Pulse Survey Questions: Return to the Workplace

This document is a resource to help you understand how your employees are feeling about a possible return to the workplace. For most organizations, we recommend adding some of the questions below to a more general survey that checks in on the pulse of your employees.

We intentionally use the term "workplace" instead of "office" in order to include those who may not typically work in an office environment. We encourage you to customize the wording of the questions to meet your needs. For questions 1-15, employees will be asked to respond on a scale of strongly agree to strongly disagree.

Recommended Questions
1. I am eager to return to the workplace when it is safe to do so
2. I believe I will feel safe when we are back in the workplace
3. I am confident that I can make a smooth transition back to the workplace
4. I am confident that my organization's leaders will clearly communicate information relating to when and how we will return to the workplace
5. I believe my coworkers will support each other when we return to the workplace
6. I would like to maintain social distancing when we return to the workplace
7. I would feel safe commuting to the workplace if/when my organization returns to the workplace
8. I believe I will be able to remain focused at the workplace regardless of my concerns around COVID-19
9. I have maintained my physical health during COVID-19
10. I have maintained my mental health during COVID-19
11. I would benefit from the flexibility to continue working remotely in the future
12. I prefer to continue working remotely even when my organization decides to return to the workplace
13. I prefer to continue working remotely even when the government says it's safe to return to the workplace
14. I have the physical tools (technology, space, etc.) to continue working remotely if I need to
15. I am able to continue performing the requirements of my job while working remotely
16. What are your greatest concerns around returning to the workplace (select up to three)?
    - Childcare needs
    - Caring for others (elderly or sick family members, partners, friends)
    - Commuting by public transportation
    - Cleanliness of the workplace environment
    - Mental health challenges
    - Shifts in organizational culture / climate (what it might feel like to be back at work)
    - Feeling physically safe at work
    - Guilt (for being employed while friends / colleagues are not)
    - Other (please specify)
17. Which of the following would make you feel more comfortable to return to the workplace (select all that apply)?
    - Hand sanitizer stations
    - Limiting outside visitors to the workplace
    - Temperature checks before entering into the workplace
    - Wearing masks in the office
    - Nightly enhanced cleaning
    - Implementing a "clean desk policy" so desks can be cleaned more easily
    - Limiting the number of employees in the office
    - Closing communal spaces
    - Staggering hours/shifts
    - Installing partitions between desks
    - The availability of a COVID-19 vaccine
    - Other (please specify)

18. What can your organization do to support you as you transition back to the workplace?
19. Do you have any other concerns about returning to the workplace?
20. Is there anything else you would like to share with your leaders about a return to the workplace?

Questions to Consider

Return Readiness
1. My team has been effective while working remotely
2. I feel ready to return to the workplace when my organization asks me to
3. I feel ready to return to the workplace sometime in the Fall (replace with another timeline that fits)
4. I will be able to focus on my work at the workplace
5. I would feel comfortable traveling for work related purposes (e.g. attending offsite meetings) when we return to the workplace

Remote Employee Enablement
6. I am able to perform my job remotely just as effectively as I can in the workplace
7. I have what I need to continue working effectively remotely (or from home)
8. I am adapting well to my new work-from-home / remote-work reality
9. I would be comfortable working remotely for another 3-6 months (replace with another timeline that fits)
10. My team is able to continue working effectively while remote
11. I believe our team / department would benefit from some degree of remote working even after we are able to return to the workplace
12. I am able to do my job remotely / at home with minimal distractions
13. I would like the option to work remotely / from home permanently
14. I would like the flexibility to work remotely / from home whenever I need to

Physical Safety
15. I would feel safe using workplace facilities (e.g. common areas, kitchen) when we return to the workplace
16. I would feel safe meeting with external partners who come visit our workplace
17. I would feel safe meeting with people face-to-face if the job requires me to
18. I would feel comfortable having my temperature checked before entering the workplace
19. I trust my coworkers to adhere to our safety guidelines and/or protocols
20. I would like access to personal protective equipment (e.g. face masks, hand sanitizer) when we return to the workplace

Psychological Safety
21. I feel comfortable raising concerns about transitioning back to the workplace
22. I know where to raise concerns about transitioning back to the workplace

Commuting / Family Responsibilities
23. I will be able to manage caregiving responsibilities when we return to the workplace (e.g. children, dependents, sick friends / relatives)
24. I have a plan for how to manage childcare/dependent responsibilities when we return to the workplace
25. I will feel equipped to manage both personal and work demands when we return to the workplace
26. I will feel ready to return to the workplace before the school year begins this Fall
27. I am comfortable commuting on the train/subway to the workplace if I need to
28. I believe that it will be safe to commute on the train/subway when I need to

Miscellaneous
29. I know how to access my organization's most recent HR policies and procedures
30. I feel connected to my coworkers while working remotely / from home
31. What has your organization implemented in response to the COVID-19 pandemic that you would like to continue (i.e. flexible work hours, daily meetings, etc.)?