

Project: Telework Pilot Project (Online Teleworker Follow-up Survey)  
 Survey Dates: May 27, 2009 through June 5, 2009  
 Codebook Name: EMPLOYEEPOST  
 Processing Date: June 10, 2009

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Var. 1	Fmt: N1	Col: 1	Name: Q1 (A)
	Which of the following best fits your normal work schedule?		
	1=9 days in 2 weeks (9/80)	3=4 days a week (4/10)	5=3 days a week
	2=5 days a week	4=7 days in 2 weeks	6=Other

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Var. 2	Fmt: A60	Col: 2-61	Name: Q2 (B)
	Other		

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Var. 3	Fmt: A300	Col: 62-361	Name: Q3 (C)
	What have you found to be most challenging or frustrating about teleworking?		

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When you completed a survey at the beginning of the telework project, we asked you how concerned you were about each of the following possibilities occurring as a result of telework. Now that you've had some experience teleworking, we'd like to ask the same question again to see how concerns may have changed overall.

For each possibility below, check a number from 1 to 5 to rate your current level of concern.

- |        |   |                      |                  |
|--------|---|----------------------|------------------|
| Var. 4 | Fmt: N1   | Col: 362             | Name: Q4a (D)    |
|        | Not being able to socialize daily with my coworkers |                      |                  |
|        | 1=Not at all concerned                              | 3=Neutral            | 5=Very concerned |
|        | 2=Not very concerned                                | 4=Somewhat concerned |                  |
- 
- |        |   |          |               |
|--------|---|----------|---------------|
| Var. 5 | Fmt: N1   | Col: 363 | Name: Q4b (E) |
|        | Not being able to turn to my coworkers for help |          |               |
- 
- |        |                                 |          |               |
|--------|---------------------------------|----------|---------------|
| Var. 6 | Fmt: N1                         | Col: 364 | Name: Q4c (F) |
|        | Not having tech support at home |          |               |
- 
- |        |   |          |               |
|--------|---|----------|---------------|
| Var. 7 | Fmt: N1   | Col: 365 | Name: Q4d (G) |
|        | Not having the self-discipline I need to work by myself |          |               |
- 
- |        |                                |          |               |
|--------|--------------------------------|----------|---------------|
| Var. 8 | Fmt: N1                        | Col: 366 | Name: Q4e (H) |
|        | Feeling isolated working alone |          |               |
- 
- |        |  |          |               |
|--------|--|----------|---------------|
| Var. 9 | Fmt: N1  | Col: 367 | Name: Q4f (I) |
|        | Becoming a workaholic - working too many hours at home |          |               |
- 
- |         |   |          |               |
|---------|---|----------|---------------|
| Var. 10 | Fmt: N1                                   | Col: 368 | Name: Q4g (J) |
|         | Missing out on office "water cooler" chat |          |               |
- 
- |         |   |          |               |
|---------|---|----------|---------------|
| Var. 11 | Fmt: N1   | Col: 369 | Name: Q4h (K) |
|         | Being interrupted by family and friends that don't understand that even though I'm home I'm still "at work" |          |               |
- 
- |         |  |          |               |
|---------|--|----------|---------------|
| Var. 12 | Fmt: N1  | Col: 370 | Name: Q4i (L) |
|         | Being passed over for promotions because I'm not in the office as much as others |          |               |

Var. 13	Fmt: N1	Col: 371	Name: Q4j (M)
Getting distracted by activities and chores around the house			
Var. 14	Fmt: N1	Col: 372	Name: Q4k (N)
Feeling resentment by my coworkers who don't telework			
Var. 15	Fmt: N1	Col: 373	Name: Q4l (O)
My manager not being fully supportive of telework			
Var. 16	Fmt: N1	Col: 374	Name: Q4m (P)
Not being there when my coworkers need my help			
Var. 17	Fmt: N1	Col: 375	Name: Q4n (Q)
Not having adequate or appropriate office space at home			
Var. 18	Fmt: N1	Col: 376	Name: Q4o (R)
Having difficulty communicating with my manager from home			
Var. 19	Fmt: A300	Col: 377-676	Name: Q5 (S)
Do you have any new concerns based on your telework experience?			
Var. 20	Fmt: A300	Col: 677-976	Name: Q6 (T)
What about telework gives you the most satisfaction?			
Var. 21	Fmt: N1	Col: 977	Name: Q7 (U)
Have you acquired new skills or have any or your skills improved because you've been teleworking?			
1=Yes (Please describe below)		2=No	
Var. 22	Fmt: A300	Col: 978-1277	Name: Q8 (V)
Please describe any new or improved skills.			
Var. 23	Fmt: N1	Col: 1278	Name: Q9 (W)
How many days a week are you "scheduled" to telework? (if you no longer telework, please check the days that fit your schedule when you were teleworking)			
1=less than once a week		4=3 days	7=6 or 7 days
2=1 day a week		5=4 days	8=No regular schedule
3=2 days		6=5 days	9=Other
Var. 24	Fmt: A100	Col: 1279-1378	Name: Q10 (X)
Other			
Var. 25	Fmt: N1	Col: 1379	Name: Q11 (Y)
Do you actually telework more or less than scheduled?			
1=More than scheduled ; Skip to Var: 35			
2=Same as scheduled ; Skip to Var: 35			
3=Less than scheduled			
4=No longer telework at all ; Skip to Var: 35			
5=Doesn't apply ; Skip to Var: 35			

What are the reasons you telework less than scheduled?  
 (Asked only if telework less than scheduled)

- Var. 26      Fmt: N1      Col: 1380      Name: Q12a (Z)  
 Manager asks me to work in the office that day  
 1=Never happens  
 2=Has happened  
 3=Happened more than once
- Var. 27      Fmt: N1      Col: 1381      Name: Q12b (AA)  
 I decide on my own that I need to be in the office that day
- Var. 28      Fmt: N1      Col: 1382      Name: Q12c (AB)  
 Coworkers want me to be there
- Var. 29      Fmt: N1      Col: 1383      Name: Q12d (AC)  
 Special projects require that I be there
- Var. 30      Fmt: N1      Col: 1384      Name: Q12e (AD)  
 Take a personal day instead of teleworking
- Var. 31      Fmt: N1      Col: 1385      Name: Q12f (AE)  
 Just prefer to work in the office instead of at home
- Var. 32      Fmt: N1      Col: 1386      Name: Q12g (AF)  
 Home isn't suitable work environment on telework day (e.g. kids home from school, construction project happening at home, etc.)
- Var. 33      Fmt: N1      Col: 1387      Name: Q12h (AG)  
 Other (please specify)  
 1=Never happens      3=Happened more than once  
 2=Has happened
- 
- Var. 34      Fmt: A100      Col: 1388-1487      Name: Q13 (AH)  
 Other
- 
- Var. 35      Fmt: N1      Col: 1488      Name: Q14 (AI)  
 How many days a week would you like to telework?  
 1=1 day      3=3 days      5=5 days  
 2=2 days      4=4 days      6=More than 5

What would improve your ability to telework or to telework more frequently? For each item below, check "1" if it is something you already have, check "2" if you don't need it, or check "3-5" to rate how much it would help your ability to telework.

- Var. 36      Fmt: N1      Col: 1489      Name: Q15a (AJ)  
 Network access to office documents and data  
 1=Already have      4=Would help  
 2=Don't have/Don't need      5=Would help a lot  
 3=Might help      6=Don't know/Doesn't apply

- Var. 37      Fmt: N1      Col: 1490      Name: Q15b (AK)  
Ability to access office email and office address book from home (or other remote location)
- Var. 38      Fmt: N1      Col: 1491      Name: Q15c (AL)  
Having my office calls automatically forwarded to my telework location
- Var. 39      Fmt: N1      Col: 1492      Name: Q15d (AM)  
Telephone conferencing with coworkers and manager
- Var. 40      Fmt: N1      Col: 1493      Name: Q15e (AN)  
Web cam and video/web conferencing with coworkers and manager
- Var. 41      Fmt: N1      Col: 1494      Name: Q15f (AO)  
A faster Internet connection
- Var. 42      Fmt: N1      Col: 1495      Name: Q15g (AP)  
A computer (desktop or laptop) provided by my employer
- Var. 43      Fmt: N1      Col: 1496      Name: Q15h (AQ)  
Better support from my coworkers back at the office
- Var. 44      Fmt: N1      Col: 1497      Name: Q15i (AR)  
Better support from my manager
- Var. 45      Fmt: N1      Col: 1498      Name: Q15j (AS)  
Better tech support from my employer
- Var. 46      Fmt: N1      Col: 1499      Name: Q15k (AT)  
More room at home for a home office
- Var. 47      Fmt: N1      Col: 1500      Name: Q15l (AU)  
Better home office setup or furniture
- Var. 48      Fmt: N1      Col: 1501      Name: Q15m (AV)  
An online bulletin board to share information and ask questions of other teleworkers and IT experts

- Var. 49      Fmt: N1      Col: 1502      Name: Q16 (AW)  
Imagine for a minute that your employer wanted you to telework as much as possible, and imagine that you had reliable network access and all the tools and equipment you needed at home to do that. Under those conditions, how often do you think you would still need to come into the office?
- |                          |                 |                 |
|--------------------------|-----------------|-----------------|
| 1=Almost never           | 4=1 day a week  | 7=4 days a week |
| 2=Rarely                 | 5=2 days a week | 8=5 days a week |
| 3=Less than 1 day a week | 6=3 days a week | 9=Don't know    |

- Var. 50      Fmt: N1      Col: 1503      Name: Q17 (AX)  
Have you missed any important meetings or other events at the workplace because you were teleworking?
- 1=Yes      2=No

- Var. 51      Fmt: A200      Col: 1504-1703      Name: Q18 (AY)  
What do you think you might miss if you teleworked more frequently?

Var. 52-59      Fmt: N1            Col: 1704                            Name: Q19 (AZ)                    (Multi-response Question)  
How do you communicate with clients, coworkers, or your manager when teleworking? (Check all that you use)

- |                     |                          |                          |
|---------------------|--------------------------|--------------------------|
| 1=Telephone         | 4=Telephone conferencing | 7=Desktop sharing        |
| 2=Email             | 5=Video conferencing     | 8=Other (please specify) |
| 3=Instant messaging | 6=Web conferencing       |                          |

Var. 53            Fmt: N1            Col: 1705                            Name: Q19\_2 (BA)  
Var. 54            Fmt: N1            Col: 1706                            Name: Q19\_3 (BB)  
Var. 55            Fmt: N1            Col: 1707                            Name: Q19\_4 (BC)  
Var. 56            Fmt: N1            Col: 1708                            Name: Q19\_5 (BD)  
Var. 57            Fmt: N1            Col: 1709                            Name: Q19\_6 (BE)  
Var. 58            Fmt: N1            Col: 1710                            Name: Q19\_7 (BF)  
Var. 59            Fmt: N1            Col: 1711                            Name: Q19\_8 (BG)

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Var. 60            Fmt: A100          Col: 1712-1811                      Name: Q20 (BH)  
Other

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Var. 61            Fmt: N1            Col: 1812                            Name: Q21 (BI)  
Have you needed any technical support from your employer while teleworking?  
1=Yes            2=No

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Var. 62            Fmt: N1            Col: 1813                            Name: Q22 (BJ)  
If you answered "Yes", how satisfied have you been with the technical support you've received?  
1=Not satisfied                      3=Mostly satisfied                      5=Doesn't apply  
2=Somewhat satisfied                4=Very satisfied

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Var. 63            Fmt: A200          Col: 1814-2013                      Name: Q23 (BK)  
If you were not completely satisfied, what could have been done better?

What does your employer provide so you can telework? What do you provide, and is it something that you would buy anyway or something you purchased so you could telework? Please check one option for each item below.

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Var. 64            Fmt: N1            Col: 2014                            Name: Q24a (BL)  
Desktop computer  
1=Employer provides or pays for  
2=Employer reimburses part of the cost  
3=I already have (or would have anyway)  
4=I provide or purchased in order to telework  
5=Don't use/Doesn't apply

Var. 65            Fmt: N1            Col: 2015                            Name: Q24b (BM)  
Laptop

Var. 66            Fmt: N1            Col: 2016                            Name: Q24c (BN)  
Flash drive or other portable storage

Var. 67            Fmt: N1            Col: 2017                            Name: Q24d (BO)  
Software

Var. 68	Fmt: N1 Antivirus or firewall	Col: 2018	Name: Q24e (BP)
Var. 69	Fmt: N1 Printer	Col: 2019	Name: Q24f (BQ)
Var. 70	Fmt: N1 Fax machine	Col: 2020	Name: Q24g (BR)
Var. 71	Fmt: N1 Desk phone	Col: 2021	Name: Q24h (BS)
Var. 72	Fmt: N1 Cell phone	Col: 2022	Name: Q24i (BT)
Var. 73	Fmt: N1 PDA or smart phone	Col: 2023	Name: Q24j (BU)
Var. 74	Fmt: N1 Separate phone line	Col: 2024	Name: Q24k (BV)
Var. 75	Fmt: N1 Internet connection	Col: 2025	Name: Q24l (BW)
Var. 76	Fmt: N1 Voice mail	Col: 2026	Name: Q24m (BX)
Var. 77	Fmt: N1 VPN or other network connection	Col: 2027	Name: Q24n (BY)
Var. 78	Fmt: N1 Office chair	Col: 2028	Name: Q24o (BZ)
Var. 79	Fmt: N1 Other office furniture	Col: 2029	Name: Q24p (CA)
Var. 80	Fmt: N1 Other (Describe)	Col: 2030	Name: Q24q (CB)
Var. 81	Fmt: A100 Other	Col: 2031-2130	Name: Q25 (CC)

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Var. 82	Fmt: A500 Use this space for any comments or explanations	Col: 2131-2630	Name: Q26 (CD)
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Var. 83-94      Fmt: N2            Col: 2631-2632            Name: Q27 (CE)            (Multi-response Question)

Please check all of the topics below for which you would like to receive training.

- 01=Understanding the telework policy
- 02=Time management skills
- 03=Data security
- 04=Troubleshooting tech problems
- 05=Setting up a home office
- 06=Collaboration tools, like desktop sharing or web conferencing
- 07=Telework best practices
- 08=Records retention requirements
- 09=Internet and remote working skills
- 10=Ergonomics (posture, furniture, keyboards, monitor height, etc.)
- 11=Home office safety
- 12=Other

Var. 84	Fmt: N2	Col: 2633-2634	Name: Q27_2 (CF)
Var. 85	Fmt: N2	Col: 2635-2636	Name: Q27_3 (CG)
Var. 86	Fmt: N2	Col: 2637-2638	Name: Q27_4 (CH)
Var. 87	Fmt: N2	Col: 2639-2640	Name: Q27_5 (CI)
Var. 88	Fmt: N2	Col: 2641-2642	Name: Q27_6 (CJ)
Var. 89	Fmt: N2	Col: 2643-2644	Name: Q27_7 (CK)
Var. 90	Fmt: N2	Col: 2645-2646	Name: Q27_8 (CL)
Var. 91	Fmt: N2	Col: 2647-2648	Name: Q27_9 (CM)
Var. 92	Fmt: N2	Col: 2649-2650	Name: Q27_10 (CN)
Var. 93	Fmt: N2	Col: 2651-2652	Name: Q27_11 (CO)
Var. 94	Fmt: N2	Col: 2653-2654	Name: Q27_12 (CP)

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Var. 95      Fmt: A100            Col: 2655-2754            Name: Q28 (CQ)  
Other

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Has telework had any impact on your monthly finances? Does teleworking either increase expenses or save you money? Please check one option for each expense category

Var. 96	Fmt: N1	Col: 2755	Name: Q29a (CR)
Food / meals			
	1=No Change		3=Saved money
	2=Increased expense		4=Doesn't apply
Var. 97	Fmt: N1	Col: 2756	Name: Q29b (CS)
Childcare			
Var. 98	Fmt: N1	Col: 2757	Name: Q29c (CT)
Clothing / Laundry / Dry cleaning			
Var. 99	Fmt: N1	Col: 2758	Name: Q29d (CU)
Gas / Auto maintenance			
Var. 100	Fmt: N1	Col: 2759	Name: Q29e (CV)
Public transit (bus, ferry, train)			
Var. 101	Fmt: N1	Col: 2760	Name: Q29f (CW)
Parking			



Var. 116      Fmt: N1          Col: 3570          Name: Q38 (DL)  
Did you sign a telework agreement with your manager or employer?  
1=Yes          2=No

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What do you see as the most important benefits of teleworking for you personally? Please rate the importance of each on the 1-5 scale.

Var. 117      Fmt: N1          Col: 3571          Name: Q39a (DM)  
Save time that would otherwise be spent commuting  
1=Not at all important          3=Somewhat important          5=Extremely important  
2=Not very important          4=Important benefit

Var. 118      Fmt: N1          Col: 3572          Name: Q39b (DN)  
Save money on transportation costs

Var. 119      Fmt: N1          Col: 3573          Name: Q39c (DO)  
Can get more done from home

Var. 120      Fmt: N1          Col: 3574          Name: Q39d (DP)  
More schedule flexibility

Var. 121      Fmt: N1          Col: 3575          Name: Q39e (DQ)  
Less stress when not commuting every day

Var. 122      Fmt: N1          Col: 3576          Name: Q39f (DR)  
Better balance between personal and work obligations

Var. 123      Fmt: N1          Col: 3577          Name: Q39g (DS)  
Helps reduce pollution

Var. 124      Fmt: N1          Col: 3578          Name: Q39h (DT)  
Being able to dress casually

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Var. 125      Fmt: A300          Col: 3579-3878      Name: Q40 (DU)  
Have you discovered any other benefits to telework that are important to you? If so, please describe

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Var. 126      Fmt: N1          Col: 3879          Name: Q41 (DV)  
Will you be able to continue teleworking after the pilot project is over?  
1=Yes  
2=Probably  
3=Probably not ; Skip to Var: 129  
4=No ; Skip to Var: 129  
5=Don't know ; Skip to Var: 129  
6=Don't want to continue ; Skip to Var: 128

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Var. 127      Fmt: N1          Col: 3880          Name: Q42 (DW)  
If you think you will be continuing telework, will it be "more often" or "less often" than you telework currently?  
1=Yes, same amount as now ; Skip to Var: 129  
2=Yes, probably able to increase telework ; Skip to Var: 129  
3=Yes, but probably less than now ; Skip to Var: 129  
4=Don't know ; Skip to Var: 129  
5=Doesn't apply ; Skip to Var: 129

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Var. 128	Fmt: A300	Col: 3881-4180	Name: Q43 (DX)
If you don't want to continue teleworking, please describe your reasons for this decision. (Asked only of those who don't want to continue telework)			
Var. 129	Fmt: A500	Col: 4181-4680	Name: Q44 (DY)
Do you have any suggestions for improving telework at your organization? If so, please describe below:			
Var. 130	Fmt: N1	Col: 4681	Name: Q45 (DZ)
Have you looked at the telework toolkit at <a href="http://www.teleworktoolkit.com">www.teleworktoolkit.com</a> ?			
1=Yes                      2=No                      3=Other			
Var. 131	Fmt: A100	Col: 4682-4781	Name: Q46 (EA)
Other			
Var. 132	Fmt: N1	Col: 4782	Name: Q47 (EB)
If you've looked at the toolkit, was any of the information you found there helpful?			
1=Yes                      2=No                      3=Other			
Var. 133	Fmt: A100	Col: 4783-4882	Name: Q48 (EC)
Other			
Var. 134	Fmt: A500	Col: 4883-5382	Name: Q49 (ED)
Use this space for any final comments you may have about your telework experience or the future of telework in your organization:			

Identification Variables Generated by StatPac:

Var. 135	Fmt: A15	Col: 5383-5397	Name: IPAddress (EE)
Respondent's IP Address			
Var. 136	Fmt: A15	Col: 5398-5412	Name: RespondentID (EF)
Respondent's ID Number			
Var. 137	Fmt: N8	Col: 5413-5420	Name: Today (EG)
Date of Response			