi	10	821	200
2.	Kota Selatan	1	552	20
3.	Dungingi	2	306	40
4.	Sipatana	2	414	40
Total		15	2.093	300

Source: Ministry of Religious Affairs of Gorontalo Province Year 2022

Based on the table above that researchers obtained from the Regional Office of the Ministry of Religion of Gorontalo Province regarding data on extension workers and the number of Christian communities in Gorontalo City, the most dominant is in Hulonthalangi sub-district with 10 extension workers and 821 people, while the lowest is in Dungingi sub-district with 2 extension workers and 306 people. The number of instructors in Gorontalo City is only 15 instructors with a total community of 2,093 people, based on the Decree of the Director General of Christian Community Guidance of the Ministry of Religion Number 474 of 2020 concerning Technical Guidelines for Non-Civil Servant Christian Religious Counselors, in the context of counseling a Christian Religious Counselor serves a minimum of 10 people in one Assisted Group and each Religious Counselor oversees a minimum of 2 assisted groups. If each Christian religious instructor fosters 20 people, then the number of Christian religious instructors needed in Gorontalo City is 104 instructors with a total of 2,093 people so counseling can be said to be effective.

It can be concluded that the number of Christians is more than the number of Christian religious instructors in Korontalo City, with a minimal number of religious instructors compared to the number of Christians who make it difficult for instructors when meeting with each fostered

group, counseling that should be done 4 times a month but is carried out only 2 or 3 times so that the counseling conducted to the fostered community does not go well. One of them is that Christian religious instructors have not been able to provide maximum community guidance such as Sunday school tutoring and Bible study. So that many Christians have minimal understanding and religious education, for example in increasing imtak (faith and piety) in the teachings of Christianity.

Religious instructors have the responsibility of fostering and guiding the community to live a life of obedience to God, where the teaching or guidance provided by religious instructors is in the form of motivation and direction from religion. The target of religious counseling services is to transmigrate communities, drug abusers, the younger generation, teenagers, scouts, elderly groups/nursing homes, industrial / factory community groups (laborers), professional groups, conflict-prone areas, social / rehabilitation centers, campuses, new residential areas, hospitals, alienated tribes, detention centers, remote areas and so on.

Data on the level of education and the number of Christian religious instructors in Gorontalo City can be seen in Table 1.2 below.

Table 2.
Data On The Education Level Of Christian Religious Instructors

No	Education Level	Total
1.	M.Pd.K	1 Orang
2.	M.Th	1 Orang
3.	S.Th	6 Orang
4.	S.Pd	1 Orang
5.	S.Pd.K	4 Orang
6.	S.E	2 Orang
	Total	15 Orang

Source: Ministry of Religious Affairs of Gorontalo Province Year 2022

Based on the condition of the minimal number of religious instructors in Gorontalo City, the number of Christian religious instructors with civil servant status is also lacking, it greatly affects the effectiveness of Christian religious counselor services in Gorontalo City. Religious instructors who have a very important role in religious life, society, and the state, among others, as community mentors and as a connector of government duties, have not been running well, so it is necessary to appoint Christian religious instructors with civil servant status to achieve the effectiveness of the performance of Christian religious extension services.

Based on the description above, the author of the Effectiveness of Christian Religious Extension Services (Analysis of Religious Harmony for Christians in Gorontalo City) with indicators, namely: Goal achievement, Integration, and adaptation.

METHOD

The type of research used in this research is the descriptive method. Descriptive research is intended to provide data that is as accurate as possible about a situation or other symptoms by what happened when the research was conducted. Therefore, it is expected that the descriptive method will obtain a real picture of the effectiveness of Christian religious counselor services in Gorontalo City. The approach used by the research is qualitative. According to Sugiyono (2021), Qualitative research methods are research methods based on the philosophy of postpositivism or interpretive, used to research natural object conditions where the researcher is the key instrument, data collection techniques are triangulated (combined observation, interview, documentation), the data obtained tends to be qualitative, data analysis is individual/qualitative, and qualitative research results can be findings of potential and problems, uniqueness of objects, meaning of events, processes and social interactions, certainty of data truth, construction of phenomena, hypothesis findings.

Data analysis in this study was carried out through Data reduction reducing data means summarizing, being selective in choosing key things, and prioritizing important things. Thus, the data can be represented clearly, making it easier for researchers to carry out further data collection and search for it when needed. The Presentation of data, presentation of data can make it easier for researchers to understand what is happening, and then plan the next steps based on what has been understood. Data presentation can be done in the form of graphs, matrices, narrative text, networks (data networks), and charts. Finally, concluding, in a qualitative study may be able to answer the formulation of problems that have been formulated from the start, because the problems and problem formulations in qualitative research are still temporary and will develop after the research is in the field.

RESULTS AND DISCUSSION

The Effectiveness of Christian Religious Extension Services in Gorontalo City

A. Achievement of Objectives

The goal is that the overall effort to achieve the goal must be viewed as a process. Therefore, to ensure the achievement of the final goal, phasing is required, both in the sense of phasing the achievement of its parts and phasing in the sense of its periodization. Goal

achievement consists of several factors, namely: (1) period, (2) goals which are concrete targets (Duncan, 2021: 105).

1) Time Frame

Conceptually, the period of goal achievement is the length of the target time planned to achieve goals in an organization. So in implementing the program so that it runs optimally, a period is established in achieving the goals of an organization. Related to the period of goal achievement, the researcher interviewed the head of the Christian Religious Education Division of the Ministry of Religion, who said that:

"To achieve the objectives of Christian religious extension workers, the first thing to do is to prepare a work plan for one year, services to fostered groups are generally valid for at least 1 year, after which an evaluation of the implementation of extension activities will be carried out".

2) Concrete Goals

Conceptually, concrete targets are targets that have been determined in an organization to support the achievement of targeted goals. To achieve the achievement of goals in service, of course, concrete targets are needed in running a service so that it can run effectively. Regarding the concrete targets, the researcher interviewed the head of the Christian headquarters of the Ministry of Religion and said that:

"The concrete target in conducting Christian religious counseling is the Christian community or fostered groups in Gorontalo City, to further strengthen their faith in God and continue to do good deeds. By the existing technical guidelines, Christian religious instructors must have 2 fostered groups consisting of 10 people in 1 fostered group and in one month must carry out at least 8 counseling sessions".

B. Integration

Integration is a measurement of the level of an organization's ability to socialize, develop consensus, and communicate with various other organizations. Integration consists of (1) Procedures and (2) Socialization Process (Duncan, 2021: 105).

1) Procedure

In carrying out activities, you must compile a procedure as a basis for carrying out these activities, the procedure is arranged as well as possible so that the planned activity objectives can be achieved. Without a procedure, of course, the activity will not run as desired. Regarding procedures in the service of Christian religious extension workers, the researcher interviewed the

head of the head of the Christian Religious Education Division of the Ministry of Religious Affairs, who said that:

"The counseling process in the Gorontalo City area has been going on well and by procedures, one of which is the implementation of counseling in Gorontalo class IIA prison. The counselor must determine the counseling schedule every month, in conducting counseling there is a brief worship service, then counseling material according to the predetermined friends, after that make a question and answer session and finally make a report".

2) Socialization Process

The socialization given by the extension workers is very important before conducting counseling to the community so that the community can fully understand what the Christian religious extension workers are, when the extension workers carry out counseling services to the community they already know that the extension workers are the mentors of Christians to foster moral, mental, and piety to God Almighty. Regarding the process of socialization in the service of extension workers to the Christian community, the researcher interviewed the head of the head of the Christian Education and Culture Division of the Ministry of Religion, who said that:

"For socialization is always carried out every year, socialization is usually carried out at the beginning of the year. Socialization is carried out by coming to places of worship, then conducting socialization about what Christian religious extension workers are, the purpose of counseling, then recording the community in that place, and after that forming a group. this group will later be given counseling".

C. Adaptation

Adaptation is a process of self-adjustment carried out to harmonize an individual with changes that occur in the environment. Adaptation consists of several factors, namely (1) capacity building and (2) facilities and infrastructure (Duncan, 2021: 105).

1) Ability improvement

By improving the ability of employees, it can develop the potential of human resources in the office of the Ministry of Religion of Gorontalo Province, especially employees who conduct Christian religious counseling so that it can run effectively. Related to the ability of employees to conduct Christian religious extension services, the researcher interviewed the head of the Christian Religious Education Division of the Ministry of Religion, saying that:

"Explaining that of course we conduct training and technical guidance to the instructors before they do counseling to the community. For the level of ability possessed by the extension workers,

they must be very good because they are all graduates of S1 Christian Theology (S.Th) or S1 Christian Religious Education (S.Pd.K) and most of them are pastors and church councils”.

2) Facilities and infrastructure

Facilities and Infrastructure are very important tools, especially for employees in carrying out a job that will be carried out, if the facilities and infrastructure are fulfilled then a job carried out by employees can run effectively. Regarding the facilities and infrastructure in carrying out the services of Christian religious instructors, the researcher interviewed the head of the Christian religious guidance office of the Ministry of Religion saying:

"For facilities and infrastructure used in carrying out counseling, they are usually privately owned, some are managed by church institutions. There are also government facilities that are used as suggestions and infrastructure in the counseling process, for example, the church building in class 2 Gorontalo prison. In addition to facilities and infrastructure, the extension workers are also supported by honorariums in the Christian Education Department”.

The Effectiveness of Christian Religious Extension Services in Gorontalo City

Based on the objectives of this study, namely, to examine and find out how the effectiveness of Christian religious extension services in Gorontalo City using indicators consisting of Goal Achievement, Integration, and Adaptation. By using the method that has been determined in this study, based on the problems that occur in the field, researchers try to explore by making observations and also direct interviews with the head of the Christian community supervisor and Christian religious extension workers related to the process of Christian religious extension services in Gorontalo City. The following discussion is related to the effectiveness of Christian religious extension services which is the first focus.

a. Goal Achievement

Based on the results of research conducted by Andhika Riski Payuyu on the effectiveness of restaurant tax collection in increasing local revenue in Gorontalo Regency using Duncan's theory on achieving goals, the research results show that there are still several obstacles, one of which is that there are still many business actors who still lack awareness in depositing taxpayers and there are still many restaurant business actors who have not registered themselves as taxpayers. This of course greatly affects the process of achieving restaurant tax goals. Meanwhile, the results of research conducted by researchers using Duncan's theory (2021: 105) found that the process of achieving goals still has several obstacles, one of which is that Christian religious instructors have not been able to reach all Christian communities in Gorontalo city, this is due to the lack of

Christian religious instructors in Gorontalo city. There are currently 15 Christian religious instructors in Gorontalo city while the number of Christians is around 2,093 people, making it difficult for them to reach all Christians in Gorontalo city. The government also needs to give attention and support to extension workers in carrying out their duties so that the achievement of goals can be achieved properly.

Achieving the goals of Christian religious instructors is one of the measures of whether an instructor can be said to be successful or not when guiding Christian communities in Gorontalo City. Goal achievement is an activity that has a purpose by using planning, directing, organizing, and controlling resources to achieve goals effectively and efficiently. According to James D. Mooney (Bagus Julianto 2021), the organization is any form of human association to achieve common goals.

Kholifatun (Afdoli and Malau 2019) said that the success of the program is an achievement of the wishes that have been set. Then there is also the achievement of goals put forward by Duncan, (2021: 105) which is the overall effort to achieve goals must be seen as a process. Therefore, to ensure the achievement of the ultimate goal, phasing is needed, both in the sense of phasing the achievement of its parts and phasing in the sense of its periodization. When associated with the theory according to Duncan, (2021: 105) Christian religious instructors under the auspices of the Gorontalo Provincial Ministry of Religion Office when viewed from the achievement of its goals have not gone well, therefore it needs to be improved again in planning achievement of goals so that the achievement of goals from the target per year can be achieved and can be carried out properly.

b. Integration

Based on the results of research conducted by Andhika Riski Payuyu on the effectiveness of restaurant tax collection in increasing local revenue in Gorontalo Regency using Duncan's theory on the integration process, it is found that several obstacles occur in collecting restaurant taxes at the Gorontalo Regency Regional Revenue Agency, the biggest obstacle occurs to the taxpayers themselves. This obstacle is related to the self-assessment system which can give rise to delinquent taxpayers because they can manipulate the income data received. The results of research conducted by researchers on the integration process starting from the service procedure in conducting Christian religious counseling in Gorontalo City through the implementation process starting from the first stage is that instructors are required to make a meeting schedule in one month for eight meetings. With the schedule that has been made, the extension workers or the community

can manage their time when going to do or follow the counseling so that the counseling can be carried out properly without disturbing their daily work. The second process is to conduct a short worship service before providing counseling. Then the third is to provide counseling to the community by the material that has been made before with the material that has been made before, and the last is to give time to the community to ask questions about the material that has been given.

A leader is a person who can mobilize resources (especially humans) to work together to achieve goals. Leadership is the ability to influence a group toward achieving goals, according to Robbins (Pramudyo 2013). In Gorontalo City, there are 15 Christian religious instructors, currently the Christian religious instructors are under the leadership of the Christian religious guidance, the head of the Christian religious guidance field gives choices to the instructors in carrying out their duties to provide counseling to the community, the instructors can provide counseling to fathers, mothers, youth, and Sunday school children, depending on the wishes of the respective instructors. This is done by the leadership to facilitate and provide comfort to the extension workers when doing their duties in the field. The head of the field of Christian guidance also provides procedures in conducting counseling so that the counseling provided to the community can run well, besides that the extension workers are also required to conduct counseling twice a week, and every month must submit a report at the Gorontalo provincial ministry of religion office as a result of evaluation of activities carried out by extension workers in the field.

c. Adaptation

Based on the results of research conducted by Andhika Riski Payuyu on the effectiveness of restaurant tax collection in increasing local revenue in Gorontalo Regency using Duncan's theory on adaptation which consists of stages of increasing the ability of employees' abilities in collecting restaurant taxes in this case the Gorontalo Regency Regional Revenue Agency has carried out technical guidance and training education organized by the Ministry of Finance and there is special training organized by the agency itself or from the Gorontalo Regency Regional Government. However, for this year and last year, the Technical Guidance which is usually carried out by the Ministry of Finance has not been carried out due to the Covid - 19 Pandemic. Meanwhile, the results of research conducted by researchers in adaptation consisting of stages of increasing the ability of employees to conduct counseling are good. The Gorontalo Province Ministry of Religious Affairs Office has carried out education and training (Diklat) and technical guidance (BIMTEK), which is organized by Christian Guidance. The purpose of providing

technical guidance to employees is to develop the competence of Human Resources (HR), especially in the process of counseling Christianity in Gorontalo City. Kemampuan dari para penyuluh sangat penting, jika kemampuan dari para penjuduh dapat diandalkan maka penyuluhan

In the field, it can run well, the community will easily understand the material provided by the extension workers. Behavior can also affect the performance of a person in carrying out his duties, according to Gibson in (Dewi et al 2021), behavior is an activity that a person does. Meanwhile, according to Soekidjo, behavior is the activity or activity of the organism (living being) concerned. When providing counseling to the community, good behavior needs to be applied, with the aim that counseling can run well. With this good behavior, the extension workers and the community can respect each other when carrying out their respective duties. Before conducting counseling, extension workers must first adapt to the environment where they will conduct counseling. According to Richard M. Streers (Afdoli and Malau 2019), adaptation is the ability of an organization to adjust to its environment. For this reason, the benchmark of the labor procurement and filling process is used.

CONCLUSIONS

Based on the results of research and discussion, the research conclusions are drawn as follows, the Service Process of Christian Religious Counselors in Gorontalo seen from: (a) goal achievement, integration and adaptation have been implemented but not optimal. In the stage of achieving goals has not gone well, Christian religious instructors in Gorontalo City are still experiencing obstacles in reaching and providing counseling to all Christian communities in Gorontalo City because the number of Christian religious instructors in Gorontalo City is very minimal. (b) Integration, when viewed at the procedure and socialization stage, it is good, with the procedure when conducting counseling, the community can follow the counseling properly, then for the socialization process is still routinely carried out once a year. (c) Adaptation, to improve the ability of the Office of the Ministry of Religious Affairs of Gorontalo Province, especially Christian Religious Education has carried out various kinds of education and training and technical guidance in conducting counseling in Gorontalo City, the completeness of infrastructure facilities is also quite supportive because everything can be fulfilled, both using personal, church and government assets. In addition to facilities and infrastructure, the extension workers are also supported by the honorarium in the Christian Education Division.

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