



## REMOTE WORKING EFFECTIVENESS PULSE (ADAPTED USING QUALTRICS)

**This template is an example diagnostic that can be used to understand the impact & effectiveness of a change to remote working on your workforce. Use data to generate insights for action to improve.**

### INTRODUCTION

During this time of disruption and rapid change, we would like to understand how we can best support you in our ongoing communications and collective effort to put your health and wellbeing first. Understanding your current environment and any uncertainty you may face will help us better support you immediately and in the future.

This short survey should take you no more than 5-10 minutes to complete. We will ask you for some high-level demographic information to help us take follow-up action based on your feedback. **It will not be possible to identify any individual respondent from this survey.**

We appreciate your open and honest feedback so that we can make meaningful and impactful adjustments as the situation evolves.

### We want to learn a little more about you.

Q1 At this moment, which do you best identify with?

- The majority of my work is done from home (1)
- I normally split my time between home and office, but now I'm only working from home (2)
- I normally work in the office but I'm now working from home (3)
- I am still working inside the office (4)

Q 2. In which country are you currently working?

- Australia (1)
- Cambodia (15)
- China (2)
- Hong Kong (8)
- Indonesia (3)
- Japan (4)
- Malaysia (5)
- New Zealand (11)
- Pacific Islands (12)
- Papua New Guinea (10)
- Philippines (13)
- Singapore (6)
- South Korea (14)
- Thailand (7)
- Taiwan (9)
- Vietnam (16)

Q3. In which location are you currently working?

QLD (1)      NSW (2)      ACT (3)      NT (4)      SA (5)      WA (6)

Q4. In which organisational unit do you currently work?

1. Administrative (1)
2. Customer Service (2)
3. Finance (3)
4. HR (4)
5. IT (5)
6. Legal (6)
7. Marketing (7)
8. Operations (8)
9. Sales (9)



How are you feeling?

Extra stormy



A little rainy



Mild



Partly sunny



All sunshine



Q6. What made you feel this way?

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Next, we want to know how we're doing at making sure you are supported during this time.

Q7. I feel supported by my immediate **supervisor/manager** in my efforts to adapt to organisational changes.

Strongly disagree / Disagree / Slightly disagree / Slightly agree / Agree / Strongly agree

Q8. What action, if any, could your immediate supervisor/manager take that would have the most impact on your efforts to adapt to these current organisational changes?

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Q 9. I have confidence in the **senior leadership** team to make the right decisions for our organisation at this time.

Strongly disagree / Disagree / Slightly disagree / Slightly agree / Agree / Strongly agree

Q 10. I have **access to the information & tools** that I need for relevant wellness benefits at this time (e.g., employee assistance resources, healthcare access/benefits, updated company processes and procedures).

Strongly disagree / Disagree / Slightly disagree / Slightly agree / Agree / Strongly agree

Now, tell us how effective our communication is to you during this time.

Q 11. Communication from the company on COVID-19 has been helpful to me in understanding what I need to do (e.g., safety & wellness guidance, access to benefits, work from home practices).

Strongly disagree / Disagree / Slightly disagree / Slightly agree / Agree / Strongly agree

Q 12. The communication from the company helps me feel more confident in the actions I can take for my own well-being during this time

Strongly disagree / Disagree / Slightly disagree / Slightly agree / Agree / Strongly agree

Q 13. The communication from the company provides me with the information I need to continue in my role at the moment.

Strongly disagree / Disagree / Slightly disagree / Slightly agree / Agree / Strongly agree



Q 14. How often would you like to receive communications from the company on COVID-19 status updates?

I am not concerned (1) Weekly (2) Every other day (3) Daily (4) Twice a day (5)

Q 15. How clear is your understanding of what is expected of you when working remotely?

Not clear at all (1) Slightly clear (2) Clear (3) Very clear (4) Extremely clear (5)

**ENABLING YOU – Systems, processes & infrastructure**

**It's important to us that the information we provide gives the details you need to continue to work as productively as possible in your role.**

Q16. What information do you feel you need that you don't currently have? (select your top 3)

- i. How I can manage stress (1)
- ii. How I can connect with others for emotional support (2)
- iii. How I can manage my work environment (3)
- iv. How to manage my current workload (4)
- v. How to balance my caretaking responsibilities (e.g., childcare, eldercare, or other) (5)
- vi. How these changes affect my deadlines (6)
- vii. How to take advantage of professional development opportunities (7)
- viii. How to address inadequate staffing levels or fluctuations in availability (8)
- ix. How to keep track of changing priorities for my team (9)
- x. How to request updated or new technology/equipment (10)
- xi. How to request access to specific software or websites (11)
- xii. How to clarify processes and procedures on my team (12)
- xiii. How to navigate processes and procedures for the company (13)
- xiv. How to seek additional support from my supervisor (15)
- xv. Other: Please specify (14) \_\_\_\_\_

**We understand that working from home can be a different experience to working in the office. It's important to us that we support you in having the best experience possible if you were to work from home.**

Q 17. Are there any barriers that might prevent you from maintaining your normal workday when you are working from home? Your answers to this item will help us prioritise our support resources.

- i. There are no barriers to me maintaining my normal workday
- ii. Connectivity at home is not the same speed or quality as at work
- iii. I have family (kids, parents etc.) at home and limited private space to conduct my normal workload
- iv. I have family (kids, parents etc.) at home and limited time to conduct my normal workload
- v. My computer desk set up at home is not the same as that at work
- vi. The virtual desktop is preventing me from working at my normal pace
- vii. I can't access specific software from home to do my normal work (please specify) \_\_\_\_\_
- viii. Other: Please specify \_\_\_\_\_

Q 18. Overall, how satisfied are you with the support from your IT department during this period?

Extremely dissatisfied (1) Moderately dissatisfied (2) Slightly dissatisfied (3) Slightly satisfied (5) Moderately satisfied (6) Very satisfied (4)



Q 19. When working from home, I have access to the resources (e.g., materials, equipment, technology, support services, etc.) I need to do my job effectively.

Strongly disagree / Disagree / Slightly disagree / Slightly agree / Agree / Strongly agree

Q 20. What resources that you do not currently have are the most essential for you to continue to be effective in your work? (please select all that apply):

- i. I have all of the essential resources I need (4)
- ii. Computer (12)
- iii. Virtual desktop (10)
- iv. External monitor (11)
- v. VPN (5)
- vi. Internet (6)
- vii. Instant messaging (7)
- viii. Video conferencing (8)
- ix. Other please specify: (9) \_\_\_\_\_

Q 21. When working from home, my team is good at keeping up with informal connections (e.g., making time to talk about non-work-related topics, chatting via instant messaging, or scheduling virtual touchpoints).

Strongly disagree / Disagree / Slightly disagree / Slightly agree / Agree / Strongly agree

**ADJUSTING TO CHANGES**

Q 22. When changes occur, my team is good at discussing the impact that it will have on us

Strongly disagree / Disagree / Slightly disagree / Slightly agree / Agree / Strongly agree

Q23. When working from home, I am comfortable voicing my ideas and opinions, even if they are different from others

Strongly disagree / Disagree / Slightly disagree / Slightly agree / Agree / Strongly agree

Q 24. Our culture at Co X is extremely important to us. The best ideas often come from people on the ground, and so we'd love to hear how you believe we can maintain our culture while teammates work remotely.

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Q25. What are the biggest challenges you anticipate you will have in meeting your customers' needs?

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**FINAL COMMENTS & SUGGESTIONS**

Q26. Final question. Is there any other feedback that you would like to provide to help us improve or help you during this time?

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Name (Optional)

**Please reach out to Org. Culture Bites if you require diagnostic hosting, customisation or support**