

RESEARCH-DRIVEN SOLUTIONS FOR NONPROFITS, BUSINESS AND GOVERNMENT

Employee Work Experiences During COVID-19 and Family-Friendly Workplace Survey

The COVID-19 pandemic and “Safer-At-Home” orders that went into effect in mid-March resulted in a sudden shift to working remotely for many businesses and organizations. Employers are now wrestling with decisions about when and how to bring employees back to work safely on-site, or if employees should continue to work from home.

To help organizations make more-informed decisions in the coming weeks and months ahead, WIPPS Research Partners has developed a new, online survey tool focused on **Employee Work Experiences During COVID-19**. This survey tool gathers comprehensive and detailed information from employees about their experiences working from home during the pandemic; their concerns about returning to work; and feedback on the possible continuation of remote work. The survey collects feedback data from employees that will allow organizations to answer questions such as:

- How well did your company or organization handle the shift to working at home?
- How have employees experienced working from home? What has worked well? What could be better? What “lessons learned” might there be for how to handle this kind of situation differently in the future?
- How has productivity, work quality, and connectedness changed compared to pre-COVID work settings?
- What is the level of concern among employees about returning to work on site? What do employees need to feel safe when returning to work?
- How do employees feel about possibly continuing to work from home? As employers consider possible options for working from home in the future, what improvements or modifications do employees feel they need in order to be more productive and more engaged?

Features of the Online Survey

A PDF version of the survey tool is available no cost. Organizations interested in online survey administration, data collection, and analysis may contact WIPPS Research Partners for a free initial consult to discuss specific project needs. As a university-based research organization, WIPPS Research Partners provides cost-effective and transparent budgeting and a detailed project proposal outlining services and timelines.

- The online survey takes approximately 15 to 20 minutes to complete.
- Survey questions span employee perceptions of:
 - Company’s overall response to Safer-At-Home (timeliness and clarity)
 - Employees’ overall experience with working from home
 - Supervisor interactions
 - Working from home and impacts on work-life balance, productivity, quality, and engagement

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- Extent of problems with technology, communication, access to information needed to complete work, connectedness/engagement, and other logistics (e.g., child care access, work space at home)
- Level of concern with returning to work and reasons for concern
- Providing a safe environment for return to work
- Ongoing work-from-home options
- Potential impact on connectedness/engagement
- The survey also features an optional “add-on” module related to **Family-Friendly Workplace Policies**.
- Information can be gathered quickly (one-week period of survey administration).
- The survey can be repeated over time in order to analyze changes in employee responses.
- Employee responses are anonymous and confidential.
- The survey is designed to be appropriate for employees who worked from home during the pandemic (some or part of the time), as well as those who continued to work on-site or in the field.

Analysis Capabilities of WIPPS Research Partners

WIPPS Research Partners is a unit of the University of Wisconsin System based at the University of Wisconsin - Stevens Point at Wausau campus. Founded in 2007, WIPPS Research Partners has a long-history of helping Wisconsin businesses, nonprofits, and other organizations with surveys and similar projects.

- WIPPS Research Partners conducts detailed data cleaning and data quality checks prior to analysis.
- Our experience working with survey data and statistical analysis software allows for efficient data analysis and expert interpretation of results, providing a higher level of insight beyond typical online surveys that organizations may do “in-house.”
- With access to faculty with considerable survey research experience, WIPPS Research Partners draws on its expertise in “what do these results mean in practical terms?” and “what conclusions are appropriate to draw from these data?”
- The survey question format allows for analysis by job type, business location, or other relevant demographic characteristics (for example, by age, gender, or tenure).
- Results are summarized in executive summary-type format.

For More Information

For more information or to obtain a copy of the survey tool, contact:

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