Questionnaire Assignment

Introduction

Topic: A Work from Home survey

Reason for choosing this topic:

Since the onset of the global pandemic, many people have been forced to take their businesses online. Offices, colleges, schools from across the globe have moved towards an online form of communication, work and learning using various software tools like Zoom, Google Meet, Teams, etc. for better collaboration.

With our questionnaire, we wanted to capture what people think about WFH, what they feel about WFH, how has WFH changed them, things they like & dislike about WFH. We have added some questions which would give us demographic data which will help us identify some insights about how people in a particular demography have something in common.

With this questionnaire, we will be able to identify the above-mentioned sentiments, feelings and a general consensus about WFH.

Link to Survey Results:

https://docs.google.com/forms/d/1DsQjFwxge_OxGsGAXAZCeVgjSzEM51_G360j4RC2Ejo/edit?usp=sharing

Target Group: Working individuals (who are working from home). Responses were swift, we got it as soon as we sent the survey link.

<u>Question 1: What is your age?</u>

Question Type: MCQ

We wanted to collect demographic data, this would give us some insight on the age of our target audience. This would also help us in understanding how other answers differ with age and what is common in each age-group.

What is your age ?
30 responses
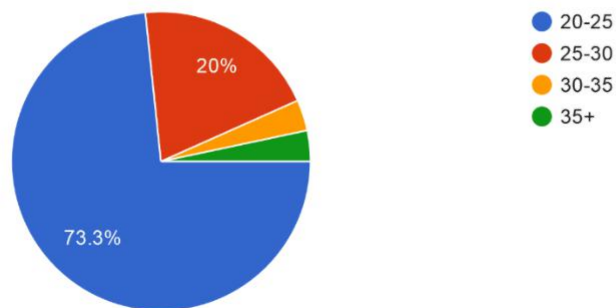
It is clear from the pie chart that most of our participants were between 20-25 years and only 1 participant was 35+ years.
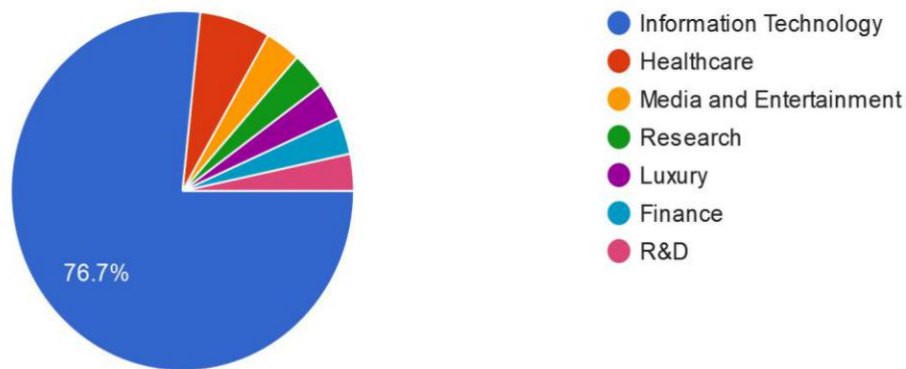
Question 2: Which industry best describes your work?

Question Type: MCQ

Another demographic data which question, which identifies the industry of target audience. With this information we can see the various trends across the industries, what employees of each industry think and prefer.

Which industry best describes your work ?
30 responses

From analyzing this pie chart, it is clear that most of our target audience is from the IT industry and least is from Luxury and Research.
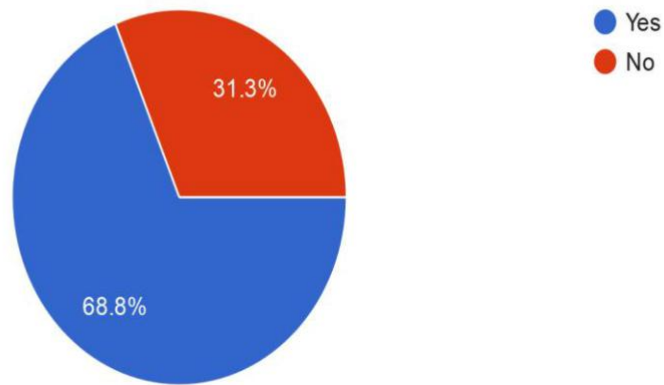
Question 3: Do you look forward to return to office?

Question Type: MCQ

This question will help us in identifying the number of people from our participants who are looking forward to return and work from office.

Do you look forward to return to the office ?

32 responses

It is clear that majority of the participants would prefer working from office than remotely.

Question 4: Where do you prefer working from, if not office?

Question Type: MCQ

Many people prefer doing work remotely, that means any place which has a stable internet connection. We wanted to identify where do people prefer working from.

Where do you prefer working from, if not office ?
32 responses

- Home
- Library
- Vacation home
- Different city
- Office
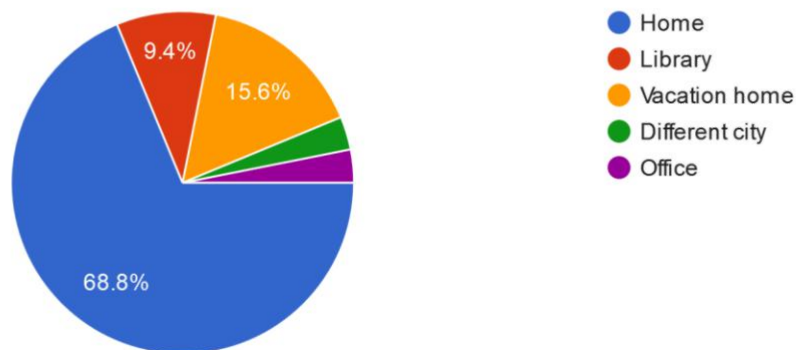
It is clear that people prefer the comfort of their house, however around 15.6% of people don't mind attending office from a vacation home (this is probably to escape the mundane environment of house).

Library is also a worthy mention here as it is a place which is quiet (often homes can be noisy) and has stable internet connection.
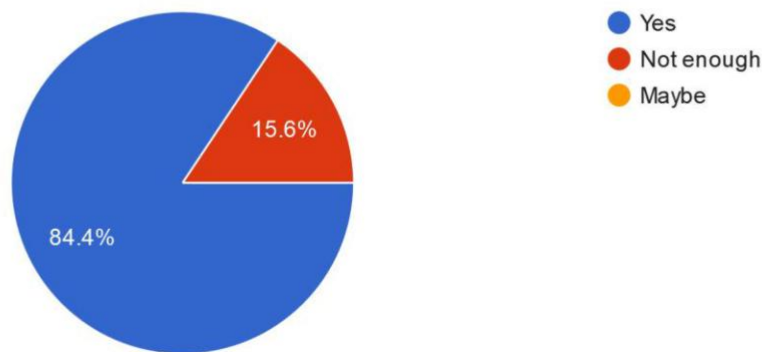
Question 5: Are you able to communicate work to your team and colleagues?

Question Type: MCQ

Going remote has its merits and demerits, one of the main drawbacks being communication. We wanted to find out how satisfactory is communication during online engagement.

Are you able to communicate work to your team or colleagues ?

32 responses

- Yes
- Not enough
- Maybe

84.4%

15.6%

Most of our participants didn't have major communication issues but around 15.6% do feel that this online mode of interaction is not working out for them.
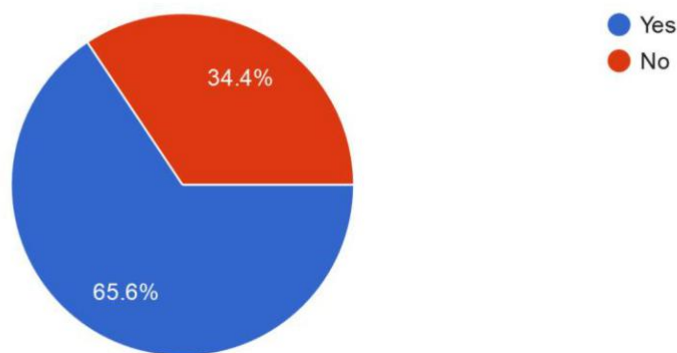
Question 6: Do you feel you have a good work-life balance?

Question Type: MCQ

Work-life balance is one of the most important factors for a happy life and often it is one of the most over-looked part. We wanted to find out if our participants have a good work-life balance.

Do you feel you have a good work-life balance while doing WFH ?
32 responses

Around 65% people feel they have good work-life balance but 34% are not happy with their current situation. Work-life balance is a crucial factor for happiness, since WFH the boundaries between office and home has become quite thin. It is a possibility that work-life balance could deteriorate further.
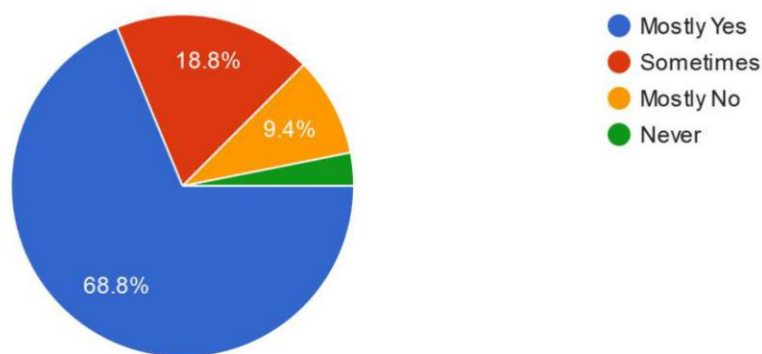
Question 7: Have you been able to stick to a routine?

Question Type: MCQ

Maintaining a routine during remote office is quite difficult as it is often difficult to switch off from work. We wanted to get a basic idea if our participants were able to follow a routine.

Have you been able to stick to a routine or schedule ?
32 responses

Majority of participants were able to stick to a routine which shows that many of our participants can manage time efficiently. Around 18.8% feel that sticking to a routine is not possible on a regular basis.

Question 8: Do you take regular breaks during work?

Question Type: MCQ

Taking regular breaks is very important, it helps to rejuvenate the mind and body. Studies have shown that taking 10 mins break for every 50 mins of work boosts creativity, productivity and energy levels. Through this question, we wanted to know if our participants are able to take breaks during their work hours.

Do you take regular breaks during work?
32 responses

- Often
- Sometimes
- Never

59.4%

37.5%
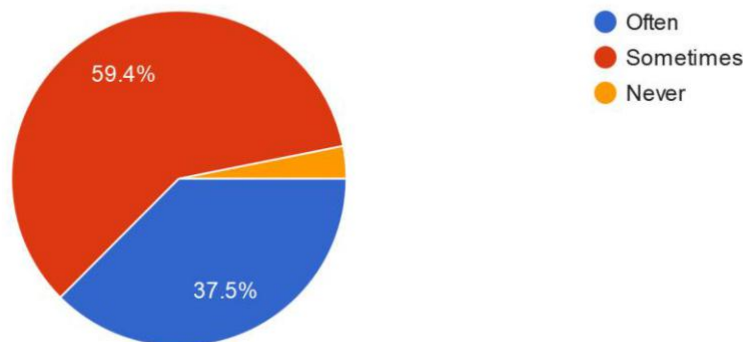
Around 60% of our participants take break sometimes during work and 37.5% take break often. This shows that an overwhelming majority of our participants do take break, which is a good sign.
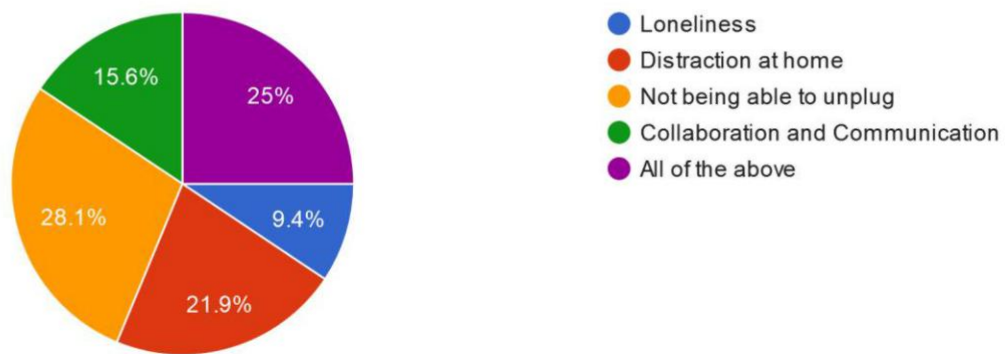
Question 9: What is your biggest WFH struggle?

Question Type: MCQ

A lot of have different kinds of struggle when they WFH, we have generalized to 4 common struggles and also gave an option to select all the mentioned struggles. This question will help us in identifying what kind of struggle is a major hinderance.

What is your biggest WFH struggle ?
32 responses

- Loneliness
- Distraction at home
- Not being able to unplug
- Collaboration and Communication
- All of the above

A bulk of our participants feel that not being able to unplug from work is a major issue. 25% feel that it is not just one particular struggle but all the listed options are equal contributors.

Question 10: Which application do you use for interacting virtually?

Question Type: MCQ

With the onset of pandemic, virtual collaboration became vital for work this has led to an overwhelming number of software and tools which allow us to hold meetings, discussions and collaborate virtually without any effort. This is will help us to identify the most popular virtual collaboration tool.

Which application do you use for interacting virtually?
32 responses
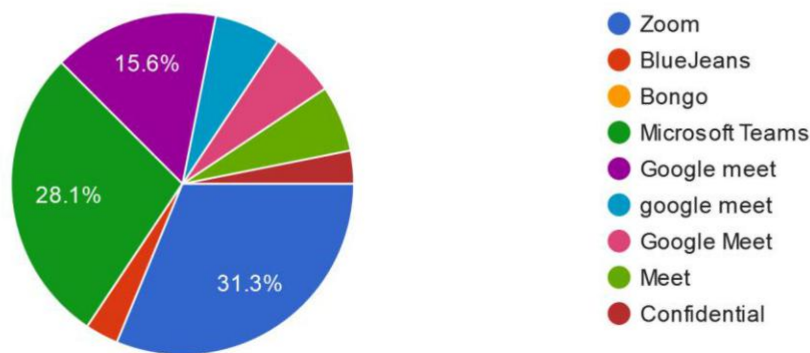
As expected, Zoom is the most popular online collaboration tool among our participants. It is closely followed by Microsoft teams.

Question 11: Do you feel you have been able to learn and grow professionally in the last few months?

Question Type: Rating Scale

Professional growth is important, from getting promoted to learning a new skill is part of professional growth. With this question, our intention was to understand if this growth had slowed down or increased by going remote.

Do you feel you have been able to learn and grow professionally in the last few months ?
32 responses
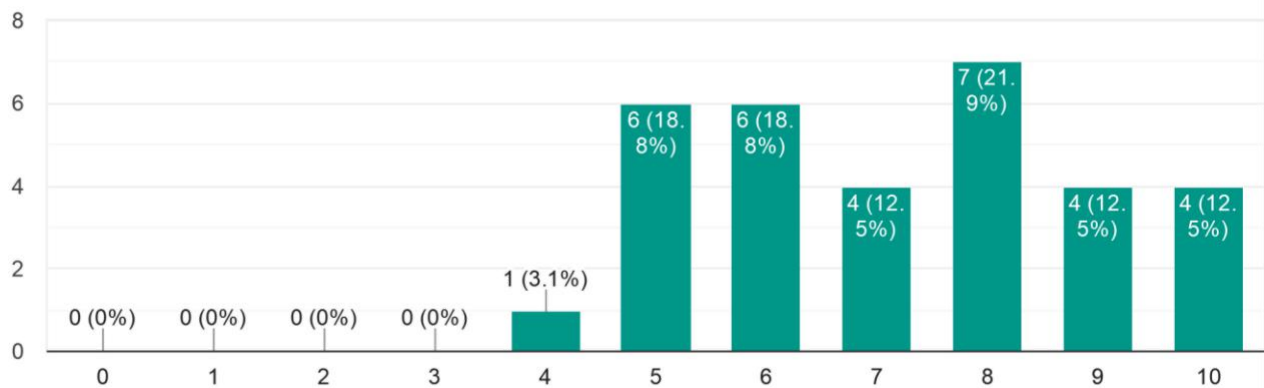
The general idea which can be obtained by looking at this bar graph is that majority of people managed to grow professionally during this pandemic which gives us a good insight on how adaptable human beings are, no matter the situation we manage to grow and be productive.
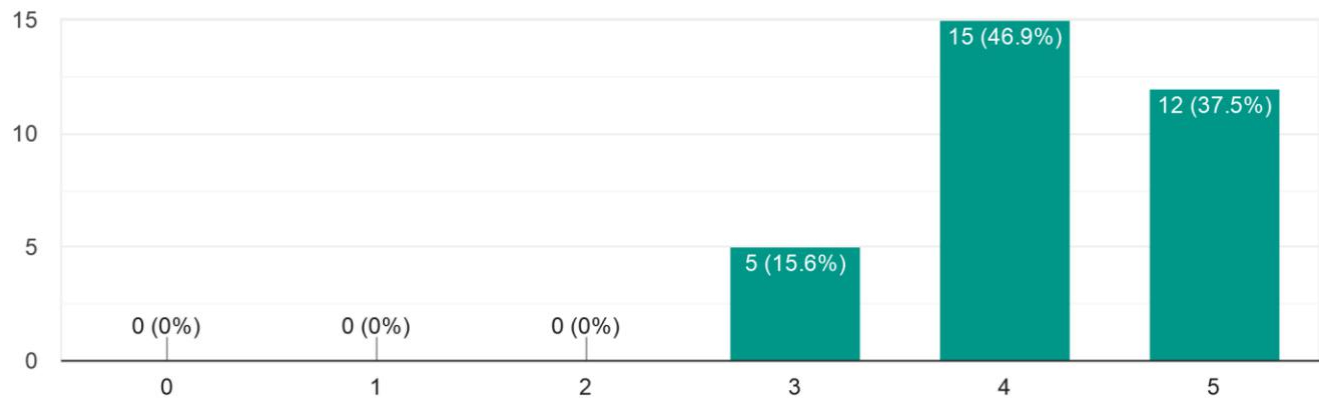
Question 12: Do you feel trusted by your organization to work from home?

Question Type: Rating Scale

Trust is an important part for any organization and collaboration. We wanted understand if our participants feel that they are trusted by their organization.

Do you feel trusted by your organization to work from home ?
32 responses

Most of our participants feel trusted by their organization which shows a good amount of job satisfaction.

Question 13: Do you feel as productive at home as you were at the office?

Question Type: Rating Scale

Productivity is an important part of daily work, being productive helps with completing tasks faster and in an efficient manner. This question would give us an understanding on the level of productivity, whether it has dropped since working remotely or increased.

Do you feel as productive at home as you are at the office ?
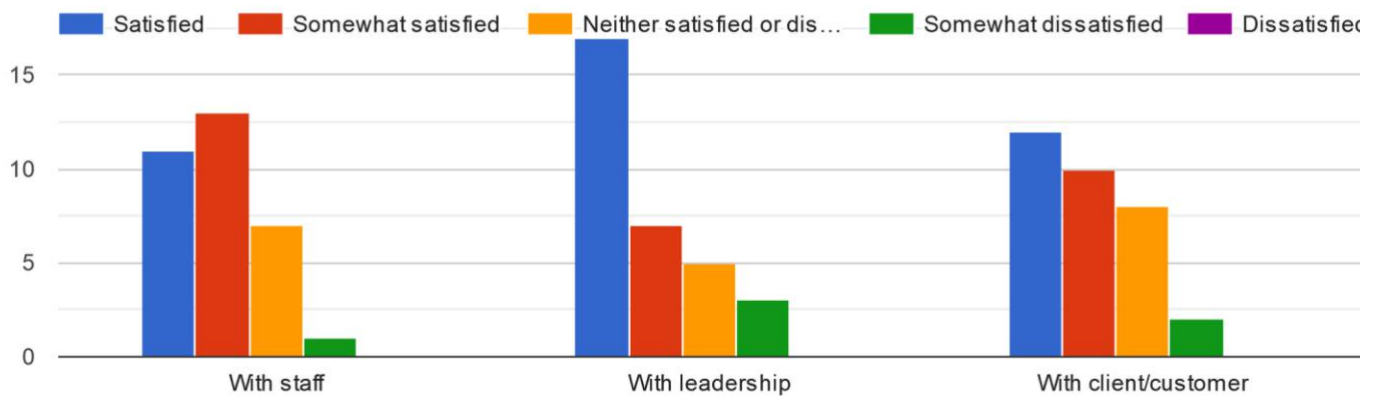
32 responses
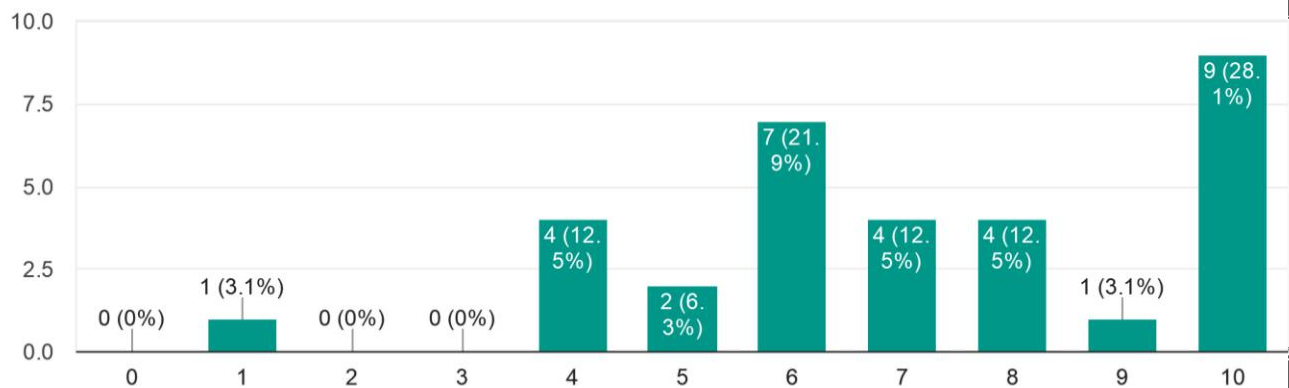
We got varied responses, but majority of our participants feel that WFH has been beneficial for them in terms of productivity. Looking at the chart we can conclude that overall, there has been an increase in productivity at home as compared to office. However there are around 5 participants who felt that their productivity dropped at home.

Question 14: How satisfied are you with the frequency of communication?

Question Type: Multiple-choice Grid

Communication is essential for any organization. Frequency of communication will help us gauge how efficient & satisfactory is the communication between our participants and 3 major stakeholders in their respective offices: the staff, the leadership team and the client/customer.

How satisfied are you with the frequency of communication ?

With Staff: Around 10+ participants are satisfied or somewhat satisfied with the staff.

With Leadership: An overwhelming majority of participants are satisfied with the leadership.

With client/customer: We have mixed responses for this, where people are either satisfied, somewhat satisfied or neither satisfied/dissatisfied.

This graphs clearly demonstrates that people have ample and frequent communications with their staff/colleagues. But when it comes to client/customers, they have mixed opinions.

Question 15: Do you feel your organization is providing proper support?

Question Type: Multiple-choice Grid

We collected this information to understand the amount of support our participants received from the 3 main departments in any establishment: HR, IT, Higher Management and Colleagues.

Do you feel your organization is providing proper support ?
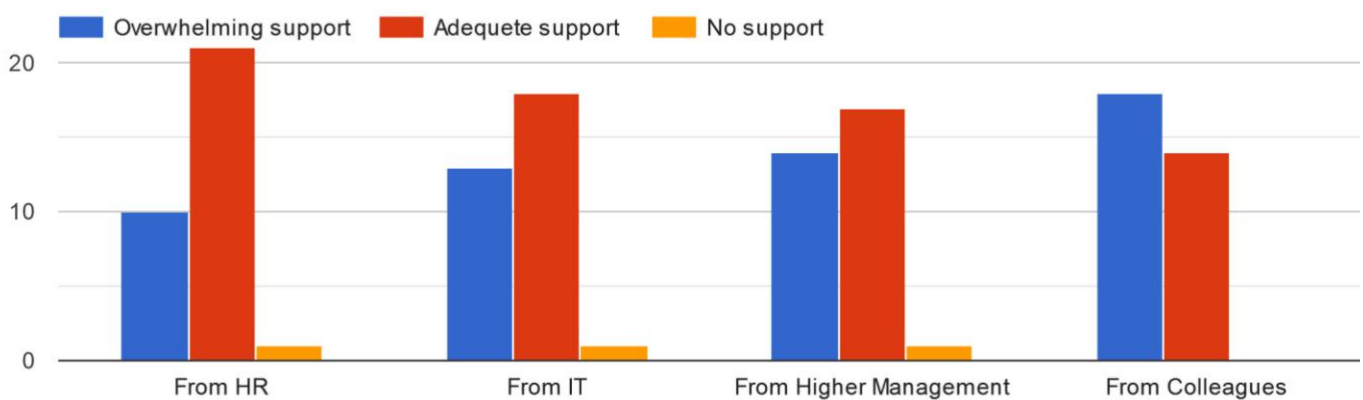
From HR, IT & Higher Management: Our participants felt they mostly received adequate support.

From Colleagues: Majority participants felt support from colleagues was overwhelming and adequate.

Question 16: Ranking activities based on preference

Question Type: Multiple-choice Grid

We requested our participants to rank three activities based on their preferences, this will give us an understanding what is the least preferred thing and most preferred thing during an online meeting.

Rank the following activities based on your preferences :
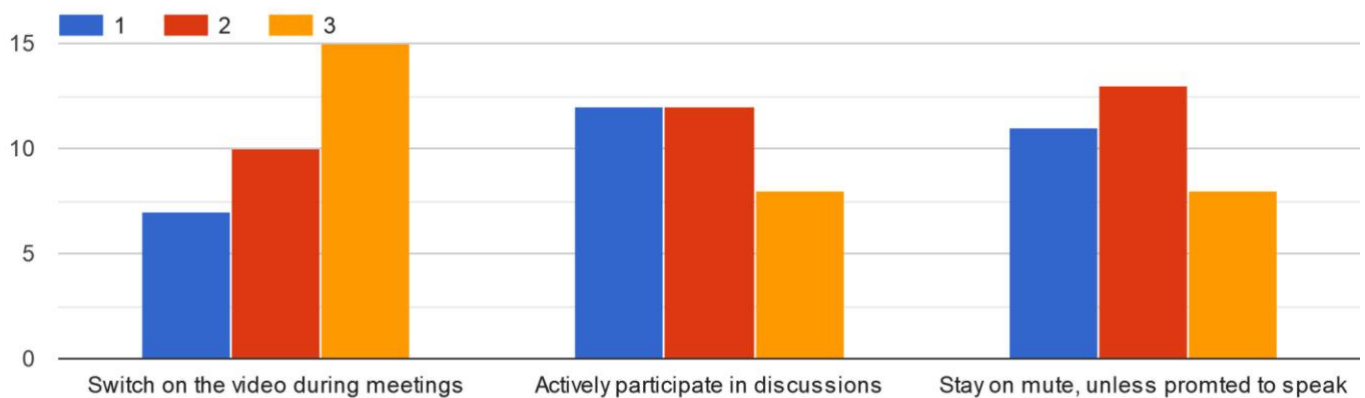
From the above graph we can conclude that, majority of our participants don't like switching on their videos during a meeting. The most preferred thing to do was actively participate in meetings/discussions.

Question 17: What are the things which disappoint you regarding WFH?

Question Type: Short Answer

This was an open-ended question for our participants where they could reply in a sentence. We had varying answers from monotonous life, internet problems, can't unplug from work, less real-world interactions and many more. The common theme observed in the responses were "fewer human interactions", "boring and monotonous routine" and "nothing which was overly disappointing".

Question 18: What are the things which disappoint you regarding WFH?

Question Type: Short Answer

This was again an open-ended question. We had a plethora of answers, the most common being "flexibility". Other responses included "saving travel-time", "saving money", "able to give time to family" and many more.

Conclusions

Tool Used: Tableau

The insights were visualized using Tableau after extracting the responses in a Microsoft Excel file.
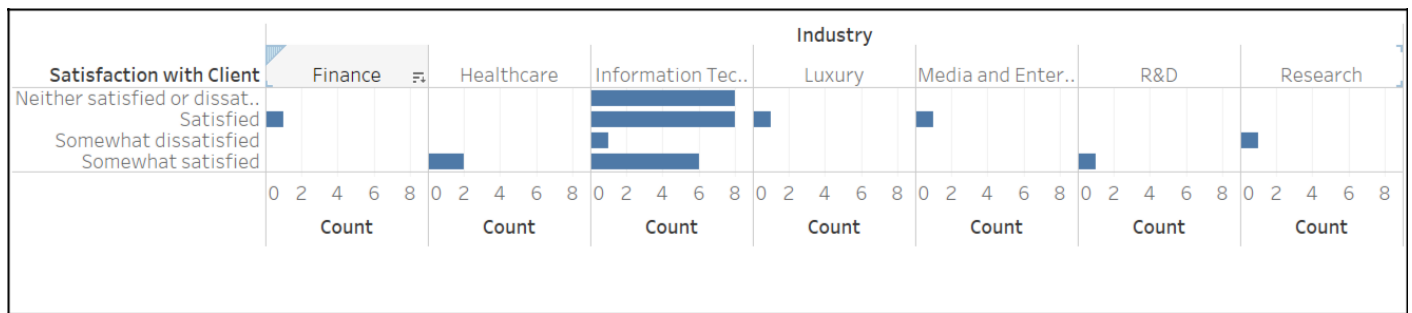
## Break from Work depending on Industry and Age group:
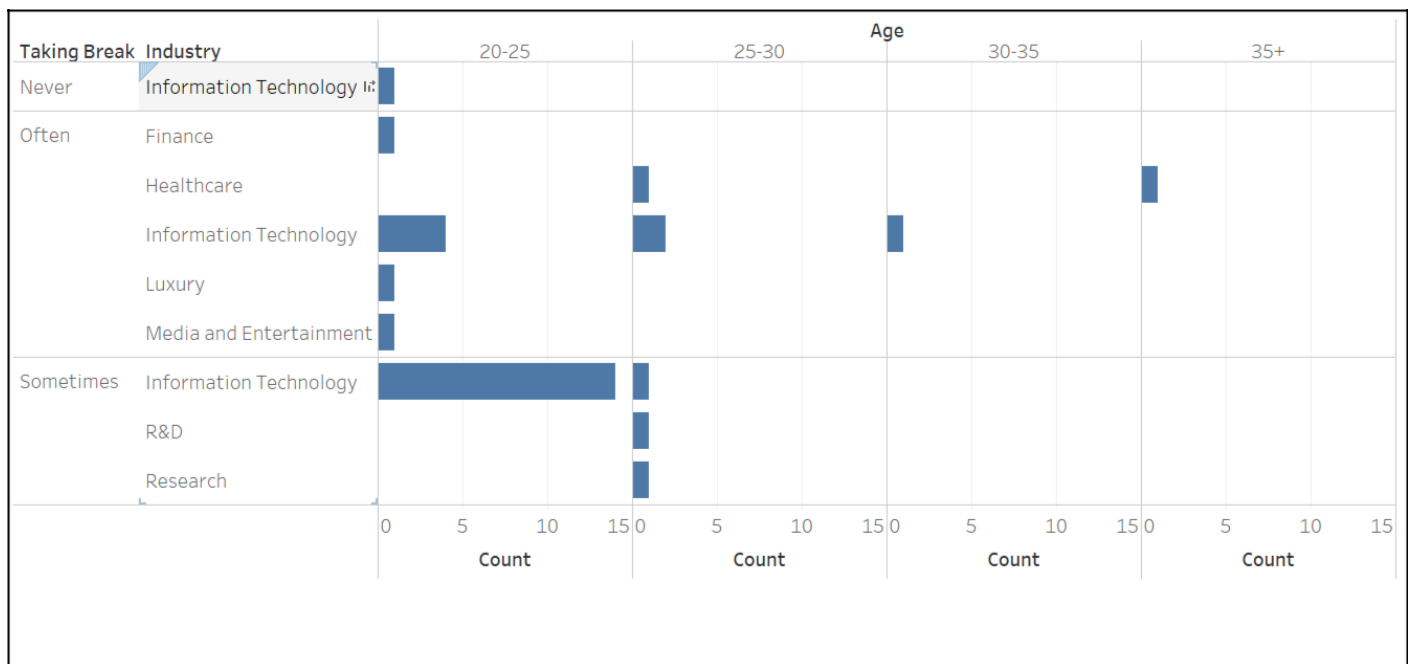
The above visualization gives us multiple insights:

- Majority of people are from 20-25 age group and work in IT industry, they tend to take break from work sometimes.
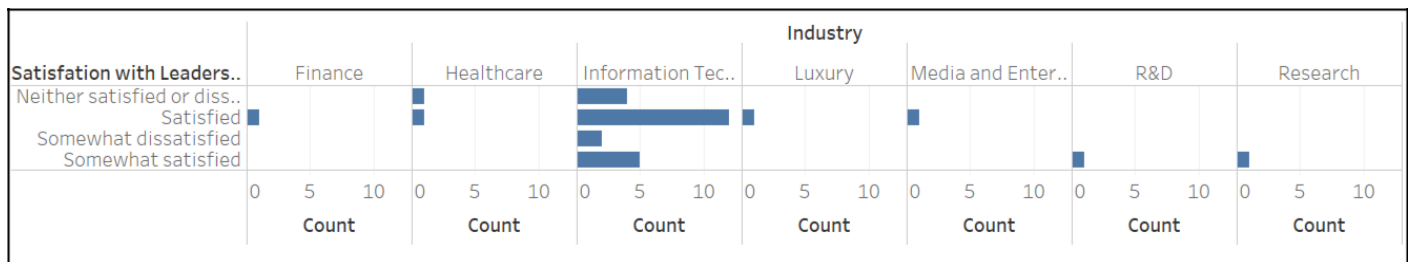- There was 1 participant from IT who never takes break during work.

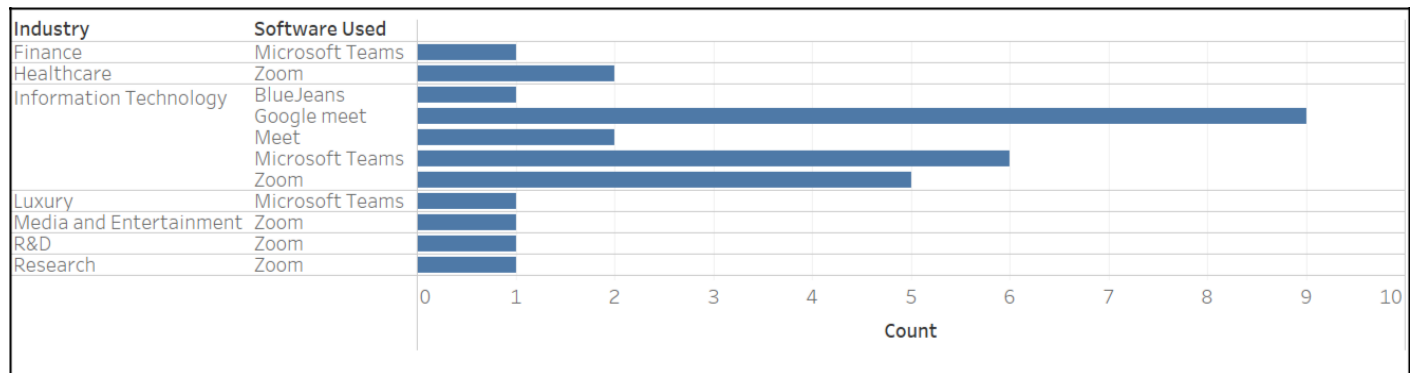# Satisfaction with Client depending on Industry:

Satisfaction with Staff depending on Industry:
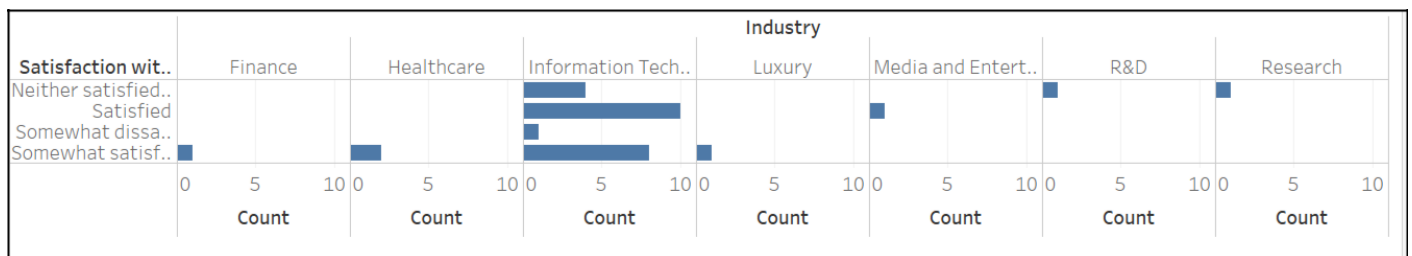
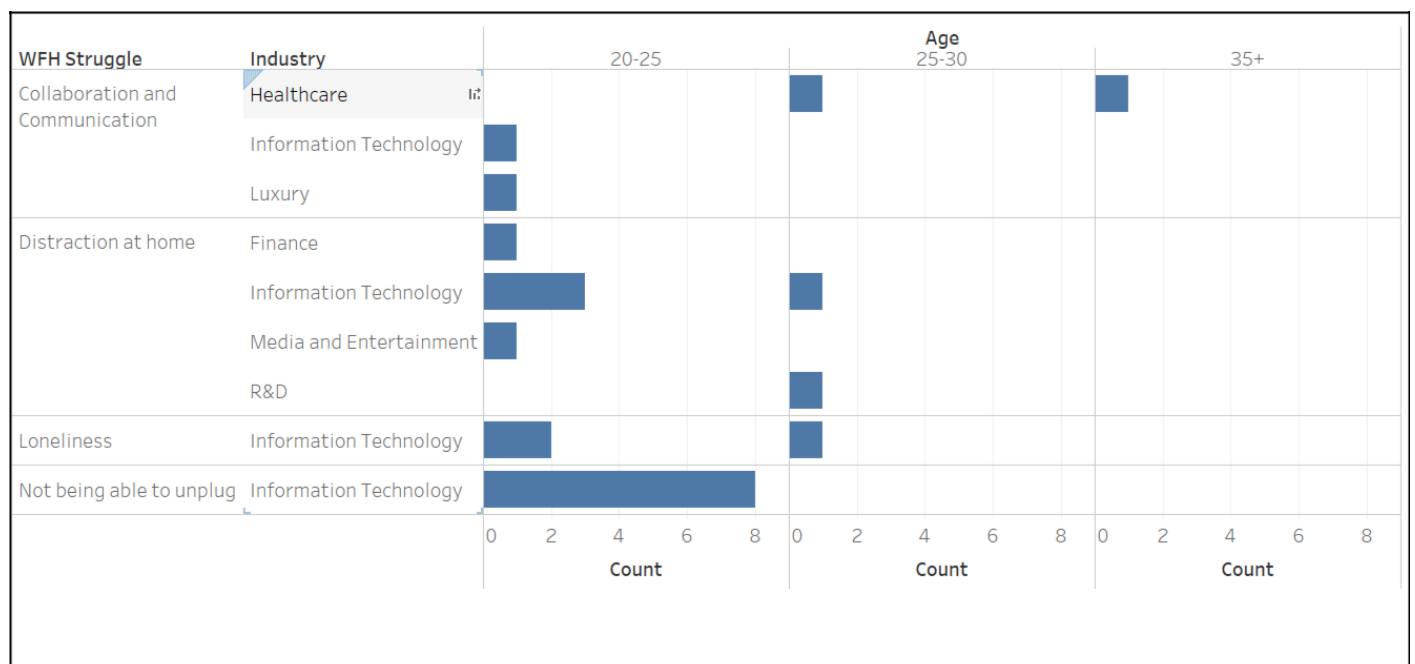# Satisfaction with Leadership depending on Industry:

Software used to virtually collaborate depending on Industries:

Zoom came out to be the most popular among multiple industries but Google Meet was the number 1 tool for the IT domain followed by Microsoft teams.

WFH struggle depending on Industries and Age group:

IT domain's major concern was not being able to unplug from work along with the other options, which were collaboration and communication, distraction at home and loneliness.

Healthcare workers felt communication and collaboration as a major issue while WFH & for participants working in Finance, it was distractions at home.