

WAC Research Survey

WESTWOOD ALLIANCE CHURCH

WAC Research Survey 2020

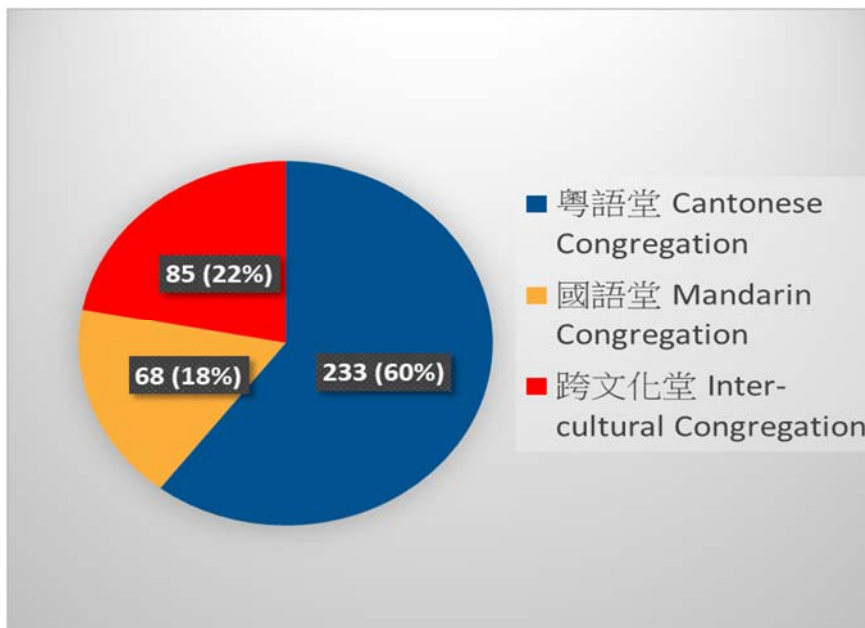
Objective

To understand WAC Brothers and Sisters:

- Their spiritual status during pandemic
- Their experience with Online worship (when compared to In-Person worship)
- To gauge their support of Church's direction for 2021
- Reason for attending or not-attending In-person worship after July re-opening.

Methodology & Responses

- Online Survey targeting all brothers and sisters in WAC.
- Field work: Questionnaires were received *Oct 17 to Nov 6, 2020*
- Total of 386 valid responses were received



Limitation

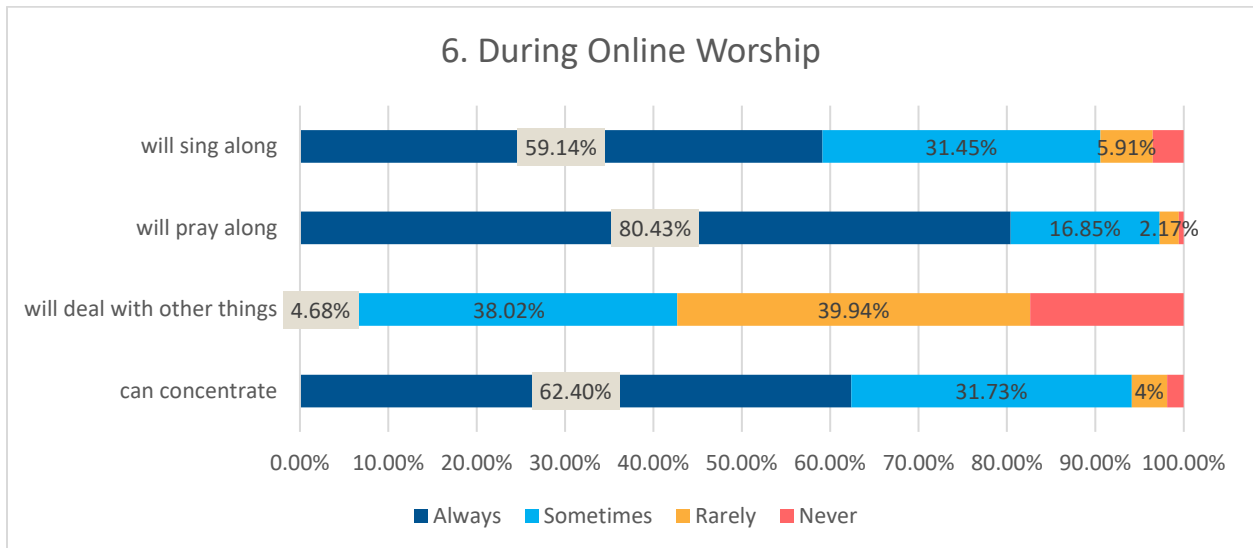
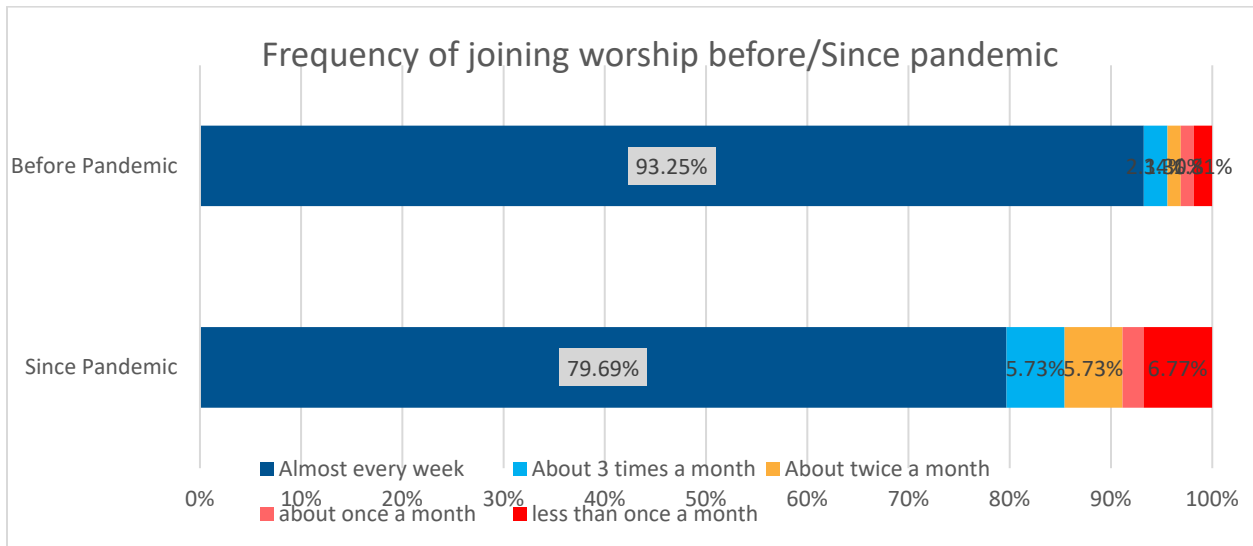
- Not a fully random sample. Respondents are likely the ones more attached with church (e.g. 69% currently serve in WAC, 86% attend fellowship/small group)
- Since it is the first-time a research of this kind is done, it is difficult to set benchmark and observe trends.

Summary

- Fellowship and Worship attendance slightly dropped (~10%) since pandemic, see p.3.
- Experience of online worship is not as good as in-person worship, that said, Bro/Sis still managed to enjoy online worship (37% agree, 45% Neutral), see p.3-4.
- Overall, majority of respondents (77% agree, 19% Neutral) self-evaluated that they can maintain relationship with God, see p.5.
- Almost all (over 90%) look forward to going back with in-person worship together with bro/sis once it could happen, see p.4.
- Almost all (over 95%) support church 3 plans, see below and p.6, for 2021.
 - To care for those emotionally affected
 - Internal Communication: to enhance interaction between pastoral staff and congregations
 - External Communication: online ministry to reach out non-WAC people
- Majority (over 60%) support new worship start time even after pandemic (i.e. Man: 8:45-9:45, Inter: 10:15-11:15, Can: 11:45-1:00) while 11% showing not support, see p.7.
- Among all respondents (386), 127 had previously returned to in-person worship, see p.8.
- Top 5 Reasons for the bro/sis who had previously returned to in-person worship, see p.8.
 - Enjoy worshipping with brothers and sisters (85.83%)
 - Going to church is part of Christian living (77.17%)
 - Services should be held at House of God which is Church (67.72%)
 - Now church reopen, it is only natural to return (66.14%)
 - Online worship cannot replace in-person worship service (64%)
- Top 5 Reasons for the bro/sis who are yet to participate in-person worship, see p.8.
 - Avoid gathering in big numbers (61.63%)
 - A pandemic remains (58.14%)
 - Reduce chance to contract COVID (55.81%)
 - I am in the high-risk group (34.88%)
 - I may be an asymptomatic carrier of COVID (22.09%)

And, majority of respondents (60%) claim they will not join for the time being due to ongoing pandemic situation.

Appendix (Graph and Demographics)



7a-g. When compared to In-person worship, "Online Worship" is.....

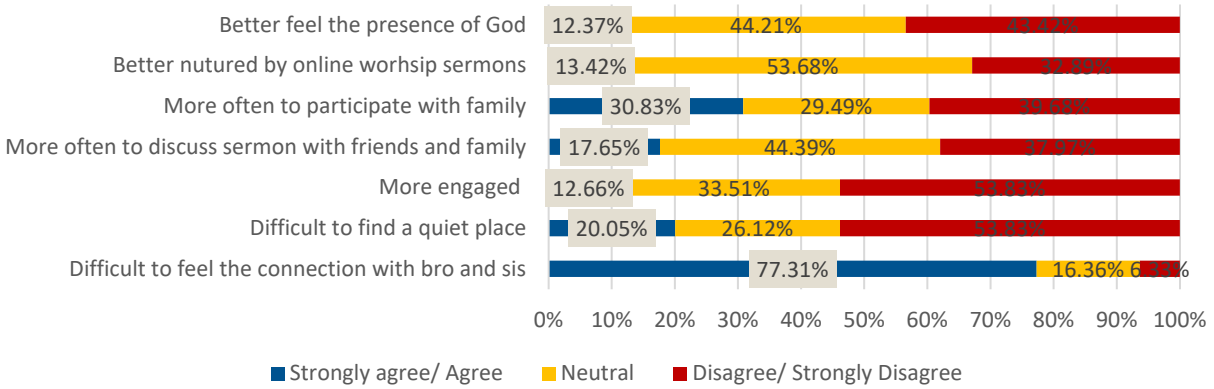
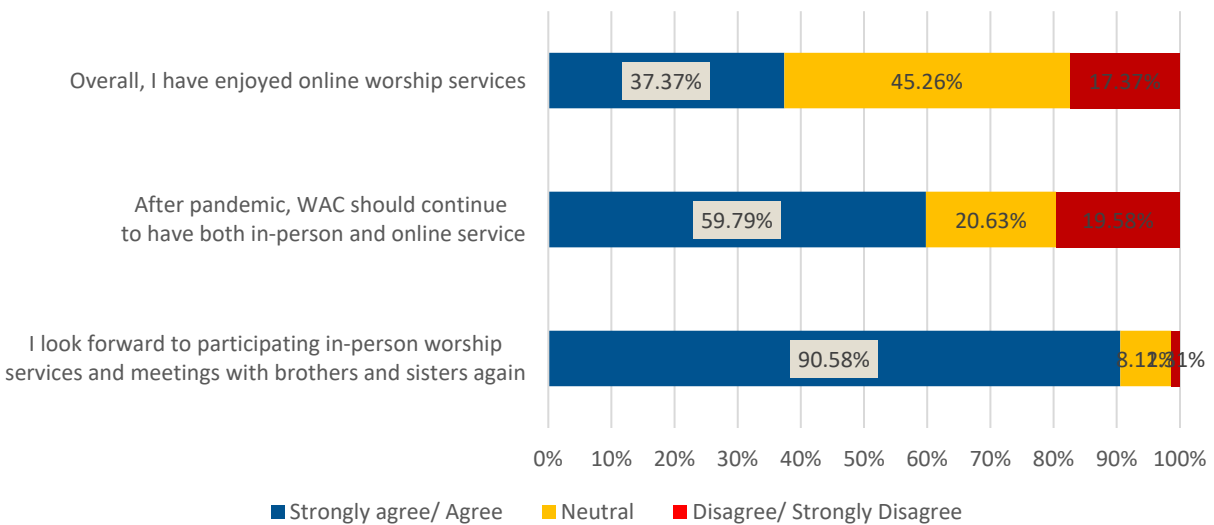
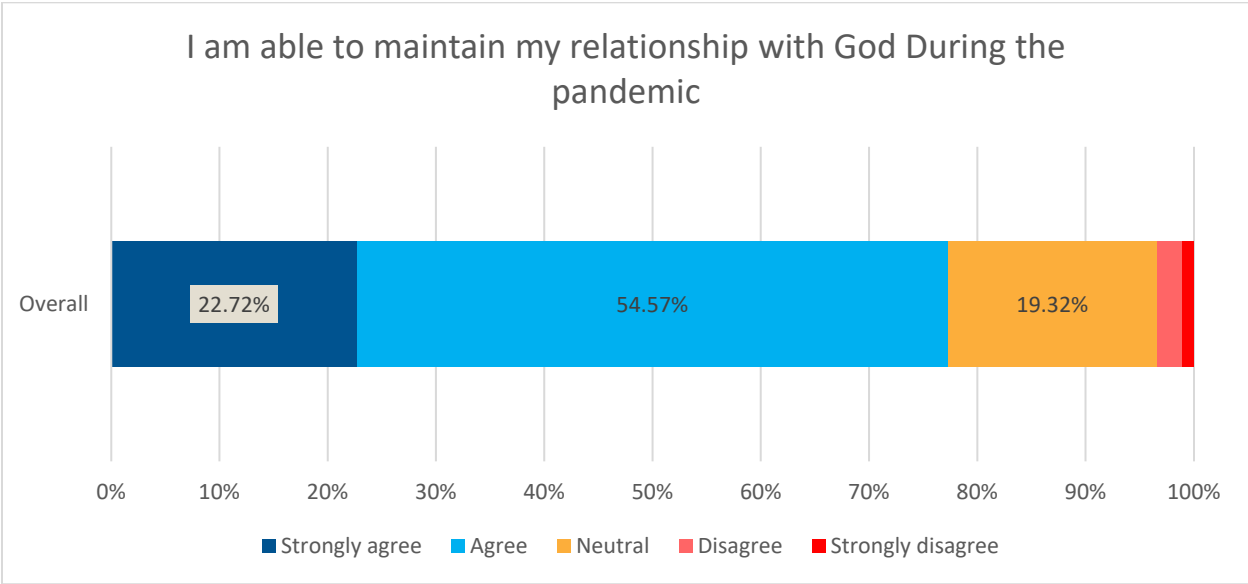
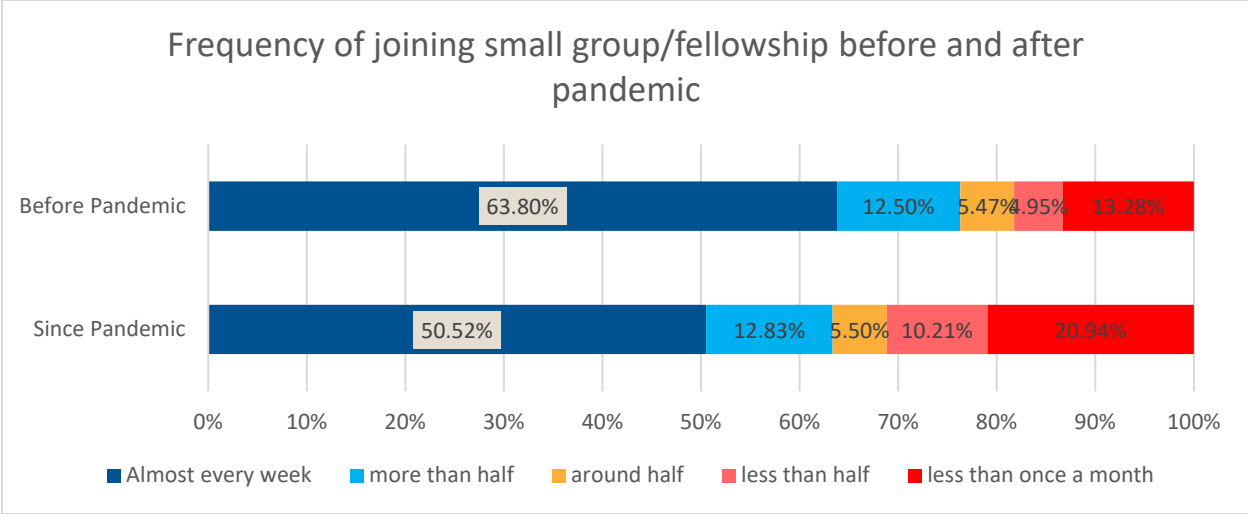
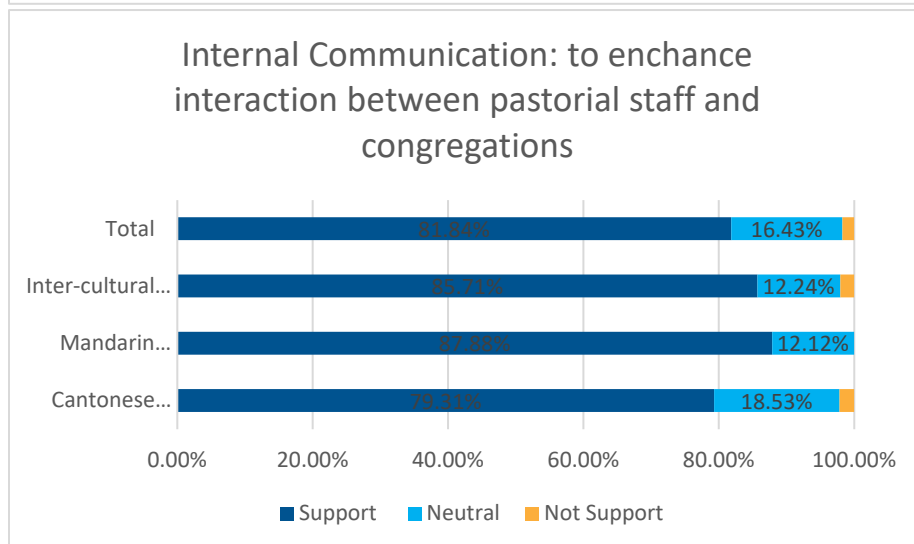
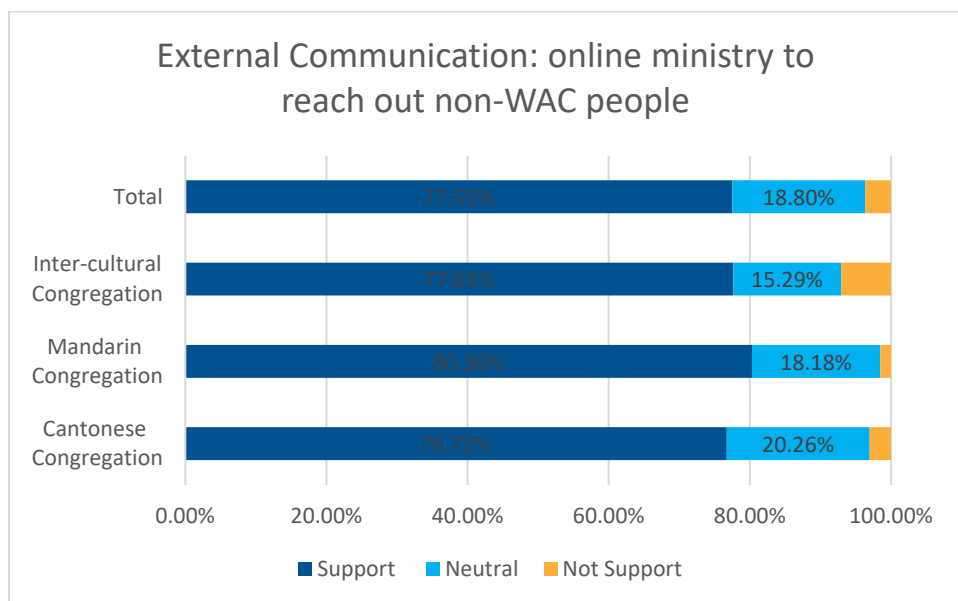
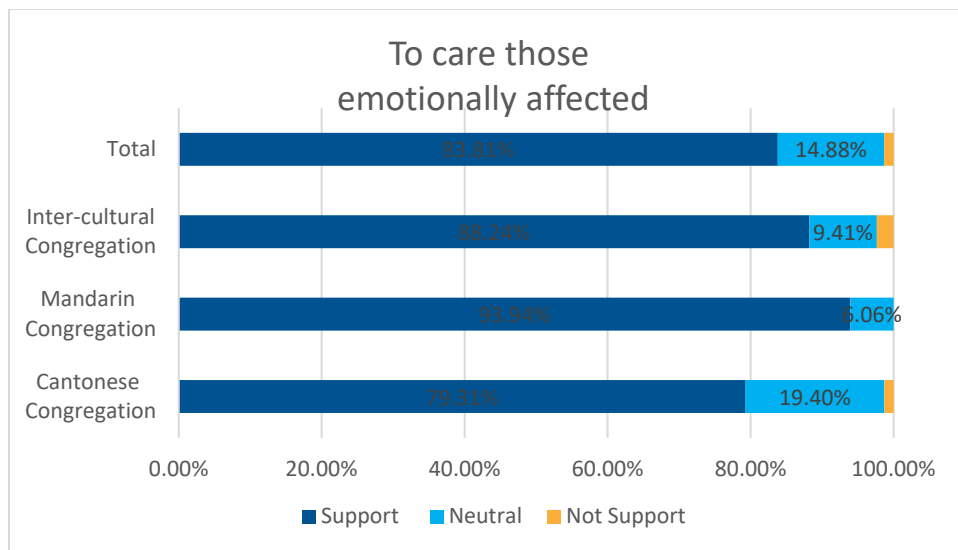


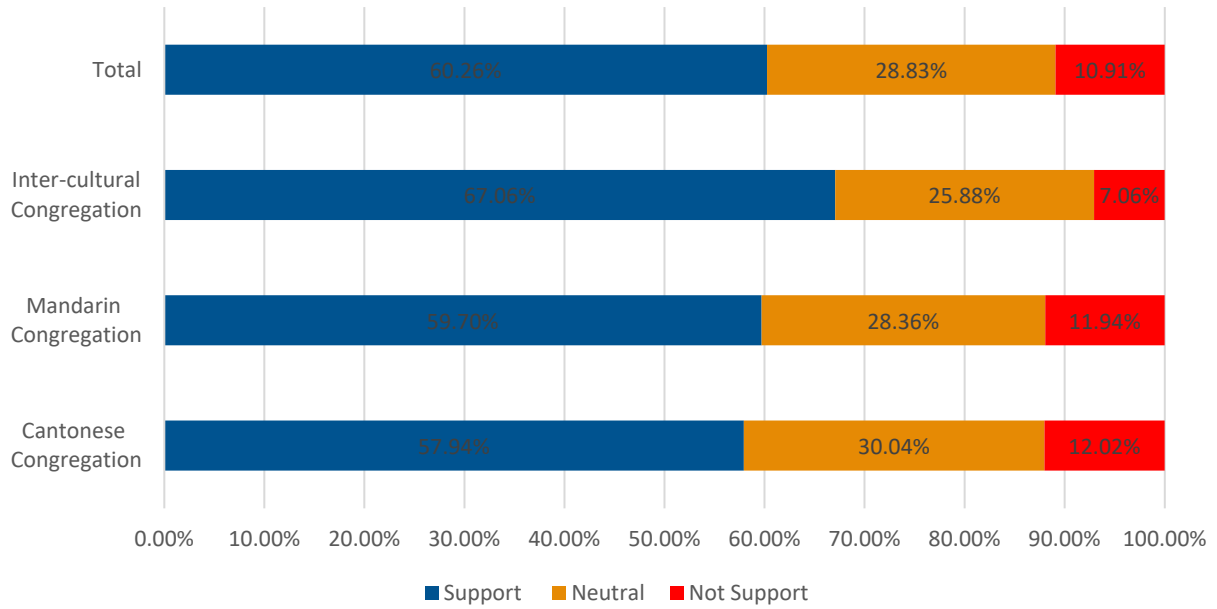
Chart Title





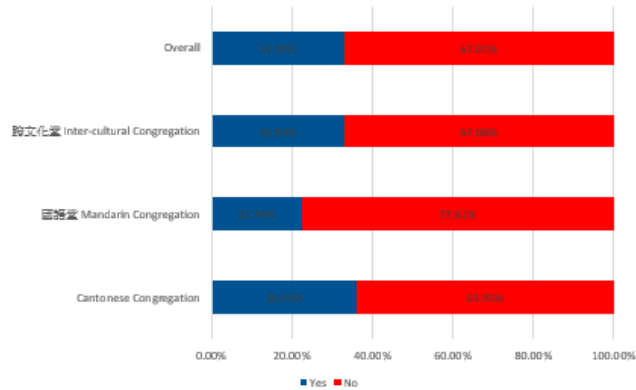


New worship timing
Man: 8:45 - 9:45, Inter: 10:15-11:15,
Can: 11:45-1:00)



Q17- In-person worship

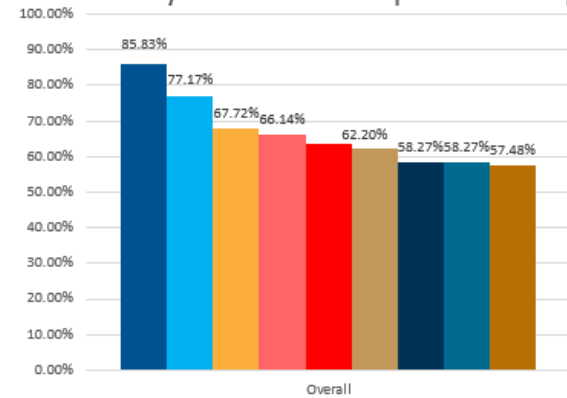
Have you joined in-person worship service at WAC since re-opening?



Count	Cantonese Congregation	Mandarin Congregation	Inter-cultural Congregation	Total Count
Yes	84	15	28	127
No	149	52	57	258
Grand Total	233	67	85	385

- Enjoy worshipping with brothers and sisters
- Going to church is part of Christian living
- Service should be held at House of God which is Church
- Now church reopen, it is only natural to return
- Online worship cannot be replace in-person worship service
- Church has made sufficient bio safe
- Able to better focus
- As a support to the church's decision to re-open In Person worship

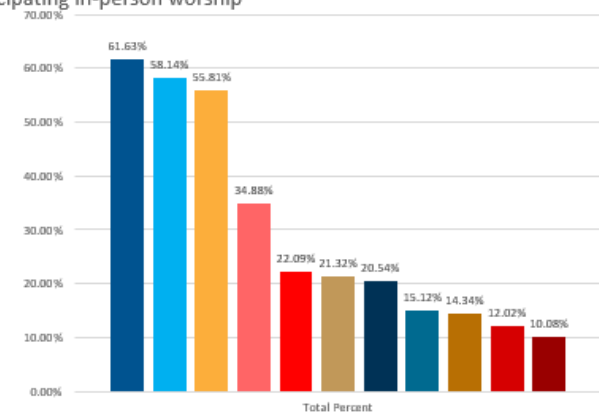
Reason that you returned to in-person worship



Count	Cantonese Congregation	Mandarin Congregation	Inter-cultural Congregation	Total Count
Yes	84	15	28	127

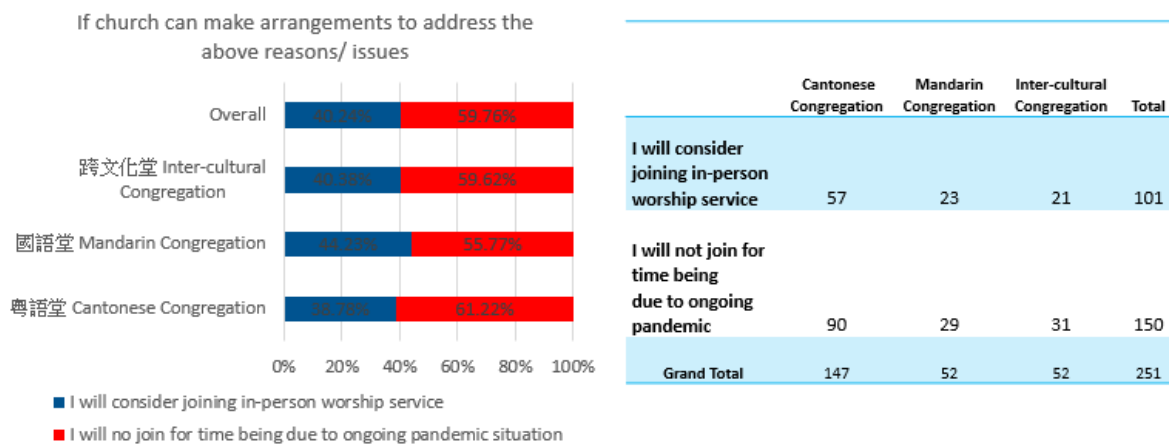
Reason for not yet participating in-person worship

- Avoid gathering in big numbers
- A pandemic remains
- Reduce chance to contract COVID
- I am in the high-risk group
- I may be an asymptomatic carrier of COVID
- Live with elderly or other high risk individuals
- allow others to the limited seats
- Online worship suits my needs
- Worship not necessarily at physical church
- No children/nursery support
- Not wanna go out



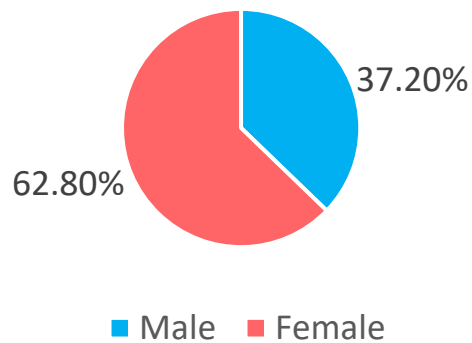
Count	Cantonese Congregation	Mandarin Congregation	Inter-cultural Congregation	Total Count
No	149	52	57	258

Q24- If the church can make arrangements to address the above reasons/ issues

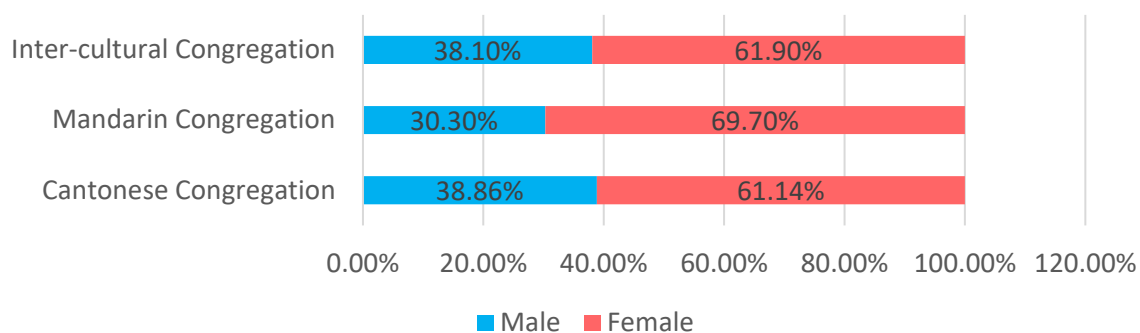


Demographics

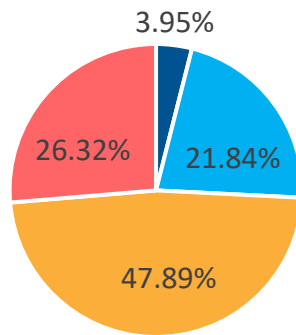
Gender: Overall



Gender by Congregation

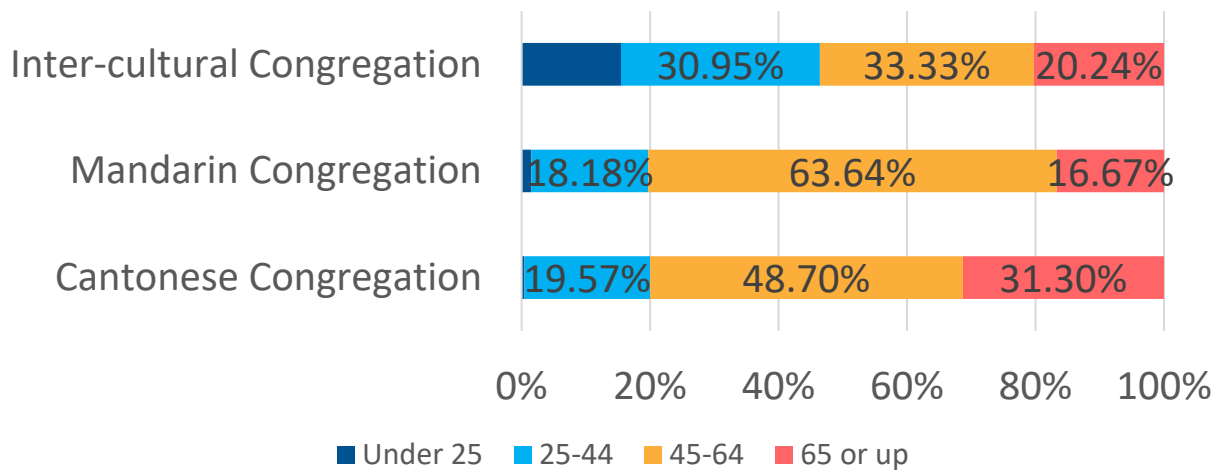


Age: Overall

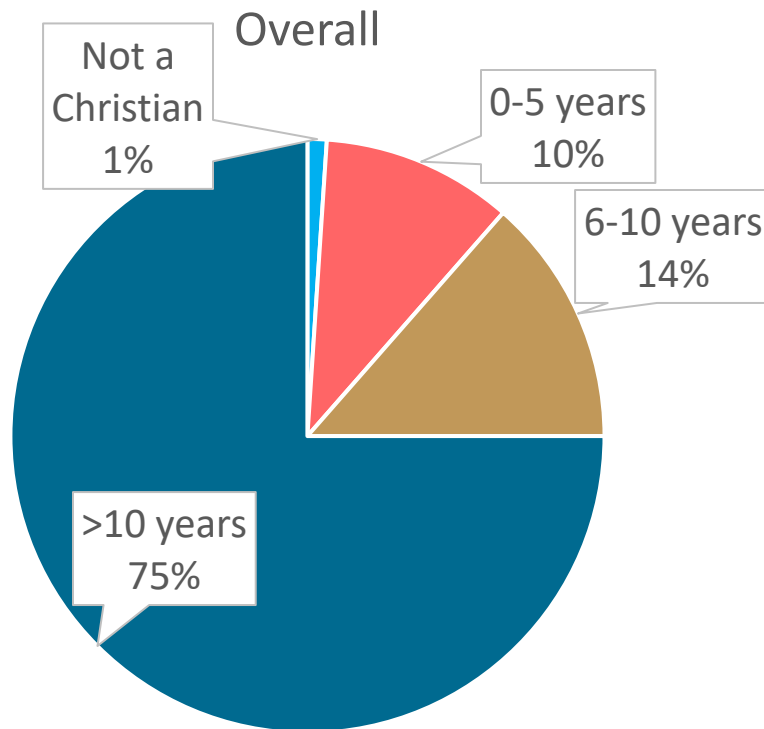


■ Under 25 ■ 25-44 ■ 45-64 ■ 65 or up

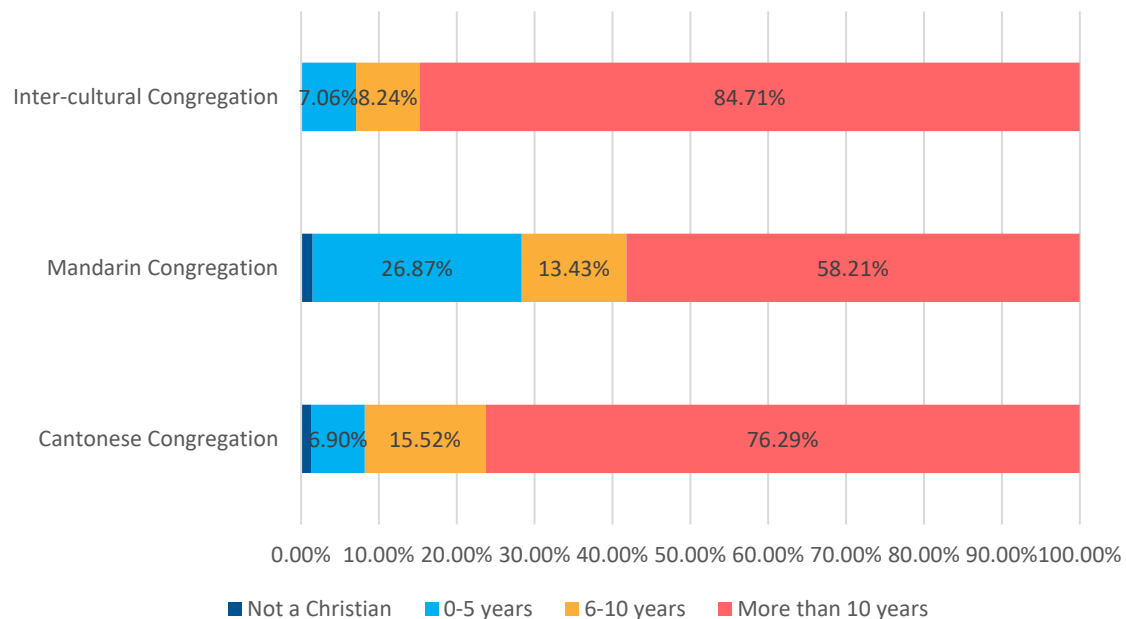
Age by Congregation



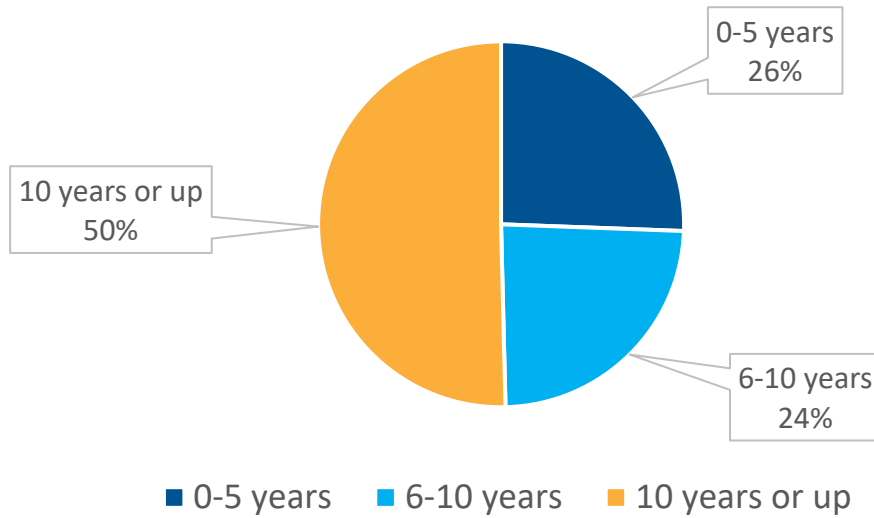
How long have you been a Christian:



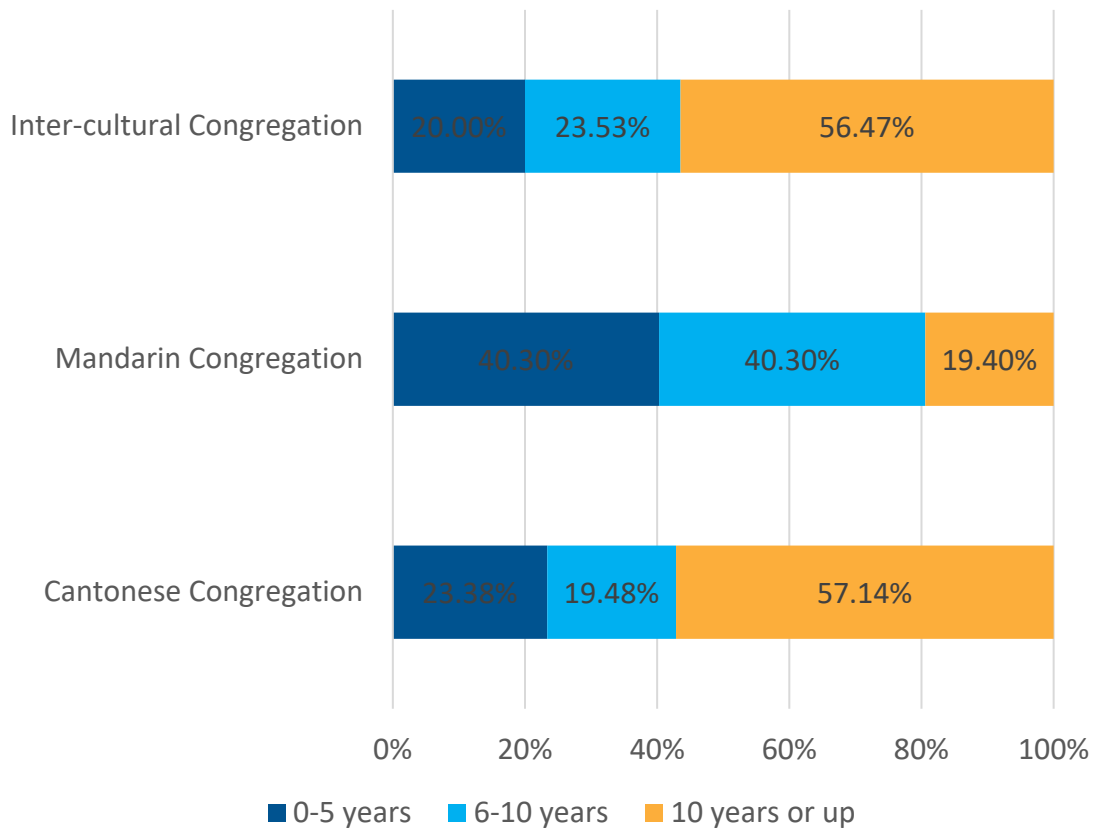
How long have you been a Christian: by Congregation



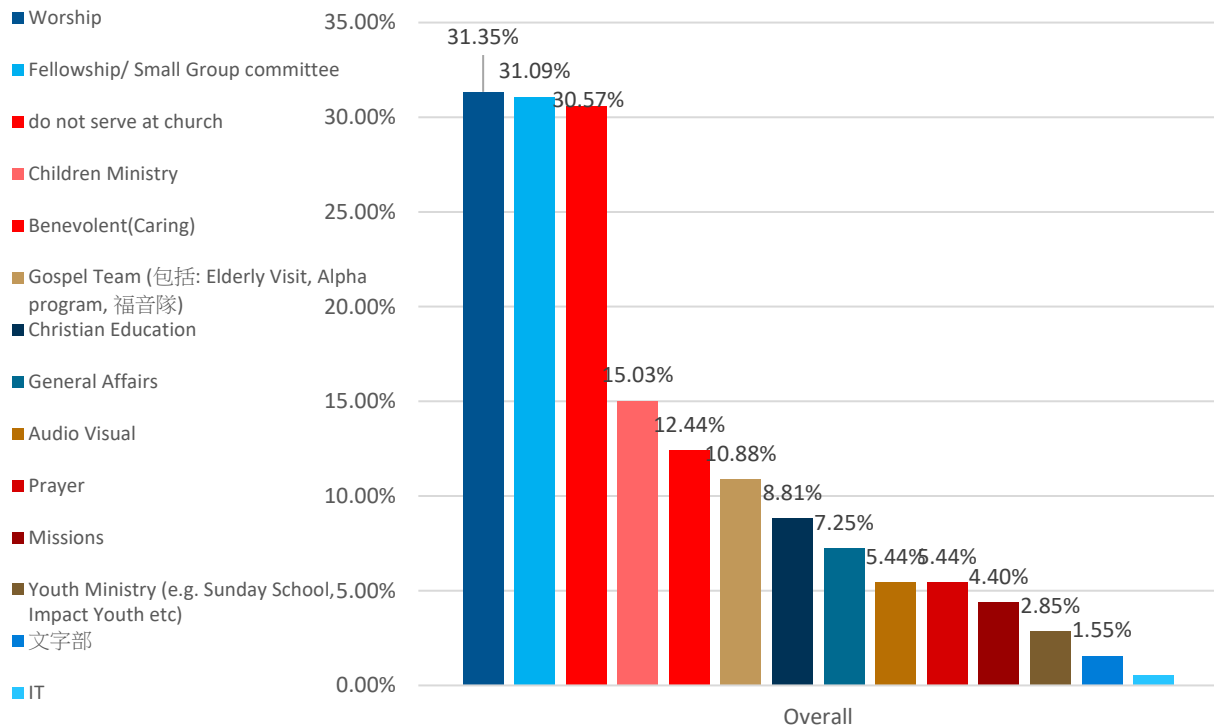
How long have you been attending WAC: Overall



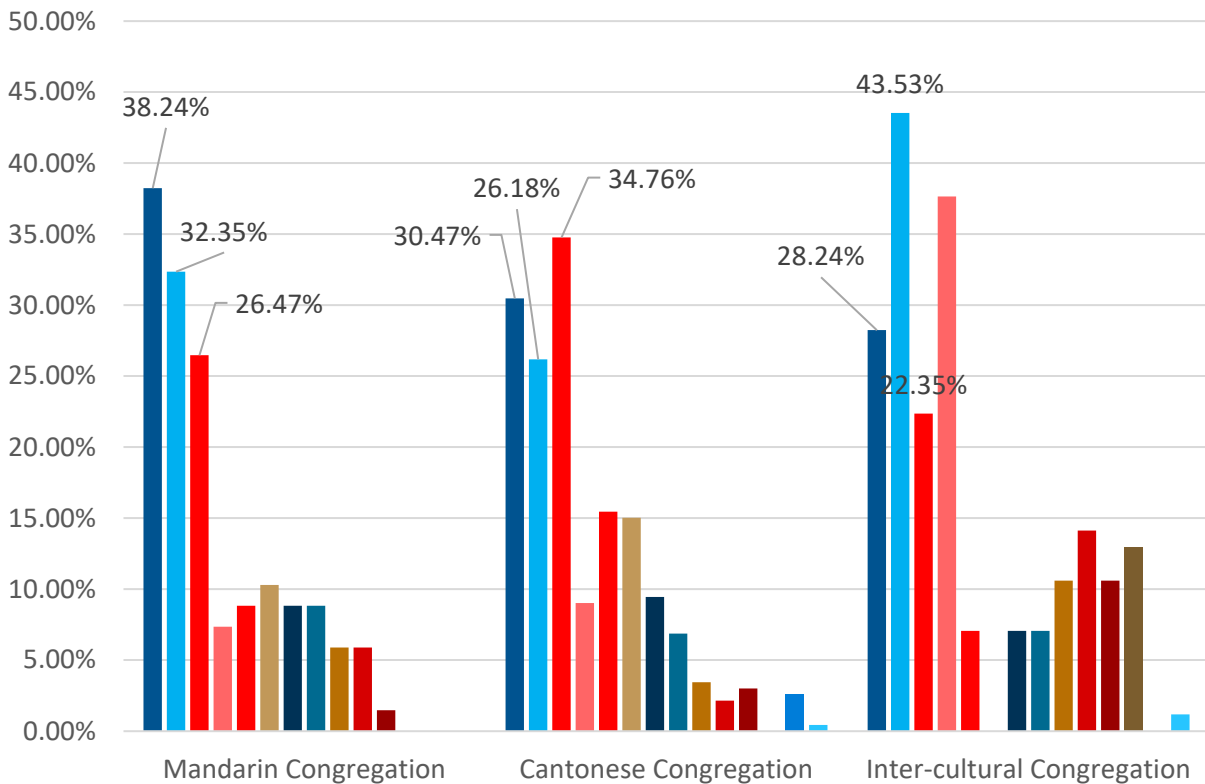
How long have you been attending WAC: by Congregation



Which ministry you served: Overall



Which ministry you served? By Congregation



Brother and Sister serving in multiple ministries (before pandemic)

	Mandarin Congregation	Cantonese Congregation	Inter-cultural Congregation
0	18	81	19
1	26	65	30
2	14	49	16
3	8	27	8
4	1	10	3
5	1	1	5
6			2
7			1
11			1
Grand Total	68	233	85

The End