10. Bibliography


Borgman, C. 2003, *From Gutenberg to the global information infrastructure: access to information in the networked world*, MIT, Cambridge, MA.


Busch, L. 2011, "To come to a correct understanding of Buddhism: A case study on spiritualizing technology, religious authority, and the boundaries of orthodoxy and identity in a Buddhist Web forum", *New Media & Society*, vol. 13, no. 1, pp. 58–74.

Campbell, H. 2005, Exploring Religious Community Online. We are One in the Network, Peter Lang, New York.


Campbell, H. 2005, "Spiritualizing the internet: Uncovering discourses and
narratives of religious internet use", Online - Heidelberg Journal of Religions on
the Internet, vol. 1, no. 1.

Campbell, H.A. 2010a, "Religious authority and the blogosphere", Journal of

Campbell, H.A. 2010b, When religion meets new media, Routledge, Oxfordshire.

adoption of ICT by Catholic Priests" in Digital religion, social media and culture:
Perspectives, practices and futures, eds. P.H. Cheong, P. Fischer–Nelson, S.

4, pp. 291–309.

Cappel, J. & Huang, Z. 2007, "A usability analysis of company websites", Journal of

Carr, M. 2004, "The use of online information sources as a tool for mission by
2, pp. 51–85.


Cheong, P.H. 2012, "Twitter of Faith: Understanding social media networking and
microblogging rituals as religious practices" in Digital Religion, Social Media

Cheong, P.H., Halavais, A. & Kwon, K. 2008, "The chronicles of me: Understanding
blogging as a religious practice", Journal of Media and Religion, vol. 7, no. 3,

Cheong, P.H., Huang, S. & Poon, J.P.H. 2011, "Religious communication and
epistemic authority of leaders in wired faith organizations", Journal of
Communication, vol. 61, no. 5, pp. 938–958.

Cheong, P.H., Poon, J., Huang, S. & Casas, I. 2009, "The internet highway and
religious communities: Mapping and contesting spaces in religion–online", The


Hampton, K., Sessions Goulet, L., Rainie, L. & Purcell, K. 2011, *Social networking sites and our lives: How people's trust, personal relationships, civic and political involvement are connected to their use of social networking sites and other technologies*, Pew Internet & American Life Project, Washington, D.C.


11. Appendices

11. Content Analysis

11.1 Content analysis coding categories

<table>
<thead>
<tr>
<th>Objective number(s)</th>
<th>Item to code for</th>
<th>Information being assessed</th>
<th>Sturgill (2004) type</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,4,6</td>
<td>Map showing location – linked or provided by external site</td>
<td>Does the site link to or include a map from one of the major providers? This could be in the form of a link ‘Find us on a map’ or a page in which the map is embedded</td>
<td>O</td>
</tr>
<tr>
<td>3,6</td>
<td>Google/ Streetmap/ Multimap</td>
<td>Which provider has been used? Coded as G/S/M/other</td>
<td>O</td>
</tr>
<tr>
<td>6</td>
<td>Map showing location – drawn by local church</td>
<td>Has the church included a drawing, a scan of a road map or any other kind of non-proprietary method of including a map?</td>
<td>O</td>
</tr>
<tr>
<td>4</td>
<td>Times of the church's regular services</td>
<td>Does the site include the times at which the churches' regular services are held?</td>
<td>O</td>
</tr>
<tr>
<td>4</td>
<td>Details of the church's regular services</td>
<td>Does the site include any explanation of what the services might involve? This needs to be more than just naming the service, e.g. Holy Communion or Matins, but to include indications of what Matins might be</td>
<td>O</td>
</tr>
<tr>
<td>4,6</td>
<td>Dedicated contact page</td>
<td>Does the site have a page with any contact information on, separate from the main landing page?</td>
<td>O</td>
</tr>
<tr>
<td>4,6,7</td>
<td>Contact us link</td>
<td>Is there any form of link inviting contact online or by email on the landing page?</td>
<td>O</td>
</tr>
<tr>
<td>4,5,6</td>
<td>Links for specific information: Baptism</td>
<td>Does the site include any information on its policy for baptism, who to contact, fees, etc?</td>
<td>O</td>
</tr>
<tr>
<td>4,5,6</td>
<td>Links for specific information: Marriage</td>
<td>Does the site include any information on its policy for marriage, who to contact, marriage preparation, fees, etc?</td>
<td>O</td>
</tr>
<tr>
<td>4,5,6</td>
<td>Links for specific information: Funeral</td>
<td>Does the site include any information on its policy for funerals, who to contact, fees, etc?</td>
<td>O</td>
</tr>
<tr>
<td>4,5,6</td>
<td>Links for specific information: Christmas</td>
<td>Does the site contain any information about the celebration of Christmas: special services, information on the religious meaning of the festival?</td>
<td>O</td>
</tr>
<tr>
<td>4,5,6</td>
<td>Links for specific information: Easter</td>
<td>Does the site contain any information about the celebration of Easter: special services, information on the religious meaning of the festival, Lent activities?</td>
<td>O</td>
</tr>
<tr>
<td>4,6</td>
<td>Links for specific information: Architecture/ Genealogy/ History</td>
<td>Does the site contain any information about the history of the church or its community? This covers surveys of historically interesting buildings as well as stories of the establishment of younger churches. It also includes any sections on how to trace parish records for genealogical research. It is not concerned with the current community or congregation.</td>
<td>O</td>
</tr>
<tr>
<td>4,5,6</td>
<td>Newcomers page</td>
<td>Does the site have any information directly aimed at people who are new to the church or visiting for the first time for worship, not for historical or genealogical research or for a specific rite of passage?</td>
<td>O</td>
</tr>
<tr>
<td></td>
<td>If yes to Newcomers print page to PDF for later</td>
<td>If there is a newcomers’ page this should be saved as a PDF for later analysis</td>
<td></td>
</tr>
<tr>
<td>4,5,8</td>
<td>Links to local information e.g. schools, hospitals</td>
<td>Does the site contain any links to local secular or religious institutions? This includes associated church schools but also NHS facilities, local charities or community groups. Code NO if there is just a coded list of these organisations in the main body of the site.</td>
<td>O</td>
</tr>
<tr>
<td></td>
<td>If yes to local info save links</td>
<td>Record the links on the separate spreadsheet tab</td>
<td></td>
</tr>
<tr>
<td>4,5</td>
<td>Links to non-religious groups that use church buildings</td>
<td>Does the site include links to parent organisations of any groups that use the church buildings, e.g. Weight Watchers, Scouts or Guides? Code no if there is just a list of the related organisations with no further opportunities for information.</td>
<td>C</td>
</tr>
<tr>
<td>6</td>
<td>Pages or links labelled for internal administration only</td>
<td>Are any links or pages labelled for administrators? This includes any member-only areas as well as those for site management</td>
<td>O</td>
</tr>
<tr>
<td>4,5,6,8</td>
<td>Links to any other local churches</td>
<td>Does the site contain any links to local churches? Code yes if a Methodist site links back to its parent circuit page.</td>
<td>C</td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td>COUNT:</td>
<td>Status</td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>4,5</td>
<td>Photos of the clergy/ leaders</td>
<td>Include all those in positions of authority or employed by the church</td>
<td>O</td>
</tr>
<tr>
<td>5</td>
<td>Photos of the church</td>
<td>Include interior and exterior photographs, and those that are part of a historical narrative</td>
<td>O</td>
</tr>
<tr>
<td>2, 3</td>
<td>Photos of groups of people not engaged in worship</td>
<td>Include all pictures of people in any setting other than a worship event</td>
<td>O</td>
</tr>
<tr>
<td>2, 3</td>
<td>Photos of anything else</td>
<td>Include all other photographs unless they are used as a purely graphic element e.g. a header bar.</td>
<td>0</td>
</tr>
<tr>
<td>2, 3</td>
<td>Other graphics e.g. Clip art</td>
<td>Include all clip art picture and graphic elements</td>
<td>N/A</td>
</tr>
<tr>
<td>2, 3</td>
<td>Credits to a professional design company</td>
<td>Does the link include any reference to any professional design company e.g. Churchinsight. Do not code yes for a Wordpress site.</td>
<td>N/A</td>
</tr>
<tr>
<td>2, 3</td>
<td>Use of frames</td>
<td>Does the site use frames in its design?</td>
<td>N/A</td>
</tr>
<tr>
<td>2, 3</td>
<td>Main menu(s) in standard places</td>
<td>Code yes if the main menu bar(s) appears at the top or the left hand side of the page. Code no if there are no recognisable menu bars or if they appear on the right hand side</td>
<td>N/A</td>
</tr>
<tr>
<td>4, 2, 3</td>
<td>Logo of its denominational lead body on the home page</td>
<td>Does the landing page have a logo for the parent denomination?</td>
<td>O</td>
</tr>
<tr>
<td>8</td>
<td>Links to third party websites</td>
<td>Does the site contain links to other websites? These can be either embedded in the text of a page or as a separate Links page. Code NO if links are listed but not activated and cannot be followed</td>
<td>C</td>
</tr>
<tr>
<td></td>
<td>If yes to 3rd party links, copy links to Links spreadsheet</td>
<td>Record the links into the separate tab, classified by church number.</td>
<td></td>
</tr>
<tr>
<td>4,5</td>
<td>Coded i.e. Part of HTML information on the denomination</td>
<td>Does the main body of the site include any information on the denomination as part of the text? Do not code yes if this is only a sentence that says “Church X is a part of Denomination Y”</td>
<td>E</td>
</tr>
<tr>
<td>4,5,8</td>
<td>Links to information on the denomination</td>
<td>Does the site link to its parent denomination?</td>
<td>E</td>
</tr>
<tr>
<td>4,5</td>
<td>Coded prayer or service content</td>
<td>Does the site include any prayers from any source or any extracts of services? This could include things like set responses used as part of a baptism, or a creed or confession. It does not include any explanations of the worship style or what might happen in a service e.g. ‘children leave after the first hymn.’</td>
<td>E</td>
</tr>
<tr>
<td>Code</td>
<td>Category</td>
<td>Description</td>
<td>Code</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>4,5</td>
<td>Linked prayer or service content</td>
<td>Does the site include links to third party sources of prayer or service e.g. the Church of England Daily Offices?</td>
<td>E</td>
</tr>
<tr>
<td>4,5</td>
<td>Coded liturgical explanation or content</td>
<td>Does the site include any content that explains the content of a service, or the form of words used? This would include more than the name of a prayer book being used but would attempt to explain why a service is conducted in a specific manner</td>
<td>E</td>
</tr>
<tr>
<td>4,5</td>
<td>Linked liturgical explanation or content</td>
<td>Does the site include links to any third party site that explains the content of a service, or the form of words used? This would include more than the name of a prayer book being used but would attempt to explain why a service is conducted in a specific manner</td>
<td>E</td>
</tr>
<tr>
<td>4,5</td>
<td>Coded statement of faith or mission statement</td>
<td>Does the site include a statement of faith ('This is what we believe') or a wider mission statement? – either can be just a sentence or a full page or pages</td>
<td>E</td>
</tr>
<tr>
<td>4,5</td>
<td>Linked statement of faith or mission statement</td>
<td>Does the site link to any third party sites that give a statement of faith ('Baptists believe that...') or a wider mission statement? This would not include a link that was labelled just as a link to the parent denomination site</td>
<td>E</td>
</tr>
<tr>
<td>4,5</td>
<td>Coded scripture</td>
<td>Does the site include any scriptural content – either a short passage as part of a wider text or as a daily Bible reading or similar?</td>
<td>E</td>
</tr>
<tr>
<td>4,5</td>
<td>Linked scripture</td>
<td>Code yes for links to Biblegateway.com or similar, including to denominations’ daily reading plans</td>
<td>E</td>
</tr>
<tr>
<td>2, 3</td>
<td>Frequency of updates</td>
<td>Add the last date or month on which it can be deduced that the site was updated e.g. via the most recent newsletter, forthcoming event dates</td>
<td>N/A</td>
</tr>
<tr>
<td>2, 3</td>
<td>Church-specific URL</td>
<td>Is the URL a custom URL or is it an unrelated domain name?</td>
<td>N/A</td>
</tr>
<tr>
<td>7</td>
<td>Blogger, Typepad, Wordpress acknowledged</td>
<td>Code yes if the site has been produced using any of these platforms</td>
<td>I</td>
</tr>
<tr>
<td>7</td>
<td>Link to a blog or comments</td>
<td>Code yes if the site includes a link to a separate blog, comments page or guest book</td>
<td>I</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Reference or include links to Facebook/ Twitter / YouTube</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Email list advertised</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Contact email given</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Contact telephone number given</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>Sermons/ talks available for download?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>Third party downloadable content?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
11.2 CA instructions

CODING OVERVIEW

General instructions

Each link or menu item on the landing (level 1) page should be followed. The subsequent pages are level 2 pages. Only count new items at level 2; but count different instances of kind of feature e.g. if the same search function is on several level 2 pages, code it only once; count separately different kinds of searches (e.g. search photographs, search services, etc.)

Paste root URL at the top of each column. Take snapshot of the site in Zotero. Save a pdf of the level 1 landing page.

- Code 1 or 0 for presence or absence of a feature as per the list on the coding sheet
- Copy external religious links or links to secular local information onto the separate tab of the spreadsheet
- Copy text of statement of faith/newcomers page into relevant cell.
- Count and describe the interactivity features – this will probably need a second pass of the website.
- Code and record a 3rd party search e.g. from Google
- Anything added as 'Other' needs a description
- Ignore external sites
- Don't need to run searches or log in to sites

Rules for interactivity.

Items are coded for only one type of interactivity except items that are both a navigational tool and something else. Code on both levels if there is a signpost for interactivity and a further element is presented at level 2.

Items that look like a set are coded once. E.g. multiple items in a menu bar are one feature. If items are substantially different, code once for each type.

Note where hyperlinks appear e.g. body copy, don’t count every link.
Examples

*Navigation* – count the total number of menu bars on a page. Visible submenus are visible either directly or with a mouse rollover, are additional menu bars. Don’t count items on each menu bar.

*Action*: count number of different types of surveys, games, registration options, etc. Count each type only once – even if they appear on multiple pages.

*Transaction*: count the total number of opportunities for ordering materials but not the number of things available for order. Code for transaction if it takes to a 3rd party site note that includes link to 3rd party and note URL.

*Human-to-human communication*:

Count different types of options, but not every single opportunity.

For opportunities to add content, count each option separately – a guest book is different from adding an item to a calendar.

For opportunities to customize content, count each type of customization opportunity. E.g. a language option is one feature even if multiple languages are available.

**TYPES OF INTERACTIVITY**

These are general descriptions of the types of interactivity that will be coded. Can code as *other*, but describe what these other incidences are.

Human–to–Computer Interaction

Enable interaction with the computer but not communication with another person or contributing to or customizing the content of the site.

NAVIGATION is the “‘baseline”’ that makes Web sites function and allows users to find their way among various elements of the site.

Navigation/Standard
Features that offer users options for how to navigate among the content.

Menus, hyperlinks, buttons, and banners are clearly navigational tools. Also top/bottom of page links

Navigation/Personalized

Give the user more control. Search function is personalised – use own search terms.

ACTIONS send information to website but not for purchase or other transactional exchange.

Action/Standard

Options are same for all users. Online surveys and polls. Print this page. Bookmark this page.

Actions/Personalized

respond to specific information provided by the user. Login and registration activities

TRANSACTIONS: user will receive something that has been requested through the Web site but is often delivered outside of the site itself.

Transaction/Standard

Unchangeable items such as a book, brochure, or e-mail newsletter.

Transaction/Personalized

Individuals customize what he/she wants.

Notes on Human-to-Computer Interactions

If selections are “yes/no” type options (e.g. I want this brochure, but not that one) code it as standard.
If input from the user requires more individual information (e.g. requesting that a specific kind of content no longer be sent to a personal e-mail address) then it is personalized.

Rules do not give any preference to graphic elements.

If a navigational tool leads to an action or transaction of any kind, then there is an added element of H2C interactivity.

Do not double-code things that are elements of a single H2C function. Eg a login screen with place to type your name as well as a button to click to login is coded once for the tool (this e.g. is action/personalized).

**Human-to-Human Interaction:** Enables people to communicate with other people.

**ORGANIZATION/INDIVIDUAL SYNCHRONOUS** Real time. e.g. live chat. Put Twitter feed here.

**INDIVIDUAL/INDIVIDUAL SYNCHRONOUS** Real time’ conversation among visitors to the site. This could be an IM function, for example. Would Twitter fit here?

**ORGANIZATION/INDIVIDUAL ASYNCHRONOUS** Contac forms, e-mail links, etc.

**INDIVIDUAL/INDIVIDUAL ASYNCHRONOUS** – Any tools that allow for “lagged time” two-way communication among site visitors. Examples include the option for e-mailing content to a friend. Facebook page link. **THIS is where I would code adding comments to a blog.**

**Notes on Human-to-Human Interactions**

McMillan codes this differently. They say:

Reserve the individual–to–individual coding for interactions that allow the site visitor to communicate with other individuals whom they choose to contact. Do NOT include here postings to bulletin boards/chat rooms that become part of the content of the site. Those are Human–to–Content interaction.

I say:
A blog which invites comment and possibly leads to an asynchronous conversation between individuals counts as H2H interaction. I think it serves two functions: yes, it does add to site content but the conversational function is more important.

**Human–to–Content Interaction:** Enables users to “engage” with content.

**ADD CONTENT** – Features add content also have some elements of human–to–human interaction, but they go further by allowing the user to contribute content that others can see *without the expectation of engaging in a conversation*. e.g. signing an online guest book.

Code the dominant type of content to be added: photo/ audio/ text/ video

**CUSTOMIZE CONTENT** – Related to navigations and/or actions but go further by allowing users to change the actual appearance of the site. Mostly text–based e.g. change size of font, text background

**OTHER INTERACTIVITY** Anything that seems to fit but cannot be captured by any of the other categories. Provide a detailed description of the interactive feature.

**Notes on this for me**

How do I want to handle this extra data? Do a separate coding scheme or integrate? How will I record that information if I stick with using Excel; as two columns per church? Do I want to also record whether 'my' features are at level 1 or level 2? It would make sense if I want to go on to do later comparisons. Do I want to code for all links or just the first 10 on each site? Has anyone else used this formula or has McMillan published this again elsewhere?

Define churchy things under McMillan's headings

- prayer request would be human to human
- light virtual candle human to content
- contact clergy human to human
- download pdf of notice sheet human to computer (?)
- add items to calendar human to content
- blog comments human to human
11.3 Calculating sample size

Elementary Survey Sampling by Scheaffer, Mendenall and Ott.

On sample size determination for a proportion it gives the formula (on page 74 of
4th Edition) as:

\[ n = \frac{N \times P \times (1 - P)}{(N - 1) \times D + P \times (1 - P)} \]

Where:

N is the population size (i.e. 196), and

P is the proportion having the attribute (which you may have to estimate prior to
the study or you can simply use a value of 0.5 if you have no idea), and

\[ D = \frac{B \times B}{4} \]

where B is your bound on the error for your estimate. For example you may want to
estimate the proportion give or take 10%, in which case B=0.1.

So if you pop size was 196 and you use P=0.5 the required sample size to estimate
the true proportion to within +/-10% is given by

\[ D = \frac{0.1 \times 0.1}{4} = 0.0025 \]

So

\[ n = \frac{196 \times 0.5 \times (1 - 0.5)}{(196 - 1) \times 0.0025 + 0.5 \times (1 - 0.5)} \]

\[ = \frac{49}{0.4875 + 0.25} = \frac{49}{0.7375} = 66 \]

301
### 11.4 Reliability calculations

#### Content analysis agreements

<table>
<thead>
<tr>
<th>Church ID</th>
<th>Percentage agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>A109</td>
<td></td>
</tr>
<tr>
<td>0 1</td>
<td></td>
</tr>
<tr>
<td>0 45 1</td>
<td>98</td>
</tr>
<tr>
<td>1 0 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>85</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td>A4</td>
<td>0 20 4 85</td>
</tr>
<tr>
<td>1 2 15</td>
<td></td>
</tr>
<tr>
<td>0 1</td>
<td></td>
</tr>
<tr>
<td>A9</td>
<td>0 36 0 96</td>
</tr>
<tr>
<td>1 2 7</td>
<td></td>
</tr>
<tr>
<td>0 1</td>
<td></td>
</tr>
<tr>
<td>A53</td>
<td>0 25 4 82</td>
</tr>
<tr>
<td>1 4 11</td>
<td></td>
</tr>
<tr>
<td>0 1</td>
<td></td>
</tr>
<tr>
<td>A160</td>
<td>0 34 2 96</td>
</tr>
<tr>
<td>1 0 11</td>
<td></td>
</tr>
<tr>
<td>0 1</td>
<td></td>
</tr>
<tr>
<td>A119</td>
<td>0 33 2 85</td>
</tr>
<tr>
<td>1 5 7</td>
<td></td>
</tr>
<tr>
<td>0 1</td>
<td></td>
</tr>
<tr>
<td>A18</td>
<td>0 33 2 85</td>
</tr>
<tr>
<td>1 5 7</td>
<td></td>
</tr>
<tr>
<td>0 1</td>
<td></td>
</tr>
<tr>
<td>A19</td>
<td>0 35 2 91</td>
</tr>
<tr>
<td>1 2 8</td>
<td></td>
</tr>
</tbody>
</table>

Table 11-1 Individual agreements for re-coded websites

<table>
<thead>
<tr>
<th>Aggregate</th>
<th>Percentage agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 261 17</td>
<td>89.9%</td>
</tr>
<tr>
<td>score</td>
<td>1</td>
</tr>
</tbody>
</table>

*Table 11-2 Aggregated reliability data*
11.5 Interview invitation email and preamble

11.5.1 Invitation

Dear

I am a part-time Loughborough University PhD student investigating churches' use of the internet. Although I'm registered at Loughborough, I'm resident in Colchester, and so I'm focusing on churches here in the local area. Desk research has formed the first part of my research, but now I would like to talk with church leaders and understand more about the ways that websites and other internet tools like Facebook are being used – or if they're not being used.

Further information can be found via the links below. Would you be willing to provide a short interview?

I have chosen a sample of local churches, which has included Leyton Methodist Church. Those I have conducted so far have lasted between 20–45 minutes. The results will be anonymised, so you would not be directly identifiable in the final research reports. The interview could either be face-to-face or over the phone. I would be most grateful for your help particularly as I do understand the time pressures you are probably facing. I'm hoping to run some interviews next week, if that would be at all possible? If you are able to help, I look forward to hearing from you.

Kind regards

Sara
11.5.2 Interview introduction text

This was read to participant at the start of each interview:

I will, with your permission, be recording this interview so I can transcribe it later. Anything you say that I use in the reports will be anonymous and non-attributable to you directly. If there should be anything that I would like to use as a direct quote then I will ask your permission first. If you don’t want to answer any questions, that is perfectly fine. If you’ve got any questions for me then do please ask either now or as we’re going along.

I’m going to ask questions about your church generally, about your personal use of online tools; how the church puts its website together, and how the church uses social media. Is that OK? This should take around 30–45 minutes.
11.6 Interview coding tags

age profile  
audience  
behind the times  
blogging church  
blogging diocese  
blogs  
book v internet  
choice of links  
chuch building  
content writing  
day-to-day maintenance  
decision making  
defining purpose  
defining strategy  
denomination  
differences by age  
editing  
evaluation of website  
FB church  
FB diocese  
FB personal  
hierarchy  
i-product  
ideal website  
influence on authority  
information seeking  
inspiration vs fact checking  
interactivity  
internet positives  
involvement with blogging  
level of leadership  
location  
Management help  
named links  
online v offline personality  
overall oversight  
parish characteristic  
personal experience of internet and media  
podcasts  
primary use of internet  
purpose of outbound links  
reasons for no interactivity  
religious information  
secular information  
size  
social networking  
sources of help  
status of webmaster  
training  
trouble – attitudes  
trouble – mitigation against  
trouble – practical  
trouble – theoretical  
Troublesome aspects  
Twitter church  
Twitter personal  
use of email  
very interesting point  
workload
11.7 Interview questions

11.7.1 Initial draft/pilot study

Background / opening questions

What is actual job title(s)?

How long have you been in your current role?

What are your main responsibilities?

Ask for description of church(es) and congregation – building style, ethos, demographics

Personal web use

What do you use the web for, for non-work related tasks?

Which social media sites?, if any and not mentioned in previous question

How do you use the web for your work?

Do you have a website/ accounts/ presences that are outside of the main ‘official’ church site?

Do you access via a mobile device?

Attitude towards the Internet

What would you say are the most positive and most negative aspects of the WWW?

Note aspects and ask why they are classified as such?

Have you had personal experience of the positive/ negative?

Church structure & web presence

What are the main purposes of the website?

Have they ever measured this effectiveness?
What would their ideal website look like?

In what ways do they tailor content for non-members of the church?

Who in your church is responsible for the web presence – volunteer/ staff/independent company?

How was it decided that would be the way the web site would be handled?

Who decides what / when/ where information is published?

Do you use content from any third party?

Is there an editorial control process? How is the control linked with formal authority within the church?

How often do the church leadership discuss or plan their web presence?

How is the budget decided?

What kind of training or guidance have they received? (Diocese/ denomination/ independent organisation e.g. Evangelical Alliance)
11.7.2 Final guideline questions developed

Background

Please can you tell me a little bit about yourself, the church and your main roles here. *Prompt for info on the congregation profile & general location*

Personal web use and history

*EXPLAIN: Internet broadest terms; websites, gaming, iphone apps, email.*

Many people think that the internet has changed life for the better. Would you agree with that?

What kinds of drawbacks are there?

What kind of use do you make of the internet for your everyday life?

What about things directly related to your role as a vicar/ church leader?

Church structure & web presence: the mechanics of getting a site out there

Who in church is responsible for web presence – volunteer/ staff

What purpose do they believe the website serves?

Have they ever measured this effectiveness?

Who makes up the primary audience?

What would their ideal website contain? Defined key messages?

Who decides what / when/ where information is published? Is the control based on authority within the church or left to others?
How often do the church leadership discuss or plan their web presence?

What kind of training or guidance have they had from their Management? Where would they start if they needed help?

**Church and Social Media**

EXPLAIN: By social media I mean applications that are designed for online sharing, like a blog or a Facebook account; but also Delicious, Runkeeper, LibraryThing as examples.

Do you have an individual presence on social media sites? Do you read any blogs?

Does your church have a corporate presence on social media sites? Has there ever been formal discussion about a strategy for this?

Are there structures/ accounts that are outside of the main ‘official’ church site?

Do you use mobile devices or desktop access?

How would they encourage interaction via the internet?

KEY: How do you see peer-to-peer communication having an influence on your authority within the church as a leader and teacher?

**Questions for those not particularly engaged**

*Why not?*

Specific reasons – practical, or philosophical?

What purpose do they imagine a website could serve? Any particularly successful models from elsewhere they would like to emulate?
What factors would influence your choice of method of communication?

Questions arising from the content analysis

Only some sites have links to other websites.

Should sites have these outbound links? What kind of links would be useful? Who would choose them?

Would you expect to see links or embedded Bible verses?

Things that invite interactivity – either between the church and its congregation or amongst congregations – are quite scarce; why do you think that would be?

I’ve started to see Facebook pages for churches; is that a useful substitute for a church site?
### 11.8 Interactivity results

#### Navigation Standard

<table>
<thead>
<tr>
<th>Feature</th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Menu bar</td>
<td>63</td>
<td>20</td>
<td>32</td>
<td>20</td>
</tr>
<tr>
<td>graphic links</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>link areas</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>changing with page</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>navigation in book</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>change front page on different day of week</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

#### Navigation Personalised

<table>
<thead>
<tr>
<th>Feature</th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search</td>
<td>9</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Search calendar</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Choose dates from calendar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Search sermons</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Menu bar expands</td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

#### Action Standard

<table>
<thead>
<tr>
<th>Feature</th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print page</td>
<td>3</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PDF page</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email page</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resize font</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Take poll</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Choose links to display</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Print calendar</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Log in</td>
<td></td>
<td>5</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Read newsletter</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Add documents</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Kids’ games</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Printable view</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Action Personalised

<table>
<thead>
<tr>
<th>Feature</th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login</td>
<td>5</td>
<td>5</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Change password</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set as home page</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Register for newsletter</td>
<td>1</td>
<td></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Personalise Google Map</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

312
**Transaction standard**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download Adobe</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Download newsletter</td>
<td>15</td>
<td>8</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Sermon audio</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sermon PDF</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subscribe to podcasts</td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request CD of sermons</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Download Gift Aid forms</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poll on home page</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Music on loading page</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Download parish profile</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Download music</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subscribe to RSS</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Magazine download</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Watch video</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Watch slideshow</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audio Bible</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Donate via paypal</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>RSS feed</td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Download sermon</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diocesan news RSS</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RSS of Twitter feed</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Transaction personalised**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>RSS feed for calendar</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Link to Google calendar</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listen to music</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email alert for page updates</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subscribe to email group</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Search sermons</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Log in &amp; personalise appearance</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

**Organisation/ Individual Asynchronous**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact via webform</td>
<td>6</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Email link</td>
<td>48</td>
<td>18</td>
<td>30</td>
<td>18</td>
</tr>
</tbody>
</table>
### Online prayer request

<table>
<thead>
<tr>
<th></th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blog comments</td>
<td>1</td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Guest book</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

### Individual/ Individual Asynchronous

<table>
<thead>
<tr>
<th></th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forum</td>
<td>1</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Email site to friend</td>
<td>3</td>
<td></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Links to social networking sites</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blog comments</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Message board</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Like on Facebook</td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

### Add Content

<table>
<thead>
<tr>
<th></th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sign guestbook</td>
<td>3</td>
<td></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Edit wiki</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prayer request</td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

### Customise content

<table>
<thead>
<tr>
<th></th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download calendar</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low graphics version</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change view of calendar</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Listen to screen reader</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online tour of church</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Large print version</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Choose announcements</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Filter calendar</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Change list of links shown</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Change search options</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Other

<table>
<thead>
<tr>
<th></th>
<th>Anglican</th>
<th>Catholic</th>
<th>Baptist</th>
<th>Methodist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premier Headlines</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Music</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Table 11–3 Actual numbers and incidences of characteristics*
11.9 Denominational differences

Since the very early days, Christianity has had different sects, divisions and approaches and the modern church is not without its difficulties. The evolution of the church into different denominations who broadly agree on the basics of their faith, but often bitterly disagree on the specifics of religious practice, means that there are numerous approaches to teaching, worship and church structure across the world (Tomkins 2005).

All four English denominations in this study have some form of national body and hierarchy, but the key differences lie in the way those hierarchies are organised and the sources of authority. This is a brief sketch only of the denominations that are considered within this research project, designed to highlight why there may be differences in the way each church approaches its communications. Explanation of the fundamental theological differences is beyond the scope of this outline, but can be traced via Tomkins (2005) and useful comparisons have been provided by the website Religion Facts.32

11.9.1 Church of England

The Church of England is now the established church. The history of this establishment is long and often brutal. In 2012, the C of E maintains a civic duty,
and has a legislative role with 26 Bishops still part of the House of Lords as well as being the largest denomination in Britain\textsuperscript{33}.

Elected Parochial Church Councils (PCC) oversee the running of each church, led by the incumbent (whose appointment is also the PCC’s responsibility). The kind of services that are held, fabric repairs, outreach and fundraising are also part of their decision-making.

The C of E says of its priests:

\textit{From ancient times through to today, they, and their bishop, are responsible for the 'cure of souls' in their parish. That includes everyone. And this explains why parish priests are so involved with the key issues and problems affecting the whole community.}\ http://www.churchofengland.org/about-us/structure.aspx, accessed 25 March 2012

\textbf{11.9.2 The Baptist Union}

In 1891 the General Baptists and Particular Baptists came together to form the present Baptist Union of Great Britain (BUGB). The first Baptist church in England had been established in 1612\textsuperscript{34}. The BUGB describes itself as:

\textit{...made up of churches, regional associations, the national resource centre and Baptist colleges. The Union works with others in mission locally, regionally and...}

\textsuperscript{33} http://www.bbc.co.uk/religion/religions/christianity/cofe/cofe_1.shtml, accessed 25 March 2012

\textsuperscript{34} http://www.baptist.org.uk/baptist-history.html, accessed 25 March 2012
Internationally. It is a diverse union with small and large congregations, different nationalities and differing styles of worship yet united by core values and a common purpose...  

Baptists think that a church should be a church of believers, not just those who are born in the local parish. They do not practice infant baptism. Their approach is not really hierarchical – they do not believe in apostolic succession. Decisions are taken at the church meeting, where each member has a vote. The meeting appoints leaders – ministers, elders and deacons, but final authority is vested in the meeting and not the leaders. The BUGB is not a denomination in the sense that the Catholic church is, as the organisation of the churches is from the grass roots rather than ‘top down.’

11.9.3 Methodist Church in Britain

The Methodist Church in Britain has 33 districts, each headed by a Chair. Each district has a number of circuits, under the leadership of a Superintendent Minister, and each circuit is made up of a number of local churches. This is similar to the structure of the C of E, with a Chair being roughly equivalent to a Bishop, except that men and women are in equal leadership positions.

Each church is governed by its Church Council. The ‘Methodist Connexion’ is the whole denomination, and individual churches are part of this structure.

11.9.4 Roman Catholics

Catholics argue theirs was the church established by Jesus, and the Pope is the earthly head, St Peter being seen as the first Pope, whose authority has been directly handed down to today’s leaders (apostolic succession). Protestant and Orthodox branches of Christianity have all split at various times and for various reasons from the Roman Catholic Church, indeed, there was no demarcation between different denominations for around the first thousand years of Christianity until these schisms occurred. The Catholic Church is the most hierarchical of the four denominations in this study. Catholic services are more formal and Catholics have some specific practices, including praying to saints and using rosary beads in prayer. Some High Anglican churches are identified as Anglo-Catholic and their weekly service would have more in common with a Catholic church than it would a different Anglican church in terms of liturgy, wearing of robes and use of incense, for example.

11.9.5 Key differences of note for this research project

- Church of English parishes have responsibility for everyone, not just members of the church.

• Baptists have no hierarchy within each church, Methodists also use a congregational style of governance

• Catholic hierarchy is extensive and formal.
11.10 Sample pew sheet