

Questions and Responses

SWAA April 2021

Objective: Obtain information on how the COVID-19 pandemic has impacted the future of working from home

Target population: Full-time working age adults (i.e. 20 to 64 years old) Target N = 2500 Max N = 2600

Geography: United States

Sample size: Target N=2500; Maximum N=2500

Legend

Blue = coding instructions

Green = reader notes

Red = termination logic

Introduction

Screening questions

1. How old are you?

Multiple choice | Required | Vertical | Single-select

- a) Under 20 **[TERMINATE]**
- b) 20 - 29
- c) 30 - 39
- d) 40 - 49
- e) 50 - 64
- f) 65+ **[TERMINATE]**

2. **Currently (this week)** what is your work status?

Multiple choice | Required | Vertical | Single-select

- a) Working for pay, whether on business premises or working from home
- b) Still employed and paid, but not working
- c) Unemployed, looking for work
- d) Unemployed, awaiting recall to my old job
- e) Not working, and not looking for work

show block if Q2 selected choice is "Working for pay, whether on business premises or working from home"

3. How many full days are you working this week (whether at home or on business premises)?

Multiple choice | Required | Vertical | Single-select

- a) 1 day **[TAG: 1]**
- b) 2 days **[TAG: 2]**

- c) 3 days [TAG: 3]
- d) 4 days [TAG: 4]
- e) 5+ days [TAG: 5]

4. You have indicated that you are working this week. How many **full paid working days** are you **working from home** this week?

Multiple choice | Required | Vertical | Single-select

If this answer is greater than the previous answer, error reads:

"The number of total days working from home this week cannot exceed the total number of days you said you worked this week (in the previous question)."

- a) **None**, all my paid working days were on business premises [TAG: 0]
- b) **1 full paid day** working from home [TAG: 1]
- c) **2 full paid days** working from home [TAG: 2]
- d) **3 full paid days** working from home [TAG: 3]
- e) **4 full paid days** working from home [TAG: 4]
- f) **5+ full paid days** working from home [TAG: 5]

[Q6 logic: Show if Q2 selected choice is any of "Working for pay, whether on business premises or working from home", "Still employed and paid, but not working"]

6. Which of the following best describes your current employment situation?

Multiple choice | Required | Vertical | Single-select

- a) I am a **wage and salary employee**, and my main job accounts for most of my earnings
- b) I am a **wage and salary employee** who also earns a lot of extra income from side jobs
- c) I am **self-employed** and run my own business
- d) I earn most of my income as an **independent contractor, freelancer, or gig worker**.

7. **During the COVID-19 pandemic** have you at any point worked primarily from home, for example, due to lockdowns or because it was unsafe or otherwise not possible to work on business premises?

Multiple choice | Required | Vertical | Single-select

Auto skip if already indicated some 1 or more wfh days this week

- a) Yes
- b) No <Skip if already indicated some 1 or more wfh days this week>

8. **After COVID, in 2022 and later**, how often would you **like to** have paid workdays at home?

Multiple choice | Required | Vertical | Single-select

- a) Never
- b) About once or twice per month
- c) 1 day per week
- d) 2 days per week
- e) 3 days per week
- f) 4 days per week

- g) 5+ days per week

Set random_group to:
50% group1 50% group2

9. **After COVID, in 2022 and later**, how often **is your employer planning** for you to work full days at home?

Multiple choice | Required | Vertical | Single-select

- a) Never
- b) About once or twice per month
- c) 1 day per week
- d) 2 days per week
- e) 3 days per week
- f) 4 days per week
- g) 5+ days per week
- h) My employer has not discussed this matter with me or announced a policy about it
- i) I have no employer

10. In **2019 (before COVID)** approximately how many **hours a week** did you work when employed?

Number | Required | Min: 0 | Max: 100 | Decimals: 1

_____ hours

[Q11 logic: Show if Q2 selected choice is "Working for pay, whether on business premises or working from home"]

11. How many **hours per week** are you **working for pay in late April (now)**?

Number | Required | Min: 0 | Max: 100 | Decimals: 1

_____ hours

12. In **2019 (before COVID)** how long was your typical commute to work in minutes?

Number | Required | Min: 0 | Max: 240

_____ minutes

[Q13 logic: Show if Q7 selected choice is "Yes"]

13. **During the COVID-19 pandemic**, while you have been working from home, how are you now spending the **time you have saved by not commuting**?

Please assign a percentage to each activity (the total should add to 100%).

Allocation | Required | Randomize | Total: 100

- a) Working on your current or primary job
- b) Working on a second or new secondary job
- c) Childcare
- d) Home improvement, chores, or shopping
- e) Leisure indoors (e.g. reading, watching TV and movies)
- f) Exercise or outdoor leisure

14. In what industry is your **current** job? If not currently working, then please report the industry of your **most recent** job

Multiple choice | Required | Vertical | Single-select

- a) Agriculture, Forestry, Fishing, or Hunting
- b) Arts, Entertainment or Recreation
- c) Banking, Finance, or Insurance
- d) Construction
- e) Education
- f) Health Care and Social Assistance
- g) Hospitality and Food Services
- h) Information Services, including Publishing or Media
- i) Manufacturing
- j) Mining, Quarrying or Oil and Gas Extraction
- k) Professional, Technical or Business Services
- l) Real Estate or Rental and Leasing Services
- m) Retail Trade
- n) Transportation or Warehousing
- o) Utilities
- p) Wholesale Trade
- q) Government, including all federal and state
- r) Other (please specify) [\[text input\]](#)

15. What is your **occupation**?

Multiple choice | Required | Vertical | Single-select

- a) Armed forces
- b) Construction and extraction (e.g. mining)
- c) Farming, fishing, and forestry
- d) Management, business and financial
- e) Office and administrative support
- f) Production
- g) Professional and related
- h) Sales and related
- i) Service
- j) Transportation and material moving
- k) Other (please specify) [\[text input\]](#)

16. How much did you earn by working in 2019?

Multiple choice | Required | Vertical | Single-select

- a) Less than \$5,000 [\[TAG: 4\]](#) **[TERMINATE]**
- b) \$5,000 to \$10,000 [\[TAG: 7.5\]](#) **[TERMINATE]**
- c) \$10,000 to \$19,999 [\[TAG: 15\]](#)
- d) \$20,000 to \$29,999 [\[TAG: 25\]](#)
- e) \$30,000 to \$39,999 [\[TAG: 35\]](#)
- f) \$40,000 to \$49,999 [\[TAG: 45\]](#)
- g) \$50,000 to \$59,999 [\[TAG: 55\]](#)
- h) \$60,000 to \$69,999 [\[TAG: 65\]](#)
- i) \$70,000 to \$79,999 [\[TAG: 75\]](#)
- j) \$80,000 to \$99,999 [\[TAG: 90\]](#)

- k) \$100,000 to \$124,999 [TAG: 113]
- l) \$125,000 to 149,999 [TAG: 138]
- m) \$150,000 to \$199,999 [TAG: 175]
- n) \$200,000 to \$499,999 [TAG: 225]
- o) \$500,000+ [TAG: 500]

17. What is your sex?

Multiple choice | Required | Vertical | Single-select

- a) Female
- b) Male
- c) Other or prefer not to say

18. What is the highest level of education you have completed?

Multiple choice | Required | Vertical | Single-select

- a) Less than high-school diploma
- b) High-school diploma or GED certificate
- c) 1 to 3-years of college
- d) 4-year college degree
- e) Masters or Professional Degree
- f) PhD

19. What is your race or ethnicity?

Multiple choice | Required | Vertical | Single-select

- a) Black or African American
- b) Hispanic (of any race)
- c) Asian
- d) Native American or Alaska Native
- e) Native Hawaiian or Pacific Islander
- f) White (non-Hispanic)
- g) Other, or prefer not to say

Section 2

20. How reliable is your internet connection?

Multiple choice | Required | Vertical | Single-select

- a) Perfect, the internet works 100% of the time
- b) Good, the internet works 90% of the time
- c) Moderate, the internet works 70% to 80% of the time
- d) Poor, the internet works less than 70% of the time
- e) None, I have no internet connection at home

[Q21 logic: Show if Q7 selected choice is "Yes"]

21. You indicated that you have worked from home at some point during COVID. While working from home under COVID, do you have your **own room to work in**?

Multiple choice | Required | Vertical | Single-select

- a) Yes, my bedroom

- b) Yes, another room that is not my bedroom
- c) No, I share a room when I am working

[Q22 logic: Show if Q7 selected choice is "No"]

22. You indicated that you have **not** worked from home at any point during COVID. If you had to work from home due to the pandemic, do you have your **own room to work in**?

Multiple choice | Required | Vertical | Single-select

- a) Yes, my bedroom
- b) Yes, another room that is not my bedroom
- c) No, I share a room when I am working

Worked five days a week

show if they worked 5+ days a week

23. **Assuming it doesn't matter for your pay**, which working arrangements would you prefer **after COVID is under control**?

Multiple choice | Required | Vertical | Single-select

- a) Working 5 days a week on my employer's premises
- b) Working 3 days a week on my employer's premises and 2 days at home
- c) I don't prefer one over the other

[Q24 logic: Show if Q23 selected choice is "Working 5 days a week on my employer's premises"]

24. How much **extra pay** would it take for you to prefer working **3 days a week on your employer's premises and 2 days at home** after COVID is under control?

Multiple choice | Required | Vertical | Single-select

- a) Less than 5% extra
- b) 5% to 10% extra
- c) 10% to 15% extra
- d) 15% to 25% extra
- e) 25% to 35% extra
- f) More than 35% extra

[Q25 logic: Show if Q23 selected choice is "Working 3 days a week on my employer's premises and 2 days at home"]

25. How much **extra pay** would it take for you to prefer working **5 days a week on your employer's premises** after COVID is under control?

Multiple choice | Required | Vertical | Single-select

- a) Less than 5% extra
- b) 5% to 10% extra
- c) 10% to 15% extra
- d) 15% to 25% extra
- e) 25% to 35% extra
- f) More than 35% extra

26. Do you currently live with a partner or other adults? (Please check all that apply)

Multiple choice | Required | Vertical | Multi-select

- a) No
- b) Yes, with a spouse or domestic partner
- c) Yes, with one or more adult children or other relatives
- d) Yes, with roommates

27. Do you live with any children under the age of 18?

Multiple choice | Required | Vertical | Single-select

- a) No
- b) Yes

[Q28 logic: Show if Q27 selected choice is "Yes"]

28. Please provide the age of each child under 18 who you live with.

Note: While you may give details for *up to* 8 children, please **only provide details for as many children as you actually live with.** So, if you only live with 1 child, please only provide the age for "Child 1." If you only live with two children, please only provide ages for "Child 1" and "Child 2", etc.

Combination | Required

| | Dropdown |
|---------|----------|
| Child 1 | 0 |
| Child 2 | 1 |
| Child 3 | 2 |
| Child 4 | 3 |
| Child 5 | 4 |
| Child 6 | 5 |
| Child 7 | 6 |
| Child 8 | 7 |
| | 8 |
| | 9 |
| | 10 |
| | 11 |
| | 12 |
| | 13 |
| | 14 |
| | 15 |
| | 16 |
| | 17 |
| | 18+ |

[Q29 logic: Show if Q26 selected choices includes "Yes, with a spouse or domestic partner" AND Q27 selected choice is "Yes"]

29. What is your ***spouse or domestic partner's current working status?***

Multiple choice | Required | Vertical | Single-select

- a) Working primarily from home
- b) Working primarily on business premises
- c) Not working

[Q30 logic: Show if Q26 selected choices includes "Yes, with a spouse or domestic partner" AND Q27 selected choice is "Yes"]

30. What was your **spouse or domestic partner's working status before COVID (in 2019)?**

Multiple choice | Required | Vertical | Single-select

- a) Working primarily from home
- b) Working primarily on business premises
- c) Not working

31. Consider your **current** or **most recent** job. Are you able to do that job from home (at least partially)?

[For example, a bartender is not able to do their job from home. An administrative assistant who usually works in an office is able to work from home, at least partially.]

Multiple choice | Required | Vertical | Single-select

- a) No
- b) Yes

Employed and paid

show block if Q2 selected choice is any of "Working for pay, whether on business premises or working from home", "Still employed and paid, but not working" AND Q6 selected choice is any of "I am a wage and salary employee, and my main job accounts for most of my earnings", "I am a wage and salary employee who also earns a lot of extra income from side jobs"

33. You said you are either working for pay or still employed and paid but not working this week.

When did you start working for your current employer?

Multiple choice | Required | Vertical | Single-select | Randomize

- a) March 2020 or later -- that is, **after** the arrival of the COVID-19
- b) **Before** March 2020 and the arrival of COVID-19

show block if Q33 selected choice is "Before March 2020 and the arrival of COVID-19"

34. Has your employer hired anyone new into your team **during the COVID pandemic?**

Multiple choice | Required | Vertical | Single-select

- a) Yes
- b) No
- c) I primarily work individually, not with a team of co-workers

show block if Q34 selected choice is "Yes"

35. Do any of the new employees brought into your team **during the COVID pandemic** work **almost entirely from home**, rarely or never meeting other team members in person?

Multiple choice | Required | Vertical | Single-select

- a) Yes
- b) No

show block if Q35 selected choice is "Yes"

36. Consider the **new employees** brought into your team **during the COVID pandemic** who work **almost entirely from home**.
Has it been easier or harder to integrate these new employees into your team than it was before COVID?

Multiple choice | Required | Vertical | Single-select

- a) It has been easier
- b) No impact
- c) It has been harder

[Q96 logic: Show if Q36 selected choice is "It has been easier"]

96. How much less time does it take to integrate **new employees who work almost entirely from home** into your team during COVID?

Number | Required | Min: 0 | Max: 52

It takes _____ fewer weeks

[Q97 logic: Show if Q36 selected choice is "It has been harder"]

97. How much more time does it take to integrate **new employees who work almost entirely from home** into your team during COVID?

Number | Required | Min: 0 | Max: 52

It takes _____ more weeks

show block if Q33 selected choice is "March 2020 or later -- that is, after the arrival of the COVID-19"

37. Has the COVID pandemic affected your ability to adapt to your new job?

Multiple choice | Required | Vertical | Single-select

- a) It has made it easier
- b) No effect
- c) It has made it harder

[Q38 logic: Show if Q37 selected choice is "It has made it easier"]

38. How much easier has it been to adapt to your new job?

Number | Required | Min: 0 | Max: 52

It has taken me _____ fewer weeks

[Q39 logic: Show if Q37 selected choice is "It has made it harder"]

39. How much harder has it been to adapt to your new job?

Number | Required | Min: 0 | Max: 52

It has taken me _____ more weeks

Worked from home

show block if Q7 selected choice is "Yes"

40. How does your efficiency working from home **during the COVID-19 pandemic** compare to your efficiency working on business premises **before the pandemic**?

Multiple choice | Required | Vertical | Single-select

- a) Better -- I am **more** efficient at home than I was working on business premises
- b) About the same -- I'm equally efficient in both places
- c) Worse -- I am **less** efficient at home than I was working on business premises

[Q41 logic: Show if Q40 selected choice is "Better -- I am more efficient at home than I was working on business premises"]

41. How much **more efficient** have you been working from home **during the COVID-19 pandemic** than on business premises **before the COVID-19 pandemic**?

Multiple choice | Required | Vertical | Single-select

- a) Under 5% more efficient
- b) 5% to 10% more efficient
- c) 10% to 15% more efficient
- d) 15% to 25% more efficient
- e) 25% to 35% more efficient
- f) Over 35% more efficient

[Q42 logic: Show if Q40 selected choice is "Worse -- I am less efficient at home than I was working on business premises"]

42. How much **less efficient** have you been working from home **during the COVID-19 pandemic** than on business premises **before the COVID-19 pandemic**?

Multiple choice | Required | Vertical | Single-select

- a) Under 5% less efficient
- b) 5% to 15% less efficient
- c) 5% to 10% less efficient
- d) 15% to 25% less efficient
- e) 25% to 35% less efficient
- f) Over 35% less efficient

show block if Q40 selected choice is "Better -- I am more efficient at home than I was working on business premises"

43. Is **time saved by not commuting** part of your **extra efficiency when working from home**?

Multiple choice | Required | Vertical | Single-select

- a) Yes
- b) No

[Q44 logic: Show if Q43 selected choice is "Yes"]

44. How much of your **extra efficiency when working from home** is due to the **time you save by not commuting?**

[Please pick a number between 0 and 100%, where 0 means none of your extra efficiency is due to time saved from your commute, and 100 means all of your extra efficiency is due to time saved from your commute.]

Slider | Required | Min: 0 | Max: 100

None , 0% ———●———— All, 100%

[Q45 logic: Show if Q40 selected choice is "Worse -- I am less efficient at home than I was working on business premises"]

45. Why are you **less efficient** when working from home? Please select all that apply.

Multiple choice | Required | Vertical | Multi-select | Randomize

- a) I don't have a quiet room to work in
- b) I am frequently interrupted by my kids
- c) I am frequently interrupted by my partner or other adults I live with
- d) I don't have an adequate internet connection
- e) I don't have adequate equipment to work from home
- f) My job involves many tasks that cannot be done remotely
- g) Other, please specify [\[text input\]](#)

46. Compared to your expectations **before COVID (in 2019)** how has working from home turned out for you?

Multiple choice | Required | Vertical | Single-select

- a) Hugely better -- I am 20%+ more productive than I expected
- b) Substantially better -- I am to 10% to 20% more productive than I expected
- c) Better -- I am 1% to 10% more productive than I expected
- d) About the same
- e) Worse -- I am 1% to 10% less productive than I expected
- f) Substantially worse -- I am to 10% to 20% less productive than I expected
- g) Hugely worse -- I am 20%+ less productive than I expected

48. What is the ZIP code of your **current** residential address?

Text input | Required | Single line

Require valid zip code

Min length: 5

Max length: 5

Set state_resi_current to From ZIP

[Q50 logic: Show if Q2 selected choice is "Working for pay, whether on business premises or working from home"]

50. What is the ZIP code of your **current** job's business premises?

Text input | Required | Single line

Require valid zip code

Min length: 5

Max length: 5

Set `state_job_curr` to From ZIP

51. Since the COVID pandemic began, **how have perceptions about working from home (WFH) changed among people you know?**

Multiple choice | Required | Vertical | Single-select

- a) Hugely improved -- the perception of WFH has improved among almost all (90-100%) the people I know
- b) Substantially improved -- the perception of WFH has improved among most, but not all, of the people I know
- c) Slightly improved -- the perception of WFH has improved among some people I know but not most
- d) No change
- e) Slightly worsened -- the perception of WFH has worsened among some, but not most, people I know
- f) Substantially worsened -- the perception of WFH has worsened among most, but not all, people I know
- g) Hugely worsened -- the perception of WFH has worsened among almost all (90-100%) the people I know

52. Once **most of the population has been vaccinated** against COVID, which of the following would best fit your views on social distancing?

Multiple choice | Required | Vertical | Single-select

- a) Complete return to pre-COVID activities
- b) Substantial return to pre-COVID activities, but I would still be wary of things like riding the subway or getting into a crowded elevator
- c) Partial return to pre-COVID activities, but I would be wary of many activities like eating out or using ride-share taxis
- d) No return to pre-COVID activities, as I will continue to social distance

[Q53 logic: Show for group1]

53. Approximately how much did you **earn by working in 2020, on a before-tax basis?**

Number | Required | Min: 0 | Max: 1000

\$ _____ ,000

Allow skipping with checkbox labeled: "Prefer not to answer"

[Q98 logic: Show for group 2]

98. Approximately how much did you **earn by working in 2020, on a before-tax basis?**

Multiple choice | Required | Vertical | Single-select

- a) Less than \$5,000 [TAG: 4]
- b) \$5,000 to \$10,000 [TAG: 7.5]
- c) \$10,000 to \$19,999 [TAG: 15]
- d) \$20,000 to \$29,999 [TAG: 25]
- e) \$30,000 to \$39,999 [TAG: 35]
- f) \$40,000 to \$49,999 [TAG: 45]
- g) \$50,000 to \$59,999 [TAG: 55]
- h) \$60,000 to \$69,999 [TAG: 65]
- i) \$70,000 to \$79,999 [TAG: 75]
- j) \$80,000 to \$99,999 [TAG: 90]
- k) \$100,000 to \$124,999 [TAG: 113]
- l) \$125,000 to 149,999 [TAG: 138]
- m) \$150,000 to \$199,999 [TAG: 175]
- n) \$200,000 to \$499,999 [TAG: 225]
- o) \$500,000+ [TAG: 500]
- p) Prefer not to answer