

Questionnaire

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

Start of Block: Werksituatie

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

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)

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)

Q10 From how many sides is your open workspace physically accessible and not blocked by, for instance walls or book-cases?

- ☐ The open workspace has one accessible side (1)
- ☐ The open workspace has two accessible sides (2)
- ☐ The open workspace has three accessible sides (3)
- ☐ Not sure (4)

Q11 From how many sides passers-by can look into your workspace because it is visible at eye-level? For rooms think of the situation when the door is closed.

- ☐ From one side (1)
- ☐ From two sides (2)
- ☐ From three sides (3)
- ☐ From all sides (4)
- ☐ None: looking in is not possible for passers-by (5)
- ☐ Not sure (6)

Q12 Can people situated 1 meter outside your workspace overhear conversations within your workspace? For rooms think of the situation when the door is closed.

- ☐ Yes, any time (1)
- ☐ Yes, but only if we speak up (2)
- ☐ No, they can only hear hum / intonation (3)
- ☐ No, the space is (almost) sound proof (4)
- ☐ Not sure (5)

Q13 To what extent is your workspace situated within the office traffic flow?

- ☐ People pass by almost continuously (1)
- ☐ People pass by regularly (2)
- ☐ People pass by now and then (3)
- ☐ Few people pass by because my workspace is situated out of the way (4)
- ☐ Not sure (5)

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)

Q15 What flooring does your (usual) workspace feature?

- ☐ Hard and smooth, reflecting sound (1)
- ☐ Soft and absorbing, you barely hear people walking (2)
- ☐ Somewhere in between (slightly absorbing, but walking can be heard) (3)
- ☐ Varies between workspaces I use (4)
- ☐ Not sure (5)

Q16 At what distance from an external window (looking outside) is your (usual) workstation located? (An atrium does not count as outside)

- ☐ At 0 to 2 m distance from a window (1)
- ☐ At 2 to 4 m distance from a window (2)
- ☐ At more than 4 m distance from a window (3)
- ☐ I use a workspace without windows to the outside (4)
- ☐ I use different workstations with varying distance to windows (5)
- ☐ Not sure (6)

Q17 On how many sides is your (usual) desk surrounded by high or low non-transparent privacy screens?

- ☐ No screens (1)
- ☐ Low screen (possible to look across when standing up) on one side (2)
- ☐ Low screens on 2-3 sides (3)
- ☐ High screen (not impossible to look across) on one side (4)
- ☐ High screens on 2-3 sides (5)
- ☐ It varies: I use workstations with/without/different screens (6)
- ☐ Not sure (7)

Q18 To what extent is your back covered when seating at your (usual) workstation?

- ☐ Behind me is a non-transparent wall (no windows) or high screen (unable to look across) (1)
- ☐ Behind me is a glass wall, open book-case or transparent screen (2)
- ☐ Behind me is a semi-high wall/cabinet (3)
- ☐ Behind me is an open space or doorway (4)
- ☐ It varies; I use workstations at different positions (5)
- ☐ Not sure (6)



Q19 In your office workspace, to what extent are you able to...

	Impossible (1)	Limited possibilities (2)	Several possibilities (3)	Depends on the workspace (4)	Not sure (5)
Place your own decoration (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjust the heating (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjust the airconditioning (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open a window (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjust the lighting (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjust the sunscreen (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjust the furniture (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prevent people from looking in (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q20 On average, how satisfied are you with the **workstation(s) at the office** regarding...

	Very dissatisfied (1)	Dissatisfied (2)	Neither satisfied nor dissatisfied (3)	Satisfied (4)	Very satisfied (5)
Visual privacy (yourself or your screen not being seen by others) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sound privacy (not being heard by others) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal space (others sitting or passing by at a comfortable distance) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The amount of noise by other people (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acoustics (echo and sound spreading) (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Werksituatie

[...]

Start of Block: Achtergrond

The last questions are about background information that might be relevant to the topics in this survey.

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)

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

By clicking 'next' at the bottom of this page the survey will close and your responses will be stored on the TU Delft database.

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

End of Block: Achtergrond
