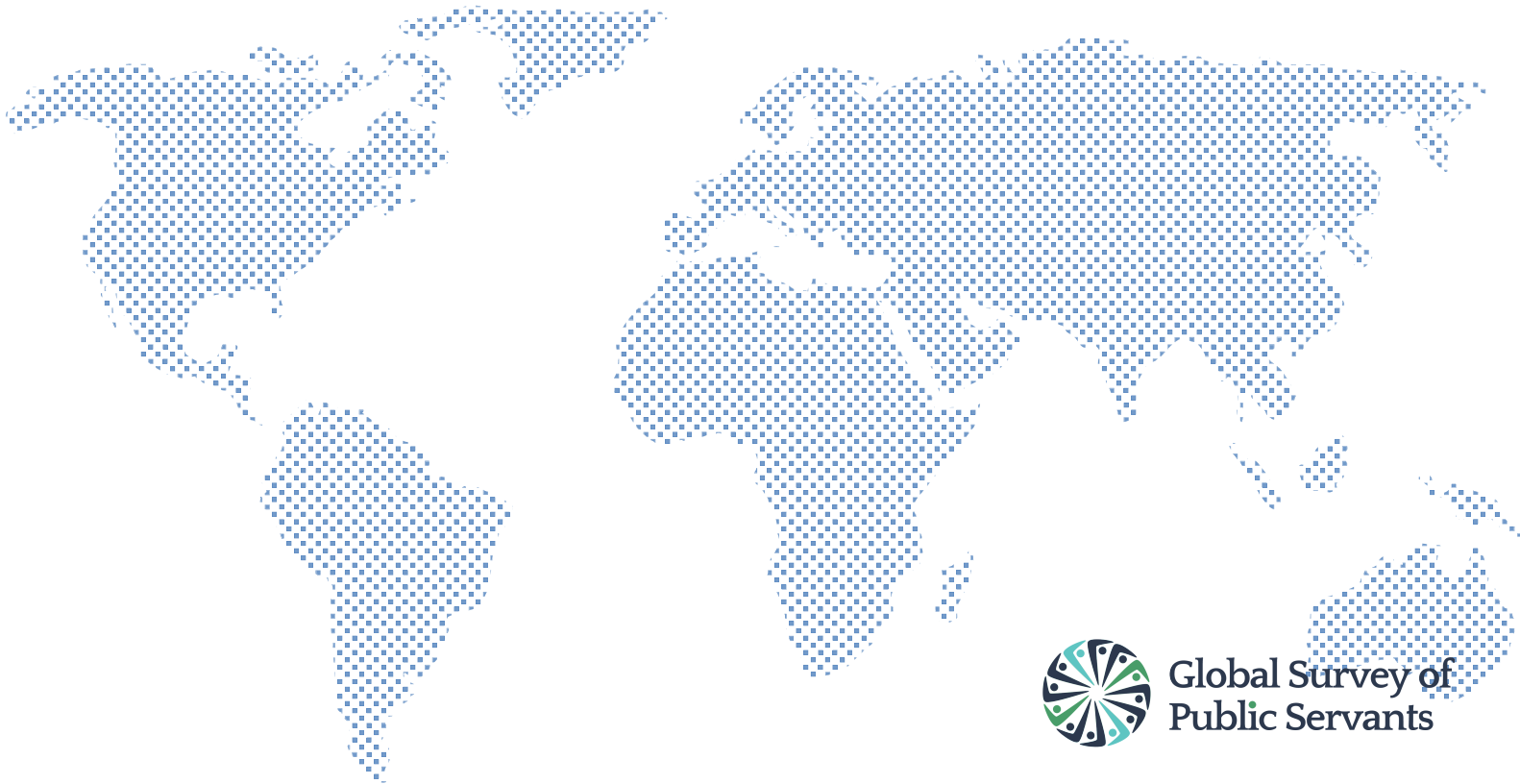


# THE GLOBAL SURVEY OF PUBLIC SERVANTS

## Remote Work & Covid-19 Module



Global Survey of  
Public Servants

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# Global Survey of Public Servants

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All queries on this document and the Global Survey of Public Servants should be addressed to [info@globalsurveyofpublicservants.org](mailto:info@globalsurveyofpublicservants.org)

## SUMMARY OF THE REMOTE WORK AND COVID-19 MODULE

The Global Survey of Public Servants (GSPS) is an initiative to generate survey data from public servants in government institutions around the world. **The aim of the initiative is to increase the volume, quality and coherence of survey data on public administration.**

Understanding the motivations, behaviors, organizational environments and management practices of public servants through surveys is central to (1) better understand how public services and states around the world work; and, (2) help governments manage public services better. Further details, such as our approach, conceptual framework and other resources are available at [www.globalsurveyofpublicservants.org](http://www.globalsurveyofpublicservants.org).

The purpose of this document is to provide government counterparts, researchers and other stakeholders with a Remote Work and COVID-19 module that is not part of the GSPS common module to support and supplement their survey of public servants. By providing this additional module, GSPS hopes to provide both actionable evidence to governments for management improvements and scholarly evidence to further our understanding of how public services work.

The GSPS team are keen to promote the adoption of the other modules in surveys of government officials and stand ready to provide advice on implementation. We are also keen to receive anonymized versions of this module's data to share with the global community and are happy to facilitate the sharing of survey data and resources across teams. For further information, please contact the GSPS team at [info@globalsurveyofpublicservants.org](mailto:info@globalsurveyofpublicservants.org).

**Translations:** A Spanish translation of these questions is available from the authors.

## IDN. Identification

Within the demographics module of the survey using the Onboarding Module, it is advisable to include the following identification question as the relevance of the module is dependent on this question.

<b>IDN.1</b>	Which of the following best describes your role and responsibilities? <i>[Please note that response categories require adaptation to local ranks]</i>	01 Manager 02 Professional 03 Technical 04 Administrative 05 Auxiliary 800 Other (specify) 900 Don't know/Prefer not to respond
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## CON. Current working conditions

<b>CON.1</b>	<p>During your last week of work, how many hours did you work remotely (for example, from home) for your organization?</p> <p>Note: If you were on vacation or on leave in the past week, please refer to the last week you worked.</p>	<p>[Drop-down Menu] 900 Don't know/Prefer not to respond</p>
<b>CON.2</b>	<p>Since the beginning of the pandemic (March 2020) would say that your workload has:</p>	<p>01 Increased 02 Decreased 03 Remained the same 900 Don't know / Prefer not to answer</p>
<b>CON.3</b>	<p>Would you say that when you work remotely, you are usually more productive, less productive, just as productive than in the office (or your usual workplace)?</p>	<p>01 More Productive at Home 02 Equally productive 03 More productive in the office 900 Don't know / Prefer not to answer</p>
<b>CON.4</b>	<p>[Apply only if CON.1 &gt; 0]</p> <p>What challenges have you faced when working remotely? <i>Select all relevant options.</i></p>	<p>01 I do not have the right equipment to do my job remotely (e.g. computer) 02 I don't have a suitable physical workspace at home 03 Frequent failures with my internet connection 04 I have no impediment to working remotely 800 Other (specify) 900 Don't know/Prefer not to respond</p>

## ICT. Technology

[Deploy only if CON.1 > 0]

<b>ICT.1</b>	Has your organization performed a health and safety check of your workspace at home?	01 Yes 02 No, but I've been trained on how to perform a health and safety self-assessment 03 No 900 Don't know / Prefer not to answer
<b>ICT.2</b>	Have you received training on effective remote work? (For example, in information and communication technologies or time management)	01 Yes 02 No 900 Don't know/Prefer not to respond
<b>ICT.3</b>	<i>Ask if ICT.2 = 1</i> On which topics have you received training?	01 Use of video conferencing tools (e.g. Zoom, Skype) 02 Use of collaborative documents (e.g. GoogleDocs, Dropbox Paper) 03 Use of virtual collaboration platforms (e.g. Microsoft Teams, Slack) 04 Use of work management platforms (e.g. Asana, Trello) 05 Time management 06 Teamwork and virtual communication 07 Leadership and remote people management 08 Cybersecurity 800 Other 900 Don't know / Prefer not to answer
<b>ICT.4</b>	On a scale of 1 to 5, where a 1 is "Not at all confident" and a 5 is "Very confident", how	01 Not at all confident 02 03

	would you rate your level of competence or skill in the use of the following tools:	04 05 Very confident 06 I don't know of this technology 900 Don't know / Prefer not to answer
<b>ICT.4.a</b>	Use of virtual collaboration platforms (for example, Microsoft Teams, Slack)	
<b>ICT.4.b</b>	Work with collaborative documents (for example, GoogleDocs, Dropbox Paper)	
<b>ICT.4.c</b>	Use of task management platforms (e.g. Asana, Trello)	
<b>ICT.5</b>	On a scale of 1 to 5, where a 1 is "Not at all confident" and a 5 is "Very confident", how would you rate your level of competence in the following competencies:	01 Not at all confident 02 03 04 05 Very confident 900 Don't know / Prefer not to answer
<b>ICT.5.a</b>	Effective communication and remote collaboration	
<b>ICT.5.b</b>	Time management during remote work	
<b>ICT.5.c</b>	Detection and prevention of cybersecurity risks	
<b>ICT.5.d</b>	Leadership and remote people management	ASK ONLY IF IDN.1=1



## CI. Communication and interaction

[Deploy only if CON.1 > 0]

<b>CI.1</b>	Please indicate the extent to which you agree or disagree with the following statements:	01 Strongly disagree 02 Disagree 03 Neither agree nor disagree 04 Agree 05 Strongly agree 900 Don't know/Prefer not to respond  Only deploy if CON.1 > 0
<b>CI.1.a</b>	During remote work, my team manages to maintain informal connections and group cohesion (for example, by making time to chat, communicating through non-work group chats etc.).	
<b>CI.1.b</b>	My manager contacts me as often as necessary to be able to do my job well.	
<b>CI.1.c</b>	I have a clear understanding of what is expected of me when I work remotely.	
<b>CI.1.d</b>	My manager is confident that staff who are working remotely make their best effort.	
<b>CI.1.e</b>	My manager creates a positive work environment during remote work.	
<b>CI.1.f</b>	I am satisfied with the support provided by the IT department during remote work.	
<b>CI.1.g</b>	During the pandemic, I have received sufficient support from my organization's management.	

## WEL: Wellbeing

[Deploy only if CON.1 > 0 ]

<b>WEL.1</b>	Thinking about remote work during the COVID19 crisis, please indicate the extent to which you agree or disagree with the following statements:	01 Strongly disagree 02 Disagree 03 Neither agree nor disagree 04 Agree 05 Strongly agree 900 Don't know/Prefer not to respond
<b>WEL.1.a</b>	I am more distracted from my work duties when I work remotely than when I work from the office (or from my usual workplace).	
<b>WEL.1.b</b>	I feel more anxious working remotely than working from the office (or from my usual workplace).	
<b>WEL.1.c</b>	When I work remotely, I feel lonely and disconnected from my colleagues.	
<b>WEL.1.d</b>	When I work remotely, my manager doesn't supervise my work.	
<b>WEL.1.e</b>	During remote work, collaboration with my co-workers is just as effective as it is working from the office (or from my usual workplace).	
<b>WEL.1.f</b>	My organization provides the necessary mental health support during remote work in the pandemic.	
<b>WEL.1.g</b>	I have a good work-life balance working remotely during the pandemic.	
<b>WEL.1.h</b>	My physical health has deteriorated since the start of remote work.	
<b>WEL.1.i</b>	During prolonged remote work there is an increased risk of	

	ethical breaches among public servants due to a lack of supervision.	
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## FUT: Telework and remote work in the future

<b>FUT.1</b>	Thinking about the post-pandemic future, indicate the extent to which you agree or disagree with the following statements:	01 Strongly disagree 02 Disagree 03 Neither agree nor disagree 04 Agree 05 Strongly agree 900 Don't know/Prefer not to respond
<b>FUT.1.a</b>	Having option of working remotely after the pandemic is more important to me than getting a pay raise.	
<b>FUT. 2</b>	After the pandemic, how often would you like to telework or work remotely?	01 Never 02 Very occasionally 03 1 day per week 04 2 days per week 05 3 days per week 06 4 days per week 07 5 or more days per week 900 Don't know/Prefer not to respond