



## Addressing Student Grievances

Rudolf Weindra Sagala  
Universitas Advent Indonesia  
*rudolf.sagala@unai.edu*

### ABSTRACT

This topic is focused on student grievances. Every student has its own problems and pressures at school. SDA schools should have at least a proper education on educating teachers to show that they really care and train the students to love Jesus. They need fair judgment to help students boost their self-esteem. Students must felt that somebody looks after them when they are in trouble or in difficulties. In the school, they could have at least leaders or a committee to approach when students are in need emotionally, physically, mentally, and spiritually. Like in the book of Matthew chapter 18, there are only two things God has emphasized which are love and humbleness. These are the things we should inculcate and practice in our school. There's a large need for cooperation and openness between teachers and students in school. Whereas non-Adventists could appreciate and realized that SDA schools are not only promoting a high standard of education but also preparing the students for heaven.

**Keywords:** *Student, grievances, redemption*

### INTRODUCTION

It is the mission of the Seventh-day Adventist Educational System to prepare young people for success and particularly in this 21st century and beyond. And it's part of the Adventist beliefs that they value every individual as a distinct person with their own gifts, talents, and abilities since they are created in the image of God. Thus, the Adventist education system looks at the development of a person as a whole since they seek to provide for the spiritual, intellectual, emotional and physical growth of their students. It is the aim of Adventist education to prepare its students for life and career, inspire them to love learning, respect others and part of contributing members in the society and also develop their character in the likeness of the Creator.

Faith perspective is infused in the classes by a lecturer of Seventh-day Adventist colleges, thus, it not just relegated to worship or chapel periods. Therefore, the character building is integrated into the faith and learning process with Christian role models and mentors on these campuses

and thus provided students with a worldview that in time handles life's questions and challenges. (Adventist Colleges & Universities, 2019).

## **LITERATURE REVIEW**

### **Education**

Education basically is a way of learning where knowledge and skills, and behaviors of people are conveyed from a generation to another in which teaching, training, or research are used. Education could happen with guidance from other people, but it is also possible autodidactic. Thus, any involvement that affects the way one thinks feels, or even acts may consider educational. (Agbamuche, 2015).

### **Relation of Education to Redemption**

In her book, White (1903), the author of the book "Education" stated that Sin shut man from God. The plan of redemption is made that sacrifice of the Savior is considered to make it possible again a communion with God. She further stated that we may not in person approach into His presence, look upon His face, but we can behold Him and commune with Him in Jesus. (White, 1903, p. 28.1). 2 Corinthians 4:6 and 5:19 suggest that the light of the knowledge of the glory of God is revealed in the face of Jesus Christ. And God wants to reconcile the world unto Him. John in the book of John 1:14 said that the Word becomes flesh and dwells among us, the Word is full of grace and truth. In His Word there was life, and the life was the light of men. White (1903) added that Christ's life and his death and the price of redemption mean the opening of the treasure of Wisdom, a revelation of His character along with His promise and pledge of life (p. 28.3).

Jesus Christ imparts life which opens the way for heaven to man and in return a man's heart to heaven. But sin, make a man not only far from God but have less desire to know God. And its Christ mission to undo this where man soul and mind is darkened and paralyzed by sin can be restored in Christ. John 1:9 stated that Christ is the "Light." Through Christ, every man can receive some ray of divine light where spiritual power, perception of right, desire for goodness can exist in their hearts.

White (1903) stated that in order for man to go against the force of evil, man can only find help in one power, and that power is Christ. She further said that co-operation with that power is man's greatest need and be the highest aim (White, 1903, p. 29.1).

White stated in her book "Education" that the true teacher is not satisfied with second-rate work and will impart in their students, principles of truth, honor, obedience, as well as purity and also integrity, and beyond all, in learning life's great lesson of an unselfish service. (White, 1903, p. 29.2). These principles shape the character, and acquaintance with Christ will help the student find the Source of wisdom (White, 1903, p. 30.1). Thus, the work of redemption and education is one.

True education is conformed to the plan of the Creator's, the plan of the Eden school. Where Adam and Eve have direct communion with God. (White, 1903, p. 30.3).

The great principles of education are unmoved, Psalm 3:8 stated that "They stand fast forever and ever." And comes the question, Why? It is because these are principles of the character of God. Thus, it is the teacher's effort and their continual work is to help the student to know these principles. Since, they are co-worker with Christ, as White stated, they are a laborer together with God. (White, 1903, p. 30.4).

### **Interpersonal Relations**

Interpersonal relations even though it's not a common theme in the Bible still, a large part of the teaching of Jesus is talking about how to relate with others. Bible wisdom is spiritually sound and its advice can help promote peace and harmony. (Leitch, 2006).

The bible stated in the New Testament that we need to follow Jesus' and his commandment, that we need to love our neighbor as ourself (Mark 12:31, NRSV). Jesus vindicated that view and explains us that a "neighbor" is anyone that we come into contact in our surroundings.

We are all sinners in our own ways, no one is perfect. We are guilty when we think of our own self-righteousness and treat people and scorn them as "sinners" (Leitch, 2006). It is so much easier to see other people's faults than to see our own. Instead of doing so, we need to give God, His judgment of every individual. Everyone of us need to live holy accordings to God's will then live to criticize others (Leitch, 2006).

As Christians, we need to help each other, with sincere love and not otherwise humiliate and punish others. The governments would take action against an offender who threatens law and order since it has the right to act for the common good. Members who are disruptive to the church's mission would be excommunicate since the church has the right to do so (Leitch, 2006).

The key to dealing with other people in a Biblical way is an attitude of humility. To be humble and humility shows the quality of human being to courteous and respectful of others. Humility is a quality that allows us to move forward to meet the needs of others. Why are only a few characters that have such a prominent place in the Bible like politeness, patience, and respect? A humble attitude is needed for a peaceful and harmonious life with everyone. Being modest does not deny our own dignity. Pretty much it affirms the innate value of all persons. (Leitch, 2006). No one makes us angry. Anger is an emotional response to some action or event. More often than not, a misinterpretation of what someone said or did or on our own exaggerated sense of pride causes anger. Angry words and actions increase hostilities and block communication rather than solve problems. This can happen between parent and their child, between spouses, siblings, between friends, or nations, expressions of anger divide us and push us toward open hostility. And it seems it is more easier to react with anger. To react with understanding and empathy, it is far more challenging but much better. In this way, we can quickly resolve disputes and avoid turning minor incidents into major battles. (Leitch, 2006). Holding a grudge can consume us with hatred, blocking out all the pleasures of life. A grudge obscures our judgment and may lead us to acts of revenge that can never be undone (Leitch, 2006). We should always be willing to forgive others and not have bad intentions toward them. Holding a grudge and seeking revenge has no place in the lives of those who truly love their neighbors. Jesus calls us to remember that we are all God's children. We must also be willing to forgive just as He loves all His people and is willing to forgive their sins. (Leitch, 2006).

## **METHODS**

The study in addressing student grievances would like to use Biblical technique as stated in Matthew 18 and in this paper the study would like to address and discussed the academic and non academic problem and their solution.

## **DISCUSSION**

### **Biblical Answer**

In addressing student grievances this study use bliblical techniques as stated in Matthew 18 that addresses five important answers.

1. We need to be humble.

Children have to trust adults to provide for them.. A little child will be welcomed by the person who loves Jesus, it is the same as to welcome Jesus himself.

2. Don't cause other people to sin.

There are many things in the world that are attractive, but as Christian we must restrain ourself to cause people to sin instead we must use our own faculty our hands and mind to brings other to the good.

3. The sheep that the man lost.

The sheep in this variable is like us who are lost but still God search for us because God care and love us. Peter pressed Christian leaders to be like this sheppard who look after his sheep and serve and look after their people and serve them (1 Peter 5:1-4).

4. Action needed when a disciple hurts another.

- 1) Those that hurt one another need to do the following things, they are:
- 2) Go to the person alone.
- 3) If the first act isn't affect anything, they still need to go again with two or three others.
- 4) If the second act still are ignored, they should speak to the church.
- 5) The guilty person may refuse to listen to what all the church members said. Then the members must consider that now the person outside of their group is the guilty person. Besides that, Jesus believed that unbelievers and tax-collectors could come where God rules.

It is written that Where 'Two or three' people pray together, there is Jesus with them. After Jesus died and rose to life again, this promise became true. Jesus wanted Christians to know this. He would be with them, even if they could not see him. God listens when 'two or three' people pray and He will answer their prayers when two people agree with Jesus about something, then they can pray with complete confidence.

5. Forgiving other people

Jesus said that we need to forgive others 'seventy times seven'. Lamech in The Old Testament said that he would pay back an injury seventy-seven times (Genesis 4:23-24). But Jesus told Peter that Peter should always forgive others. Nobody needs to count how many times that they have forgiven anyone.

6. Story of the servant who would not forgive.

We cannot pay the 'debt' that we owe to God but God forgives those who trust Jesus and forgiven them all their sins. The same goes to us and we need to do the same and

forgive other. Unlike the story of the servant who would not forgive. Paul wrote to Christians about this. 'Be kind to each other. Forgive each other as God has forgiven you because of Christ' (Ephesians 4:32).

People must forgive 'from deep inside themselves'. It must be sincere. A person should not say, 'I will forgive, but I will never forget.' They are not really forgiving the other person if they say that. (Bright, 2005).

### **Academic and Non-academic Problems**

There is an important role in having a special committee for both academic and non-academic problems of the students in school to identify and classify the problems because they are two different sections. It should not be combined these two. To solve these problems have different approaches, too.

Academic problems are poor study habits, lack of motivation and poor preparation negatively impact student performance. However, students also face more indirect conflicts with high academic achievement from areas like finances and family support. Below are some more examples.

1. **Finances.** Assuming a student has the ability to pay for or finance a college education; financial problems can still impede success. Due to costs, some students don't buy textbooks and other class resources. They choose to save hundreds of dollars rather than invest thousands in tuition and room and boarding fees yet, which are crucial to success in classes.
2. **Lack of Support.** Parental pressure or influence could make some students go to college. However, others may go to a school of their own will with little financial or emotional support from parents and other family members.
3. **Poor Study Habits.** New college students may not have developed their habit study and work habits during high school. Students often have access to school academic support services and instructor help, but it is useless if there's no self-motivation of the students to utilize this resource.
4. **Poor Preparation.** Students who struggle generally don't show up to class consistently along with poor study habits. They aren't always ready to learn and perform even when they do attend. The prepared students have read the material before class, ask questions, take organized notes and participate in class and small-group discussions along with an attitude to learn and effective listening skills. Separation in classes causes students

being out of the loop, missing important instructions and failing to learn content (Kokemuller, a.n.).

It can be difficult or impossible to perform at your best academically when you are feeling stress from non-academic problems so it is important to deal with such problems before they get out of hand. Here are some examples.

1. Health problems. If you have to miss classes because of illness or injury contact your professors by phone or e-mail. Once you are ready to return to classes meet with your professors to formulate plans for handling the work that was missed.
2. Mental Health. Counseling Center provides individual and group counseling, consultation, outreach, and emergency services. It deals with issues as relationships, stress, life choices, adjustment, family concerns, eating, learning, self-esteem, and others.
3. Spiritual well-being. Supports the religious and spiritual needs of students, and provides counseling and pastoral care.

It is very important to handle and deal with every kind of situation to have a harmoniously and have the best outcome for the betterment of the school and students.

Every committee has its own responsibility and job to solve every minor and major problem of students regarding academic and non-academic problems of the people involved that could be between teachers and students, between school and students, between students and students, between staff and students.

In addition, there are always two sides to the story. Everyone wants to be really listened to and feelings come and go. Well, both sides can be correct but not seeing the whole picture. I think communication and more communication is key and honest answers. Don't say 'that's ok' if you are not happy and that's not true. People need counseling. They need someone to talk to about their stresses in school and with family. I feel that students need to get such counseling and support teams because not having them ultimately affects their productivity in school. They won't perform to the actual best of their potential because of the problems they have in the back of their minds that's bothering them on a regular basis. It crowds the mind so much that it affects their productivity. Other examples, when we say students, simply mean studies. Every student has grievances, naming some are; deadlines, they feel that they were sat on a hot seat the nearer their deadlines are. Exams, they feel they were on a judgment day, that they need to

answer all the questions that were being asked by the prosecutor. Money, they feel they were an automated teller machine (atm) machine every time there was a contribution in their class. Lastly, failures, they feel that they were sentenced to prison if they fail in any subjects, exams, quizzes, and projects. All students suffered these, but because of those problems in their studies, they were molded to become a better student, they can be. They learned how to become more responsible and productive for themselves. They become stronger and richer in every grievance that they meet. (Stetson University, 2019).

### **Conclusion and Recommendation**

I totally agree that in every school there should be a policy and procedure in dealing with the students' complaints. The people involved should know data of policy and procedure then and only then upon knowing it, you could deal squarely with the student. It also depends on the situation. If a family is a very influential person, the tendency is you will have a hard time to ask the parents to comply with the policy and procedure of the school about the grievances of the child. On the other hand, it's easier for a low-class family to apply the rules or sanctions of the school about the grievances of every student involved.

Although there is so-called maximum tolerance needed to apply so that students will never do such grievances. Grievances come in different forms and in different degrees of offenses. That's why in a school setting there are also rules and regulations such as policies to deal with the varying degree of offenses. Their oral reprimand, written or memo reprimand, suspension, and expulsion. Expulsion is the last resort. However, it is the heaviest sanction because once the student is expelled, there is no possible way for him/her to be accepted anywhere he/she wanted to study. Like what I have said, it depends; if the family is rich they could change the situation. There are other kinds of offenses, too in addition to the said degree a while ago which are minor and major offenses. Minor offenses: littering, vandalism, shouting, or fighting. Major offenses: plagiarism, falsification of documents, or drug dealing. Anything that has something to do with crimes that are directly offensive to the law of the land. Cheating or copying in class, minor offense, but once the student keeps doing it the level of offense is getting higher until finally, it reaches the decree of expulsion. But the school has an intervention for that like counseling. They bring the student to a counselor to have proper guidance.

There's a lot of committee and organization in schools but we often forgot a special committee that deals with this matter, addressing students grievances, which the main objective of being a teacher, teachers that are known as the second parents of the students. Our goal is to give them an education and to give them a better future. We have to be aware of students' concerns

whether they are material or non-material things, good relationships, social and others to protect them from being wayward. Build and mold them with the right procedure to discipline and for them to respect their teachers in school as well. Maintain serenity and peacefulness by showing God's love to everyone.

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