

# Listening for Contribution to the Glory of God and the Aid of People: Measuring the Spiritual Domain through the HOPE Quotient Survey at HOPE International

## Why do we care about spiritual impact?

HOPE's Mission: To invest in the dreams of families in the world's underserved communities as we proclaim and live the Gospel.

Our role is to bear witness to Christ and His Kingdom through who we are, how we work, and how we serve the local church, contributing by God's grace to restoring what is broken spiritually, materially, socially, and personally.



## Why should we try to evaluate anything?

We can't know if we are being faithful to our mission if we *don't* seek to hear and evaluate our spiritual impact. Listening and evaluating enables us to:

"Add to our learning and get guidance" Proverbs 1:5

Be good stewards: Confirm for ourselves and donors that our programs are having impact.

Improve our effectiveness for the Kingdom.

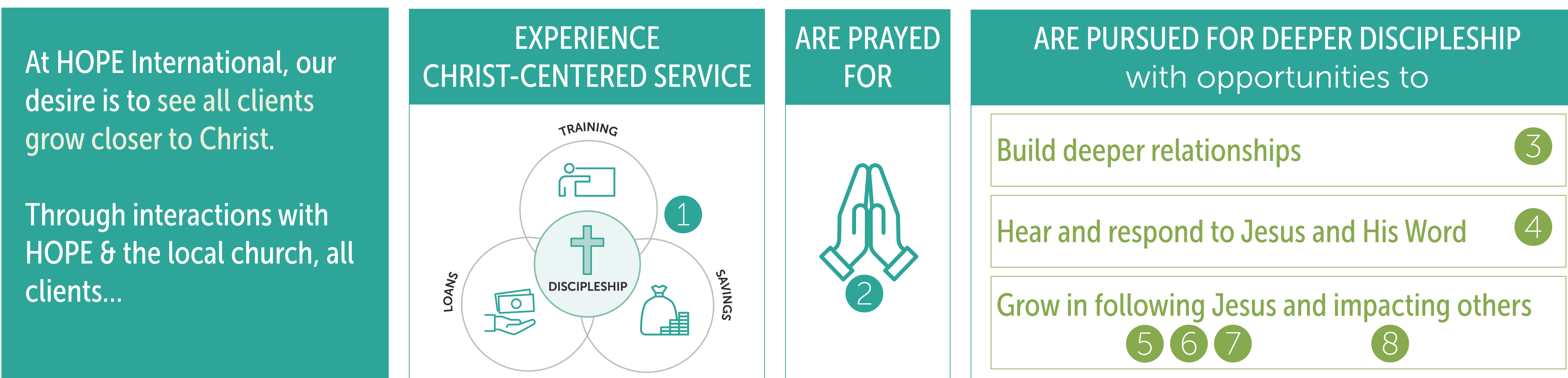
Respond: Close the feedback loop.

Minister: Listening is part of the ministry, not just an evaluation of it.

Give glory to God for what He has done!

## What should we evaluate?

The HOPE Quotient asks questions that can show us: *are we being faithful to the method we've committed to*, and *is it causing spiritual impact we hope for*? For the microfinance version of the survey, the questions are derived from our MFI Theory of Change, shown below.



## How should we evaluate spiritual impact?

While only God can judge the state of one's heart, *here are types of questions that try to evaluate spiritual growth:*

- Knowledge of the Gospel
- Feelings and personal self-evaluation
- Fruit or faith in action
  - Involvement in local church
  - Discipleship
  - Engagement with scripture

In the first version of the HOPE Quotient, we asked many knowledge- and feelings-based questions that weren't related to our Theory of Change or Client Spiritual Journey Framework (not pictured). For example, "What 3 words would you use to describe Jesus?" We found the results interesting, but unactionable.

In 2019, we began an industry- and field-informed process to develop new questions to understand the experience and impact of our interventions. Since then, the survey has been conducted in 7 countries for 5 savings group programs and 4 MFIs. The spiritual results in particular have encouraged local leaders and give insight into how HOPE clients have been enabled to grow spiritually compared to control group members. For this, we give glory to God!

## The HOPE Quotient

HOPE's Network-Wide Impact Assessment

### The Spiritual Domain

- 1 Is there someone helping you to grow and develop your relationship with God? If yes, who? If no, how do you feel about this?
- 2 Has your sales officer offered to pray with you?
- 3 Do you think that since you joined this group, the level of trust between members in your loan group has become better, become worse, or stayed the same? Please explain why.
- 4 Do you feel able to learn from Scripture by studying it on your own with the help of the Holy Spirit?
- 5 Do you worship somewhere? If yes, where?
- 6 Do you have an active relationship with God?
- 7 Have you changed anything about the way you live as a result of hearing and discussing Scripture? Could you please share an example?
- 8 Is there someone who you are helping to grow and develop their relationship with God? If yes, who?