

Questions and Response Options

SWAA November 2020

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=2502; Maximum N=2502

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]**

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

Multiple choice | Required | Vertical | Single-select

- a) Working, 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 Q3 selected choice is "Working, whether on business premises or working from home"

58. 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]

57. 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]

4. **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

- a) Yes
- b) No

5. **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

6. **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

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

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

_____ hours

[Q10 logic: Show if Q3 selected choice is any of "Working, whether on business premises or working from home"]

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

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

_____ hours

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

Number | Required | Min: 0 | Max: 240

_____ minutes

12. **Before COVID** how did you typically commute to work?

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

- a) Car
- b) Subway
- c) Train
- d) Bus
- e) Walk
- f) Bicycle
- g) Taxi/Ride-Share

50. Think back to **2019 (before COVID)** when you used to commute to work. What fraction of your daily commute would you say was *personal time or leisure*, and how much was it a *chore*?

Multiple choice | Required | Vertical | Single-select

- a) 100% leisure
- b) 80% leisure, 20% a chore
- c) 60% leisure, 40% a chore
- d) 40% leisure, 60% a chore
- e) 20% leisure, 80% a chore
- f) 100% a chore
- g) Not applicable -- I worked from home full time in 2019

56. Please imagine a ladder with steps numbered from zero at the bottom to ten at the top. The top of the ladder represents the best possible life for you and the bottom of the ladder represents the worst possible life for you.

If the top step is 10 and the bottom step is 0, **on which step of the ladder do you feel you personally stand at the present time?**

Multiple choice | Required | Vertical | Single-select

- a) 10
- b) 9

- c) 8
- d) 7
- e) 6
- f) 5
- g) 4
- h) 3
- i) 2
- j) 1
- k) 0

[Q13 logic: Show if Q3 selected choice is "Working, whether on business premises or working from home"]

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

16. 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) [\[text input\]](#)

51. 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) [\[text input\]](#)

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

Multiple choice | Required | Vertical | Single-select

- a) Less than \$10,000 **[TERMINATE]**
- b) \$10,000 to \$19,999 **[TERMINATE]**
- c) \$20,000 to \$29,999
- d) \$30,000 to \$39,999
- e) \$40,000 to \$49,999
- f) \$50,000 to \$59,999
- g) \$60,000 to \$69,999
- h) \$70,000 to \$79,999
- i) \$80,000 to \$99,999
- j) \$100,000 to \$124,999
- k) \$125,000 to 149,999
- l) \$150,000 to \$199,999
- m) \$200,000 to \$499,999
- n) \$500,000+

18. What is your sex?

Multiple choice | Required | Vertical | Single-select

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

19. 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

20. 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

21. 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

show block if Q3 selected choice is "Working, whether on business premises or working from home"

[Q22 logic: Show if Q57 selected choice is not "None, all my paid working days were on business premises" AND Q21 selected choice is not "Perfect, the internet works 100% of the time"]

22. How much would your **efficiency working from home** increase if you had perfect high-speed internet?

Multiple choice | Required | Vertical | Single-select

- a) None, my internet is already fast enough
- b) A little, my efficiency would increase about 5%
- c) Somewhat, my efficiency would increase about 10%
- d) Substantially, my efficiency would increase by 30% or more

[Q23 logic: Show if Q4 selected choice is "Yes"]

23. 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

24. **After COVID, in 2022 and later**, how would you feel about working from home **2 or 3 days** a week?

Multiple choice | Required | Vertical | Single-select

- a) Positive -- I would view it as a benefit or extra pay
- b) Neutral
- c) Negative -- I would view it as a cost or a pay cut

[Q25 logic: Show if Q24 selected choice is "Positive -- I would view it as a benefit or extra pay"]

25. How much of a **pay raise** (as a percent of your current pay) would you value as much as the option to work from home 2 or 3 days a week?

Multiple choice | Required | Vertical | Single-select

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

[Q26 logic: Show if Q24 selected choice is "Negative -- I would view it as a cost or a pay cut"]

26. How much of a **pay cut** (as a percent of your current pay) would you value as much as the option to work from home 2 or 3 days a week?

Multiple choice | Required | Vertical | Single-select

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

53. 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

[Q49 logic: Show if Q27 selected choice is "Yes"]

49. 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

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

[Q61 logic: Show if Q27 selected choice is "Yes"]

61. **Currently**, how many hours of childcare each week are provided by each of the following categories of people?
[If you do not have a spouse or domestic partner, please choose zero (0) for that option. If nobody apart from you or your spouse/domestic partner provides childcare please choose zero (0) for "Others".]

Combination | Required

You	Number input
Your spouse or domestic partner	_____ hours
Others (e.g. grandparents, babysitters, etc.)	<u>Min:</u> 0
	<u>Max:</u> 100

[Q62 logic: Show if Q27 selected choice is "Yes"]

62. **Prior to COVID (in 2019)**, how many hours of childcare each week were provided by each of the following categories of people.
[If you do not have a spouse or domestic partner, please choose zero (0) for that option. If nobody apart from you or your spouse/domestic partner provides childcare please choose zero (0) for "Others".]

Combination | Required

You	Number input
Your spouse or domestic partner	_____ hours
Others (e.g. grandparents, babysitters, etc.)	<u>Min:</u> 0
	<u>Max:</u> 100

54. 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

[Q55 logic: Show if Q54 selected choice is "Yes"]

55. You have indicated that you are able to do your **current** or **most recent** job from home (at least partially). How efficiently are you able to work from home on that job?

Multiple choice | Required | Vertical | Single-select

- a) 100% -- I can do all my job's tasks efficiently from home
- b) 85 to 95% -- I can do almost all my job's tasks efficiently from home
- c) 75 to 85% -- I can do most of my job's tasks efficiently from home
- d) 60 to 75% -- I can do many of my job's tasks efficiently from home
- e) 40 to 60% -- I can only do about half of my job's tasks efficiently from home
- f) Less than 40% -- I can only do a small fraction of my job's tasks efficiently from home

59. **Since the beginning of the COVID-19 pandemic in March 2020**, has your employer taken steps to **improve your ability to work from home**?

Multiple choice | Required | Vertical | Single-select

- a) Yes
- b) No
- c) Not applicable -- I have no employer

[Q60 logic: Show if Q59 selected choice is "Yes"]

60. Which of the following steps has your employer taken to **improve your ability to work from home**? Please check all that apply.

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

- a) Provided training in how to work remotely
- b) Supplied or paid for equipment that improves your ability to work from home
- c) Covered the cost of adding/upgrading your home internet
- d) Allowed you to engage with customers/clients/suppliers remotely
- e) Modified your job duties to improve your ability to work remotely
- f) Allowed greater flexibility as to which times or days you work

Worked from home

show block if Q4 selected choice is "Yes"

28. 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

[Q29 logic: Show if Q28 selected choice is "Better -- I am more efficient at home than I was working on business premises"]

29. 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

[Q30 logic: Show if Q28 selected choice is "Worse -- I am less efficient at home than I was working on business premises"]

30. 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

31. 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 10% to 19% more productive than I expected
- c) Better -- I am 1% to 9% more productive than I expected
- d) About the same
- e) Worse -- I am 1% to 9% less productive than I expected
- f) Substantially worse -- I am 10% to 19% less productive than I expected
- g) Hugely worse -- I am 20%+ less productive than I expected

32. How many hours have you invested in learning how to work from home effectively (e.g., learning how to use video-conferencing software) and creating a suitable space to work?

Number | Required | Min: 0 | Max: 200

_____ hours

33. How much money have you and your employer invested in equipment or infrastructure to

help you work from home effectively -- computers, internet connection, furniture, etc.?

Number | Required | Min: 0 | Max: 20000

\$ _____

[Q34 logic: Show if Q33 answer > 0]

34. What percentage of this expenditure has been reimbursed or paid by your employer?

Slider | Required | Min: 0 | Max: 100 | Increment: 1

Slider defaults to 37

0% —————●————— 100%

35. What was the ZIP code of your residential address in February 2020?

Text input | Required | Single line

Require valid zip code

Min length: 5

Max length: 5

Set `state_resi_2020` to From ZIP

36. 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

37. **In 2019, before COVID**, in what ZIP code was your job located?

Text input | Required | Single line

Require valid zip code

Min length: 5

Max length: 5

Set `state_job_2019` to From ZIP

[Q38 logic: Show if Q3 selected choice is any of "Working, whether on business premises or working from home"]

38. 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

39. **In 2019**, when you worked at your employer's business premises, roughly how much money did you spend during a **typical day** on food and drinks (e.g., lunch, coffee, snacks, etc.)?

Number | Required | Min: 0 | Max: 100

\$ _____

40. **In 2019**, when you worked at your employer's business premises, roughly how much money did you spend during a **typical week** on shopping near work (e.g., gifts or clothes shopping during your lunch break or after work)?

Number | Required | Min: 0 | Max: 500

\$ _____

41. **In 2019**, when you worked at your employer's business premises, roughly how much money did you spend during a **typical week** in bars, restaurants, and other entertainment venues that are near to your workplace?

Number | Required | Min: 0 | Max: 500

\$ _____

42. Before COVID-19, "working from home" was sometimes seen as "shirking from home." 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

43. If a COVID vaccine is discovered and made widely available, 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

[Q48 logic: Show if Q43 selected choice is not "Complete return to pre-COVID activities"]

48. You have stated that you **would not return completely to pre-COVID activities**, if a COVID vaccine is discovered and made widely available. What **reasons** are behind your answer? Please check all that apply

Multiple choice | Required | Vertical | Multi-select

- a) I am concerned about the **effectiveness** of a COVID vaccine
- b) I am concerned about the **safety** of a COVID vaccine
- c) I am concerned that not enough people will **take the COVID vaccine**, so COVID infections and transmission will persist
- d) I am concerned about other potential diseases
- e) I have gotten used to social distancing, using e-commerce, and avoiding in-person goods and services
- f) Other (please describe) [\[text input\]](#)

44. **Since the start of the COVID-19 pandemic**, have you moved or made specific plans to move **away from your current city or town**?

[If you moved to a new residence within the same area/city/town please respond "No." If, say, you moved from Manhattan to a suburb or town outside NYC please say "Yes."]

Multiple choice | Required | Vertical | Single-select

- a) Yes, I moved or made specific plans to move **temporarily**
- b) Yes, I moved or made specific plans to move **permanently**
- c) No, I have not moved or made any plans to move

[Q47 logic: Show if Q44 selected choice is any of "Yes, I moved or made specific plans to move temporarily", "Yes, I moved or made specific plans to move permanently"]

47. You have indicated that you've moved or made specific plans to move during the pandemic. After your move, in what ZIP code are you planning your residence to be located?

Text input | Required | Single line

Require valid zipc

Min length: 5

Max length: 5

Set state_resi_future to From ZIP

63. Why take this survey?

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

- a) Interest
- b) Like rewards
- c) Money
- d) Game benefits
- e) Pass time
- f) Other [\[text input\]](#)