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**Workplace Transformation Program**

DATA COLLECTION QUESTION BANK

**VERSION 1**

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Data Collection Question Bank – Workplace Transformation Program

***Usage & notes***

This repository proposes examples of question to gather employee experience feedback.

**Text highlighted in yellow** must be customized according to your project.

This document is meant to be used in conjunction with: [Guide to collecting Employee Experience Feedback](https://wiki.gccollab.ca/images/e/ec/WTP_-_Guide_to_collecting_employee_experience_feedback_EN.pptx)

The **French version** of this document can be found here : [FR version](https://wiki.gccollab.ca/images/0/0c/WTP_-_Sample_survey_questions_FR.docx)

Here are question examples you can use to gather data on the employee experience. You can use this resource as a starting point and customize them according to your data needs and objectives.

## General information

**Q. On average, how many days do you work at [address, floor(s)]?**

* + Less than 1 day a week
  + 1 day/week
  + 2 days/week
  + 3 days/week
  + 4 days/week
  + I work full-time on-site
  + None, I telework full-time (suggest ending the survey for those who answer this as you are interested in gathering feedback from those who have worked on site)

**Q. Do you supervise employees?**

* + Yes
  + No

**Q. In which organizational unit are you currently working?**

* + Include branches/sectors impacted by the change

**Q. What is your age group?**

* + 24 years and under
  + 25 to 29 years
  + 30 to 34 years
  + 35 to 39 years
  + 40 to 44 years
  + 45 to 49 years
  + 50 to 54 years
  + 55 to 59 years
  + 60 years and over

## CM Program by objective

**Evaluation scale:**  
*Disagree (1)*

*Slightly Disagree  
Neutral (3)  
Slightly agree*

*Agree (5)  
Don't know*

1. **Inform:** *Ensure employees feel informed and supported while the change is occurring, demonstrating the need for change, the impacts and the benefits the new ways of working will have on their daily work activities.*

**Q. I was well informed of the changes that took take place in my workplace**

**Q. I understood the reasons for the changes to my workplace**

**Q. I understood the impact of the changes to my workplace on my day-to-day work activities**

1. **Involve:** *Build desire among people managers, senior leaders and all employees to actively participate in the change impacting their workplace, to develop a sense of ownership that will ensure a new mindset and behaviours are sustained.*

**Q. I was personally motivated to be part of the change in my workplace**

**Q. I looked forward to the changes to my workplace**

**Q. I felt supervisors and managers supported the change**

**Q. I appreciated being able to: [include those that apply]**

* + - Vote on the mood boards
    - Vote on the feature wall
    - Participate in the meeting room naming activity
    - Participate in a tour of the workplace before the opening
    - Participate in the opening week activities

1. **Equip:** Equip employees with the necessary resources, training and guides on how to change the way they work and their behaviours, to ensure they are confident in working efficiently and productively in the new space.

**Q. I knew where to go to get information on the changes to my workplace**

**Q. I was given the knowledge to be successful in my new work environment**

**Q. I have been able to adapt to the new workplace**

**Q. I can perform my duties effectively in my new work environment**

**Q. The “A Day in the Life” presentation helped me understand how to use the new workplace**

**Q. The “Employee Toolkit” helped me make the transition to the new workplace**

1. **Reinforce:** Reinforce the change through people managers and senior leaders, to ensure employees adopt and sustain the new mindset and behaviours.

**Q. My organization has supported its employees to work in a new flexible way**

**Q. My team has adapted well to the new way of working**

## Workplace Employee Experience – General Questions

**Q. Please rate how often you use the following workpoints**

* + Focus Room
  + Study
  + Phonebooth
  + Workstation
  + Focus Pod
  + Touchdown
  + Chat Point
  + Huddle
  + Lounge
  + Teaming Area
  + Meeting Room
  + Project Room
  + Work Room

***Use the following evaluation scale:***

*Rarely*

*Sometimes*

*Never*

*Don't know*

**Q\*. In general, which of the following activities do you feel are best completed at [address, floor(s)]? Select all that apply.**

* + Attend in person meetings
  + Participate in team building activities
  + Collaborate on projects with colleagues (e.g., brainstorming)
  + Work with stakeholders or clients
  + Completing onboarding of employees
  + Completing offboarding of employees
  + Perform individual work
  + Completing other administrative work (e.g., tasks related to human resources, finance and security)
  + Discussing sensitive issues
  + Training
  + Other  
    Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + None of the above

**\****Question taken from the* [*Public Service Employee Survey*](https://www.canada.ca/en/treasury-board-secretariat/services/innovation/public-service-employee-survey.html)*. By using the same question, you can compare to the previous and next PSES survey*

**Q. Prior to working in the new workplace at [address, floor(s)], did you have any experience working in an ABW\* workplace?**

* + Yes, more than 1 year working in an ABW
  + Yes, less than one year working in an ABW
  + No
  + Don’t know

**\*** *Add the definition of Activity-based workplace/ABW you have already shared with employees*

**Q. What impact do you think the workplace design has on the following aspects:**

* + Your team's productivity
  + Your personal productivity
  + Your collaboration with others
  + Your health and wellbeing

**Use the following evaluation scale :**

*Negative impact (1)*

*Slightly negative impact Neutral (3)*

*Slightly positive impact Positive impact (5)*

*Don't know*

**Q. I would recommend the Activity-based workplace\* design to others.**

**Use the following evaluation scale :**

*Disagree (1)*

*Slightly Disagree  
Neutral (3)  
Slightly agree*

*Agree (5)  
Don't know*

**\*** *Add the definition of Activity-based workplace/ABW you have already shared with employees*

### *Open questions:*

**Q. Identify one thing you like best about your workplace and why?**

**Q. Identify one thing you would change about your workplace and why?**

**Q. Please provide any additional comments or suggestions.**

## Workplace Employee Experience by objective

**Evaluation scale:**  
*Disagree (1)*

*Slightly Disagree  
Neutral (3)  
Slightly agree*

*Agree (5)  
Don't know*

**Flexible :** *Supporting and encouraging employees to use a variety of workpoints*

* + **I take full advantage of the variety of workpoints, choosing those that suit my work activities and preferences**
  + **I take full advantage of the workpoints in a variety of zones (quiet, transition, interactive) that suit my work activities and preferences**
  + **I am encouraged to choose my preferred workpoints to perform my work activities**
  + **Overall, the variety of workpoints in my new workplace enables me to work in a flexible way**

**Healthy** : *Improving the overall health and wellbeing of employees*

* + ​​**I am satisfied with the ergonomic furniture and equipment that I can adjust to my needs**
  + **I am satisfied with to the amount of natural light in the new workplace**
  + **The new workplace contributes to reducing my work-related stress**
  + **Overall, my new workplace supports my health and wellness needs**

**Efficient** : *Providing a well-designed and equipped workplace that supports employee productivity​*

* + **I have access to my preferred workpoints when I need them**
  + **I find it easy to set-up and take down my workpoint**
  + **I have access to training on how to use ergonomic furniture and technology**
  + **I find the (Archibus) booking system is easy to use**
  + **I find the (Archibus) booking system is helpful in creating a positive experience in the workplace**
  + **I take advantage of the various sizes of personal storage solutions (lockers)**
  + **I have access to personal storage solutions (lockers) when I need them**
  + **I appreciate the help provided by the onsite Workplace coordinators**
  + **Overall, my new workplace enables me to work productively during my in-office days**

**Inclusive :***Supporting a diverse workforce by removing barriers and providing equal access to space​*

* + **I have access to all workpoints, including all enclosed spaces**
  + **I appreciate the area in my new workplace that allows for personalization (feature wall, etc.)**
  + **I appreciate the Wellness Room(s) where I can go to recharge or tend to personal needs**
  + **I feel that the project met its objectives to remove barriers and create a more inclusive workplace**
  + **Please share with us any other thoughts, impressions or comments on the inclusivity and accessibility features in the new workplace**

**Collaborative :**  *Fostering a collaborative culture and providing the same experience whether at home or office*​

* + **The collaboration spaces allow me to collaborate with colleagues in person and/or virtually**
  + **The technology available allows for a positive hybrid experience**
  + **I am aware of the Community Norms for the new workplace**
  + **I find satisfied with the workplace etiquette and how it has been implemented**
  + **Overall, my new workplace supports in-person and hybrid collaboration**

**Digital** :  *Encouraging modern work practices and ensuring employees feel equipped to work where they choose*​

* + **I am satisfied with the quality of the WiFi connection**
  + **I am satisfied with the equipment provided at workstations (docking station, screens, etc.)**
  + **I am satisfied with the technology provided in meeting rooms**
  + **Overall, the technology in my new workplace enables me to work digitally**

**Green  :** *Making employees feel like they are making a difference and reducing their ecological footprint*

* + **I am informed of the greening measures in place in the new workplace (compost, etc.)**
  + **I am informed of the greening measures that were implemented for the modernization of the new workplace (furniture reuse, etc.)**
  + **The availability of amenities such as bike racks, showers, bus stops, electric car charging stations, etc. help me contribute to reducing my ecological footprint**