

# The Effect of Faith-based Agencies on Client Satisfaction

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## ABSTRACT

The topic of Spirituality in Social work has become common in the past few years (Wingship, 2004) (Canda, Nakashima & Furman, 2004). It has been noted that spirituality in the life of a client is one of the main driving forces in their life to help them make decisions, cope with difficult circumstances, and bring meaning to their lives (Hodge, 2004). The literature encourages social workers to incorporate spiritual interventions in secular settings (Gotterer, 2001); however, not as much has been said concerning spiritual social agencies and their effectiveness with clients. The purpose of this research is to fill in gaps about the effectiveness of religious-based agencies at meeting the needs of clients. To fulfill this goal, client satisfaction and comfort levels in faith-based agencies will be assessed to help determine the overall effectiveness of the agency.

## PURPOSE/RATIONALE

The purpose of this research is to distinguish if clients who receive services at a faith-based agency have an equally high level of comfort and satisfaction with the services being offered.

## RESEARCH QUESTIONS

What is the relationship between the client's satisfaction and their comfort level at a faith-based agency?

Does a higher level of comfort predict a higher level of satisfaction?

## DESCRIPTION OF SAMPLING FRAME

My total sampling frame consists of the clients who seek assistance at the Caring Place during the duration of this study. In order to collect the most complete data possible, my desired sample size is 40 clients.

## DESCRIPTION OF METHODS TO SELECT STUDY SAMPLE

The clients will be asked upon entering The Caring Place if they would like to take part in a satisfaction survey about the services they receive at The Caring Place. They will then be asked to sign a confidentiality statement in English or Spanish depending on which language they are the most familiar. After they have signed the statement, they will be given the survey containing 20 questions about their level of satisfaction and their comfort level at the caring place.

## PROCEDURES AND DATA ANALYSIS STEPS

A Quantitative Study will be conducted with a descriptive design using a convenient sample. Data will be collected and entered into SPSS. Descriptive statistics will be run to check for data distribution and skewness. For both research questions, the survey concerning satisfaction and comfort will be utilized. The responses will be summed to create a total score. Frequencies, T-Tests and correlation analysis will be run to examine relationships between satisfaction and comfort measures.

## RESULTS

The overall client sample (n=61) was primarily unemployed (96.7%), Caucasian (86.9%), and female (83.6%). The majority of clients who participated in this survey were not currently married (62.3%). The most frequently reported religious affiliation noted by participating clients was Baptist (42.6%). A majority of all questions asked to assess each client's overall comfort at The Caring Place were answered strongly agree. A majority of all questions asked to assess each client's overall comfort at The Caring Place were answered strongly agree.

## RESULTS (cont.)

An independent sample t test comparing the reported level of comfort with spiritual aspects of the agency found a significant difference between the two groups ( $t(59) = -2.38$ ,  $p < .05$ ). The level of comfort of men ( $M = 3.8$ ,  $SD = 1.54$ ) was significantly different from the comfort level for females ( $M = 4.67$ ,  $SD = .931$ ). A Pearson correlation coefficient was calculated for the relationship between the overall satisfaction of the client and their level of comfort with the spiritual aspects of the agency. A strong positive correlation that was significant was found ( $r(59) = .903$ ,  $p > .05$ ). A higher level of comfort with the spiritual aspects of the agency indicates a higher level of satisfaction.

## DISSUSSION

The results from the research indicated that there is a strong relationship between satisfaction and comfort levels of clients. This relationship shows that clients who are more comfortable with the spiritual aspects of the agency are more likely to be satisfied with the agency as a whole. These results were consistent with those found in the literature. The study could have been enhanced by the inclusion of a more diverse sample in the areas of race, age, income, and religion.