



# Return to work survey



## Step 1: Create the survey

We recommend copying and pasting these questions into Typeform or SurveyMonkey. This will help you collect the results and analyse the data quickly and easily.

## Step 2: Send the survey

Send the survey out to the relevant team members, letting them know you value their feedback and that their responses will be used to inform your business's return-to-work approach.

## Step 3: Analyse the results

This is your chance to really understand what your team's experience has been of COVID-19, and how you can help them make the transition back into the workplace.

## Step 4: Devise an action plan

Based on the feedback you have received, create an action plan to address your team's experiences, questions and concerns.

## Step 5: Communicate

Have your non customer-facing employees been more happy and productive working from home? It could be time to review your work-from-home policies.

Is your team concerned about hygiene practices? Make sure you clearly communicate how you will ensure their safety, as well as what their responsibilities are.

## Survey questions

1. Full name .....
2. What were your usual working arrangements before COVID-19?
  - I usually worked in the office
  - I usually worked in a customer-facing role
3. How well would you say the business has dealt with the COVID-19 situation so far?
  - Very well
  - Somewhat well
  - Neither well nor poorly
  - Somewhat poorly
  - Very poorly
4. How well would you say you personally have been coping with the COVID-19 situation so far?
  - Very well
  - Somewhat well
  - Neither well nor poorly
  - Somewhat poorly
  - Very poorly
5. Compared to when COVID-19 first started affecting the business, how well do you feel you're coping?
  - Better
  - Worse
  - About the same
6. Have you been working from home during COVID-19 or were you temporarily laid off?
  - Working from home (continue to question 7)
  - Temporarily laid off (continue to question 16)

7. How satisfied have you been with your work from home arrangements?
- Very satisfied
  - Somewhat satisfied
  - Neither satisfied nor dissatisfied
  - Somewhat dissatisfied
  - Very dissatisfied
8. Compared to when you first started working from home, are you feeling more or less optimistic about working from home?
- More optimistic
  - Less optimistic
  - About the same
9. Overall, would you say you have been more or less productive working from home?
- More productive
  - Less productive
  - About the same
10. Would you say you have spent more or less quality time with your team?
- More quality time
  - Less quality time
  - About the same
11. Have you had all the equipment you needed to work from home?
- Yes
  - No
12. Do you have a dedicated workspace where you can work from home?
- Yes
  - No
13. Generally speaking, did online communications methods work well for you (i.e. Zoom, Teams, email etc)?
- Yes
  - No
14. What are the biggest challenges you've faced while working from home? Tick as many as apply.
- Social isolation
  - Access to tools/information
  - Childcare
  - Communication with coworkers
  - Internet connectivity
  - General workspace setup
  - Switching off from work
  - Too many distractions
  - General anxiety around COVID-19
  - Other .....
15. What are the biggest advantages you've experienced while working from home? Tick as many as apply
- Flexible working hours
  - Time and head space to think
  - Fewer interruptions
  - Less stress
  - Better communication with coworkers
  - Dedicated time with my team
  - More structured communication
  - Other .....
16. How do you normally get to work?
- Walk
  - Public transport
  - Drive
  - Carpool
  - Other .....
17. Have you felt closer to or more distant from your colleagues during this period?
- Closer
  - More distant
  - About the same
18. How are you feeling about returning to work?
- Very positive
  - Somewhat positive
  - Neither positive or reluctant
  - Somewhat reluctant
  - Very reluctant
19. Would you mind providing a few details on why you're feeling this way? This will help us help you make the transition.
- .....
- .....
20. How confident are you about the general hygiene practices we have in place for when you return to the workplace?
- Very confident
  - Somewhat confident
  - Neither confident nor concerned
  - Somewhat concerned
  - Very concerned
21. What would make your transition back to work easier and less stressful?
- .....
- .....
22. In terms of working arrangements, is there anything you would like to do differently now?
- More flexibility around the hours I work
  - The opportunity to work from home
  - I'm looking forward to business as usual resuming
  - Other .....