



MEMBER ENGAGEMENT SURVEY RESULTS

St. John XXIII, Fort Myers, FL - Gallup ME25 2019

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 (ME²⁵TM) — that measures the spiritual health of parishes.

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 parish
- 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 parish's engagement and spiritual commitment, giving parishes 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 parish. Members who are highly engaged are more likely to give more money to their parishes, 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 parish. 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 parishioners to look to fulfill their engagement needs at the bottom of the pyramid. As parishioners 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 parish 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 parish 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 parish 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 parish. If the parish increases the level of engagement among these individuals, it will unleash a powerhouse of potential for fulfilling its mission. Likewise, a parish 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 parishes 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 parish with a system to measure its progress so that you can manage your parish 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 parish's health that allows parish 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

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



Not Engaged

These members may attend regularly, but they are not psychologically connected to their parish. Their connection to the parish 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.

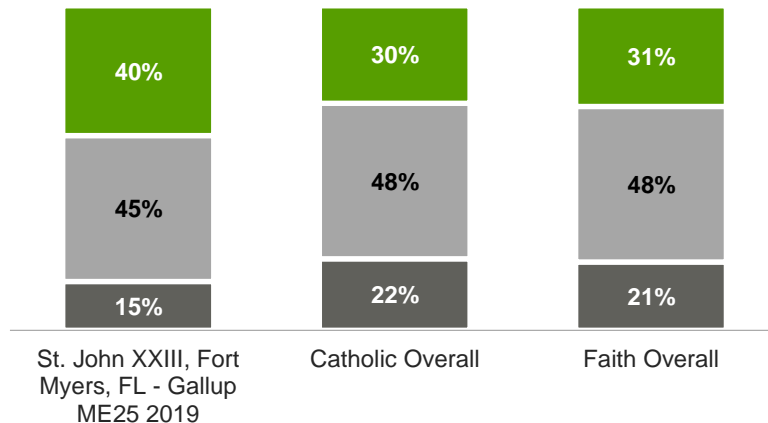


Actively Disengaged

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 parish they belong to – but may not be able to name the priest. 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 parish and insist on sharing that unhappiness with just about everyone.

ENGAGEMENT (%)

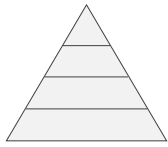
- Engaged
- Not Engaged
- Actively Disengaged



• Percent engaged not shown when n < 30. Workgroup data not shown to protect confidentiality. Numeric values shown 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: 2093

	Your Scores			Comparisons			
	Sample Size	Now	Past	Catholic Overall	Faith Overall	Gallup Faith 50th %	Gallup Faith 75th %
GRANDMEAN ENGAGEMENT	2093	3.83		3.62	3.64	3.68	3.83
ME22. Learn & grow	1943	4.23		4.03	4.04	4.02	4.21
ME21. Progress	1669	2.54		2.58	2.60	2.64	2.93
ME20. Best friend	1759	3.26		3.17	3.20	3.28	3.50
ME19. Members committed to spiritual growth	1747	4.19		3.94	3.94	3.94	4.04
ME18. Mission/Purpose	1912	4.13		3.84	3.85	3.86	4.01
ME17. Opinions count	1704	3.83		3.50	3.52	3.56	3.73
ME16. Encourages spiritual development	1711	3.68		3.55	3.58	3.62	3.84
ME15. Cares about me	1853	4.16		3.87	3.90	3.93	4.16
ME14. Recognition	1577	3.11		3.08	3.13	3.25	3.56
ME13. Opportunity to do best	1811	4.04		3.78	3.78	3.79	3.90
ME12. Spiritual needs met	2034	4.37		4.03	4.02	4.01	4.16
ME11. Know what's expected	1993	4.10		3.97	3.97	3.98	4.10

DISTRIBUTION

This section shows the distribution of your results.

	Sample Size	Your Scores				
		Strongly Disagree				Strongly Agree
		% 1	% 2	% 3	% 4	% 5
ME22. Learn & grow	1943		15	31	49	
ME21. Progress	1669	34	19	20	12	15
ME20. Best friend	1759	21	13	17	16	33
ME19. Members committed to spiritual growth	1747	16	38	43		
ME18. Mission/Purpose	1912	17	33	44		
ME17. Opinions count	1704	7	25	31	33	
ME16. Encourages spiritual development	1711	8	11	21	26	34
ME15. Cares about me	1853	16	29	48		
ME14. Recognition	1577	21	14	22	19	24
ME13. Opportunity to do best	1811	22	33	39		
ME12. Spiritual needs met	2034	12	31	55		
ME11. Know what's expected	1993	20	35	41		

• 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 when percentages are 5% or higher.

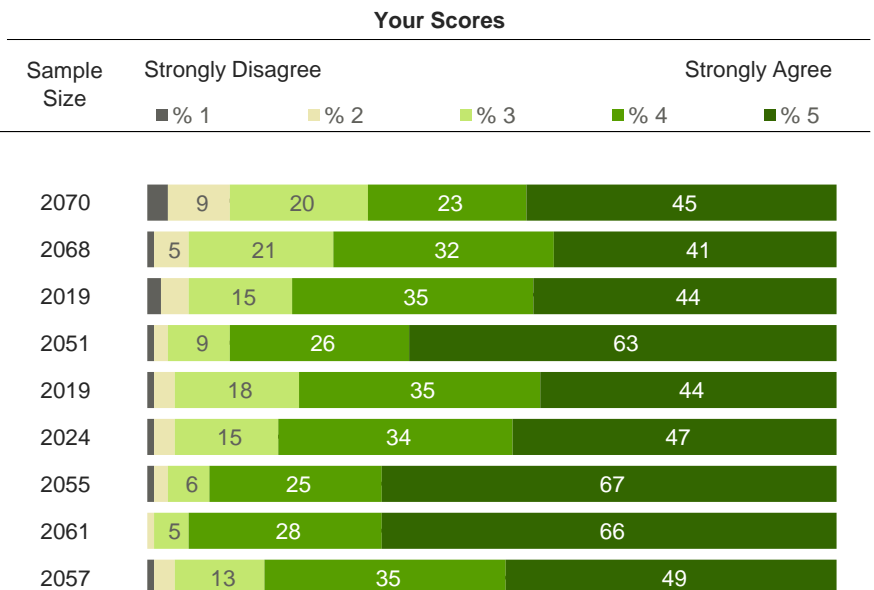
SUMMARY OF SPIRITUAL ENGAGEMENT ITEMS

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

Your Total: 2093	Your Scores		Comparisons				
	Sample Size	Now	Past	Catholic Overall	Faith Overall	Gallup Faith 50th %	Gallup Faith 75th %
GRANDMEAN COMMITMENT	2093	4.28		4.18	4.18	4.20	4.27
ME02. Time in worship or prayer every day	2070	3.98		3.83	3.82	3.84	3.94
ME03. My faith in every aspect of my life	2068	4.06		4.00	4.00	4.04	4.14
ME04. I have forgiven people	2019	4.15		4.11	4.12	4.15	4.23
ME05. I have meaning and purpose	2051	4.49		4.40	4.41	4.43	4.49
ME06. Develop my given strengths	2019	4.18		4.12	4.12	4.13	4.23
ME07. Take unpopular stands	2024	4.23		4.11	4.12	4.15	4.23
ME08. Faith gives me an inner peace	2055	4.55		4.44	4.44	4.46	4.51
ME09. I speak words of kindness	2061	4.57		4.46	4.46	4.46	4.50
ME10. Spiritually committed	2057	4.28		4.16	4.16	4.17	4.25











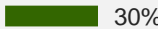
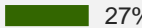










DISTRIBUTION

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)

OUTCOMES

	Response Categories	Your Scores	Comparisons	
			Catholic Overall	Faith Overall
ME01. Overall, I am extremely satisfied with the way things are going in my personal life.	% 1 - Strongly Disagree	 1%	2%	2%
	% 2	 3%	5%	5%
	% 3	 13%	18%	18%
	% 4	 31%	38%	38%
	% 5 - Strongly Agree	 53%	38%	37%
ME23. In the last month, I have invited someone to participate in my parish.	% 1 - Strongly Disagree	 34%	38%	37%
	% 2	 15%	19%	19%
	% 3	 15%	14%	14%
	% 4	 14%	12%	12%
	% 5 - Strongly Agree	 22%	17%	18%
ME24. How much do you give per year to this parish?	Less than \$500	 30%	32%	31%
	\$500 to less than \$1,000	 27%	21%	21%
	\$1,000 to less than \$2,000	 21%	20%	20%
	\$2,000 to less than \$3,000	 10%	11%	11%
	\$3,000 to less than \$5,000	 7%	8%	8%
	\$5,000 or more	 5%	8%	9%
ME25. How many volunteer hours a week do you give to help and serve others in your community?	None or less than 1 hour	 54%	45%	44%
	1 to less than 2 hours	 17%	21%	21%
	2 to less than 3 hours	 10%	12%	12%
	3 to less than 4 hours	 6%	7%	7%
	4 to less than 5 hours	 5%	4%	4%
	5 hours or more	 9%	11%	12%

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

DEMOGRAPHICS

		Response Categories		Your Scores	Comparisons	
					Catholic Overall	Faith Overall
D1.	Did you attend Mass last week?	Yes		84%	83%	82%
		No		13%	17%	18%
D2.	How long have you been a member of this parish?	Less than 1 year		14%	10%	10%
		1 to less than 3 years		14%	10%	10%
		3 to less than 5 years		15%	9%	10%
		5 to less than 10 years		20%	16%	16%
		10 years or more		30%	55%	54%
D3.	What is your age?	18 – 24		2%	4%	5%
		25 – 34		3%	8%	8%
		35 – 44		7%	15%	15%
		45 – 54		7%	21%	21%
		55 – 64		14%	20%	20%
		65 – 74		36%	18%	18%
		75+		29%	14%	13%
D4.	What is your gender?	Male		41%	39%	39%
		Female		57%	61%	61%
D5.	What is your marital status?	Single		5%	13%	13%
		Single, but living with someone as a couple		4%	2%	2%
		Married		75%	70%	70%
		Separated		0%	1%	1%
		Divorced		5%	6%	6%
		Widowed		9%	8%	8%
D6.	What is the highest level of education you have completed?	Less than high school graduate		1%	4%	3%
		High school graduate		11%	12%	12%
		Some college		18%	17%	17%
		Trade, technical, or vocational training		6%	6%	6%
		College graduate		33%	35%	34%
D7.	What is your total annual household income before taxes?	Postgraduate work or degree		29%	27%	28%
		Under \$10,000		2%	6%	6%
		\$10,000 to less than \$20,000		2%	6%	6%
		\$20,000 to less than \$30,000		4%	7%	7%
		\$30,000 to less than \$40,000		6%	8%	8%
		\$40,000 to less than \$60,000		12%	14%	14%
		\$60,000 to less than \$75,000		11%	10%	11%
\$75,000 to less than \$100,000		16%	15%	15%		
	\$100,000 or more		33%	34%	33%	

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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:

Strongly Disagree					Strongly Agree	Does Not Apply or Don't Know
1	2	3	4	5	6	

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.