

**Results of Survey on Worship Styles  
Holy Trinity Richmond  
Church on the Hill**



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## Introduction

The Vestry at Holy Trinity, the Church on the Hill in Richmond wished to consult with the congregation about worship styles. To quote from the introduction to the survey form:

At the Church on the Hill we want to help people to grow closer to the Lord. This survey asks for your help in determining how we are doing with that. It also asks how can we improve the processes we use for worship, and what are the practical issues around organising our worship services?

During July 2016 the Vicar, Susan Gill met with Shiona Frengly and Barb Lash and discussed what a survey would look like. Shiona and Barb are both experienced research analysts; Shiona in textual analysis and Barb in statistics. Some focus groups had helped to identify the issues that might be included in a survey. Barb designed a survey which was distributed both by e-mail and hard copy in late July. The final date for returning the survey was 7 August 2016.

The response to the survey was high with 88% of people who attend the 9AM Sunday service and 83% of people who attend the 10.30AM Sunday service returning a form. This high response rate means that the results of the survey are a good representation of what the members of these congregations think and feel about worship styles at the Church on the Hill.

That comments that people made were, in general, thoughtful, helpful, and well expressed.

Comments and results applicable to specific groups (for example, the music groups and preachers) have been given to the relevant groups. Vestry will make decisions on any changes based on the results of the survey.

The full responses to the survey are contained in this report. Executive summaries are also available.

# 1 Quality of the survey

## 1.1 Response rate

The quality of a survey is indicated by the response rate. The response rate is determined by calculating the proportion of people eligible to respond to the survey who actually responded. The church keeps records of the number attending the 9AM, 10.30AM and Wednesday services each week. Since the survey was mostly conducted in July 2016, the average attendance figures in July were used to indicate how many people were eligible to answer the survey. The numbers of respondents for other services were too low for a calculation of the response rate to be meaningful.

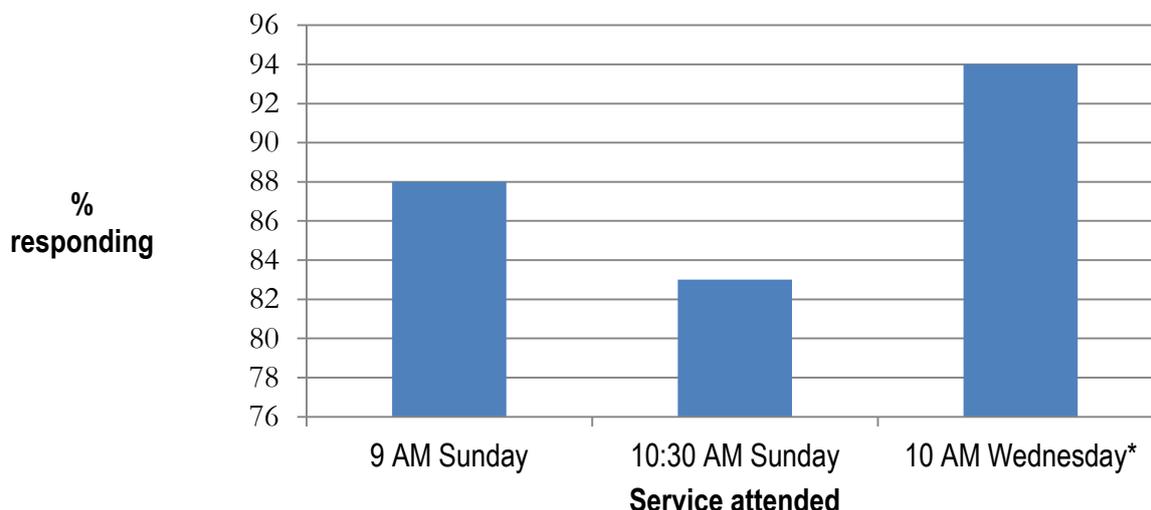
The average attendance at the 9AM, 10.30AM and Wednesday service is shown in table 1.1 with the numbers responding to the survey.

**Table 1.1 Response rate by service attended**

Service attended	Responded to survey	Average attendance in July 2016	% responding
9 AM Sunday	51	58	88
10:30 AM Sunday	44	53	83
10 AM Wednesday*	15	16*	94

\*Some weeks 16 people attended the Wednesday service, but the average attendance was 14. The maximum number attending in July was used as the low numbers made the mean produce a response rate that made no sense.

**Chart 1.1 Response rate by service attended**



The response rate from people who attended these three services was high (between 83% and 94%) meaning that the results of the survey are a good representation of what the members of these congregations think and feel about worship styles at the Church on the Hill.

## 1.2 Age and sex

**Table 1.2 Age**

Age	N	%
Less than 15 Years	5	5.4
15–19 Years	3	3.3
20–29 Years	0	0.0
30–39 Years	0	0.0
40–49 Years	6	6.5
50–59 Years	15	16.3
60–69 Years	19	20.7
70–79 Years	21	22.8
80 Years and over	23	25.0
Total	92	100.0

Most (85%) of those who responded were over 50 years old, with 69% being over 60%. While there were only a small number of young people who responded to the survey, their responses, and especially the comments they made, were valuable. There were no responses from people in their 20s or 30s. So that the views of this age group were not represented in the survey.

This age distribution probably reflects the age of people attending 9AM, 10.30Am and the Wednesday services. The people attending Messy Church and the Youth Group are likely to be younger and so the low number of young people is likely to be related to the low responses from these groups.

**Table 1.3 Sex**

Sex	N	%
Male	32	34.8
Female	60	65.2
Total	92	100.0

More women than men responded to the survey with nearly two-thirds of the respondents being female. This probably reflects the composition of the congregations.

### 1.3 Service attended

**Table 1.4 Service attended**

Service attended	N	%
9 AM Sunday	51	55.4
10:30 AM Sunday	44	47.8
7 PM Sunday	1	1.1
10 AM Wednesday	15	16.3
Messy church	9	9.8
Youth group	2	2.2
Total people	92	100.0

Note: Some people attended more than one service so the table adds to more than 91.

Most of those who responded attended the 9AM and 10.30AM services, with 55% attending the 9AM service and 48% attending the 10.30AM service. While the responses from people attending other services were low, their responses, and especially the comments they made, were valuable.

**Table 1.5 Frequency of attendance**

Frequency of attendance	N	%
Weekly*	74	81.3
Fortnightly	11	12.1
Monthly	5	5.5
Occasionally	1	1.1
Total**	91	100.0

\*Includes five people who said they attended the 9AM weekly, but Wednesday less often.

\*\*One person did not answer this question.

Most of those who responded frequently attended church services with 93% attending either weekly or fortnightly.

### 1.4 Summary of the quality of the survey

- The response rate from people who attended the 9AM, 10.30, and Wednesday services was high meaning the results of the survey are a good representation of what the members of these congregations think and feel about worships styles at the Church on the Hill.
- Most (85%) of those who responded were over 50 years old, with 69% being over 60%. More women than men responded to the survey with nearly two-thirds of the respondents being female. These age and sex responses probably reflect the composition of the 9AM, 10.30AM and Wednesday congregations.
- The numbers who attended 7PM, Messy Church and the Youth Group were not high, meaning the results of the survey are not a good representation of what the members of these congregations think and feel about worships styles at the Church on the Hill.
- While there were only a small number of young people who responded to the survey, their responses, and especially the comments they made, were valuable. There were no responses from people in their 20s or 30s. So that the views of this age group were not represented in the survey.

- The people attending Messy Church and the Youth Group are likely to be younger and so the low number of young people is likely to be related to the low responses from these groups.

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## 2 Timing of the morning services

Two questions were asked about the timing of the morning services. The first question asked about the order of the services. The question was designed to find out if people liked the traditional service earlier than the more contemporary service, or if they would like to swap the order. The second question sought people's opinions on lengthening the gap between the services, and if this gap was about an hour, what combination of times would they like.

The responses analysed in this section only include those who attended the 9AM service and/or the 10.30 service. These are the people who are affected by this issue.

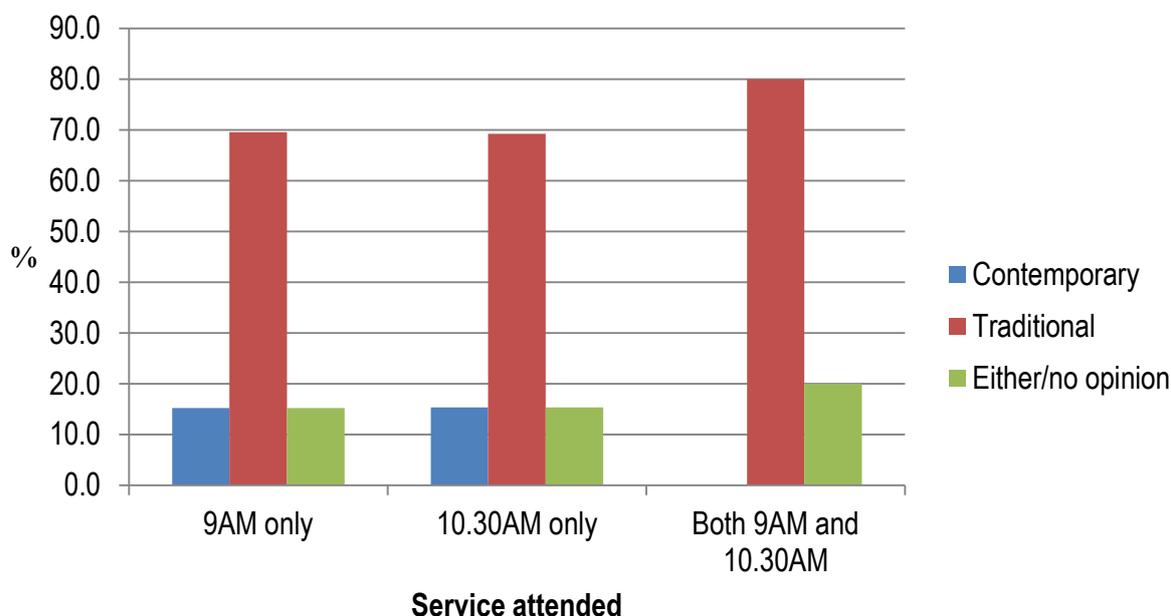
### 2.1 Service preferred first

**Table 2.1 Service preferred first by service attended**

Which service first	9AM		10.30AM		Both 9AM and 10.30AM	
	N	%	N	%	N	%
Contemporary	7	15.2	6	15.4	0	0.0
Traditional	32	69.6	27	69.2	4	80.0
Either/no opinion	7	15.2	6	15.4	1	20.0
Total	46	100.0	39	100.0	5	100.0

Overall, 70% of those who attended the morning services preferred having the traditional service first.

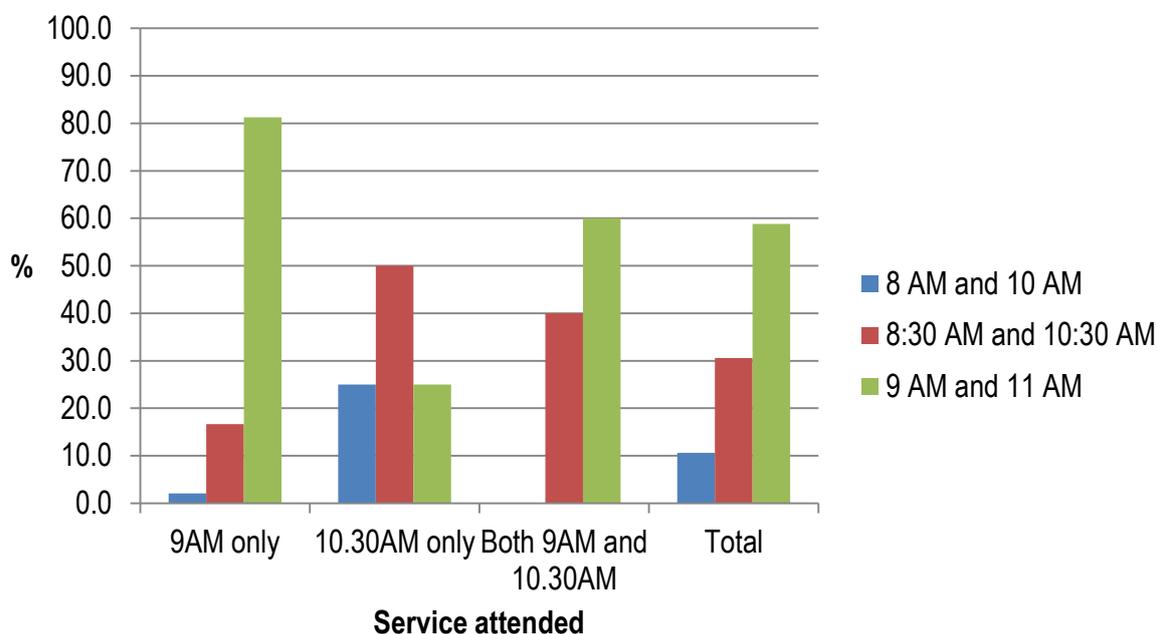
**Chart 2.1 Service preferred first by service attended**



## 2.2 Service times

This section analyses people's responses to combination of service times would they like if the gap between the services was about an hour.

**Chart 2.1 Service times preferred by service attended**



The majority at both services wanted their service time to remain the same.

## 2.3 Themes

People were asked for reasons or comments on their preferred order of service (the more contemporary service first or second) and to suggest a service time if the options offered were not suitable. The following themes emerged from the comments in response to both these questions.

- Most people favoured a 15 minute change to the other service.
- People had a respectful and caring attitude that wanted to accommodate others.
- The timing has to fit in with current preferences/arrangements for families/individuals.
- There were concerns about anything which could detract from unity, and two suggestions to address these concerns, more combined services and wanting to spend the time between services together.
- There were two comments on the adverse effects of noise on worship.
- The question "why change?", and comment that the present times suit, indicate the need for an explanation of any changes.

## 2.4 Summary of timing of the morning services

- The majority of those who attended the morning services preferred having the traditional service first.
- The majority of those who attended the morning services wanted their service time to remain the same.
- Most people favoured a 15 minute change to the other service.

### 3 Part of service where people felt closest to God

#### 3.1 Service attended and overall results

People were asked in which parts of the service they felt closest to God. Five options were offered, and people could also specify another part of the service. The answers for the five options, split by whether they attended the 9Am or 10.30Am service are presented in Table 2.1.

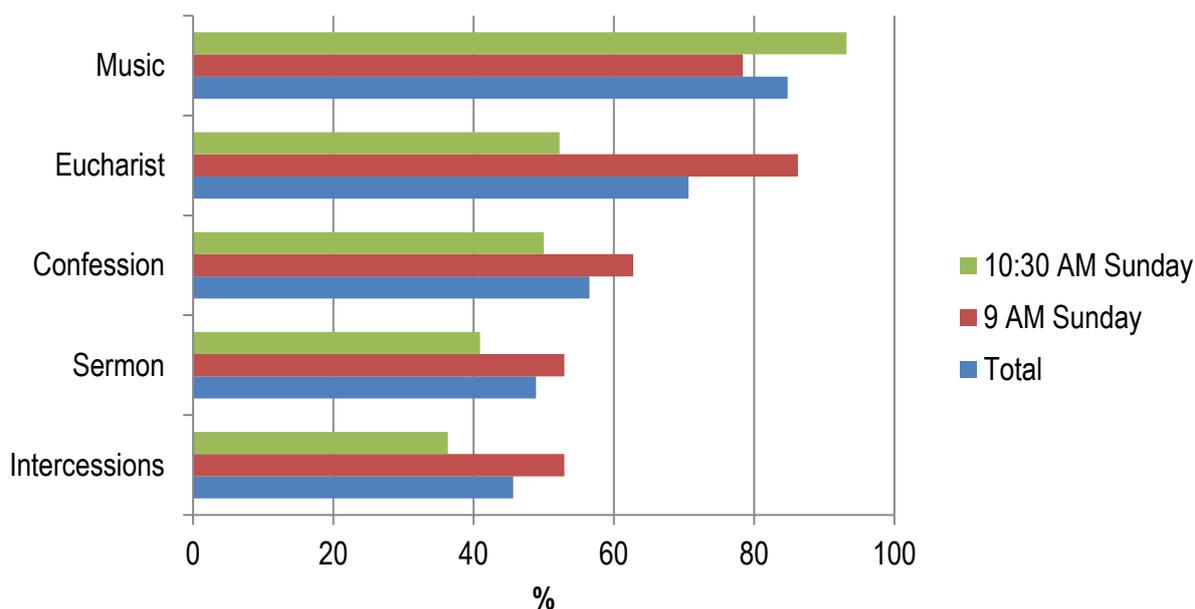
**Table 3.1 Parts of the service where people felt closest to God**

Closest to God	9 AM Sunday		10:30 AM Sunday		Total*	
	N	%	N	%	N	%
Music	40	78.4	41	93.2	78	84.8
Intercessions	27	52.9	16	36.4	42	45.7
Confession	32	62.7	22	50.0	52	56.5
Sermon	27	52.9	18	40.9	45	48.9
Eucharist	44	86.3	23	52.3	65	70.7
Total attending	51	100.0	44	100.0	92	100.0

\* Includes all who responded, not just those who attended 9AM or 10.30AM.

Chart 2.1 clearly shows that there are differences in the parts of the service where they felt closest to God between the two congregations.

**Chart 3.1 Parts of the service where people felt closest to God**



Overall music was the part of the service where most people felt closest to God (85%). The Eucharist was also a part of the service where people felt close to God (71%).

The comments on parts of the service will be analysed by which service the people attended.

The comments from those who attended the both the 9AM and 10.30AM service included:

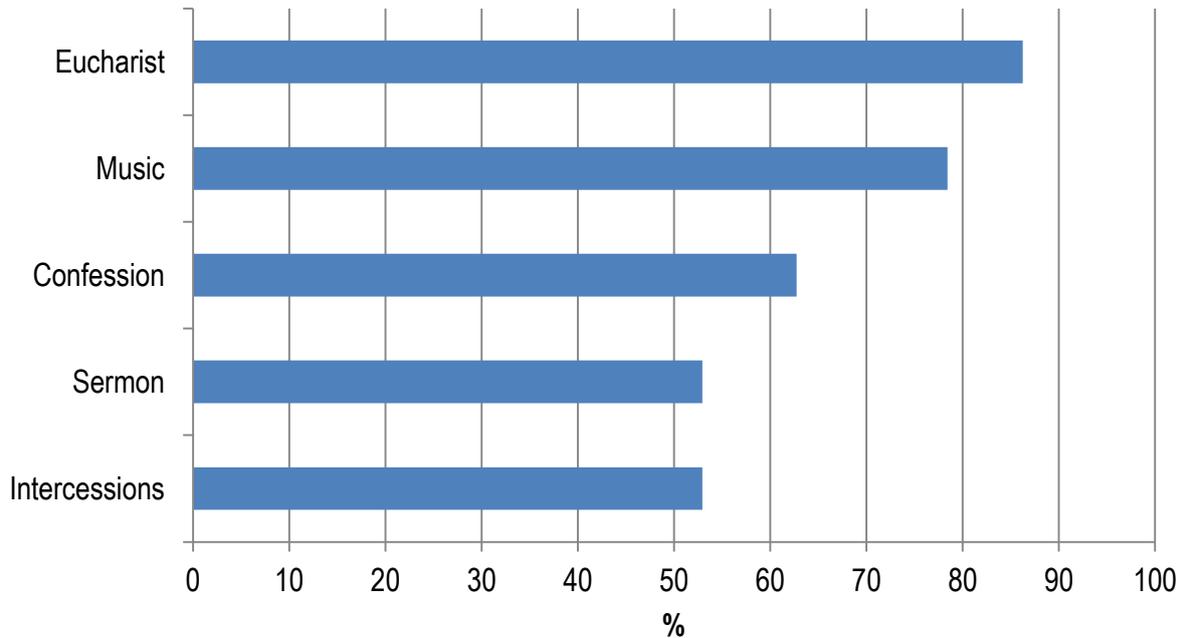
- All elements work together.

- Sermon very important to me.

## 2.2 Attended 9AM Sunday service

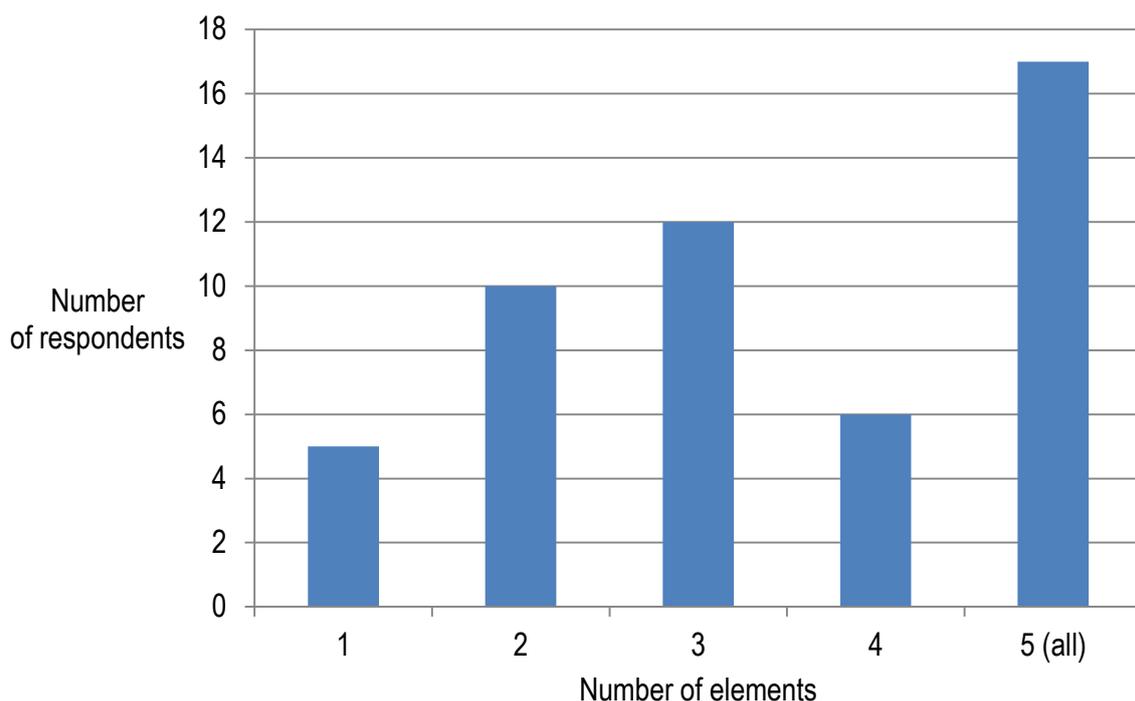
For those who attended the 9AM Sunday service, the Eucharist was the part of the service where most people felt closest to God. Music was also important for many people who attended this service.

**Chart 3.2** Parts of the service where people felt closest to God 9AM Sunday service



Many people identified more than one element of the service where they felt closest to God. Nearly three-quarters (70%) of those attending the 9AM service identified three or more elements of the service as bringing them closest to God. Just over a third (34%) identified all the elements of the service listed in the question as bringing them closest to God.

**Chart 3.3 Number of parts of the service where people felt closest to God 9AM Sunday service**



The comments from those who attended the 9AM service showed that people liked:

- worshipping together,
- fellowship and mixing with other members of the congregation,
- silences,
- spontaneous words,
- prayer and
- music.

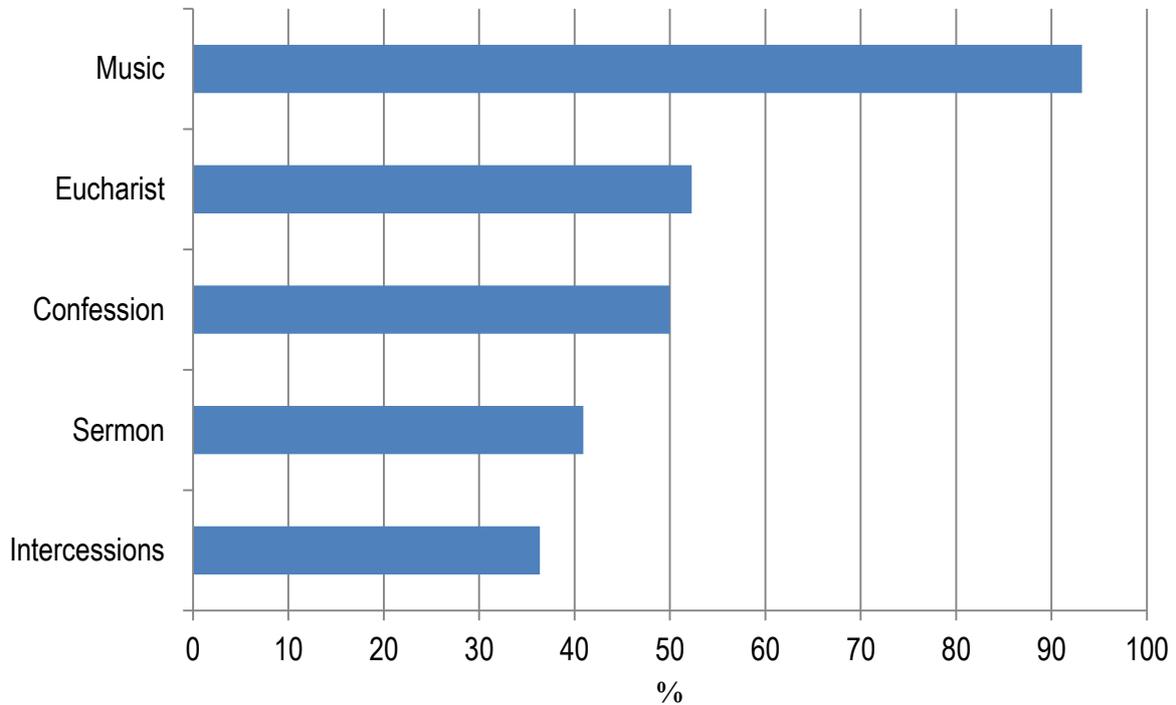
The comments from those who attended the 9AM service included:

- Quiet times helpful.
- I am with God when I enter church.
- I feel happy and invigorated at the end of the service/uplifted and joyful.
- Basing sermons around what people are watching on TV?
- Too much moving around and chatting in the Peace and group discussions disturb my worship time by breaking up the sense of God's presence.
- Another similar comment was "One strongly stated view that the Leaders should either greet us or use "Grace and peace to you from God" not both!"
- A comment of the variability of the intercessions.
- Music could benefit from songs in Alleluia Aotearoa. More modern songs, keyboard preferred rather than the organ. Confident musicians!
- Less formal input people talking about personal events and their faith.
- Slight variations helpful

### **3.3 Attended 10.30AM Sunday service**

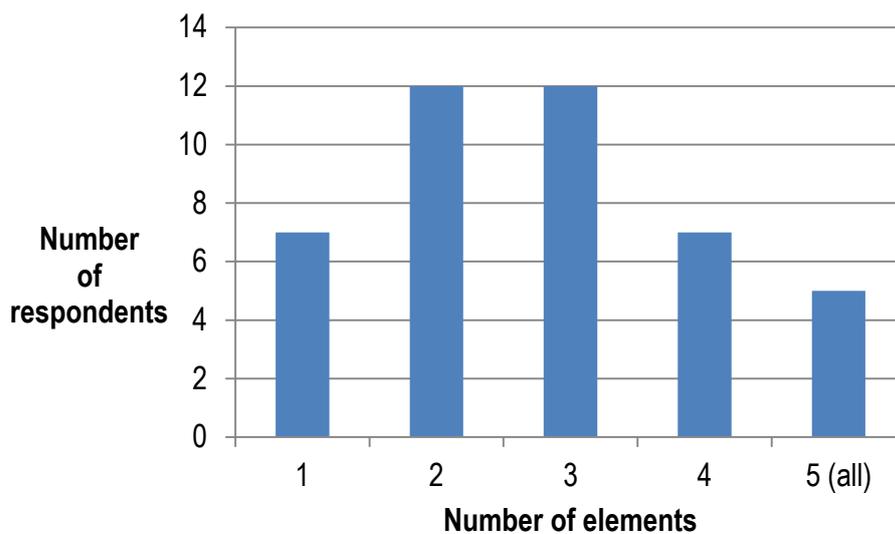
For those who attended the 10.30AM Sunday service, music was the part of the service where most people felt closest to God. The Eucharist was also important for many people who attended this service.

**Chart 3.4** Parts of the service where people felt closest to God 10.30AM Sunday service



Many people identified more than one element of the service where they felt closest to God. Just over half (56%) of those attending the 10.30AM service identified three or more elements of the service as bringing them closest to God, and only 12% identified all the elements listed in the question as doing so.

**Chart 3.5**      **Number of parts of the service where people felt closest to God 10.30AM Sunday service**



The comments from those who attended the 10.30AM service showed that people liked:

- fellowship,
- flags,
- activities for kids,
- all aspects at different times,
- playing music,
- the Bible readings,
- praying for others,
- sharing with others,
- crèche, and
- reflective times.

The comments from those who attended the 10.30AM service included:

- I like it how it is.
- Worship and music teams doing a great job!
- The whole service brings us all together with God. This is how He wants it.
- Would love to have extended worship music as this seems to touch many, and often brings spontaneous prayer and praise.
- Issues: From a respondent who said they go to 10.30 – the choir has a limited shelf life, and the music group is “getting on a bit”.
- AV and Sound issues. Poor sound, AV difficulties, distracting images on screen, words over images sometimes hard to read.
- Bright sun means can’t see the speakers’ faces clearly.
- Find using three books and the pews news messy - would like all the words for songs and responses on overheads.
- There is a lot more to worship than just singing songs.
- Need two trays of grape juice set out? They always run out.

- Sometimes I find that the sermon doesn't always have my full attention, that it doesn't always engage me. I don't really understand it and it doesn't apply to me or it does but I don't understand the message. (This was a young person's comment.)
- Suggestions: Could the readers practise?!
- Could we have a variety of confessions at the beginning of the service so we could be free to worship?
- Could we start with ringing the bell at 10.25 and then prayer at 10.30 followed by the welcome and music?
- Comment on number of repeats in songs, generally better to stop a little short than go on too long.

### **3.6 Summary of results and themes on the parts of the service where people felt closest to God**

- Music is the key to worship for the majority. For more detail see the section on music.
- The Eucharist was also an important part of worship for many.
- The majority of people identified more than one element as bringing them closest to God.
- Several commented on how they come to church in various states of mind and that different parts of the service speak in response to this.
- Several talked about being changed by worship.
- The response to the sermon figures needs to be understood in the context of the detailed comments on preaching later in this report.

## 4 Worship leaders

### 4.1 Number of worship leaders

People were asked how many worship leaders they preferred during the service? Worship leaders included the person starting the service and leading the Eucharist, but excluded people doing the readings. Four options were offered; one, two, more, or don't mind/don't know.

**Table 4.1 Number of worship leaders preferred**

Number of worship leaders	N	%
One	17	19.3
Two	26	29.5
More	6	6.8
Don't mind/Don't know	39	44.3
Total	88	100.0

44% of those who responded did not mind or did not know how many worship leaders they preferred. Although these options were combined in the questionnaire, an examination of the comments showed that "don't mind" was the more common opinion of the two. About 20% preferred one worship leader, and 30% preferred two. These results indicate that most people preferred the current arrangements.

### 4.2 Comments on worship leaders

People were also asked to comment on the worship leaders. These comments are presented separately depending on which service the person attended.

### 4.3 Comments on worship leaders by those who attended the 9AM service

- Involve more in leading.
- Not enough people to lead (x2).
- Good to have variety (x2)/enjoy different contributions/like change each week/good to have others involved/good to have a change
- Like an even flow
- I have experienced services with many and few worship leaders - the most important thing is that their heart is for God. Many and few have pluses and minuses.
- Querying what is being counted; leader, person taking communion and guest speaker as 3.
- More than 2 worship leaders a distraction (x2). Comment favouring only one leader (x2)
- Good to have a mix of genders

#### **4.3 Comments on worship leaders by those who attended the 10.30AM service**

- Some leaders appear better trained than others.
- Better to have one leader.
- Querying worship leaders playing an instrument, but commenting that Shirley and Dave seem OK with it.
- I like the youth service Antonio leads.
- I enjoy visiting preachers.
- I enjoy worship led by the current team.

#### **4.4 Themes and summary of comments on worship leaders**

Two themes emerged from the answers to the question and the comments on worship leaders:

- Variety was viewed as helpful.
- Too many leaders in one service has the potential to be distracting.

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## 5 Preaching

In this section people were asked to comment on the preaching and several topics were suggested for these comments. These were:

- Audibility
- Content
- Length
- Location of the pulpit or preacher
- Frequency of different speakers.

People could also make other comments on the preaching.

### 5.1 Audibility of the sermon

All those who responded from the 10.30AM service said audibility was good.

Of the 29 people who responded to this question from the 9AM service, 25 had no problems hearing, two said they could mostly hear and two had problems, one often gets a print out later and the other said they couldn't very often hear.

### 5.2 Content of the sermon

There were 29 respondents from the 9AM service, eight commented that the preaching was good or excellent, 16 made very positive comments on the sermons being well prepared (1), thought provoking and challenging (7), scriptural (4), able to be understood/relevant (5) and helpful (2). "Usually good but excellent when the Vicar preaches". These are the remaining comments; "sermons need to be more topical", "Often confusing, keep it simple", "I miss good bible teaching, series on book of the Bible would fill this gap" and one similar, "Not so doom and gloom" (?) and "cover harder issues – challenge more". There was one detailed comment on what works for one respondent; "I like precise and concise – it usually means the ideas are quicker to understand and absorb. Three things disengage me, a long sermon, repetition or where the subject and content become different things. Susan has always kept it spot on in terms of time keeping, content and presentation".

There were 24 respondents from the 10.30AM service, 18 of whom thought the preaching was good or excellent. These are the remaining comments; "Don't always understand or I doesn't apply" (young person >15 years), "Varies – more scripture refs", "More exposition and more specific points to make the content easier to remember and follow" and "Word based". Two final comments "more grunt and less waffle" and "don't use slang".

Both services gave high approval ratings, (82%) for the current content, and clear support for Bible based preaching.

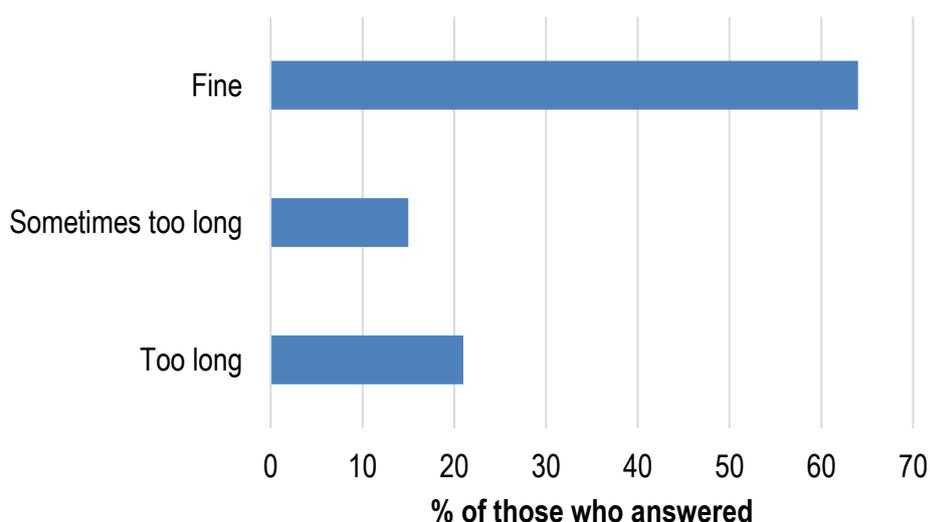
### 5.3 Length of the sermon

There were 22 respondents to this question from the 9AM service. Nine thought the length was fine, and four responded that it was sometimes a bit long but mostly fine. Five said it was too long one saying “often too long when others (not the Vicar) preach”, three specified guest speakers as going on too long. Five identified 15 minutes as a suitable time for preaching, some as a maximum and some as a minimum.

There were 20 respondents from the 10.30AM, 12 thought the length was fine, one thought it was sometimes too long, and one said that it varied with the preacher. Two thought the preaching was too long, one saying that it was guest preachers who talked for too long. One young person said it was too long for their age group.

Combining the figures, 55% thought the length was fine, 14% thought it was sometimes too long, 17% thought it was too long, and 14% thought that guest speakers spoke for too long. Removing the guest speaker factor, 64% think the length is fine, 15% sometimes too long, and 21% think the preaching is too long.

**Chart 5.1 Length of the sermon (excluding comments on visiting preachers)**



The dilemma in weighting responses, especially in this question, is that the number of respondents being considered from a total of 89, so are we to assume that those who did not comment are fine with the existing practices? Perhaps a box to check would have captured more data.

### 5.4 Location of the pulpit or the preacher during preaching

12 people from the 9AM service and 12 from the 10.30AM service thought current practice is fine. The concerns raised were about lighting and audibility. One person wanted the speaker to move into the aisle as this gave greater opportunity for interaction, while another commented that having the speaker in the aisle was problematic as their face could not be seen (a lighting issue?). One commented on the difficulty of hearing from the choir seats when the speaker was using a free mike. One commented on the importance of the speaker making eye contact with the congregation.

### 5.5 Frequency of different speakers

There were 34 responses from the 9AM service, with 14 supporting the existing arrangements. eight made specific comments about Susan; "Would like Susan to preach more often", "I love Susan's sermons and can honestly say I have never stayed awake in every service before coming to the Church on the Hill. So meaningful and leave me thinking about what she has said. A good mix of humour and something to talk about", "Prefer more of Susan's sermons", "Expect the Vicar to do two sermons a month", "We have a Vicar who is thoughtful and an excellent speaker. I would appreciate having Susan preach to us more often", "Susan give a good sermon, easy to understand" and "Prefer Susan". In addition to these comments, four people wanted fewer visiting speakers. One commented "it depends on the speaker". One person commented on wanting younger speakers. The remaining comments have been placed in the relevant areas.

There were 14 responses from 10.30AM service members. Seven thought the existing arrangements were fine. One wanted 50/50 Vicar/others, and one specified no more visiting speakers than at present. One wanted more input from children. The remaining comment was advocating for the use of PowerPoint and graphics to capture attention.

## **5.6 Themes from the comments on the preaching**

- 75% thought that the existing arrangements for preachers was fine, but 25% thought the number of preachers should be reduced, one person commented that there should be no more visiting speakers at present. The range of speakers was praised for the variety and different perspectives they offered.
- The other area where comments on visiting speakers featured was on preaching length. 55% thought the length was fine, 14% thought it was sometimes too long, 17% thought it was too long, and 14% thought that guest speakers spoke for too long.
- Both services gave high approval ratings, (82% for both Sunday services) for the current content, and clear support for bible based preaching. Several people commented that the preaching was thought provoking, challenging, relevant, helpful and able to be understood. There were several suggestions and comments about the preaching which will be given in detail to those involved. There were also several expressions of appreciation for those who preach. There was strong affirmation for Susan's preaching.
- 57 people commented on how easy the sermon was to hear and only two had problems. One chose to get a print out later.
- All but three people thought that the present practise for the location of the preacher is fine. The issues which were raised were about lighting and audibility and these will be discussed with the AV team and preachers.

## **6 Music**

### **6.1 Comments on music from 10.30AM service**

Currently a good mix of old and new. Disconcerted by having a familiar hymn set to a different tune. Not too loud or dominating drumming – we could sing acapella sometimes? I really enjoy (the) music. Yes for music, but when words on screen with a picture behind they can't always be easily read. Music is a valuable part of the service. Music is great, if anything add more! Music is important, but must be in a key for males to sing – sometimes too high. Enjoy music. Try 1 traditional hymn at 10.30 – as long as it is scriptural. Like a mixture, hymns, songs and no music. I like music – the corporate worship is great and can generate a great feeling of connection...I was wondering about the congregation choosing the songs occasionally?" "Music is essential to a church service." "I like some of the music but not others. I would like to choose a song sometimes." "Music can draw people closer to God. Music was created by God and should be used to worship and glorify Him...King David." "I love music, but wouldn't mind a service without music once in a blue moon! Needs to be well led, with the leader having a strong voice – Brethern style." "Music part of the service have songs focusing on Jesus. More musicians would be great." "Perhaps fewer songs but some repeated more often." "Music brings people together, worshipping God as one. God loves music." "Good experience." "All music brings me closer to God." "I like them." "Move to update songs." "Music should not be removed, we should improve it and vary the styles." "Music is essential and revisiting songs from years ago is also good." "Music is the time when I worship God the most. I sense the HS in our songs often and am able to freely express my love to God. If we didn't have singing I would not enjoy worshipping at HT." "I like a mix of different types of Music and listening and reflecting." "Continue as is." "Essential." "Essential – enjoy music." "Like the mixture of songs and styles. Want music every time." "I can see it is important to everyone else, but I just tolerate it. I like songs with "grunty" lyrics – not so keen on the repetitive ones." "Handle music with care!" "Music great." "I love music." "Good mix of songs." "Enjoy music but it must be sung as praise and worship to God to allow the HS to move." "Music plays a paramount part during the service. It sets the atmosphere and opens the spiritual and emotional aspects of me. We sing (and dance) together."

### **6.2 Music themes from 10.30AM service**

- Positive comments 17
- Eight comments that music is a key component of worship
- Four comments that the present mix of music is enjoyable
- Nine comments on songs – very varied; update songs, play more songs from years ago, play songs more often, vary styles, more Jesus songs, not repetitive songs, try some hymns, "grunty" songs and finally sing acapella sometimes?
- Two people wanted members of the congregation to choose songs sometimes
- The final comments were about pitch (too high for men) and the difficulty in reading the words sometimes.

### **6.3 Comments on music from 9AM service**

If music were removed people would stay home. Wish choir would make an effort to put more life and shade into their songs. In the past they used to sing descant, but I haven't heard it lately. Must be music. Prefer hymns at a good pace and not degenerating into a dirge. Enjoy choir and hymns. Must have music, prefer a mix of traditional and modern. Music is an integral part of worship and uplifting. Music important – traditional preferable. Music in church service is joy to the soul. It would not be

church without music/singing/choir. Enjoy music, both traditional and modern. More well-known hymns would be good. I enjoy choir and organ, contribute to a feeling of reverence. Music essential, organ appropriate and inspiring. Keyboard preferred to organ, modern songs. Music gp and keyboard player must be confident. Music and choir great. Music does not always have to be organ. We need it. It is good for the body and soul, even if you are not a singer. Music is an integral part of worship. I love music. Music important part of the service, should match theme, new songs/hymns could be practised before the service. Enjoy the old familiar hymns, but we need some new ones. Music is biblical. Not a whole service without music. Music is a very important part of worship, we are lucky to have so many talented singers and organists. Music an integral part of the Anglican tradition. Must have music. Music an important part of worship. Use more well-known hymns. Music essential, -enjoy more modern music on 4th Sunday. Enjoy new musical setting for liturgy. Music brings joy and happiness. Music essential, will not attend if no music, it is integral to worship. Music speaks to me and brings me closer to God. I believe that music, hymns and the anthem from the choir is a very important part of worship and should not be removed. I am however old fashioned and prefer hymns to songs, and I prefer them to be sung properly without swinging bodies or clapping. It is often easier to express your feelings in song. It is uplifting. Hymn choice poor, often no one sings because it is not known. Choir out of tune. More modern songs and taking time to learn them. Music very important, prefer traditional hymns. Some of older hymns please – most of congregation know those better. Choir is good, we need them. Don't need music gp (4th Sunday). Sometimes very uplifting, sometimes very flat. Prefer traditional music, could introduce chants? Love hymns but often pitched too high. Refer to modern hymns (Alleluia Aotearoa) – excluding the repetitious ditties! No choir, no music. Sung responses not working. Music part of Anglican tradition. Appreciate music group on 4th Sunday. "The pitch of the hymns is often too high and pace could be faster. The "new setting for responses should be dropped – it hasn't caught on."

#### **6.4 Music themes from 9AM service**

- 18 people identified music as a key to worship
- 14 people were positive about the music at present
- On the mix of styles, three wanted more modern songs, two a mix of modern and traditional and four wanted just traditional. Two people wanted more new songs/hymns.
- Knowing the tunes was a concern for six people, one suggested practise before the service.
- There were two comments about the pace of the music being too slow sometimes, and one about the pitch being too high.
- There was one positive comment about the new sung responses, (from a trained musician) and two negative responses.
- The comments about the choir were overwhelmingly positive, but there were some issues raised.

#### **6.4 Music themes for both services**

- Music key part of worship for both services.
- More unity and positive responses from 10.30AM respondents.
- Strong concern to keep music in 9AM but more diversity of opinions and more strongly held!!
- Some willingness and acknowledgement of need to incorporate new songs and hymns.
- Could be worth reflecting on how combined service will work to those with strong preferences?

## 7 Part of the family

### 7.1 Feeling part of the family

We asked people if they felt part of the family at the Church on the Hill, using the categories “yes”, “no”, and “maybe”. The following question asked people to say what helped or hindered that feeling.

**Table 7.1 Feeling part of the family**

Part of Family	N	%
Yes	77	83.7
No	2	2.2
Maybe	10	10.9
No response	3	3.3
Total	92	100.0

Most people (84%) felt part of the family of the Church on the Hill, and a further 11% answered “maybe” to this question. Two people did not feel part of the family, and three did not answer the question.

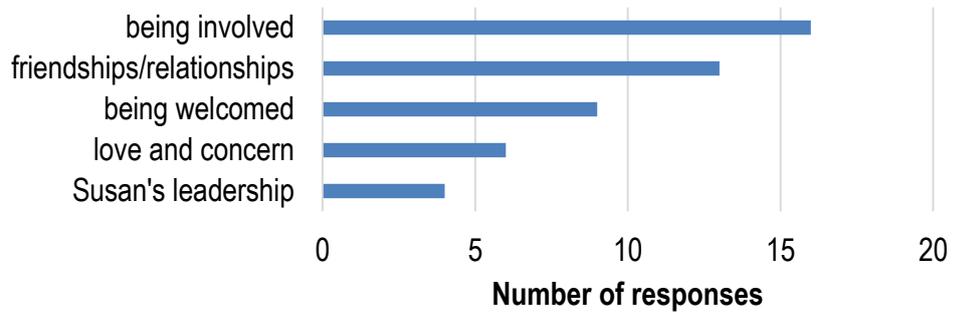
### 7.2 Things that help or hinder feeling part of the family

The survey asked people to comment on the things that helped or hindered feeling part of the family.

There were 32 comments from the 10.30AM service. The most frequently mentioned help to feeling part of the church family was being involved (eight people) and two people mentioned being asked to be involved, four people mentioned being welcomed, five mentioned building relationships and friendships, two mentioned being shown love and concern, and one mentioned mixing congregations helping to create a sense of belonging. The other suggestions were for hospitality Sundays, Concerts and membership certificates. One person mentioned that being shy hindered.

There were 35 comments from the 9AM service. Four People identified Susan’s leadership as key to feeling part of the church family, eight identified friendliness, eight being involved, five being welcomed, four being loved and cared for, two the openness and acceptance experienced, three staying for morning tea, other factors were being encouraged, hugs, feedback, having your name remembered, Yvonne’s work, praying for each other and God’s love. Four barriers were identified, one was being an older man, having a non-believing partner, finding mixing difficult, and not being informed about church matters. One person suggested that being “buddied” could help newcomers become part of the community.

### Chart 7.1 Factors that help a sense of belonging



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## **8 Other issues raised not covered elsewhere**

### **8.1 Other comments from 10.30AM Service**

The Taize service is particularly comforting and peaceful. It is a pity it is so poorly attended.

Since morning tea was moved there is less interaction between the congregations. This needs to be addressed in some way.

Holding the two services consecutively allows little time for social mixing. Perhaps the two services could be held at the same time or combined on a regular basis to allow for social mixing?

If the 10.30 is poorly attended should we combine services?

The number one thing is that we seek God's voice on what He desires for us as a community.

Need more opportunities to respond to what God is saying during the service, and for people to use their giftings. We need to be more biblical and more open to the Spirit.

I love our church fellowship, service and the goal to follow Jesus, be led by the HS and to be part of what God is doing in the World.

I love CoH people and God is moving in this place to bring us closer as a family.

Would like more testimonies and time for listening to the Spirit.

I like seeing children involved.

### **8.2 Other comments from 9AM Service**

The two services don't mix enough to get to know each other therefore there is no feeling of belonging to the complete church family.

The 5th Sunday could be used as a combined service.

Think that 2 services work to the detriment of the congregation as a whole.

2 separate services are divisive. Propose 1 combined service each month. Trial this for 3 to 4 months.

Combined service on 5th Sunday, get to know each other better. Having 2 congregations is detrimental to the "whole family" concept. My dream would be to have 1 big Sunday service. Note the success of Hope, New Life, Annesbrook.

Could have a service 10 to 11 am and evensong?

Don't have notices in service!

Love to hear the bell being rung.

Would like to see the pews out of the new part of the church, more flexible!

Must remember that we are an Anglican church. CoH doesn't ID as Anglican for those looking for an Anglican Church.

### **8.3 Themes from other comments**

The dominant theme to emerge is about church unity, reflected in requests for combined services and requests for shared kai and morning tea.

## **9 Next Steps**

This report will be considered by Vestry and any changes to be made will be announced and trialled and feedback sought after that time. The detailed comments on specific worship matters will be considered by the appropriate members of the worship teams and similarly any changes to be made will be announced.

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Draft



# Holy Trinity Richmond the Church on the Hill Survey on Worship

At the Church on the Hill we want to help people to grow closer to the Lord. This survey asks for your help in determining how we are doing with that. It also asks how can we improve the processes we use for worship, and what are the practical issues around organising our worship services?

## Instructions for filling out this survey

This is a survey of individuals. Each person in your household who attends our church should fill out a separate form.

This survey asks for two types of responses.

There are questions that require you to tick the boxes that apply to you. In general, you should only tick one box for each question, but for some questions you may tick more than one box as we want you to tick all of the boxes that apply to you.

Some questions ask for your comments. Please comment on the subject of the question if you wish to. If there is not enough space in the box for your comments, please continue on the back of the page, or on a separate piece of paper.

The finished surveys should be placed in the box at the back of the Church or e-mailed to [church.onhill@xtra.co.nz](mailto:church.onhill@xtra.co.nz) by 7 August 2016.

## Section 1: Information about you

We want to know some basic information about you, including which service you usually attend as this will help us analyse the responses. We don't need to know who you are.

1 Are you:

Male

Female

2 Which age group do you belong to:

Less than 15 Years

15–19 Years

20–29 Years

30–39 Years

- 40–49 Years
- 50–59 Years
- 60–69 Years
- 70–79 Years
- 80 Years and over

3 Which service(s) do you usually attend (tick all boxes that apply to you):

- 9 AM Sunday
- 10:30 AM Sunday
- 7 PM Sunday
- 10 AM Wednesday
- Messy church
- Youth group

4 How often do you usually attend a church service?

- Weekly
- Fortnightly
- Monthly
- Occasionally

**Section 2: Questions about practical matters**

You might prefer the style of worship that you like at a different time on Sunday morning. You might find it easier to get to a service at a different time on Sunday morning. The gap between the services on Sunday morning appears to be too short. The following questions ask for your opinions on these issues.

5 Would you prefer the contemporary service (the current Sunday 10:30 AM service):

- First
- Second

Please give your reasons if you wish to.

- 6 The gap between the services on Sunday morning appears to be too short. We currently aim to have the gap as half an hour, but it is often shorter because the first service lasts slightly longer than an hour. This limits the time to prepare for the next service, and limits the time that people from each service have to be together.

Assuming that the gap between the services should be about an hour, which of these service times on Sunday morning would you prefer?

- 8 AM and 10 AM
- 8:30 AM and 10:30 AM
- 9 AM and 11 AM
- Other (please state)

### Section 3: Questions on particular parts of the service

In this section we would like you to tell us if there anything in the church service that you particularly value, or often distracts you and hinders your worship of the Lord.

- 7 In what parts of the church service do you often feel closest to God? (Tick as many boxes as apply.)

- Music
- Intercessions
- Confession
- Sermon
- Eucharist
- Other (please state)

Do you have any other comments on parts of the Church service?

8 Do you prefer one or more worship leaders during the service? This includes the person starting the service and leading the Eucharist, but excludes people doing the readings.

One

Two

More

Don't mind/don't know

Do you have any other comments on the number of worship leaders?

9 Could you please provide some comments on the preaching. We would appreciate your comments, if you have any, in the following areas:

A Can you hear the sermon?

B Content of the sermon

C Length

D Location of the pulpit or the preacher

E Frequency of different speakers

- 10 In the focus groups people expressed opinions about music styles or choices, and some felt that the music could be removed altogether.

Please comment on your experience of music in the church services.

- 11 Do you feel part of the Church family at the Church on the Hill Richmond?

Yes

No

Maybe

Please comment on what helps or hinders that.

- 11 Is there anything else that you want to tell us?

**Thank you**

Thanks for taking part in this survey. The Vestry have agreed to report back on the results of the survey by the end of August and use the results.

20 July 2016