



MEMBER ENGAGEMENT SURVEY RESULTS

Christ Lutheran Church, Overland Park, KS - Gallup ME²⁵ 2021

For more than 70 years, Gallup has been developing instruments that measure the "unmeasurable." Gallup has created tools that accurately measure the soft numbers — including customer and employee engagement and other former intangibles — that are key to business success.

Over a decade ago, Gallup confronted the challenge of measuring another unmeasurable — spiritual engagement. Through extensive research on the subject, Gallup has designed an instrument — the Member Engagement Survey (ME²⁵™) — that measures the spiritual health of churches.

What Gallup found is that engagement drives spiritual commitment, which has an impact on specific spiritual health outcomes. When purposefully addressed, engagement translates into positive outcomes both inside and outside the local faith community.

Gallup research has shown that engaged members are:

- 10 times as likely to invite someone to participate in their church
- three times as likely to say they are extremely satisfied with their lives
- likely to spend more than two hours per week serving and helping others in their communities
- likely to give three times more to their faith communities annually

The ME²⁵ gets to the heart of a church's engagement and spiritual commitment, giving congregations a clear indication of their spiritual health.

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**GROWING AN
ENGAGED CHURCH**
MEMBER ENGAGEMENT

GALLUP®

INTRODUCTION TO THE GALLUP ME²⁵

WHAT THE ME²⁵ MEASURES

The ME²⁵ consists of 25 items: nine items that measure individual spiritual commitment, 12 that measure member engagement, and four outcome items about life satisfaction, inviting, serving, and giving. The Spiritual Commitment items are individual and personal, while the Engagement items indicate how strongly one feels a sense of belonging within the church. Members who are highly engaged are more likely to give more money to their churches, and to volunteer more hours per week to help and serve others. They are also more likely to invite others to participate and to be more satisfied with their lives. The same is true of members who are more spiritually committed.

MEMBER ENGAGEMENT

Items ME11 through ME22 measure how engaged members are in the life of the church. Engagement is divided into four areas, each building upon the other in a hierarchy of engagement.

- The first area is "What do I get?" and includes items ME11 and ME12. It is important that these two items receive high scores because they form the base on the engagement hierarchy. The base must be strong if the rest of the pyramid is to stand.
- The second level is "What do I give?" and includes items ME13 through ME16.
- The third level is "Do I belong?" and includes items ME17 through ME20.
- The top of the pyramid is "How can we grow?" and includes items ME21 and ME22.

It is natural for new members to look to fulfill their engagement needs at the bottom of the pyramid. As members move toward greater engagement, they want to fulfill their needs toward the top of the pyramid. However, there is interplay between the items at various levels, and individuals identify and prioritize their needs on different levels of the pyramid as their engagement changes. From the church perspective, the Engagement items are the most actionable items on the survey, and steps taken to improve scores on these items will have a positive impact on spiritual commitment as well.

SPIRITUAL COMMITMENT

The real "bottom line" of a church is producing spiritually committed individuals. Items ME02 through ME10 measure a person's spiritual commitment, in terms of both attitudes and behaviors. Members of a church with high scores on spiritual commitment and low scores on member engagement have limited ways to express and live out their spirituality in the midst of their church. If the church increases the level of engagement among these individuals, it will unleash a powerhouse of potential for fulfilling its mission. Likewise, a church of highly engaged yet moderately committed members would do well to focus on the basics of expectations and meeting spiritual needs to increase the commitment level of its members, thereby dramatically increasing its potential.

OUTCOMES

Items ME01, ME23, ME24, and ME25 are the measurable outcomes of life satisfaction, inviting, serving, and giving. Strong engagement and commitment are more likely to lead to high scores on these four items; weaker engagement and commitment are more likely to lead to low scores.

DEMOGRAPHICS

Following the ME²⁵, respondents are asked a variety of demographic questions. A summary of the responses is included at the end of the report, and the responses are labeled D1 through D7.

CONCLUSION

Strong churches produce spiritually mature individuals whose lives have a positive influence on our society and world. However, you can manage only what you can measure. The ME²⁵ provides your church with a system to measure its progress so that you can manage your church with greater care and clarity — in order to create positive change in people's lives. At Gallup, it is our pleasure to be your partner in this endeavor.

MEMBER ENGAGEMENT INDEX

The Member Engagement Index is a macro-level indicator of a church's health that allows church leaders to track engagement levels. This analysis identifies the percentage of members who are engaged, not engaged, and actively disengaged based on their responses to the ME²⁵ survey.



Engaged



Not Engaged



Actively Disengaged

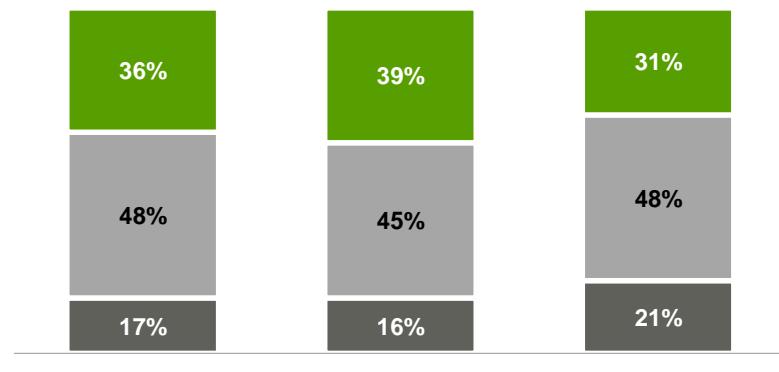
These members are loyal and have a strong psychological connection to their church. They are more spiritually committed, more likely to invite friends, family members, and coworkers to church events, and give more both financially and in commitment of time.

These members may attend regularly, but they are not psychologically connected to their church. Their connection to the church is more social than spiritual. They give moderately but not sacrificially, and they may do a minimal amount of volunteering in the community. They are less likely to invite others and more likely to leave.

These members usually show up only once or twice a year, if at all. They are on the membership rolls, and can tell you what church they belong to — but may not be able to name the pastor. However, they may also be regular in their attendance. If that's the case, they are physically present but psychologically absent. They are unhappy with their church and insist on sharing that unhappiness with just about everyone.

ENGAGEMENT (%)

- Engaged
- Not Engaged
- Actively Disengaged



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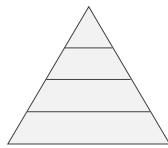
Protestant Overall

Faith Overall

• Percent engaged not shown when n < 30. Workgroup data not shown to protect confidentiality. Numeric values shown on chart when percentages are 5% or higher.

SUMMARY OF MEMBER ENGAGEMENT ITEMS

This section shows how your mean scores compared against others and Gallup's Faith Database.



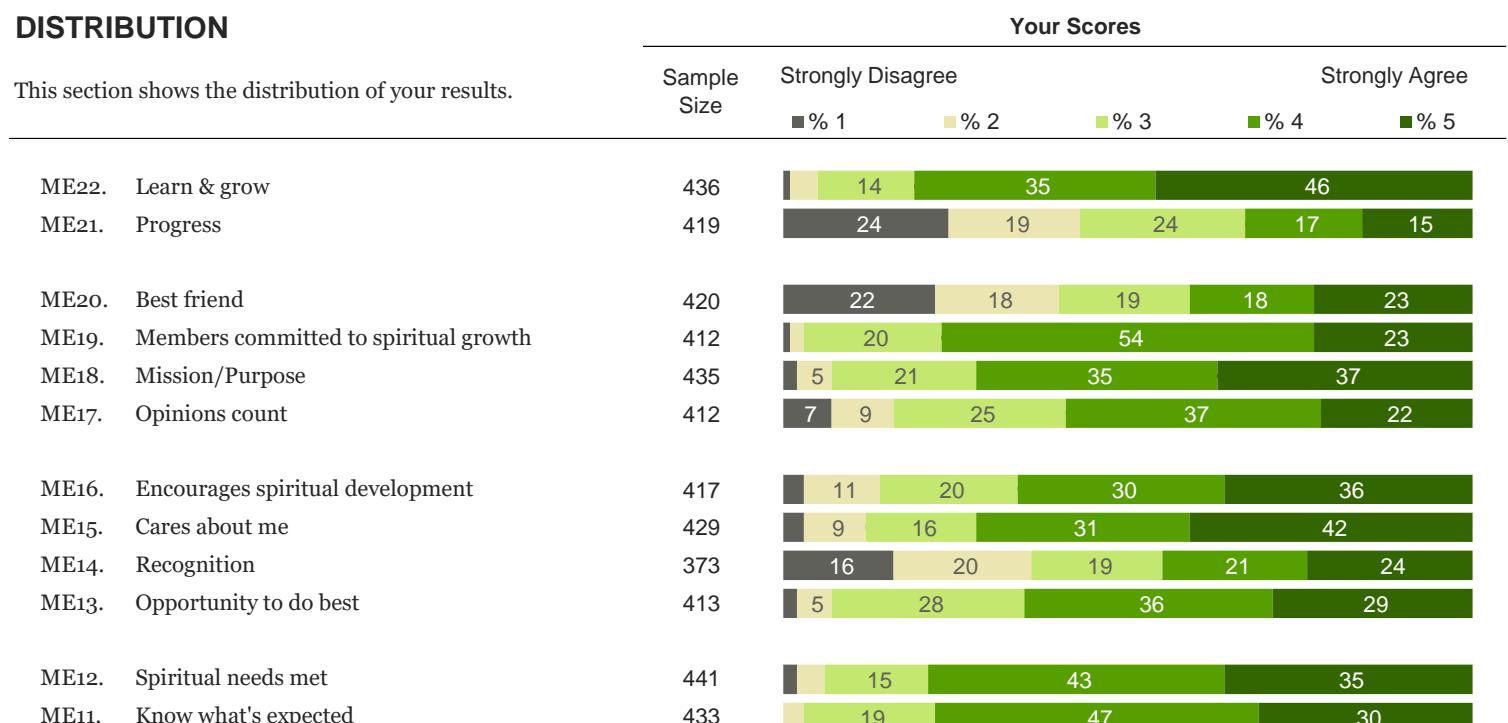
Grow
Belong
Give
Get

Your Total: 444

	Your Scores			Comparisons			
	Sample Size	Now	Past	Protestant Overall	Faith Overall	Gallup Faith 50th %	Gallup Faith 75th %
GRANDMEAN ENGAGEMENT	444	3.72		3.79	3.64	3.68	3.83
ME22. Learn & grow	436	4.22		4.20	4.04	4.02	4.21
ME21. Progress	419	2.80		2.84	2.60	2.64	2.93
ME20. Best friend	420	3.01		3.44	3.20	3.28	3.50
ME19. Members committed to spiritual growth	412	3.96		3.98	3.94	3.94	4.04
ME18. Mission/Purpose	435	4.01		3.94	3.85	3.86	4.01
ME17. Opinions count	412	3.58		3.66	3.52	3.56	3.73
ME16. Encourages spiritual development	417	3.87		3.83	3.58	3.62	3.84
ME15. Cares about me	429	4.00		4.12	3.90	3.93	4.16
ME14. Recognition	373	3.17		3.56	3.13	3.25	3.56
ME13. Opportunity to do best	413	3.85		3.80	3.78	3.79	3.90
ME12. Spiritual needs met	441	4.06		4.01	4.02	4.01	4.16
ME11. Know what's expected	433	4.04		4.01	3.97	3.98	4.10

DISTRIBUTION

This section shows the distribution of your results.



• Item data % 1 - % 4 not shown when n < 10, % 5 and means when n < 5. Workgroup data not shown to protect confidentiality.

↑↓ Meaningful growth or decline (0.20 mean change)

Numeric values shown on chart when percentages are 5% or higher.

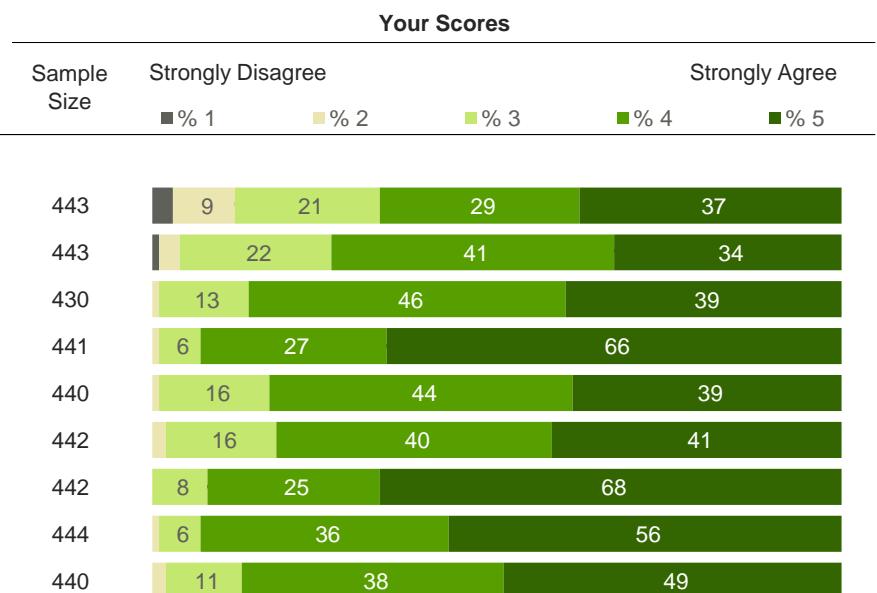
SUMMARY OF SPIRITUAL ENGAGEMENT ITEMS

This section shows how your mean scores compared against others and Gallup's Faith Database.

Your Total: 444	Your Scores			Comparisons			
	Sample Size	Now	Past	Protestant Overall	Faith Overall	Gallup Faith 50th %	Gallup Faith 75th %
GRANDMEAN COMMITMENT	444	4.28		4.21	4.18	4.20	4.27
ME02. Time in worship or prayer every day	443	3.89		3.76	3.82	3.84	3.94
ME03. My faith in every aspect of my life	443	4.03		4.02	4.00	4.04	4.14
ME04. I have forgiven people	430	4.22		4.21	4.12	4.15	4.23
ME05. I have meaning and purpose	441	4.59		4.46	4.41	4.43	4.49
ME06. Develop my given strengths	440	4.20		4.14	4.12	4.13	4.23
ME07. Take unpopular stands	442	4.21		4.18	4.12	4.15	4.23
ME08. Faith gives me an inner peace	442	4.60		4.46	4.44	4.46	4.51
ME09. I speak words of kindness	444	4.48		4.47	4.46	4.46	4.50
ME10. Spiritually committed	440	4.34		4.23	4.16	4.17	4.25

DISTRIBUTION

This section shows the distribution of your results.

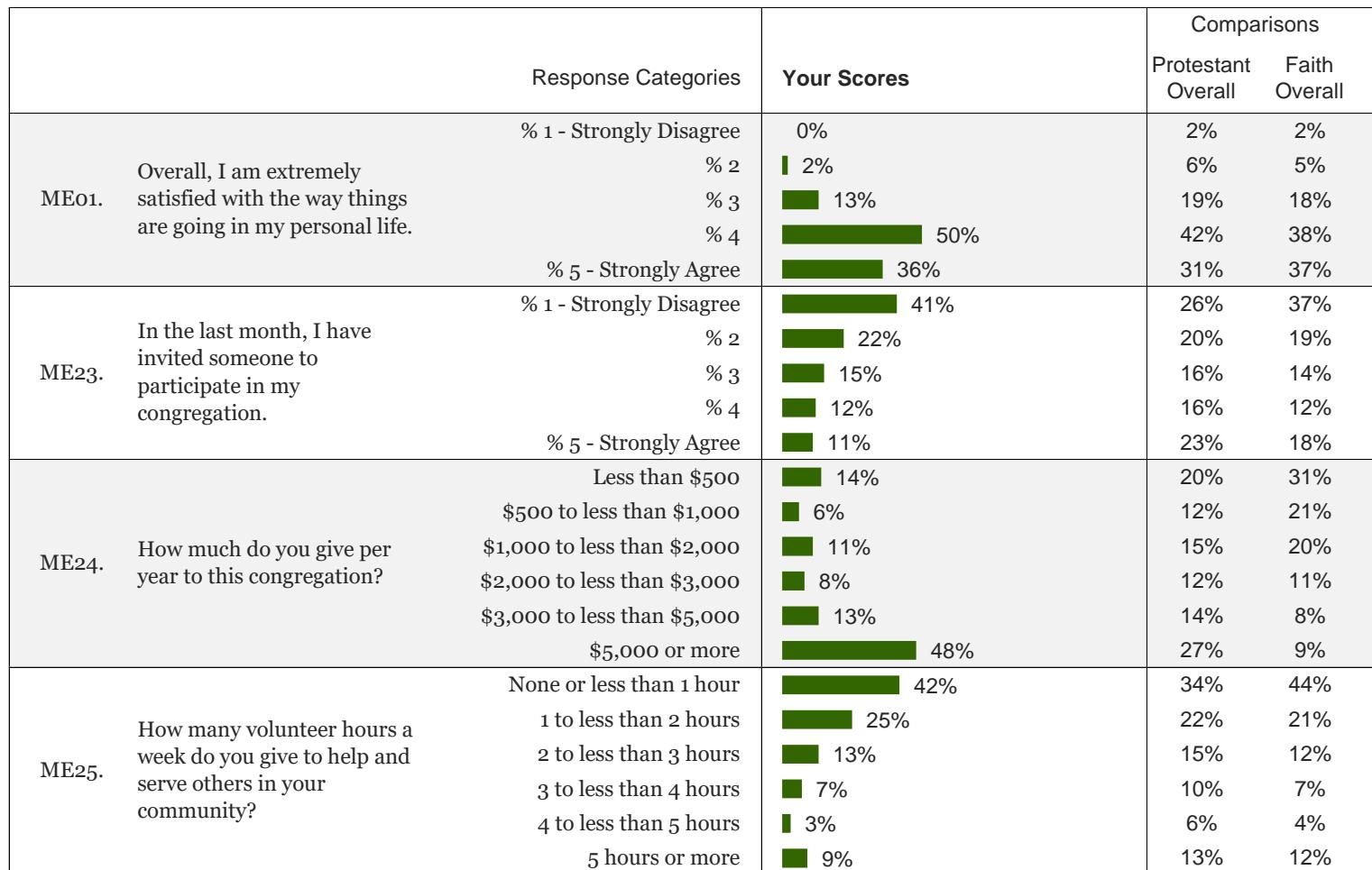


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OUTCOMES



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DEMOGRAPHICS

		Response Categories	Your Scores	Comparisons	
				Protestant Overall	Faith Overall
D1.	Did you attend Worship last week?	Yes	 68%	76%	82%
		No	 32%	24%	18%
D2.	How long have you been a member of this congregation?	Less than 1 year	 11%	10%	10%
		1 to less than 3 years	 7%	12%	10%
		3 to less than 5 years	 9%	12%	10%
		5 to less than 10 years	 14%	18%	16%
		10 years or more	 55%	48%	54%
D3.	What is your age?	18 – 24	 5%	5%	5%
		25 – 34	 8%	10%	8%
		35 – 44	 13%	16%	15%
		45 – 54	 20%	19%	21%
		55 – 64	 26%	21%	20%
		65 – 74	 19%	18%	18%
		75+	 10%	11%	13%
D4.	What is your gender?	Male	 45%	40%	39%
		Female	 55%	60%	61%
D5.	What is your marital status?	Single	 7%	15%	13%
		Single, but living with someone as a couple	 1%	2%	2%
		Married	 84%	69%	70%
		Separated	 0%	1%	1%
		Divorced	 3%	7%	6%
		Widowed	 4%	7%	8%
D6.	What is the highest level of education you have completed?	Less than high school graduate	 1%	3%	3%
		High school graduate	 5%	11%	12%
		Some college	 11%	21%	17%
		Trade, technical, or vocational training	 3%	7%	6%
		College graduate	 48%	30%	34%
		Post-graduate work or degree	 32%	28%	28%
D7.	What is your total annual household income, before taxes?	Under \$10,000	 0%	5%	6%
		\$10,000 to less than \$20,000	 0%	5%	6%
		\$20,000 to less than \$30,000	 2%	8%	7%
		\$30,000 to less than \$40,000	 2%	9%	8%
		\$40,000 to less than \$60,000	 8%	16%	14%
		\$60,000 to less than \$75,000	 7%	12%	11%
		\$75,000 to less than \$100,000	 15%	16%	15%
		\$100,000 or more	 53%	29%	33%

- Item data % 1 - % 4 not shown when n < 30, % 5 when n < 5. Workgroup data not shown to protect confidentiality.

DEFINITIONS

The preceding pages provide a summary of member responses to the Gallup ME²⁵ survey.

SCORING

The survey statements were rated on a scale that required a response from among six response categories:



The statement or dimension averages are based on a 5-point scale, with "1" being the lowest possible average and "5" being the highest average. "Does Not Apply" or "Don't Know" responses are not scored.

The Gallup ME²⁵ survey includes Member Engagement, Spiritual Commitment, Outcome, and Demographic items. Note the following term definitions:

GRANDMEAN ENGAGEMENT

The average, on a 5-point scale, across Member Engagement items.

GRANDMEAN COMMITMENT

The average, on a 5-point scale, across Spiritual Commitment items.

MEMBER ENGAGEMENT

The 12 items that Gallup has found to consistently link to outcomes.

TOP BOX

The percentage of "5" (Strongly Agree) responses.

ENGAGEMENT SCORES

The average Top Box response percentages for statements measuring each stage of the engagement hierarchy.

GALLUP FAITH 50TH PERCENTILE

The score in Gallup's faith database above which 50% of all faith communities scored.

GALLUP FAITH 75TH PERCENTILE

The score in Gallup's faith database above which 25% of all faith communities scored.