

BQA Telework Project

Teleworker Supervisor Survey

Instructions: Save this file/document and complete the survey electronically in Word. Email completed survey to Chris Benesh by September 17, 2004. Please use the letter X to indicate your response to questions that use boxes. Use the Tab key to move forward in the document and Shift+Tab to move backward.

1. Name:

2. How many field staff do you supervisor that telework?

Overall, field staff who telework compared to field staff that do not telework: (Please check the appropriate response for each question.)

- | | | | |
|--|------------------------------|--|-----------------------------|
| 3a. Are as effective in their job tasks as those who don't telework? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> |
| 3b. Are more effective in their job tasks than non-telworkers? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> |
| 3c. Are less effective in their job tasks than non-telworkers? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> |
| 4a. Require the same level of supervision/monitoring? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> |
| 4b. Require significantly more supervision/monitoring? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> |
| 4c. Require less supervision/monitoring? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> |
| 5a. Have appropriate time to interact with co-workers? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> |
| 5b. Avoid being assigned their share of unexpected tasks? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> |
| 5c. Are more difficult to evaluate? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> |

6. How would you rate the teleworkers job performance as a result of telework?

	Decreased Substantially	Decreased	No Change	Increased	Increased Substantially
Work Productivity (quantity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of Completion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of Leave Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to Work Independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service (residents/ clients, providers, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team/Peer Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organizational/Planning Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How has telework effected your workload?

Decreased Substantially	Decreased	No Change	Increased	Increased Substantially
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please comment:

8. Has your relationship with telework employees changed as a result of teleworking?

Yes No If Yes, please describe the change.

9. How has the telework employee changed the way they do their job to facilitate teleworking and how has this affected productivity?

10. Has there been a change in the workload of non-telework employees, either coworkers or support staff? Yes No If Yes, describe the change.

11. On days that your employees are teleworking, how would you rate the ability to:

	Decreased Substantially	Decreased	No Change	Increased	Increased Substantially
Reach employee when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinate with coworkers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Initiate new tasks/projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow-through on projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access support staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to technical staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Have you been able to effectively supervise your employees on the days they telework?

Yes No

12a. If yes, describe why you have been effective.

12b. If no, describe why you have not been able to effectively supervise your telework employees.

13. Have you had to alter an employee's scheduled day at the home office to accommodate a business necessity at the office? Yes No If Yes, how often did this occur?

14. What effect did telework have on the ability of your staff to meet program goals?

15. What effect do you think telework has on the organization?

16. Telework could be improved by:

17. Additional Comments: