



Covid-19: Helping Understand Employee Sentiment about the Crisis and Remote Work

Our WorkTango community is predominantly comprised of HR and business leaders that are focused on building the best employee experience possible... but the unprecedented events of COVID-19 has challenged this shared passion and mission of our community.

Below are our recommendations of questions that you can use for your company to gain real-time insights. They are meant to gather sentiment around both the current COVID-19 crisis, and around changing experiences as a result of remote working. Customers have chosen one, or both in their surveys – you can choose what works for your organization:

EMPLOYEE SENTIMENT AROUND THE COVID-19 PANDEMIC

1. Our organization has taken appropriate action in response to COVID-19.
2. Senior Leadership does a good job of sharing information regarding COVID-19.
3. Senior Leadership cares about my health and safety.
4. I am fully aware of how COVID-19 will affect my role at the organization.
5. I have confidence in the organizations ability to overcome the challenges faced by COVID-19.
6. I feel comfortable communicating concerns or making suggestions about COVID-19 to leadership.
7. I know that I can stop work if I think something is unsafe and leadership will not give me a hard time.
8. Systems are in place to enable social distancing at our organization.
9. Over the past week, how often have you been practicing social distancing?
10. My colleagues are taking the COVID-19 virus seriously.
11. Do you have any other feedback that you would like to share regarding the organization's response to COVID-19?
12. What has the organization done in response to COVID-19 that has positively impacted the employee experience?
13. What question(s) do you have about COVID-19 and/or its impact on our organization that you would like answered?
14. What have we learned from this new workplace normal that will enable our organization to operate even better as we move forward?

EMPLOYEE SENTIMENT AROUND REMOTE WORK

1. I have access to the things I need to succeed at work when working remotely.
2. I am able to be just as productive while working remotely when compared to my usual work location.
3. I have the materials and equipment I need to perform effectively at home/remotely.
4. I have the technology I need to help me stay connected to my team when working remotely.
5. While working remotely, I have a space where I can focus on work.
6. Our organization welcomes new methods of working and communicating to improve team productivity.
7. What additional resources would help you work effectively while remote?
8. Do you have any other feedback that would improve our new Remote Work environment?
9. What has the organization has done to support the transition to remote work?



EMPLOYEE SENTIMENT AROUND RETURNING TO WORK

1. I understand the recently updated organizational health and safety policies and procedures that have been put in place.
2. I understand what is expected of me in maintaining a healthy and safe environment at work.
3. I am comfortable returning to my work site (e.g., office, production facility, client locations).
4. I am comfortable travelling for work if required.
5. I am comfortable commuting via public transit to work.
6. I would prefer to work from home if that option was extended to me.
7. How can the organization best support you in transitioning back to work? (Open Text)
8. Will you have personal issues that require special accommodation upon returning to work (i.e. schools/daycare being closed)? Please provide more information. (Yes/No)
9. What has the organization done in response to COVID-19 that has positively impacted the employee experience? (Open Text)
10. What question(s) do you have about COVID-19 and/or its impact on our organization that you would like answered? (Open Text)
11. What have we learned from this new workplace normal that will enable our organization to operate even better as we move forward? (Open Text)

PSYCHOLOGICAL HEALTH AND SAFETY

1. I know what's expected of me at work.
2. I am confident in the abilities of our senior leadership team.
3. I am informed about important changes at work in a timely manner.
4. I receive useful and timely feedback from my leader.
5. Our organization provides clear, effective communication.
6. All people in our workplace are held accountable for their actions.
7. I feel comfortable to voice my opinion, even when it differs from the group opinion.
8. Difficult situations at work are addressed effectively.
9. It really feels like everybody is on the same team at my organization.
10. There is an atmosphere of trust at my organization.
11. The amount of work I am expected to do is reasonable for my position.
12. The environment at this organization supports a balance between work and personal life.
13. I have the materials and equipment needed to do my work right.
14. My work is free from unnecessary interruptions and disruptions.
15. I have the freedom to make decisions about my work.

For an example of what a survey experience could look like, please click [here](#)