

Questionnaires préexistants

Interview Questions (Azimov, 2020)

Interview Questions:

1. What is your current workplace and how long have you been working there?
2. Have you worked remotely before the quarantine measures in your country were enforced? If yes, what type of change did you notice when the whole workplace switched to remote work? Did you feel that your job productivity fell or if it became harder to work?
3. If you have not worked remotely before, what challenges did you face when switching to working from home? Did the change of environment affect your motivation or productivity at work? Did you experience more stress (if any) during the period of time where you worked remotely?
4. Do you feel like the switch to remote work was handled correctly by your company? What do you wish was handled differently during the switch?
5. What were your overall impressions of working from home compared to working from office?
6. Since remote work is no longer mandatory, would you accept an option of going full-time remote, and why?
7. If you are already a full-time remote worker, why did you choose this style of work?

Comment maintenir le sentiment de proximité à distance ?

Le cas des équipes dispersées par le télétravail

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Annexe 1 : guide d'entretien Telecom

Thème 1 : présentation du répondant - récit de vie professionnelle

- 1.1 Depuis combien de temps travaillez-vous chez Telecom ? Dans quelles circonstances y êtes-vous entré ?
- 1.2 Connaissez-vous le télétravail ? Pour vous, quels étaient les avantages et les inconvénients ?
- 1.3 Quel a été votre itinéraire depuis votre entrée sur le site ?
- 1.4 Pouvez-vous me décrire brièvement votre emploi actuel ? (mission / activités et tâches / relations de travail / communications / lieu de travail)
- 1.5 Est-ce que vous télétravaillez ou connaissez des collègues qui télétravaillent ? Pour quels motifs ? quels sont les avantages et inconvénients ?

Thème 2 : entretiens télétravailleurs - le télétravail

- 2.1. Quelles ont été vos motivations à télétravailler ?
- 2.2. Comment s'est passé votre transition vers le télétravail ? Pouvez-vous nous parler des modalités (matériel, installation, lieux de télétravail, organisation d'une journée de télétravail) ?
- 2.3. Comment s'organise le travail en équipe en situation de télétravail (communication, relation de travail, maintien et développement du lien aux collègues à distance) ?
- 2.4. La relation à votre manager est-elle différente en situation de télétravail (communication, relation de travail) ? Comment s'organise cette relation (point sur les objectifs de travail, échanges sur l'activité ; esprit d'équipe) ?
- 2.5 Pouvez-vous nous parler des usages que vous faites des outils de communication à distance (messagerie instantanée, plateforme de partage de documents, agendas partagés...) ?
- 2.6 Quels sont les bénéfices et/ ou les difficultés perçues, sur les plans personnel et professionnel ?

Thème 2 : entretiens managers - le management du télétravail

- 2.1. Quelles sont les possibilités et les impossibilités de recourir au télétravail ?
- 2.2. Pouvez-vous nous parler du télétravail au sein de la direction et du service ? (nombre de télétravailleurs, représentation des femmes et des hommes télétravailleurs, modalités d'organisation : temps, équipements...)
- 2.3. Quelles sont vos missions, vos rôles managériaux ? Ces missions et ces rôles sont-ils différents en situation de management de télétravailleurs (e-leadership, gestion des relations à distance) ? Pouvez-vous nous décrire une situation de management du télétravail ?
- 2.4 Quels sont les changements induits par le télétravail sur le travail, l'organisation, la relation managériale et les collectifs ?
- 2.5. Comment s'organise le travail au sein du service, quand l'équipe se compose de « collaborateurs sédentaires en milieu de travail ordinaire » et de télétravailleurs (cohésion, maintien du lien, sécurisation vis-à-vis des risques d'isolement) ?
- 2.6. Pouvez-vous nous parler de la communication au sein de l'équipe, dispersée par le télétravail ? Pouvez-vous nous parler de la coordination dans l'équipe ? Pouvez-vous nous parler de la manière dont le travail est objectivé, évalué ?
- 2.7 Quels sont selon vous, les facteurs de succès de l'organisation télétravail ?

APPENDIX A - ENGLISH VERSION OF SURVEY QUESTIONS

Cachet Survey - Working-from-home experiences - Spring 2020 30/03/2020, 09.51
<https://survey.cachet.dk/index.php?r=admin/printablesurvey/sa/index/surveyid/67942/lang/en>



Working-from-home experiences – Spring 2020.

We are a group of researchers from the Technical University of Denmark conducting research on the use of digital technology during the ongoing COVID-19 outbreak, how you collaborate and organize remote work. There are 23 questions in this survey.

SECTION 1 - INTRODUCTION AND CONSENT

Before we start collecting data, we need to be sure you read, understand and agree with the following:

What is the purpose of this survey?

To learn from people's experiences when working or studying from home.

Cachet Survey - Working-from-home experiences - Spring 2020 30/03/2020, 09.51
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Which data will be collected?

Voluntary demographics (e.g., age, gender), opinions about working from home and experiences with digital collaboration technology.

Will this data be linked to me personally?

No, this survey is anonymous: no personally identifiable data is collected (e.g., name, e-mail, IP address, geo-location).

How will data be processed?

Statistical analysis will be conducted by the principal researcher for scientific reports, which will only contain aggregate results.

How will data be stored?

The anonymous answers will be stored at a secured repository hosted at the university until the end of the project (April 2022).

How can I delete my data?

You can click on Exit and clear survey on the top right of the page or contact us with a unique ID code which you will create.

How to contact us?

- Responsible researchers: Prof Dr John Paulin Hansen: jpha@dtu.dk Christine Ipsen: chip@dtu.dk - Data protection officer at DTU, Ane Sandager: anesa@dtu.dk

Q1 Do you confirm that:

- you are more than 18 years old;
- you have read and understood the information above;
- and you voluntarily agree to participate in this survey? *

Please choose **only one** of the following:

- Yes
- No

SECTION 2 - MY CURRENT WORK SITUATION I

Q2 Do you work from home since the outbreak of the Covid-19 virus? *

Please choose **only one** of the following:

- Yes, I only work from home
- Yes, I sometimes work from home
- No

Q3 Why do you currently work from home? *

Please choose **all** that apply:

- Because I have been ordered to do so
- Because I prefer to do so
- Because I am ill
- Because I think that I might be a disease carrier
- Because I normally work from home

Q4 At what day did you start working from home? *

Please enter a date: _____

Q5 How would you describe the experience of working from home in your own words? *

Only answer this question if the following conditions are met:

Please write your answer here: _____

Q6 How many days per week did you on average work partly or full-time from home before the outbreak of the Covid-19 virus? (Indicate number of days where you worked more than one hour from home) * Please choose only one of the following:

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> I have never worked from home before | <input type="checkbox"/> Three days |
| <input type="checkbox"/> Less than one day | <input type="checkbox"/> Four days |
| <input type="checkbox"/> One day | <input type="checkbox"/> Five days |
| <input type="checkbox"/> Two days | <input type="checkbox"/> Six days |
| | <input type="checkbox"/> Seven days |

SECTION 3 -MY CURRENT WORK SITUATION II

Q7 How much do you agree with the statement: *

Please choose the appropriate response for each item:

		Strongly disagree	Disagree	Undecided	Agree	Agree Strongly
a	During these times, I'm working more hours than normally					
b	During these times, I'm getting less work done than normally					
c	During these times, my work is more demanding than normally					
d	The information that I have gotten from my work or education makes me feel well prepared for working at home					
e	I can keep a good relationship with my colleagues or costudents when I'm working from home					

Digital systems

Q8 How much do you use each system these days? You may click several *

Please choose the appropriate response for each item:

Answers: Never, Rarely, Sometimes, Often, Always.

- | | |
|---|---|
| <input type="checkbox"/> E-mail | <input type="checkbox"/> (e.g. Facetime, Skype, |
| <input type="checkbox"/> Shared on-line | <input type="checkbox"/> Zoom or other) |
| <input type="checkbox"/> documents | <input type="checkbox"/> Facebook groups |
| <input type="checkbox"/> Conference systems | <input type="checkbox"/> Other groupware |

- | | |
|--|---|
| <input type="checkbox"/> programs (e.g. MS | <input type="checkbox"/> Communication apps |
| <input type="checkbox"/> Team, Lotus Notes, | <input type="checkbox"/> (e.g. messenger, |
| <input type="checkbox"/> Wire, Zoho, Slack, Trello | <input type="checkbox"/> WhatsApp...) |
| <input type="checkbox"/> or others) | <input type="checkbox"/> SMS |
| <input type="checkbox"/> Telephone calls | |

Q9 If you are using other digital systems to work from home, please specify.

Please write your answer here: _____

Q10 How many people do you estimate being in contact with during a day while working from home? *

Please choose **only one** of the following:

- | | |
|----------------------------------|----------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 40 – 49 |
| <input type="checkbox"/> 2-4 | <input type="checkbox"/> 50 – 59 |
| <input type="checkbox"/> 5-9 | <input type="checkbox"/> 60-69 |
| <input type="checkbox"/> 10-14 | <input type="checkbox"/> 70-79 |
| <input type="checkbox"/> 15-19 | <input type="checkbox"/> 80-89 |
| <input type="checkbox"/> 20 – 24 | <input type="checkbox"/> 90-100 |
| <input type="checkbox"/> 25 – 29 | <input type="checkbox"/> +100 |
| <input type="checkbox"/> 30 – 39 | |

SECTION 4 - ADVANTAGES TO WORKING FROM HOME

Q11 To what extent do you agree or disagree that the following factors benefit your current working from home? *

Please choose the appropriate response for each item:

Strongly disagree, Disagree, Undecided, Agree, Strongly agree

- I contribute to lowering the risk of spreading Covid-19
- I get time to focus on my work without interruptions from other people
- I get a possibility to do some other work that I would normally not have time to
- I do not have to spend time on long meetings
- I can take a break when I like to
- I can be close to my family and friends
- I like the atmosphere in my home better than at work
- I can eat and drink my own food
- I have no-one looking over me
- I save the normal transportation time to my workplace
- I do not expose myself to the risk of getting a disease
- I get a chance to break my old habits and change routines
- It is easier to get in contact with people than normal

Q12 If you have experienced other advantages to working from home, please comment. _____

SECTION 5 - DISADVANTAGES TO WORKING FROM HOME

Q13 To what extent do you agree or disagree that the following factors hinder your current working from home? *

Please choose the appropriate response for each item:

Strongly disagree, Disagree, Undecided, Agree, Strongly agree

- I do not get to see my colleges or other people as much as I would have liked to
- I need physical equipment to do my work which I do not have access to at home
- I need data or documents to do my work which I do not have access to at home
- I find it difficult to keep focused on work when I am alone
- I dont know what kind of work I should do
- I miss the food or other benefits that we have at my workplace
- It is a financial problem for my work that I cannot be at the workplace
- I get disturbed by other people in my home
- I miss getting out of my home
- I do not get enough exercise when I am not at my workplace
- The work I do from home is not as interesting as the work I do at my workplace
- I am afraid that there will not be enough work **that I can do from home**
- The physical conditions in my home do not afford a good working environment (adjustable table and chair, enough light, quietness, good monitor, etc.)
- It requires more effort from me that I cannot use my normal routines
- I feel tied to my computer to a greater extent than at my workplace
- I am concerned that there are work tasks I want to do but cannot do from home

Q14. If you have experienced other disadvantages to working from home, please comment. _____

SECTION 6 - DEMOGRAPHIC INFORMATION

Q15 What kind of work are you doing at the moment? You may click several. *

Please choose **all** that apply:

- | | |
|---|---|
| <input type="checkbox"/> I am a student | <input type="checkbox"/> I am teaching and supervising |
| <input type="checkbox"/> I do administrative work | <input type="checkbox"/> I do commercial business |
| <input type="checkbox"/> I do research | <input type="checkbox"/> I monitor systems |
| <input type="checkbox"/> I develop systems, plans or models | <input type="checkbox"/> I do manufacturing |
| <input type="checkbox"/> I am a manager | <input type="checkbox"/> I work with creative productions |
| <input type="checkbox"/> I do communication | <input type="checkbox"/> Other: |

Q16 What is your age? *

Please choose **only one** of the following:

- | | |
|---|--|
| <input type="checkbox"/> 10-20 years | <input type="checkbox"/> 51 to 60 years |
| <input type="checkbox"/> 21-30 years | <input type="checkbox"/> Above 60 years |
| <input type="checkbox"/> 31 to 40 years | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 41 to 50 years | |

Q17 To which gender identity do you most identify? *

Please choose **only one** of the following:

- | | |
|---------------------------------|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Male | <input type="checkbox"/> Other |

Q18 What is the highest level of education you have achieved?

Please choose **only one** of the following:

- | | |
|---|--|
| <input type="checkbox"/> No schooling completed | <input type="checkbox"/> Bachelor's degree |
| <input type="checkbox"/> Primary education | <input type="checkbox"/> Master's degree |
| <input type="checkbox"/> Secondary education | <input type="checkbox"/> Doctorate degree |
| <input type="checkbox"/> Vocational training | <input type="checkbox"/> Other not listed degree |
| <input type="checkbox"/> Associate degree | |

Q19 In which country are you staying right now? *

Please choose **only one** of the following:

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Afghanistan | <input type="checkbox"/> Uruguay |
| <input type="checkbox"/> Albania | <input type="checkbox"/> Uzbekistan |
| <input type="checkbox"/> . | <input type="checkbox"/> Yemen |
| <input type="checkbox"/> . | <input type="checkbox"/> Zambia |
| <input type="checkbox"/> United Kingdom (UK) | <input type="checkbox"/> Zimbabwe |
| <input type="checkbox"/> United States of America (USA) | |

Q20 How many young people and adults, including yourself, are present in your home when you work under Covid-19?

Please choose **only one** of the following:

- | | |
|----------------------------|------------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 4 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 5 or more |
| <input type="checkbox"/> 3 | |

Q21 How many children below 15 years are present in your home when you work under Covid-19?

Please choose **only one** of the following:

- | | |
|----------------------------|------------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 3 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 4 or more |
| <input type="checkbox"/> 2 | |

SECTION 7 - THE OVERALL SITUATION

Q22 All in all, considering your current work and life situation, how would you describe it? *

Please choose **only one** of the following:

- Much less challenging than normal
- Somewhat less challenging than normal
- Just as challenging as normal
- Somewhat more challenging than normal
- Much more challenging than normal

Q23 Do you have any additional comments or feedback?

Please write your answer here: _____

Thanks for your participation!

John Paulin Hansen, professor & Christine Ipsen, Head of research group, DTU Management, Technical University of Denmark

Thank you for completing this survey.