

## Guidelines: WFH Effectiveness Questionnaire

### Assessing the Work From Home experience of your teams

This guideline is a simple questionnaire you can customize and use within your team to understand the Work From Home (WFH) experience. The items given below were populated using actual feedback received from team members and are examples of what you could use in your own survey. You may administer this questionnaire weekly to understand and respond to the team's requirements and sentiments. Feel free to add further content that reflect your unique WFH situations.

1. What were the factors affecting negatively on the customer delivery productivity during the past WFH week?
  - ☐ Working alone gets me down mentally
  - ☐ Staying at home makes me bored
  - ☐ No proper work environment – sitting and working for long hours gets uncomfortable
  - ☐ Sweat and discomfort in the hot climate
  - ☐ Feeling exhausted by the thought that I haven't done enough work
  - ☐ Failing to keep track of time and working longer/late hours (overworking)
  - ☐ Feeling low as I miss the team environment
  - ☐ Attending to household needs from time-to-time
  - ☐ Distracted by my children and the need to keep them occupied
  - ☐ Missing chit-chats and short breaks
  - ☐ Too many conference calls
  - ☐ Missing the daily commute (the good distractions of work life)

- ☐ Internet connectivity issues
- ☐ Intermittent power cuts
- ☐ Other .....
- ☐

2. What motivated you or increased your delivery productivity during the past WFH week?

- ☐ Reduced external meetings and disturbances (less distractions)
- ☐ Not having to commute daily, hence less exhaustion and time saved
- ☐ More time available to focus on work
- ☐ Being able to follow a flexible work pattern or rhythm
- ☐ Feeling safe as I don't have to go out (able to ensure maximum social distancing)
- ☐ Work is more organized thanks to increased planning and meetings
- ☐ The sense of positive contribution during this difficult time (to the customer and ourselves in terms of social and economic impact)
- ☐ Other .....

3. Please mention any new ideas to improve the WFH experience in the future. We will check the practicality of these ideas and try to implement them as quickly as possible to ensure the best WFH experience

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