Appendix to
A Tale of Two Cities: Software Developers Working from Home During the COVID-19 Pandemic

DENAE FORD, Microsoft Corp.
MARGARET-ANNE STOREY, University of Victoria, Canada
THOMAS ZIMMERMANN, Microsoft Corp.
CHRISTIAN BIRD, Microsoft Corp.
SONIA JAFFE, Microsoft Corp.
CHANDRA MADDILA, Microsoft Corp.
JENNA L. BUTLER, Microsoft Corp.
BRIAN HOUCK, Microsoft Corp.
NACHIAPPAN NAGAPPAN, Microsoft Corp.

This technical report includes two surveys that were run in March and April/May 2020 to better understand the impact of working from home during the COVID-19 pandemic.

# Survey 1

## Work From Home Survey

*Question has input validation.*

## Survey Flow

<table>
<thead>
<tr>
<th>Standard: Consent</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Branch: New Branch</strong></td>
</tr>
<tr>
<td>If Do you understand and consent to these terms? No thanks, I do not want to do this survey Is Selected</td>
</tr>
<tr>
<td><strong>EndSurvey:</strong></td>
</tr>
<tr>
<td><strong>Branch: New Branch</strong></td>
</tr>
<tr>
<td>If Are you currently working from home? (required) Yes Is Selected</td>
</tr>
<tr>
<td><strong>EndSurvey:</strong></td>
</tr>
<tr>
<td><strong>Block: Working From Home</strong></td>
</tr>
<tr>
<td><strong>EndSurvey:</strong></td>
</tr>
<tr>
<td><strong>Branch: New Branch</strong></td>
</tr>
<tr>
<td>If Are you currently working from home? (required) No Is Selected</td>
</tr>
<tr>
<td><strong>Standard: Not Working From Home</strong></td>
</tr>
<tr>
<td><strong>EndSurvey:</strong></td>
</tr>
</tbody>
</table>
Start of Block: Consent

Q1
We are researchers at Microsoft investigating the productivity of employees. We’d like to learn about how work from home impacts you and your productivity. Your response to this short survey will enable us to make recommendations on how to improve work from home at Microsoft.

The survey should only take about 10 minutes to complete. This survey is anonymous. No personal information is collected. Please do not include any personal information in the responses. Almost all questions are optional. Aggregate information may be shared with research collaborators outside of Microsoft and used in publications and reports. We selected you as part of a sample of Microsoft employees based on your job role. By responding to this survey, you agree that you (1) are at least 18 years of age, (2) are participating voluntarily in this survey, and (3) understand you can withdraw from the survey at any time.

We hope you enjoy filling out this survey. After completion of the survey, we invite you to enter your name into a separate form (to preserve your anonymity) to win one of four $100 Amazon.com Gift Certificates. The sweepstakes is open only to US Microsoft employees and interns. For the official rules, see [...].

If you have any questions about this research, please contact [...].

Thanks a lot for participating!

Q2 Microsoft Research Project Participation Consent Form
[...]

Q3 Do you understand and consent to these terms?

☐ Yes, I agree.

☐ No thanks, I do not want to do this survey
Display This Question:

If Q3 = Yes, I agree.

Q4 Are you currently working from home? (required)

   ○ Yes
   ○ No

End of Block: Consent
Q5 Which of the following disciplines best describes your job role?

- Software Engineering. (Example job titles: Software Engineer, SDE, Software Engineering Mgr, etc.)

- Program Management. (Example job titles: Program Manager, Program Manager Lead, PM Manager, etc)

- Not listed. Please specify: ____________________________________________________

Q6 Do you have any direct reports?

- Yes

- No

Q7 How many years have you worked at Microsoft? (decimals okay)

__________________________________________________________________________
Q8 How many years have you lived in the Puget Sound area? (decimals okay)

________________________________________________________________

Q9 With what gender do you identify the most?

○ Male

○ Female

○ Not listed ________________________________

○ Prefer not to answer

Q10 Did you work from home regularly prior to the Work From Home policy?

○ No

○ Yes, when needed

○ Yes, on specific days a week

○ Yes, worked from home exclusively

○ Other ________________________________

Q11 WORK FROM HOME

Please answer the following questions based on your current experience working from home.
Please do not include any personal information in the responses.

Q12 Please briefly describe your home work environment.

________________________________________________________________
________________________________________________________________
________________________________________________________________
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Q13 Compared to working in office, how has your productivity changed?

- [ ] Significantly more productive
- [ ] More productive
- [ ] About the same
- [ ] Less productive
- [ ] Significantly less productive

Q14 Please share details about your answer to the previous question on how your productivity has changed.

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Q15 What is **good** about working from home?

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Q16 What is **bad** about working from home?

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Q17 What **challenges** have you encountered working from home?

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Q18 How has communication with your team members changed since working from home?

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Q69 How do you stay socially engaged with your colleagues (in place of hallway conversation, coffee breaks, etc.)?

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Q19 Are there any interruptions or distractions working from home? If yes, please provide details.

- Yes ____________________________________________________________
- No
Q20 Has your **connectivity** (for example, Internet connection, VPN) hindered your ability to work effectively? If yes, please provide details.

- Yes ________________________________
- No

Q21 Do you work at the same times as you used to? If no, please provide details.

- Yes
- No ________________________________

Q68 What **advice or best practices** would you like to share with other Microsoft employees or teams working from home?

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________________________________________________________________
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Q22 What could be improved about how we do work from home at Microsoft?

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Q23

PRIOR TO THE WORK FROM HOME POLICY

Please respond to the following questions based on a typical work week when you were working on site before the work from home policy was implemented.

Q24 How many meetings (including 1:1) did you have on an average day?

- Less than 1 a day
- 1-2 a day
- 3-4 a day
- 5 or more a day

Q25 What percentage of your meetings involved remote participants (e.g. via Teams)? Enter a number between 0 and 100.
Q26 What **percentage** of your meetings involved **ONLY remote participants** (e.g. via Teams)? Enter a number between 0 and 100.

________________________________________________________________

Q27 What **percentages** of your meetings were...?

Enter numbers between 0 and 100. The Total should sum to 100.

2 people / 1:1: ______
3-5 people: ______
6+ people: ______
Total: ______

Q28 Did your team have a **regularly scheduled standup**?

- [ ] No
- [ ] Weekly
- [ ] Multiple times a week
- [ ] Daily
Q29 How many people did you coordinate your work with on a regular basis?

- No one (I don't need to coordinate my work)
- 2 people
- 3-5 people
- 6-14 people
- 15-29 people
- 30+ people

Q30 Before the work from home policy, how many minutes was your round trip average daily commute to work? This is the travel time from your home to your office and back.

Q31 Before the work from home policy, how many days per week do you commute to work?

- 0 days (No commute)
- 1 day
- 2 days
- 3 days
- 4 days
- 5 days
- 6 days
- 7 days
Q32 Before the work from home policy, how did you commute to work? (Check all that apply)

- Car
- Carpool
- Public transport (bus, train, ferry)
- Microsoft transport (Connector, shuttle)
- Ride sharing apps (Uber, Lyft)
- Bike
- Walk
- No commute (mobile office, work from home)
- Other. Please specify: ________________________________________________

Q33 ADDITIONAL COMMENTS

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________________________________________________________________________
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________________________________________________________________________

Q34 Is there anything else that you would like to share about working from home?

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________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

End of Block: Working From Home
Branch: New Branch

If Are you currently working from home? (required) No Is Selected

Standard: Not Working From Home

Start of Block: Not Working From Home

Q35 Which of the following disciplines best describes your job role?

- Software Engineering. (Example job titles: Software Engineer, SDE, Software Engineering Mgr, etc.)

- Program Management. (Example job titles: Program Manager, Program Manager Lead, PM Manager, etc)

- Not listed. Please specify: ____________________________________________________

Q36 Do you have any direct reports?

- Yes

- No

Q37 How many years have you worked at Microsoft? (decimals okay)

_______________________________________________________________
Q38 How many years have you lived in the Puget Sound area? (decimals okay)

________________________________________________________________

Q39 With what gender do you identify the most?

○ Male

○ Female

○ Not listed ________________________________________________

○ Prefer not to answer

Q40 Have you ever worked from home?

○ No

○ Yes, I've worked from home before when needed

○ Yes, I've worked from home before on specific days a week

○ Yes, I've worked from home before exclusively

○ Other ________________________________________________
Q41 Are any of your team members currently working from home?

- Yes
- No
- I don't know

---

Q42 WORK FROM HOME

Please answer the following questions based on your opinion on working from home.

Please do not include any personal information in the responses.

---

Q43 What is **good** about working from home?

________________________________________________________________
________________________________________________________________
________________________________________________________________
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---

Q44 What is **bad** about working from home?

________________________________________________________________
________________________________________________________________
________________________________________________________________
Q45 What **challenges** do you expect working from home?

__________________________________________________________________________

__________________________________________________________________________

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__________________________________________________________________________

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Q46 What could be improved about how we do work from home at Microsoft?

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

Q47

PRIOR TO THE WORK FROM HOME POLICY

Please respond to the following questions based on a **typical work week** when you were working on site before the work from home policy was implemented.
Q48 How many meetings (including 1:1) did you have on an average day?

- Less than 1 a day
- 1-2 a day
- 3-4 a day
- 5 or more a day

Q49 What percentage of your meetings involved remote participants (e.g. via Teams)? Enter a number between 0 and 100.

________________________________________________________________

Q50 What percentage of your meetings involved ONLY remote participants (e.g. via Teams)? Enter a number between 0 and 100.

________________________________________________________________

Q51 What percentages of your meetings were...?

Enter numbers between 0 and 100. The Total must sum to 100.

2 people / 1:1 : _______
3-5 people : _______
6+ people : _______
Total : _______
Q52 Did your team have a \textit{regularly scheduled standup}? 

- No 
- Weekly 
- Multiple times a week 
- Daily 

Q53 How many people did you \textit{coordinate your work} with on a regular basis? 

- No one (I don't need to coordinate my work) 
- 2 people 
- 3-5 people 
- 6-14 people 
- 15-29 people 
- 30+ people 

Q54 Before the work from home policy, how many minutes was your round trip average daily commute to work? This is the travel time from your home to your office and back. 

__________________________________________________________________________________________________________________________
Q55 Before the work from home policy, how many days per week do you commute to work?

- 0 days (No commute)
- 1 day
- 2 days
- 3 days
- 4 days
- 5 days
- 6 days
- 7 days

Q56 Before the work from home policy, how did you commute to work? (Check all that apply)

- Car
- Carpool
- Public transport (bus, train, ferry)
- Microsoft transport (Connector, shuttle)
- Ride sharing apps (Uber, Lyft)
- Bike
- Walk
- No commute (mobile office, work from home)
- Other. Please specify: ________________________________________________
Q57 ADDITIONAL COMMENTS

Q58 Is there anything else that you would like to share about working from home?

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

End of Block: Not Working From Home
Survey 2

Work From Home Survey April

* Question has input validation.

_items are displayed in randomized order._

Survey Flow

<table>
<thead>
<tr>
<th>Standard: Consent (6 Questions)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Branch:</strong> New Branch</td>
</tr>
<tr>
<td>If Do you understand and consent to these terms? No thanks, I do not want to do this survey Is Selected</td>
</tr>
<tr>
<td><strong>EndSurvey:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Branch: New Branch</th>
</tr>
</thead>
<tbody>
<tr>
<td>If Are you currently working from home? (required) Yes Is Selected</td>
</tr>
<tr>
<td><strong>Block:</strong> Working From Home</td>
</tr>
<tr>
<td><strong>EndSurvey:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Branch: New Branch</th>
</tr>
</thead>
<tbody>
<tr>
<td>If Are you currently working from home? (required) No Is Selected</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Standard: Not Working From Home</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EndSurvey:</strong></td>
</tr>
</tbody>
</table>

Page Break
Q1
We are researchers at Microsoft investigating the productivity of employees. We'd like to learn about how work from home impacts you and your productivity. **You can help!** Your response to this survey will enable us to make recommendations on how to improve work from home at Microsoft.

The survey should only take about 15 minutes to complete. **This survey is anonymous.** No information is collected that allows you to be directly identified. Please do not include any personal information in the responses. Almost all questions are optional. Aggregate information may be shared with research collaborators outside of Microsoft and used in publications and reports. We selected you as part of a sample of Microsoft employees based on your job role. By responding to this survey, you agree that you (1) are at least 18 years of age, (2) are participating voluntarily in this survey, and (3) understand you can withdraw from the survey at any time.

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If you have any questions or comments about this research, please contact...

Thanks a lot for participating!

---

Q2 **Microsoft Research Project Participation Consent Form**
[...]

---

Q3 **Do you understand and consent to these terms?**

- [ ] Yes, I agree.
- [ ] No thanks, I do not want to do this survey
Display This Question:
If Q3 = Yes, I agree.

Q4 Are you currently working from home? (required)

☐ Yes

☐ No

End of Block: Consent
Q5 Which of the following disciplines best describes your job role?

- Data & Applied Science. (Example job titles: Applied Scientist, Data Scientist, Data Scientist Lead, Applied Science Mgr, etc.)

- Program Management. (Example job titles: Program Manager, Program Manager Lead, PM Manager, etc.)

- Software Engineering. (Example job titles: Software Engineer, SDE, Software Engineering Mgr, etc.)

- Not listed. Please specify: ________________________________________________

---------------------------------------------------------------
Q75 In what **location** do you work?

- North America: USA - Puget Sound regions (Redmond, Bellevue, Seattle, Sammamish, etc.)
- North America: USA - Other
- North America: Canada, Mexico
- Central America and South America
- Europe
- Asia: China
- Asia: India
- Asia: Middle East
- Asia: Other
- Australia, New Zealand, Oceania
- Africa
- Not listed. Please specify: _____________________________________________

---

Q6 Do you have any **direct reports**?

- Yes
- No

---

Q7 How many **years** have you **worked at Microsoft**? (decimals okay)

__________________________________________________________________

---
Q72 How many years have you been with your current team? (decimals okay)
________________________________________________________________

Q9 With what gender do you identify the most?

- Male
- Female
- Not listed ________________________________________________
- Prefer not to answer

Q10 Did you work from home regularly prior to the work from home policy?

- No
- Yes, when needed
- Yes, on specific days a week
- Yes, worked from home exclusively
- Other ________________________________________________
Q94 Kids in school? Before working from home, did you have children in school or in childcare?

- Yes
- No
- Prefer not to answer

Display This Question:
If Q94 Kids in school? = Yes

Q96 Find childcare How easy or difficult has it been for you to handle child care responsibilities during the coronavirus outbreak?

- Very easy
- Somewhat easy
- Somewhat difficult
- Very difficult
- Prefer not to answer

Q11
WORK FROM HOME

Please answer the following questions based on your current experience working from home.

Please do not include any personal information in the responses.
Q12 Please briefly describe your **home work environment**. Check all that apply.

☐ I work in a private room.

☐ I work in a shared room (e.g., with a housemate).

☐ I have no dedicated workspace (e.g., work at a dining table).

☐ None of the above

---

Q84 Please briefly describe your home work environment.

<table>
<thead>
<tr>
<th></th>
<th>I have</th>
<th>I don't have but would like</th>
<th>I don't have and don't need</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Laptop</strong></td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td><strong>Desktop</strong></td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td><strong>Multiple screens</strong></td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td><strong>Headphones</strong></td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td><strong>Keyboard</strong></td>
<td>○</td>
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</tr>
<tr>
<td><strong>Mouse</strong></td>
<td>○</td>
<td>○</td>
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</tr>
<tr>
<td><strong>Desk</strong></td>
<td>○</td>
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<tr>
<td><strong>Whiteboard</strong></td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Ergonomic desk

Ergonomic chair

Natural daylight

---

Q13 Compared to working in office, how has your productivity changed?

○ Significantly more productive

○ More productive

○ About the same

○ Less productive

○ Significantly less productive

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Q104 Compared to working in office, how has your job satisfaction changed?

○ Significantly more satisfied

○ More satisfied

○ About the same

○ Less satisfied

○ Significantly less satisfied
Q85 Compared to working in office, how much work do you get done in an hour on average?

- Much more work
- More
- About the same
- Less
- Much less work

Q86 Compared to working in office, how have the hours that you work changed?

- More hours
- Same hours but at different times as before
- Same hours at the same time as before
- Fewer hours

Q103 Compared to working in office, do you think the quality of work has changed? If yes, please explain.

- Yes ____________________________________________
- No
Q15 What **benefits** have you experienced working from home and how **important** are these benefits?

<table>
<thead>
<tr>
<th>Benefit</th>
<th>I don't experience this benefit</th>
<th>I experienced this benefit but it's <em>not</em> important to me</th>
<th>I experience this benefit and it's <em>important</em> to me</th>
<th>I experience this benefit and it's <em>very important</em> to me</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better work environment at home</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Better work-life balance</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>More control over work (e.g., task priority, task selection)</td>
<td>[ ]</td>
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<tr>
<td>Better focus time</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>More efficient meetings</td>
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<tr>
<td>Less distractions or interruptions</td>
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<tr>
<td>Less time spent on commute</td>
<td>[ ]</td>
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<tr>
<td>Flexible work hours</td>
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<td>[ ]</td>
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<tr>
<td>More physical activity</td>
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</tr>
<tr>
<td>More breaks</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>Reduced health risks</td>
<td>[ ]</td>
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<tr>
<td>Being closer to family</td>
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<tr>
<td>Spending less money on commute, food, etc.</td>
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</tbody>
</table>
More comfortable clothing
More time to complete my work

Q107 Have you experienced any additional benefits that were not mentioned in the previous question?

________________________________________________________________
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Q17 What work-related challenges have you experienced working from home and how impactful are these challenges?

<table>
<thead>
<tr>
<th>Challenge</th>
<th>I don't experience this challenge</th>
<th>I experience this challenge but it's a <em>minor issue</em> for me</th>
<th>I experience this challenge and it's a <em>major issue</em> for me</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor work environment at home</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Insufficient hardware, monitors or devices</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Poor work-life balance</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>More distractions or interruptions</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Connectivity problems (e.g., Internet, VPN, RDP)</td>
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<tr>
<td>Less awareness of what colleagues are working on</td>
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<tr>
<td>Difficult to communicate with colleagues</td>
<td></td>
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<tr>
<td>Friction with collaboration tools</td>
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<tr>
<td>Being blocked waiting on others</td>
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<td></td>
<td></td>
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<tr>
<td>Too many meetings</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Less physical activity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing social interactions</td>
<td></td>
<td></td>
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<tr>
<td>Fewer breaks</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Lack of a routine</td>
<td></td>
<td></td>
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<tr>
<td>Lack of boundary between work and personal life</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Less time to complete my work</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lack of childcare</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Lack of motivation</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
Difficult to find dining options  
Poor ergonomics of work environment at home

Q108 Have you experienced any **additional work-related challenges** that were not mentioned in the previous question?

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

Q98 Has the **nature or type of work** you do changed since working from home? If yes, please explain.

○ Yes ____________________________________________________________

○ No

Q77 YOUR TEAM

Please answer the following questions about your team. If you are an *individual contributor*, “your team” is the team that you are on. If you are a *people manager*, “your team” is the team that you manage.
Q82 Compared to working in office, how has the productivity of your team changed?

- Significantly more productive
- More productive
- About the same
- Less productive
- Significantly less productive
- I don't know

Q79 How has your team culture changed?

________________________________________________________________
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________________________________________________________________
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________________________________________________________________

Q80 How has your team supported you during this crisis?

________________________________________________________________
________________________________________________________________
Q113 Compared to working in office, do you think the ability of the team to meet milestones has changed? If yes, please explain.

☐ Yes ________________________________________________________

☐ No

Q18 How has communication with your team members changed since working from home?

<table>
<thead>
<tr>
<th></th>
<th>Significantly increased</th>
<th>Increased</th>
<th>About the same</th>
<th>Decreased</th>
<th>Significantly decreased</th>
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</thead>
<tbody>
<tr>
<td>Frequency of notifications</td>
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<tr>
<td>from team members</td>
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<tr>
<td>Awareness of what colleagues</td>
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<tr>
<td>are working on</td>
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<tr>
<td>Effectiveness of communication with colleagues</td>
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<td>Communication ease with colleagues</td>
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<td>Impactful contributions I make to my team</td>
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<td>Positive interactions with my team</td>
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<td>Positive interactions</td>
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<td>with my manager</td>
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<td>Frequency of</td>
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<td>scheduled meetings</td>
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<tr>
<td>Quality of</td>
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<tr>
<td>scheduled meetings</td>
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<tr>
<td>Feeling of social</td>
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<tr>
<td>connectedness to my team</td>
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<tr>
<td>Knowledge flow</td>
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<tr>
<td>within my team</td>
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<tr>
<td>Frequency of ad-hoc</td>
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<tr>
<td>meetings</td>
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</tbody>
</table>

Q78
OTHER QUESTIONS

Q69 How do you **stay socially connected** with your colleagues (in place of hallway conversation, coffee breaks, etc.)?

<table>
<thead>
<tr>
<th></th>
<th>Multiple times per day</th>
<th>Once per day</th>
<th>2-4 times week</th>
<th>Once a week</th>
<th>Rarely or never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled Virtual lunches</td>
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<tr>
<td>or Coffee Breaks</td>
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<tr>
<td>Unscheduled Virtual Lunches</td>
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<tr>
<td>or Coffee Breaks</td>
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</tbody>
</table>
Q97 Compared to working in office, please rate the following items.

<table>
<thead>
<tr>
<th></th>
<th>Significantly increased</th>
<th>Increased</th>
<th>About the same</th>
<th>Decreased</th>
<th>Significantly decreased</th>
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</thead>
<tbody>
<tr>
<td>My ability to focus</td>
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<tr>
<td>Enthusiasm to work</td>
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<tr>
<td>Flexibility of my schedule</td>
<td>Quality of food</td>
<td>Number of non-work related distractions or interruptions</td>
<td>Number of work-related distractions or interruptions</td>
<td>Control over when I work on tasks</td>
<td>Control over which tasks I work on</td>
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</tbody>
</table>

Display This Question:

If QS Discipline = Software Engineering. (Example job titles: Software Engineer, SDE, Software Engineering Mgr, etc.)

Q112 Compared to working in office, please rate how the following items have changed.

<table>
<thead>
<tr>
<th></th>
<th>Significantly increased</th>
<th>Increased</th>
<th>About the same</th>
<th>Decreased</th>
<th>Significantly decreased</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of pull requests that you complete</td>
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<tr>
<td>Time it takes you to complete pull requests</td>
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<tr>
<td>My satisfaction with the engineering system (all tools and processes)</td>
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<td>Activity</td>
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<tr>
<td>Time spent writing code</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>Time spent reviewing code</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>Time spent writing documentation</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td></td>
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<tr>
<td>Time spent on design activities</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>Time spent on new features vs bug fixes</td>
<td>O</td>
<td>O</td>
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</tbody>
</table>

Q111 What has changed in the way you work at home since you initially started working from home?

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Q22 What could be improved about working from home (WFH)? Choose up to three (3) items.

- Provide more/better hardware for home (more screens, more powerful laptop, etc)
- Improve connectivity (fewer VPN drops, reimburse for faster internet)
- Provide a stipend for improving work from home environment
- Make improvements to communication tools
- Provide ergonomic furniture
- Support remote work better during normal circumstances
- Provide guidance for successfully working from home (e.g., online meeting etiquette)
- Improve and encourage team socialization
- Be more understanding of WFH scenarios beyond COVID-19
- Encourage people to be more responsive
- Minimize the number of meetings
- Give guidance to management on how to manage WFH employees
- Not listed. Please specify: ____________________________________________
Q68 What advice or best practices would you like to share with other Microsoft employees or teams working from home?

________________________________________________________________
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Q23

PRIOR TO THE WORK FROM HOME POLICY

Please respond to the following questions based on a typical work week when you were working on site before the work from home policy was implemented.

Q76 Before the work from home policy, how many people were in your office work environment?

○ 1 person (just me)

○ 2 people

○ 3-5 people

○ 6-14 people

○ 15 or more people
Q24 Meetings per day How many meetings (including 1:1) did you have on an average day?

- Less than 1 a day
- 1-2 a day
- 3-4 a day
- 5 or more a day

Q25 What percentage of your meetings involved remote participants (e.g. via Teams)?
Enter a number between 0 and 100.

Q28 Did your team have a regularly scheduled standup?

- Daily
- Multiple times a week
- Weekly
- No
- No but we do now
Q29 How many people did you coordinate your work with on a regular basis?

- No one (I don't need to coordinate my work)
- 2 people
- 3-5 people
- 6-14 people
- 15-29 people
- 30+ people

Q30 Before the work from home policy, how many minutes was your round trip average daily commute to work? This is the travel time from your home to your office and back.

________________________________________________________________
Q31 Before the work from home policy, how many days per week do you commute to work?

- 0 days (usually no commute)
- 1 day
- 2 days
- 3 days
- 4 days
- 5 days
- 6 days
- 7 days

Q33 ADDITIONAL COMMENTS

Q34 Other comments Is there anything else that you would like to share about working from home?

________________________________________________________________
________________________________________________________________
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End of Block: Working From Home
Q35 Which of the following disciplines best describes your job role?

- Data & Applied Science. (Example job titles: Applied Scientist, Data Scientist, Data Scientist Lead, Applied Science Mgr, etc.)
- Program Management. (Example job titles: Program Manager, Program Manager Lead, PM Manager, etc)
- Software Engineering. (Example job titles: Software Engineer, SDE, Software Engineering Mgr, etc.)
- Not listed. Please specify: ________________________________________________

Q36 Do you have any direct reports?

- Yes
- No

Q37 How many years have you worked at Microsoft? (decimals okay)

________________________________________________________________
Q110 How many years have you **been with your current team**? (decimals okay)

___________________________________________________________

Q39 With what **gender** do you identify the most?

- Male
- Female
- Not listed ________________________________
- Prefer not to answer

Q40 Have you ever worked from home?

- No
- Yes, I've worked from home before when needed
- Yes, I've worked from home before on specific days a week
- Yes, I've worked from home before exclusively
- Other ________________________________
Q41 Are any of your team members currently working from home?

- Yes
- No
- I don’t know

Q42 WORK FROM HOME

Please answer the following questions based on your opinion on working from home.

Please do not include any personal information in the responses.

Q43 What is good about working from home?

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________________________________________________________________
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Q44 What is bad about working from home?

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________________________________________________________________
Q45 What **challenges** do you expect working from home?

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________________________________________________________________

Q46 What could be improved about how we do work from home at Microsoft?

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________________________________________________________________
________________________________________________________________
________________________________________________________________

Q47

**PRIOR TO THE WORK FROM HOME POLICY**

Please respond to the following questions based on a **typical work week** when you were working on site before the work from home policy was implemented.
Q48 How many meetings (including 1:1) did you have on an average day?

- Less than 1 a day
- 1-2 a day
- 3-4 a day
- 5 or more a day

Q49 What percentage of your meetings involved remote participants (e.g. via Teams)? Enter a number between 0 and 100.

________________________________________________________________

Q52 Did your team have a regularly scheduled standup?

- Daily
- Multiple times a week
- Weekly
- No
Q53 How many people did you coordinate your work with on a regular basis?

- No one (I don't need to coordinate my work)
- 2 people
- 3-5 people
- 6-14 people
- 15-29 people
- 30+ people

Q54 Before the work from home policy, how many minutes was your round trip average daily commute to work? This is the travel time from your home to your office and back.

_________________________________________________________

Q55 Before the work from home policy, how many days per week do you commute to work?

- 0 days (usually no commute)
- 1 day
- 2 days
- 3 days
- 4 days
- 5 days
- 6 days
- 7 days
Q57 ADDITIONAL COMMENTS

Q58 Is there anything else that you would like to share about working from home?

________________________________________________________________

________________________________________________________________

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________________________________________________________________

End of Block: Not Working From Home