

ABSTRACT

The servant leadership is one of the leadership styles that puts the needs of the subordinate above their own, can be applied to both profit based and non-profit organizations, such as the church. This study will discuss the extent to which leaders practice servant leadership applies in service-based organization.

The purpose of this study is to analyze the character of servant leadership built by the leaders, and analyze members' acceptance of the practice servant leadership on the organization, like the church. The method used is a qualitative method with case study approach, in which data collection is conducted by way of interview to 1 leader and 6 subordinates, observation, documentation, forum group discussion (FGD) to 4 parishes in a certain period of time. The method is selected for the research by reason so that the study more focus and depth to know the practice of servant leadership by the leader of HKBP Kertanegara Semarang Church.

The result shows that the characteristics of servant leadership are already applicable to leaders and the rest of the organization. The characteristics like love, vision, empowerment, humility and trust, are already applied to the leadership function as a model, path finder, aligner, and empowerer.

Key words : leadership, servant leadership, HKBP, qualitative