



C.A.T. (Congregational Assessment Tool) Survey Results

#6 - Improving Satisfaction

Zion Lutheran Church ... *Factors identified to improve satisfaction.*

The CAT results suggest the following areas of improvement that might have the biggest impact on how members are feeling about our church overall. These items are listed in rank order, with most important listed first.

1. Leaders representative
2. Different decision approaches
3. Programs for lifestyle
4. New meaning to life
5. Spirit of involvement
6. Worship is excellent
7. Supported in ministry
8. Resolve problems
9. Prepare to welcome guests
10. Clergy communicates well

These "top ten" areas of improvement fall into three categories -- governance, education, and hospitality.

Takeaways -- Governance

- We need to work to make our Council and others in leadership positions more representative of the congregation. Currently our male to female membership split is nearly a perfect 50/50 ratio. Our Church Council, however, is only 30% male to 70% female. We also need to seek out those in younger age groups (age 20-49) for leadership positions to better represent our membership.
- Leaders need to be more open to seeking input of others when important decisions are to be made.
- We need to understand views and opinions other than our own. The "family" atmosphere at Zion likely worsens hurt feelings when disagreements arise.
- We need to do a better job of communicating from Council to membership.

Takeaways -- Education

- Members are seeking faith formation opportunities that fit their varied lifestyles.
- Members want to be more involved to make worship a higher priority and deeper experience.

Takeaways -- Hospitality

- We need to be friendlier to those members and visitors that we don't know. Consider how you can step out of your comfort zone to reach out and welcome others!