



2024 PARISH CULTURE SURVEY

Your voice matters.

How we are living the Church's Missionary Mandate in our parishes?

1 - 31 August

PARISH CULTURE SURVEY 2024

Parish Information Sheet

WHAT IS THE PARISH CULTURE SURVEY

The Parish Culture Survey is designed to measure parishioners' experience in a particular parish. It gives each parish an understanding as to how effective that parish is in living out the Church's Missionary Mandate and gives insights that helps parishes improve portfolio and overall parish experiences for that purpose.

Last year 2023, Parish Alive ran the first Parish Culture Survey across the whole Archdiocese of Cape Town for all parishes.

It was very successful and approximately 60 parishes participated. For the first time, it gave parishes a stick by which to measure how the parish is doing. It helped parishes identify priority areas in their planning.

In summary

- The survey provides an assessment of how the parish is performing in terms of the seven portfolios (Liturgy, Community Engagement, Faith Formation, Parish Community Building, Youth & Young Adults, Marriage & Family Life, Evangelisation)
- In the survey, respondents are also given an opportunity to submit comments. This qualitative input complements the quantitative data with further insights.
- The survey gives an impartial measurement and provides constructive feedback on areas where things are going well, where there is progress, and where there are opportunities for additional effort, innovation, and improvement.
- The running of the survey and gathering of the results is confidential and complies with the Protection of Personal Information Act.
- Responses are completely anonymous. No personally identifying information or IP addresses are collected.
- The survey is completed online via the secure platform of SurveyMonkey.

THE GREAT COMMISSION

"Go, therefore, and make disciples of all nations, baptizing them in the name of the Father, and of the Son, and of the Holy Spirit, teaching them to observe all that I have commanded you. And behold, I am with you always, until the end of the age." *Matthew 28:19-20*

WHAT IS THE 2024 PARISH CULTURE SURVEY

In 2024 the survey will be conducted for a second time. Many lessons have been learnt and therefore some changes based on these lessons learnt and the feedback received will be implemented.

New Calculation System

Last year a system called **NPS (Net Promoter Score)** was used to measure each area. In this system each question was rated on scale of 1 (lowest) to 10 (highest). The NPS score was calculated according to the definition of Detractors (those that rated a question 1-6), Passives (rating 7-8) and Promoters (rating 9-10). This NPS scoring became a little complicated to understand so this year a much simpler approach is being used.

This year the survey will simply show for the **average rating out of 10 for each question**. This is a lot easier to understand and interpret.

Comparison of Results This Year against Last Year

Last year (2023) we emphasized that one of the values of doing the survey was that it would provide a benchmark against which to measure future years. This year we now have two years of data and can start to make some comparisons and identify trends. Some of the questions on everyone's minds will be: How are we doing? How did we do this year against last year? Did we improve? What areas did we improve in? Did we fall back in some areas?

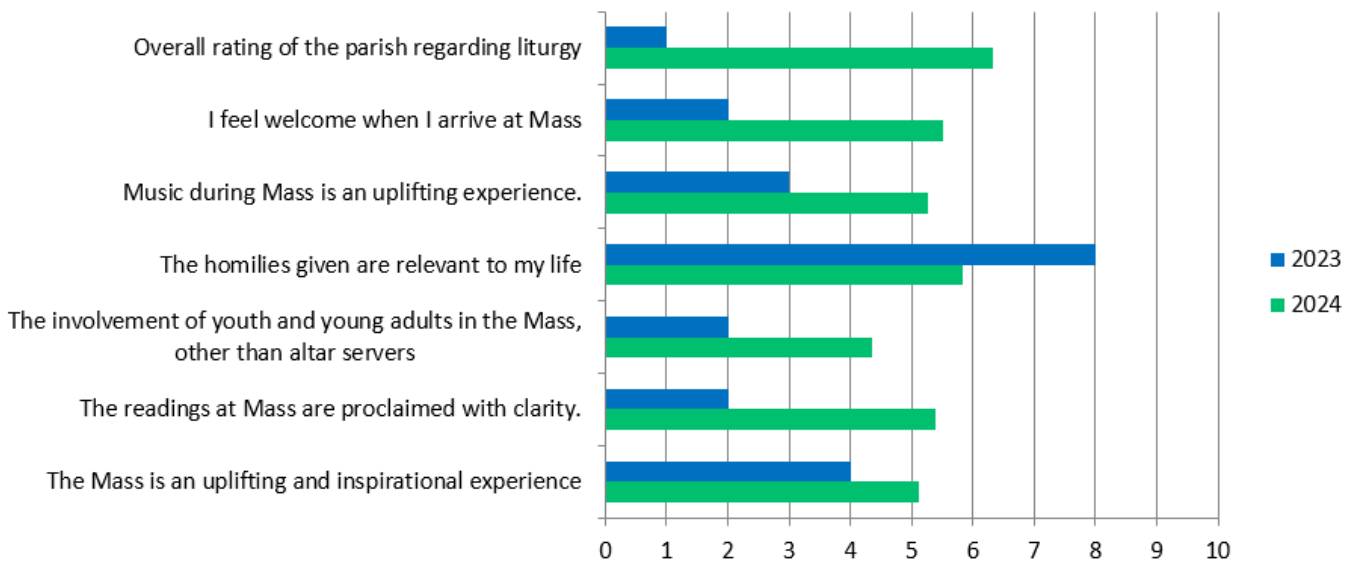
The survey reports will give parishes the ability to see the changes over time so that parishes can see the fruits of their efforts; how parishioners perceive the work that's been done; and the overall experience in their parishes.

In order to be able to compare this year's survey results against last year's (benchmark year), it is necessary to convert the 2023 survey results from NPS into the new system.

This year's reports will therefore show the results from this year AND they will show the comparisons with 2023. Moving to this new system will allow parishes to track performance over time.

This does mean that the parish survey reports from 2023 while still relevant and accurate, cannot be used this year for comparison purposes. All the comparison data and information will be in the 2024 report. *See the diagram example on the next page.*

LITURGY: Please evaluate how well your parish performs the following based on your experience (1 lowest, 10 highest).



HOW WILL THE SURVEY WORK

THE PLAN

All parishes will be briefed on the survey and how to run it. Important dates will be communicated and there will be Frequently Asked Questions to help with expected questions. There are also a few contact people who can be contacted regarding questions on the Survey.

For help or questions, please contact

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Brandon Abrahams	brandon.abrahams@gmail.com	082 940 5451
Karen Parkin	karen.parkin@gmail.com	072 440 45 32

Below is the overall plan for the Parish Alive Parish Culture Survey 2024 is below.

Stage 1:

Prepare parishes with briefing and Info session (webinar)

Sat, 27 July @ 10:00 – 11:00

All parishes are invited to attend this short session which will go over what the survey is and how to run it. The zoom meeting is on **Saturday, 27 July at 10:00 – 11:00 am** and the **link to join** is:

<https://us02web.zoom.us/j/87699465996?pwd=vODca4YDW5adlrLgwva0qUyGzAia9g.1>

Meeting ID: 876 9946 5996 / Passcode: 618992

As everyone knows, it is desirable for AS MANY PEOPLE as possible across all ages to complete the survey. The more people who complete it, the more accurate and valuable the information. If only a few people complete the survey, the results become biased by what these few people think and this in turn does not utilize the full and benefit value of the survey.

Every parish should know how many people are in their parish. The number of people completing the survey as a percentage of the total parish population is an indication of the 'survey significance' for that parish. Eg. If you have 200 people complete the survey and your parish has 4,000 people in total, the survey significance is $200 / 4000 * 100 = 5\%$. Try to get as many people as possible because only a handful of people is not representative of the opinions of the parish.

STAGE 3 RESOURCES:

- Unique link to survey for each parish TO BE PROVIDED
- Hardcopy PDF form of survey TO BE PROVIDED
- During this phase of the Survey, Parishes can check to see how many people have completed the survey online. This information will be available on the Parish Alive – Parish Culture Survey 2024 page on the ADCT.org.za website – LINK TO BE PROVIDED

Stage 4:

End of Survey – deadline for collecting responses

31 Aug

The deadline for all parishes to complete their survey is 31 August which gives several weekend to promote and do the survey.

At this point the Surveys will be closed, and the link will no longer allow further input. It is requested that parishes vigorously encourage people to complete the survey quickly. It does not take a long time, nor is it a big effort. If the survey is kept open too long, the process drags out and it becomes old and loses vitality.

When the surveys are closed it is good practice to thank everyone for participating in the survey and to let them know what the next steps are. We are ending Stage 4 and going into Stage 5.

STAGE 4 RESOURCES:

- Letter2 to Parishioners (thanks and next steps on survey) TO BE PROVIDED

Stage 5:
Surveys are processed

1 – 30 Sept

After the deadline of the survey, work starts to analyse the results and produce the parish reports. The input will first be checked to make sure all parishes have participated, and their data is valid and correct. Then the processing begins, and number crunching takes place.

The surveys will be processed from 1 September, and it is planned that this stage will be completed on 30 September.

Stage 6:
Parish Reports available and distributed to parishes

From 1 October

Once all the reports have been produced, they will be sent to the parishes. A unique and personalized link will be sent to the Parish Priest and PPC Chairperson who can then download their specific Parish Survey Report 2024. The individual reports will be kept confidential.

There will also be Archdiocese reports that are created from aggregated data and that can help the CPD and Archdiocese gain insights and use in planning.

Stage 7:
Parishes process reports

From 1 October

There will be a webinar to go through the Parish Survey with all parishes to discuss and demonstrate how to process, interpret and use the reports. This webinar will take place shortly after all reports are distributed to allow all parishes to review their reports and to prepare their questions for the webinar.

Again, it is important that parishes continue to communicate with their parishioners keeping them informed on the status of the survey. At this point parishes can inform their parishioners that the Parish Survey reports have been received and that the results will be shared with the parish as soon as the PPC together with the parish priest have gone through the report and prepared their parish report back.

This survey helps us continuously improve. All this work and all this data is irrelevant if it does not result in action. **This survey is a call to action** – a call to be bold, courageous, creative and inspired. It is a call to trust in our Lord and know that He will always be with us. We trust in Him that He will take our efforts and make them fruitful.