

# Social well-being at work

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## Start of Block: Intro

This survey is part of my PhD research at Delft University of Technology, studying workplace design, social interaction and office workers' well-being at work. Several organizations in The Netherlands take part in this research.

Your participation in this study is entirely voluntary and you can withdraw at any time. You are free to omit any question (but of course I prefer you don't). Completion of the entire questionnaire on average takes 15 to 20 minutes. It is possible to pause and complete the survey at a later moment. A progress bar at the bottom of each page will show your completion rate.

Your contribution will be anonymous: the survey invitation is not linked to your email address and you do not have to leave personal information. While for the analysis I need to know a few characteristics of your situation, the data cannot be reduced to individuals. The data will be stored at TU Delft to use for scientific research without a reference to specific organizations.

Thank you for cooperating!

Susanne Colenberg, Human-Centered Design, Industrial Design Engineering, TU Delft.

- ☐ Yes, I have read and understood the information above and I am willing to participate in this survey (1)
- ☐ No, I do not accept these terms and will not participate in this survey (2)

*Skip To: End of Survey If intro = No, I do not accept these terms and will not participate in this survey*

## End of Block: Intro

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## Start of Block: Werksituatie

The first part of this survey concerns your working situation and environment.

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Q1 Regarding the COVID-19 lockdowns, which of the descriptions below fits your working situation best?

- ☐ I have not been working in the office since the March 2020 lockdown (1)
- ☐ I have been completely working from home for a while, then in the office for a while, but now completely from home again (3)
- ☐ I have been completely working from home for a while, but now I work in the office again occasionally (4)
- ☐ I have been completely working from home for a while, but now I am working in the office again for one or more days a week (5)
- ☐ I have been working in the office regularly even during the lockdown(s) (2)
- ☐ I joined the organization after March 13, 2020 and I have not been working in the office yet (7)
- ☐ Other (explain) (6) \_\_\_\_\_

The following questions address your own or usual workstation (desk) in the office. If you haven't been working in the office since the March 2020 lockdown try to remember how it was before.

Q6 Do you officially have your own (assigned) desk in the office?

- ☐ Yes, I have my own desk (1)
- ☐ No, and I have to use a desk in a designated area (2)
- ☐ No, and I am free to use workstations (almost) anywhere in the office (3)
- ☐ Not sure (4)

*Skip To: Q8 If Q6 = Yes, I have my own desk*

Q7 In practice do you have your own desk?

- ☐ Yes, I (nearly) always use the same desk or group of desks (1)
- ☐ More or less: I (nearly) always sit in the same area (2)
- ☐ No, I use a wide range of workspaces in the office (3)
- ☐ I have not been working in this organizations' office yet (4)

Q8 To what extent are you obliged to clean up your desk at the end of the working day?

- ☐ I can leave anything lying around (except for confidential documents) (1)
- ☐ It has to be cleaned up to the extent that someone else can use the workstation (2)
- ☐ The desk has to be completely cleared of my papers and stuff (3)
- ☐ Not sure (4)

Q9 What **type of workspace** do / did you usually use at the office? (A room in which you can close the door or an open workspace that spills into an adjacent space at one or more sides)

- ☐ Private room (1)
- ☐ Shared room for 2-3 persons (2)
- ☐ Shared room for 4-6 persons (3)
- ☐ Shared room for 7-12 persons (4)
- ☐ Shared room for more than 12 persons (5)
- ☐ One-person workstation in open space (e.g. reception) (6)
- ☐ Open workspace featuring 2-6 workstations (7)
- ☐ Open workspace featuring 7-12 workstations (8)
- ☐ Open workspace featuring more than 12 workstations (9)
- ☐ I use(d) different workspaces every time (10)

[...]

Q14 To what extent it is acceptable within your department to close the door of your workspace?

- ☐ That is not a problem and happens regularly (1)
- ☐ That is not a problem but does not happen often (2)
- ☐ That is not acceptable and only happens when people have formally confidential conversations (3)
- ☐ Not sure (4)
- ☐ Not applicable: our department only has open workspaces without doors (5)

intro interactie The second part of this survey concerns social interaction at work.

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Q21 How much of your average working day (in the office and elsewhere) do you spend on **formal meetings and business conversations** (face-to-face and calls)?

- ☐ The largest part of my working day (1)
- ☐ About half of my working day (2)
- ☐ A small part of my working day (3)
- ☐ I do not have formal meetings / business conversations on a daily basis (4)
- ☐ Not sure (5)

Q25 At the office, how often do you use a noise cancelling headphone to better concentrate?

- ☐ Never (1)
- ☐ Incidentally (2)
- ☐ Regularly (3)
- ☐ Every day that I am working in the office (7)
- ☐ Before the first lockdown quite often, afterwards less (4)

Q30 To what extent do you agree with the following statements regarding your interaction and social ties with others (colleagues, supervisors, clients, students, etc.) at work (office/remote working)?

	Strongly disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly agree (5)
My daily interactions at work are pleasant (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I regularly have a good laugh with others at work (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I often quarrel with others at work (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I often are annoyed by other people at work (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other people are hostile to me at work (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have heart-to-heart conversations at work (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I often get distracted by others at work (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At work, I don't have enough face-to-face contact with my co-workers (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like my colleagues (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I have a good  
relationship  
with my  
supervisor  
(10)

☐☐☐☐☐

Some  
colleagues I  
do not trust  
(11)

☐☐☐☐☐

I do not really  
feel  
connected  
with others at  
work (12)

☐☐☐☐☐

At work, I can  
talk about  
what really  
matters to me  
(13)

☐☐☐☐☐

My  
colleagues  
support me  
when I'm  
feeling down  
(14)

☐☐☐☐☐

Some people  
I work with  
are close  
friends of  
mine (15)

☐☐☐☐☐

Some  
colleagues I  
rather avoid  
(16)

☐☐☐☐☐

At work, I feel  
part of a  
community  
(17)

☐☐☐☐☐

My  
colleagues  
and I are a  
close team  
(18)

☐☐☐☐☐



I feel socially  
isolated at  
work (19)

☐☐☐☐☐

I sometimes  
feel excluded  
by my  
coworkers  
(20)

☐☐☐☐☐

I feel  
attached to  
my group of  
colleagues  
(21)

☐☐☐☐☐

I feel  
accepted  
within the  
department  
(22)

☐☐☐☐☐

I feel others  
at work take  
me seriously  
(23)

☐☐☐☐☐

My  
connections  
at work are  
superficial  
(24)

☐☐☐☐☐

Q31 To what extent do you experience the following while you are working/at work?

[illegible]

Q32 To what extent do you agree with the following statements about the **organizational culture** at your work?

	Strongly disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly agree (5)
At my work it is acceptable to correct each others' behavior (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At my work many people do not follow the house rules (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At my work it is acceptable to regularly take a break (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My employer values the well-being of employees (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At my work we pay attention to colleagues' personal matters such as birthdays and illness (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q33 To what extent do you agree with the following statements about yourself and your work?

	Strongly disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly agree (5)
I see myself as a reserved and quiet person (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as an extrovert, enthusiastic person (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general I am satisfied with this job (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In my work I strongly depend on cooperating with others (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q34 How many years have you been working for this department?

- ☐ Less than six Months (1)
- ☐ Six to twelve Months (2)
- ☐ One to two years (3)
- ☐ Longer than two years (4)

Q35 How are you employed in this organization?

- ☐ Permanent employment (1)
- ☐ Temporary employment (2)
- ☐ External hiring / temporary worker (3)
- ☐ Internship (4)
- ☐ Other (5)

Q41 For how many hours a week are you contracted by this organization?

- ☐ Less than 12 hours a week (1)
- ☐ 12-23 hours a week (2)
- ☐ 24-31 hours a week (3)
- ☐ 32-35 hours a week (4)
- ☐ More than 35 hours a week (5)
- ☐ A varying number of hours per week (6)

Q36 Do you have a managerial position?

- ☐ Yes (1)
- ☐ No (2)

Q38 What is your living situation?

- ☐ I live alone (1)
- ☐ I have my own room but share facilities like a kitchen with others (2)
- ☐ I share my home with my partner (no children) (3)
- ☐ I share my home with my family / child(ren) (4)

Q39 What is your age?

- ☐ Younger than 30 (1)
- ☐ 30-39 years old (2)
- ☐ 40-49 years old (3)
- ☐ 50-59 years old (4)
- ☐ 60 or older (5)

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Q40 This is all, thank you very much for completing the questionnaire!

If you want to share your thoughts about the survey you can enter text below.

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