

ABSTRAK

Penelitian ini berangkat dari kenyataan bahwa gereja pada masa kini diperhadapkan pada berbagai persoalan jemaat yang tidak hanya berkaitan dengan aspek spiritual, tetapi juga mencakup persoalan psikologis, emosional, dan sosial, seperti trauma, depresi, gangguan kecemasan, konflik keluarga, kekerasan dalam rumah tangga, serta kecanduan pornografi. Berbagai persoalan tersebut juga ditemukan di Jemaat GMIT Imanuel Oesao, Klasis Kupang Timur. Sebagai respons terhadap kondisi tersebut, jemaat membentuk *Hope Center* (Rumah Pengharapan) sebagai wadah pelayanan konseling pastoral. Oleh karena itu, penelitian ini berfokus pada peran *Hope Center* sebagai wadah pelayanan pastoral dalam menjawab kebutuhan jemaat serta meninjau pelaksanaannya dari perspektif teologi pastoral. Penelitian ini bertujuan untuk mengetahui peran *Hope Center* sebagai wadah pelayanan pastoral di Jemaat GMIT Imanuel Oesao, menganalisis pelaksanaannya berdasarkan fungsi-fungsi pelayanan pastoral menurut Howard Clinebell, serta merefleksikan makna teologis kehadiran *Hope Center* bagi pelayanan gereja. Penelitian ini menggunakan metode penelitian kualitatif dengan pendekatan deskriptif. Data diperoleh melalui studi kepustakaan, observasi, dokumentasi, dan wawancara terhadap pendeta, tim *Hope Center*, majelis jemaat, serta jemaat yang pernah menerima pelayanan konseling pastoral. Selanjutnya, data dianalisis menggunakan teori fungsi-fungsi pelayanan pastoral Howard Clinebell yang meliputi *healing, sustaining, guiding, reconciling, dan nurturing*. Hasil penelitian menunjukkan bahwa *Hope Center* berperan sebagai salah satu wadah pelayanan pastoral yang memberikan pendampingan kepada jemaat melalui konseling pastoral, pendampingan, kunjungan, doa, dan rujukan kepada tenaga profesional apabila diperlukan. Berdasarkan analisis, pelayanan *Hope Center* telah mengimplementasikan fungsi-fungsi pastoral Howard Clinebell, meskipun pelaksanaannya masih menghadapi kendala berupa keterbatasan sumber daya manusia, fasilitas pelayanan, dan pemahaman jemaat mengenai konseling pastoral. Secara teologis, *Hope Center* merupakan wujud pelayanan pastoral yang holistik karena menghadirkan pendampingan yang memperhatikan aspek spiritual, psikologis, emosional, dan sosial, sehingga memperkuat peran gereja sebagai komunitas yang menghadirkan pemulihan dan pengharapan bagi jemaat.

Kata Kunci: *Hope Center, Konseling Pastoral, Pelayanan Pastoral Holistik, Jemaat GMIT Imanuel Oesao.*

ABSTRACT

This research is based on the fact that the church today is faced with various congregational problems that are not only related to spiritual aspects, but also include psychological, emotional, and social issues, such as trauma, depression, anxiety disorders, family conflict, domestic violence, and pornography addiction. These various problems were also found in the GMIT Imanuel Oesao Congregation, East Kupang Classis. In response to this condition, the congregation established the *Hope Center* (House of Hope) as a forum for pastoral counseling services. Therefore, this research focuses on the role of the *Hope Center* as a forum for pastoral services in responding to the needs of the congregation and reviewing its implementation from a pastoral theology perspective. This study aims to determine the role of the *Hope Center* as a forum for pastoral services in the GMIT Imanuel Oesao Congregation, analyze its implementation based on the functions of pastoral services according to Howard Clinebell, and reflect on the theological meaning of the presence of the *Hope Center* for church services. This study uses a qualitative research method with a descriptive approach. Data were obtained through literature study, observation, documentation, and interviews with pastors, the *Hope Center* team, the congregation board, and congregants who have received pastoral counseling services. The data were then analyzed using Howard Clinebell's theory of pastoral care functions, which include healing, sustaining, guiding, reconciling, and nurturing. The results indicate that the *Hope Center* serves as a pastoral care platform, providing support to the congregation through pastoral counseling, mentoring, visits, prayer, and referrals to professionals when needed. Based on the analysis, the *Hope Center's* services have implemented Howard Clinebell's pastoral care functions, although its implementation still faces obstacles such as limited human resources, service facilities, and the congregation's understanding of pastoral counseling. Theologically, the *Hope Center* represents a holistic pastoral care approach because it provides support that addresses spiritual, psychological, emotional, and social aspects, thus strengthening the church's role as a community that brings healing and hope to the congregation.

Keywords: *Hope Center, Pastoral Counseling, Holistic Pastoral Care, GMIT Imanuel Oesao Congregation.*