

# **Summary Report and Analysis Transforming Church Index Survey Results**

## **Survey Background and Participants**

The Strategic Growth Planning Team is grateful to the 577 members of the Trinity community who completed the Transforming Church Index (TCI) survey in January 2010. The time and energy contributed by so many people is a considerable investment in our church's future. The TCI survey was selected by the SGPC to help us understand our church's health. Designed around fifteen scales of church health that are organized conceptually within five key indicators, the survey measures our congregation's key strengths as well as opportunities for improvement.

The significantly large number of survey participants represents approximately 50% of Trinity's average Sunday worship attendance and provides us with results with significant statistical certainty. The margin of error for the raw Composite Score (1-5 scale) is a plus or minus 0.05 points; the scores would change little, if at all, even if many more people were to take the survey.

The committee is satisfied that the range of respondents is a good cross-section of the Trinity community. Respondents self-identified by length of involvement at the church; age; role in the church; marital status; and minutes of travel to worship services.

The summary of the 15 TCI Scales and the Composite Score (our church's average of the 15 scales) are compared to national norms, giving Trinity a relative benchmark from over 23,000 records in the database. The "percentile scores" in this summary are relative to the national norms and are based on data from churches of all sizes representing virtually every major Protestant denomination as well as non-denominational churches. These churches represent the fabric of the American church and virtually every model that exists among Protestant churches in America.

## **Results**

### **1. Composite Score**

Compared to the national norm, Trinity's Composite Score was at the 94<sup>th</sup> percentile and was statistically significantly higher than the national average. In other words, Trinity's overall all score was higher than 93% of the churches who completed the TCI survey.

- Trinity scored above the national norm on all 15 TCI Scales
- Trinity's top three percentile scores were on the following scales: Meets Needs; Effective Management; and Financial Leadership
- Trinity lowest three percentile scores were on the following scales: Innovation and Creativity; Embracing Change; and Unique Focus

## 2. Trinity's Strengths

In addition to those questions for which TCI has norms for comparison, the survey also included a section on ministry programming without national norms, and which generated raw scores that tell us the degree to which respondents disagree or agree with several statements about Trinity. Analysis of both comparisons to national norms and raw scores reveals that Trinity scored highest on the following:

- This church effectively meets the needs of children and its teenage youth.
- This church effectively meets the needs of senior citizen.
- This church effectively meets the needs of families.
- Our minister's sermons are helpful in everyday life and draw people to this church.
- I look forward to attending worship every week and the music in our worship services lifts my spirit.
- Our church discusses financial issues in an appropriate manner and our leaders publicly discuss financial issues about the right time (not too much, not too little).
- I am satisfied with the church's programs and ministries outside of our regular worship.
- Overall, I am satisfied with the way that the leadership of this church is performing its job.
- Our leaders practice what they expect others to do.
- Leaders keep me informed about new things that concern me at church.

## 3. Trinity's Relative Opportunities for Improvement

Trinity's respondents scored the following items lower than other items on the survey, although each was scored higher than its national norm. Relative to the statements that express Trinity's top strengths (found in # 2 above), these statements reveal potential opportunities for improvement.

Trinity scored higher than the national norm on all of the following. Yet, these were identified as among the lower scores, relative to Trinity being ranked in the 94<sup>th</sup> percentile among the pool of over 23,000 churches, and were suggested as opportunities for improvement:

- My actions influence the church.
- Our church effectively closes down programs or ministries that are no longer effective.
- Our church effectively meets the needs of its single adults.
- Visitors quickly experience what our church is all about.
- My church is...friendly.
- My church is...warm.
- I am involved in a regular smaller group within the church.
- My church is...contemporary.
- I help support the church financially.
- I have been encouraged by this church to reach out to my neighbors.

4. Summary of the Composite Scores of the 15 Scales organized within the Five Key Indicators. The percentile scores are compared to the national norms.

**Key Indicator 1: Consumerism / Community** **Percentile Score**  
A healthy community is one where people experience a combination of several things. In a healthy community members experience social connections and caring relationships, and feel personally connected to the church’s overarching purpose. This Key Indicator is measured by three scales. These scales help identify whether or not people are “consumers” or “partners in ministry.” They help to identify the level of relational commitment to the church, and how much relational community they experience.

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| ➤ Caring Relationship                     | 86% |
| ➤ Personal Connection to Church’s purpose | 84% |
| ➤ Social Connection                       | 82% |

**Comparing Trinity to national norms, your members are tremendously excited about the church, your members feel very connected to what church is all about, your church has an exceptional atmosphere of fellowship and belonging and in your church, individuals feel extremely valued and loved.**

#### **Key Indicator 2: Incongruence / Code**

A church’s code is its identity, or personality. While this survey doesn’t tell us what the church’s code is, it does tell us whether or not people have a deep personal connection to what the church is all about. This Key Indicator is measured by three scales. These scales measure respondents’ general sense of excitement and enthusiasm about the church, their personal growth through the church, and whether or not they think the church has a unique sense of focus.

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|-------------------------------|-----|
| ➤ Personal Growth             | 91% |
| ➤ Excitement About the Church | 90% |
| ➤ Unique Focus                | 82% |

**Comparing Trinity to national norms, your church has a very clear sense of identity and focus, and your church has done a very effective job of emphasizing personal spiritual growth.**

#### **Key Indicator 3: Autocracy / Shared Leadership**

Leadership is often too narrowly defined in many circles. In our TCI research, leadership that mobilizes people for ministry is a combination of several factors. Effective leaders raise important and difficult issues with the people, engaging them in dialogue and discussion. Various points of view are respected and people are free to speak their

minds. Members need to trust that leaders have the best interest of the church in mind. They need to know that the church's financial resources are effectively managed. They need a sense that the church has clear objectives that are well communicated and executed.

- Effective Management 96%
- Financial Leadership 95%
- Trust in Leadership 92%
- Raising Issues 84%

**Comparing Trinity to national norms, your church does a great job in handling conflicted issues, members feel very confident in what they see and hear from the church's leaders, your church does a great job when it comes to managing finances and financial communication, and your church has done an excellent job in establishing the church's direction, accomplishing goals, and communicating major issues with members.**

#### **Key Indicator 4: Cloister / Missional**

An outward focus is evident when a church meets a variety of needs. It includes meeting the needs of various demographic segments (children and youth, singles to seniors, etc.). Being missional is also measured by the church's contribution to the local community. Do we keep up with changes in our community? Are we a good citizen? Does the local community know what we do?

- Meets Needs 99%
- Local Impact 88%

**Comparing Trinity to national norms, your church's programming for various age groups is very strong, and your church is doing an excellent job at making a difference in the lives of people in your community.**

#### **Key Indicator 5: Inertia / Reinvention**

A healthy church must be able to reinvent itself. Change is inevitable. How a church handles change is critical. These scales examine the communication surrounding change, whether or not the church's members embrace change, and how innovative or creative the church is in its approach.

- Communication About Change 95%
- Embracing Change 78%
- Innovation and Creativity 76%

**Comparing Trinity to national norms, when it comes to including people in discussions about change, your church is doing a great job, overall, members are on board with any changes that are required, and your church is fairly innovative and creative.**

**5. Summary of Raw Scores on the TCI Scales and Ministry Programming.**

The TCI report also included raw scores, using a raw scores scale which is represented numerically, where 1 = “Strongly Disagree” and 5 = “Strongly Agree.” Scores above 4 are considered very strong.

Worship	4.49	Effective Management	4.24
Financial Leadership	4.46	Local Impact	4.16
Trust in Leadership	4.45	Communication about Change	4.15
Excitement about the Church	4.44	Caring Relations	4.14
Personal Growth	4.42	Unique Focus	4.11
Building & Facilities	4.33	Innovation & Creativity	4.06
Christian Education	4.30	Personal Connection to Church	4.05
Meets Needs	4.29	Raising Issues	3.96
Social Connections	4.28	Embracing Change	3.63

**Going Forward**

Analysis of this survey is one of the first steps in a process of understanding and assessing our church. The TCI data clearly affirm Trinity’s strengths. The broad range of highly rated items offers a set of building blocks for creating Trinity’s future. There also are areas of opportunity that will serve as vital topics of discussion with church leadership. The information presented in the report will be used to establish strategic directions and further develop four priorities already in place. Those four reflect our mission to Explore, Connect, Grow and Serve:

- **Discipleship** (intentional, transferable shaping of people’s lives)
- **Leadership Development** (expanding the individual and collective capacity of members to engage effectively in leadership roles and processes)
- **Assimilation** (equipping and mobilizing at Trinity and beyond and integrating people in ministry)
- **Community** (engaging and connecting us through common values)

This process of measuring key strengths as well as opportunities for improvement was considered an important step in planning for the next phases for Trinity’s growth and development.