

Work situation during the COVID-19 pandemic

Report on the employee survey

conducted between 15 February 2021 and 12 March 2021

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Imprint

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1 Background to the survey

Throughout the COVID-19 pandemic, the day-to-day work of many employees at the University of Oldenburg has changed significantly. The University of Oldenburg's Presidential Board and the Staff Council therefore invited all employees to share their views on how they experienced their work during the pandemic by filling in a questionnaire specially developed for the university.

The survey focused in particular on the following questions:

- How are employees experiencing their work situation during the COVID-19 pandemic?
- What do employees think about the arrangements for working from home?
- How has communication and collaboration been affected during the COVID-19 pandemic?
- Which support services and IT tools have been used during the pandemic and how do employees rate these?
- How satisfied are employees with the measures taken by the Presidential Board and the individual organisational units to deal with the crisis?
- To what extent and under what conditions can employees and managers envisage working from home in the future?
- What do employees want to see in the future?

2 Methodology and implementation

At the end of 2020, work started on developing a questionnaire that was specifically tailored to the situation at the University of Oldenburg in collaboration with the Internal Evaluation team and the Health Management team (see appendix). This process involved reviewing current studies and external sources, among other things, and using this as a basis to formulate appropriate questions. A pilot survey was also conducted among colleagues from various status groups and divisions, the findings of which were used to develop the questionnaire. The questionnaire and the specific procedure for conducting the survey were agreed upon in consultation with the Presidential Board, the Staff Council, the Data Protection and Information Security Unit and other stakeholders.

The survey was conducted between 15 February 2021 and 12 March 2021. The employee mailing list was used to distribute the questionnaire (a link was included in an email). In addition, a comprehensive list of FAQs was published on a [website created especially for the survey](#), as was a video in which the Presidential Board and the Staff Council appealed to employees to participate. If employees had any questions about the survey during the survey period, they could submit them to the dedicated email address beschaefigtenbefragung@uol.de and receive feedback on their concerns. The questionnaire and associated information were made available in both German and English.

Two reminder emails were sent out during the survey period to remind employees to complete the survey. The survey was also announced on Stud.IP.

The questionnaire comprised a total of 105 closed questions or statements (some of which were filtered, so that only certain sub-groups, e.g. people with managerial or childcare responsibilities, could answer them). The majority of the questions related to working from home, so the questions were only asked to those

respondents who stated that they spent an average of at least 20% of their time working from home during the pandemic.¹

Respondents had the opportunity to explain or supplement their answers in five open-answer text fields. In the final open-answer field, respondents could specify what they thought were the most important issues for organising working from home in the future as well as share specific ideas.

The questionnaire was divided into three parts:

- Part A: Working situation during the COVID-19 pandemic
- Part B: Looking to the future
- Part C: Demographic data

3 Results

This report presents a summary of the survey results, most of which are illustrated by tables and graphs. The results of different sub-groups are also illustrated if the responses of two groups to the same question differ significantly (significance of the deviation). This report focuses solely on highly significant observations in which there is only a very small probability that the differences are due to chance – in other words, those observations which are statistically highly significant. Further significant or highly significant deviations are not discussed in this report; these can be found in the individual reports for the various sub-groups.

In the figures, some total percentages exceed 100% due to rounding.

The questions were answered using a four-level response scale. In the following graphs, the items of the individual categories are presented in descending order of positive feedback (e.g. 'very positive' and 'somewhat positive').

The designation 'n' is used to denote questions that were or could only be answered by some of the participants.

3.1 Current working conditions

Figure 1 shows how respondents have experienced various aspects of their work situation during the COVID-19 pandemic period so far. According to the survey, respondents are positive about their job security (85%); more than half of the respondents (54%) are 'very positive'. Most respondents were also 'very positive' or 'somewhat positive' about the increased digitisation of work (80%) and the technical situation (e.g. internet connection, software) (77%). Almost three quarters of the respondents rated the following aspects as positive: reconciling professional and private life, access to information in their own field, cooperation with supervisor/superiors, personal satisfaction with the job situation and motivation to work. On the other hand, approximately 26% of the respondents rated these aspects as 'somewhat negative' or 'very negative'.

Sixty-eight per cent of the respondents were 'very positive' or 'somewhat positive' about their current cooperation with colleagues, while 32% were critical. Around half of the respondents had a negative perception of opportunities for professional development (50%) and social inclusion/feeling of belonging in

¹ By home office, we refer to working from home, either fully or partly, whether or not this is based on the agreement on alternative workplaces during the coronavirus pandemic or an application for remote working, for instance.

their work environment (51%) during the pandemic – around 15% rated each of these aspects as ‘very negative’. Forty-four per cent and 45% of respondents respectively reported that they were ‘somewhat negative’ or ‘very negative’ about the transparency of developments in their work sphere as well as the workload.

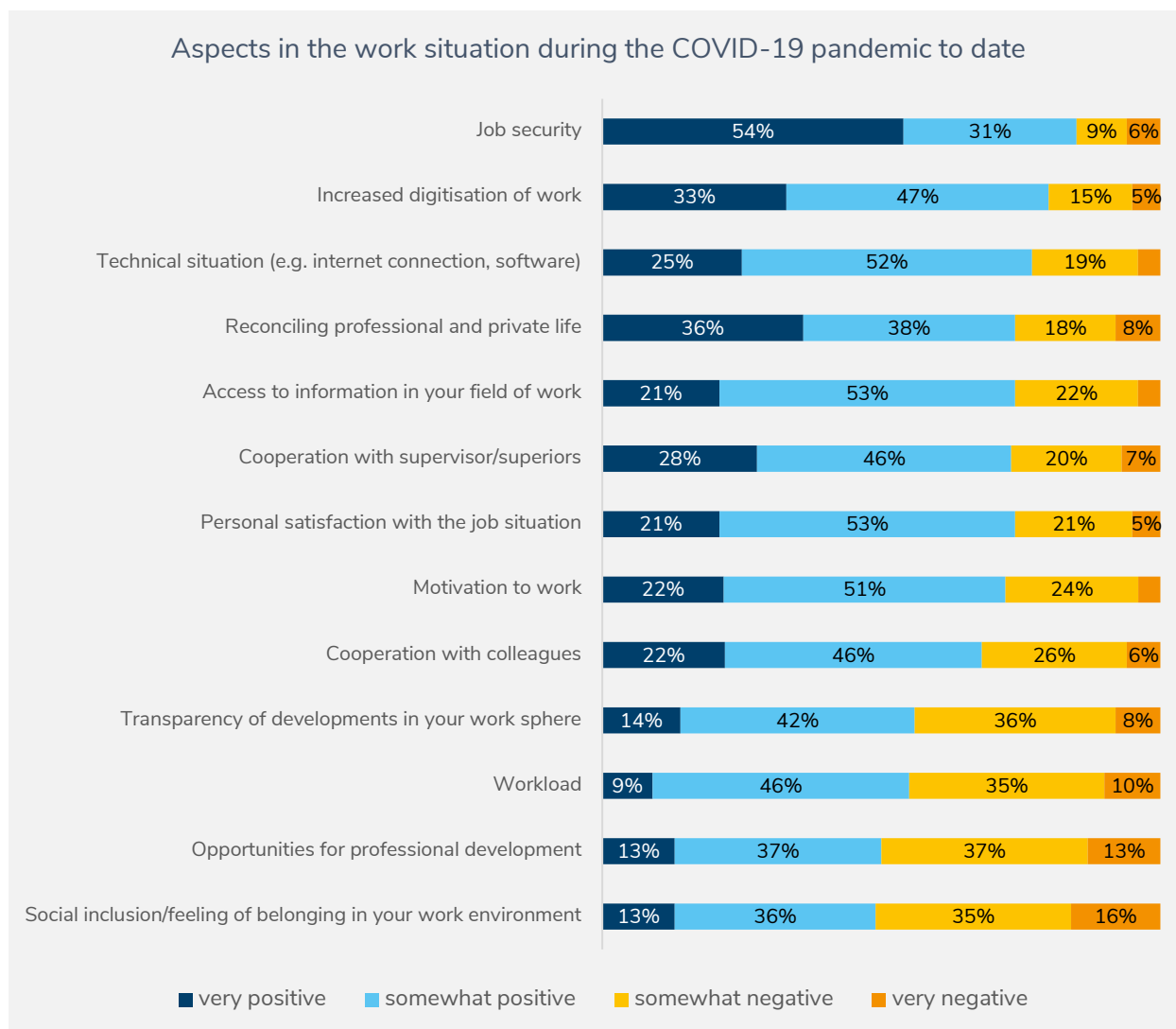


Figure 1: Aspects in the work situation during the COVID-19 pandemic to date
(Percentage values below 5% are not displayed for visual reasons)

If we compare the responses of different sub-groups of respondents, several differences emerge in this category: For example, for respondents from Schools I to VI (n = 779), there are significant ² negative deviations compared to the total number of respondents, for example in terms of satisfaction with the work situation and motivation to work. These aspects are assessed as being ‘somewhat negative’ or ‘very negative’ by 29% and 30% of these group members respectively. Cooperation with colleagues, social integration/the feeling of belonging in one’s work environment, job security and the reconciliation of work and private life are also assessed more negatively by this group, which are also significant results. The latter aspects are rated more positively by those respondents belonging to the ‘Presidential Board/Central

²

University Administration, university-wide institutions, scientific centres and research centres' group ³(n = 425) compared to all respondents, which is also statistically significant.

In this survey category, there are also differences between the status groups: While the 'administrative staff' (n = 535) and 'technical staff' (n = 176) groups were, statistically, more positive about many of the aspects compared to all respondents as a whole, many of the statements were assessed significantly more negatively by the respondents from the 'academic staff' group (n = 405). For the 'professor' group (n = 66), 63% were critical about the workload and 51% were critical about cooperation with colleagues – both of which are significant negative deviations. Participants who stated that they belonged to the 'teaching staff for special tasks' status group (n = 54) also reveal statistically significant negative results for the workload and social integration/the feeling of belonging in one's work environment.

In the case of respondents with (n = 196) and without managerial responsibilities (n = 991), a mixed picture emerges in comparison to all respondents as a whole: While responses from managers deviated negatively and responses from people without managerial responsibilities deviated positively for workload, the aspects of job security and transparency of developments in their work sphere were assessed positively by a statistically significant higher number of persons with managerial responsibilities. Participants without a managerial role assessed the feeling of security more negatively, which is also a significant result.

There are also significant differences in the group of respondents with family responsibilities. There is a negative deviation for participants with at least one child at home up to the age of 12 (n = 270) regarding the reconciliation of work and private life: 40% of this group assessed this aspect as 'somewhat negative' or 'very negative' during the COVID-19 pandemic. Respondents without children at home (n = 646) showed a positive deviation compared to the total number of respondents. For employees who do not have care responsibilities (n = 922), positive deviations were recorded regarding opportunities for professional development as well as the increased digitisation of work.

For 53% of the respondents, activities in their own area of responsibility have changed as a result of the COVID-19 pandemic (n = 595). One third of this group (32%) found the transition to the altered work situation 'somewhat difficult' or 'very difficult'. Eighty-seven per cent of those whose jobs have changed feel that they are sufficiently able to cope with the new tasks.

³This area is referred to as "Presidential Board/Central University Administration" below for the sake of brevity.

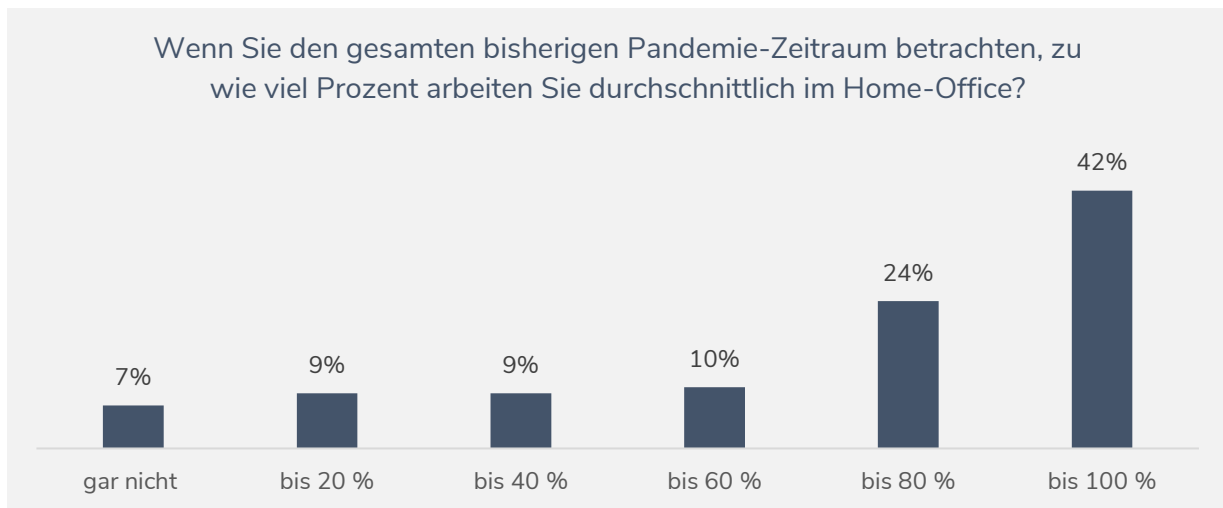


Figure 2: Average amount of time spent working from home during the COVID-19 pandemic to date

Only 7% of the respondents said they have not worked from home at all during the pandemic to date. However, 42% of the respondents said they worked on average almost entirely ('up to 100%') from home, and 24% of them 'up to 80%'. Around 10% of the respondents stated that they spent to an average of 'up to 20%', 'up to 40%' or 'up to 60%' of their time working from home (see Figure 2).

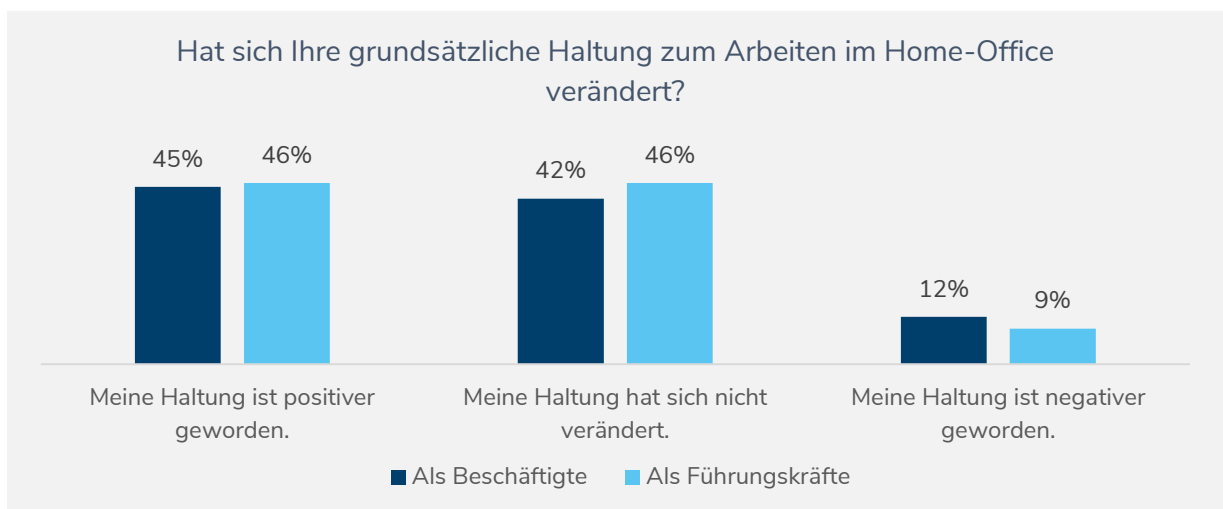


Figure 3: Change in employees' and managers' attitudes towards working from home

Forty-five per cent of the respondents who have worked from home for at least 20% of the time during the pandemic said that their attitude towards working from home had become more positive (n = 1140). The attitude of 42% of this group 'has not changed' and 12% stated that their attitude had become 'more negative'. Forty-six per cent of respondents with managerial responsibilities (n = 196) noted a positive change in their attitude or no change in their attitude towards working from home in their role as a manager. Nine per cent reported that their attitude had become more negative (see Figure 3).

Ten per cent of the respondents who have been working from home for at least some of the time during the pandemic already had an approved remote working position before the pandemic (agreement on remote working).

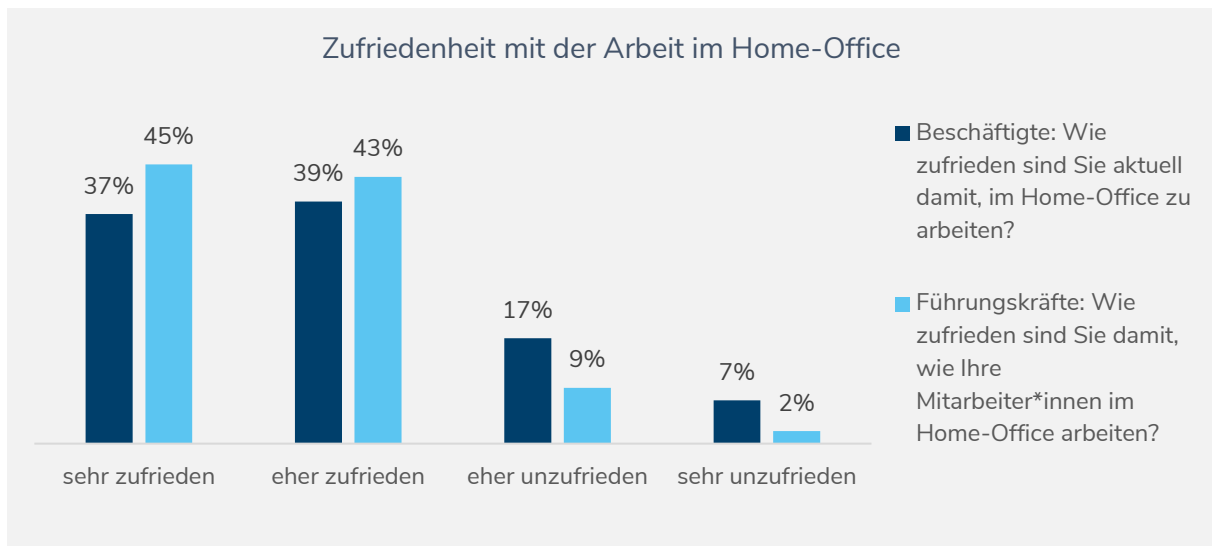


Figure 4: Employees' and managers' satisfaction with working from home

Seventy-six per cent of the respondents who have worked at least partly from home since the beginning of the pandemic (n = 1140) are currently 'very satisfied' or 'rather satisfied' with working from home. Seventeen per cent indicated that they are 'somewhat dissatisfied' and 7% are 'very dissatisfied'. The majority of managers are also 'very satisfied' or 'somewhat satisfied' (88%) with their employees' performance in the home office situation, while 9% are 'somewhat dissatisfied' and 2% are 'very dissatisfied' (see Figure 4).

There are differences here between the various sub-groups: While respondents from the 'Presidential Board/Central University Administration' group (n = 425) are currently more satisfied with working from home, participants from Schools I to VI (n = 779) are more negative in their assessment compared to the overall respondents. Both results are statistically significant.

Furthermore, respondents from the 'administrative staff' group (n = 535) are more positive about the working from home situation, while respondents from the 'academic staff' group (n = 405) are noticeably more negative. Seventy-nine per cent of respondents who do not have care responsibilities (n = 922) said they were 'very satisfied' or 'somewhat satisfied' with the working from home situation, which is also a significantly more positive result compared to the overall respondents.

3.2 Communication and cooperation

Most respondents (74%) reported that conflicts in their area of work had 'remained the same' during the pandemic to date. Fifteen per cent had experienced an increase and 11% a decline in conflicts.

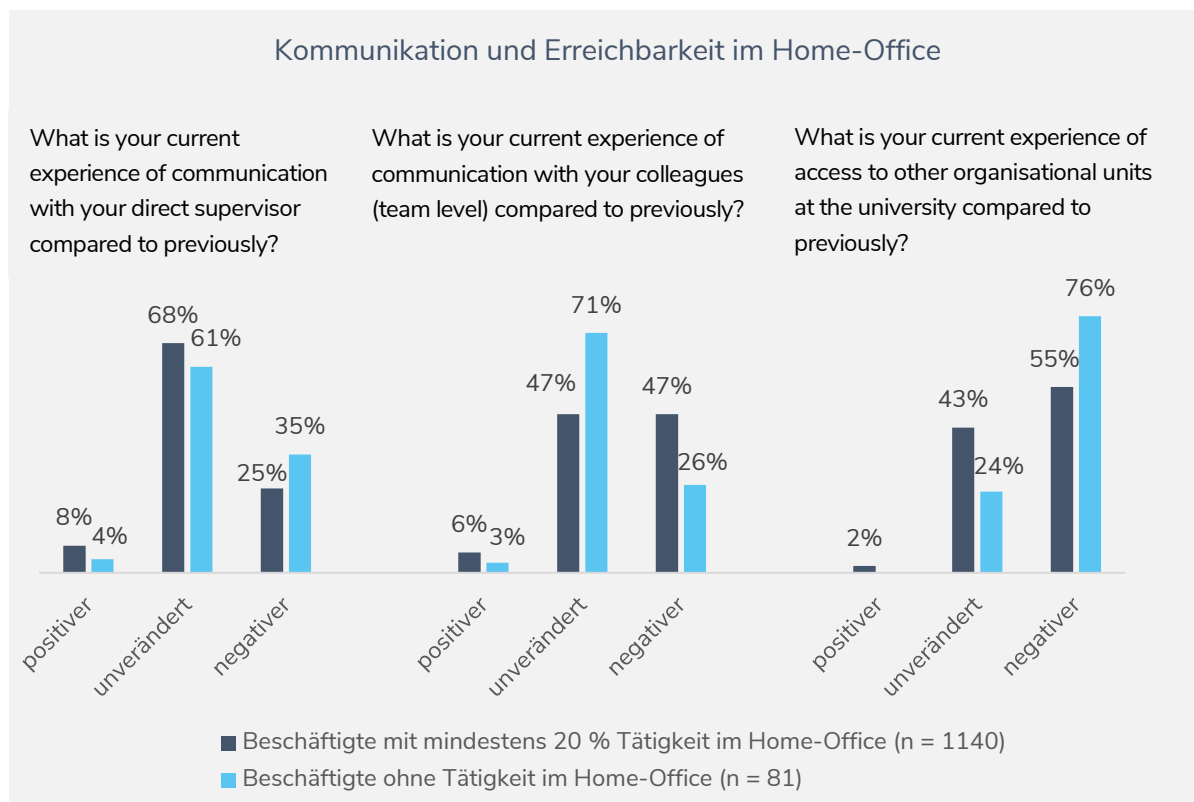


Figure 5: Assessment of communication with and accessibility of colleagues who are and who are not working from home

Figure 5 shows that 68% of respondents who have been working from home at least partly since the beginning of the pandemic have not noticed any change in communication with their direct supervisor compared to previously. Twenty-five per cent said that it has changed for the worse; 8% said it had improved. Similar patterns can be seen among respondents who do not work from home: 61% of those surveyed said that communication was unchanged, 35% said it was worse and 4% said it was better than before.

At the team level, 47% of respondents who work at least partly from home described communication with colleagues as unchanged; 47% rated their communication with colleagues as more negative, and 6% as more positive. Among those respondents who do not work from home, the majority (71%) have seen no change in communication at the team level, 26% rated it more negatively and 3% rated it more positively.

Forty-three per cent of respondents said the accessibility of other organisational units at the university was 'unchanged'; 55% said it was worse than before, 2% said it was better. Of those respondents who work exclusively on site at the university, 24% rated the accessibility of other organisational units as 'unchanged'. The majority of this group (76%) said this was worse than before; none of the respondents in this group said that accessibility had improved.

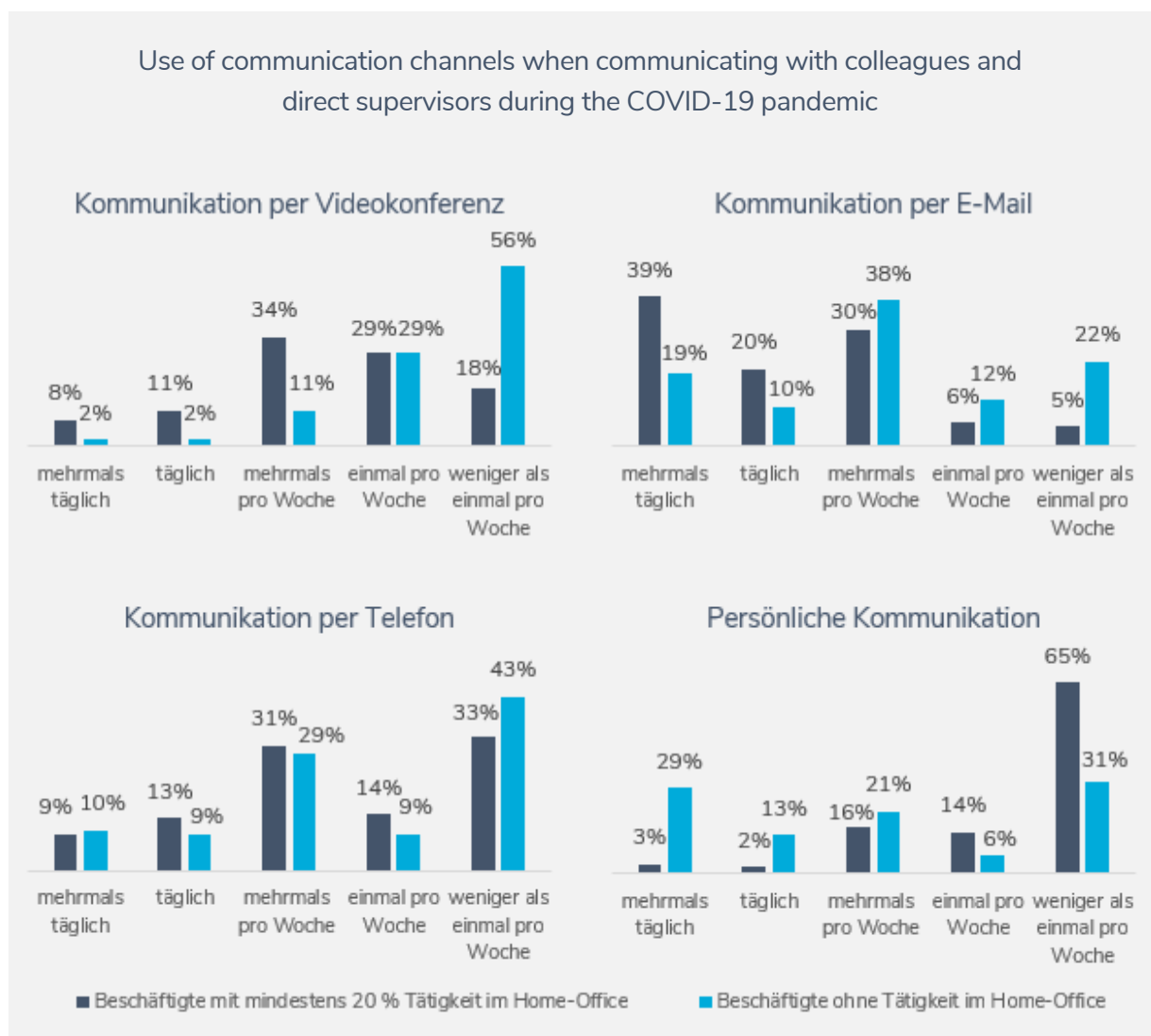


Figure 6: Average use of communication channels by colleagues who are and who are not working from home

With regard to the communication channels used during the pandemic, respondents who do not work from home ($n = 81$) were asked to answer the questions based on their collaboration with colleagues or direct supervisors who do work from home. Figure 6 illustrates the usage of various communication methods of this group as well as of those respondents who work from home ($n = 1140$):

19% of the respondents who work from home at least some of the time use video conferencing regularly ('daily' or 'several times daily') to communicate with their team and direct supervisors; a further 34% use it to communicate 'several times a week'. Individuals who do not work from home use this channel less frequently: the majority (56%) of respondents in this group reported that they use video conferencing 'less than once a week'.

Employees who work from home also communicate by email more often: 59% use this method 'several times daily' or 'daily', compared to 29% in the comparison group.

In both groups, only a few respondents said that they use the telephone 'daily' or 'several times daily' (employees who work from home: 22%, employees who work exclusively on site: 19%). A significant number of both groups said that they spoke to their team or direct supervisor on the phone less than once a week (employees who work from home: 33%, employees who work exclusively on site: 43%).

Respondents who do not work from home are more likely to have regular personal contact with their colleagues: of this group, 42% reported that they still see their team or supervisors in person 'daily' or 'several times daily', compared to only 5% of those working from home. Sixty-five per cent of this group said that, during the pandemic, they communicate in person with their colleagues or direct supervisor 'less than once a week' on average.

The following answers were provided exclusively by respondents who stated that they work from home at least some of the time (n = 1140).

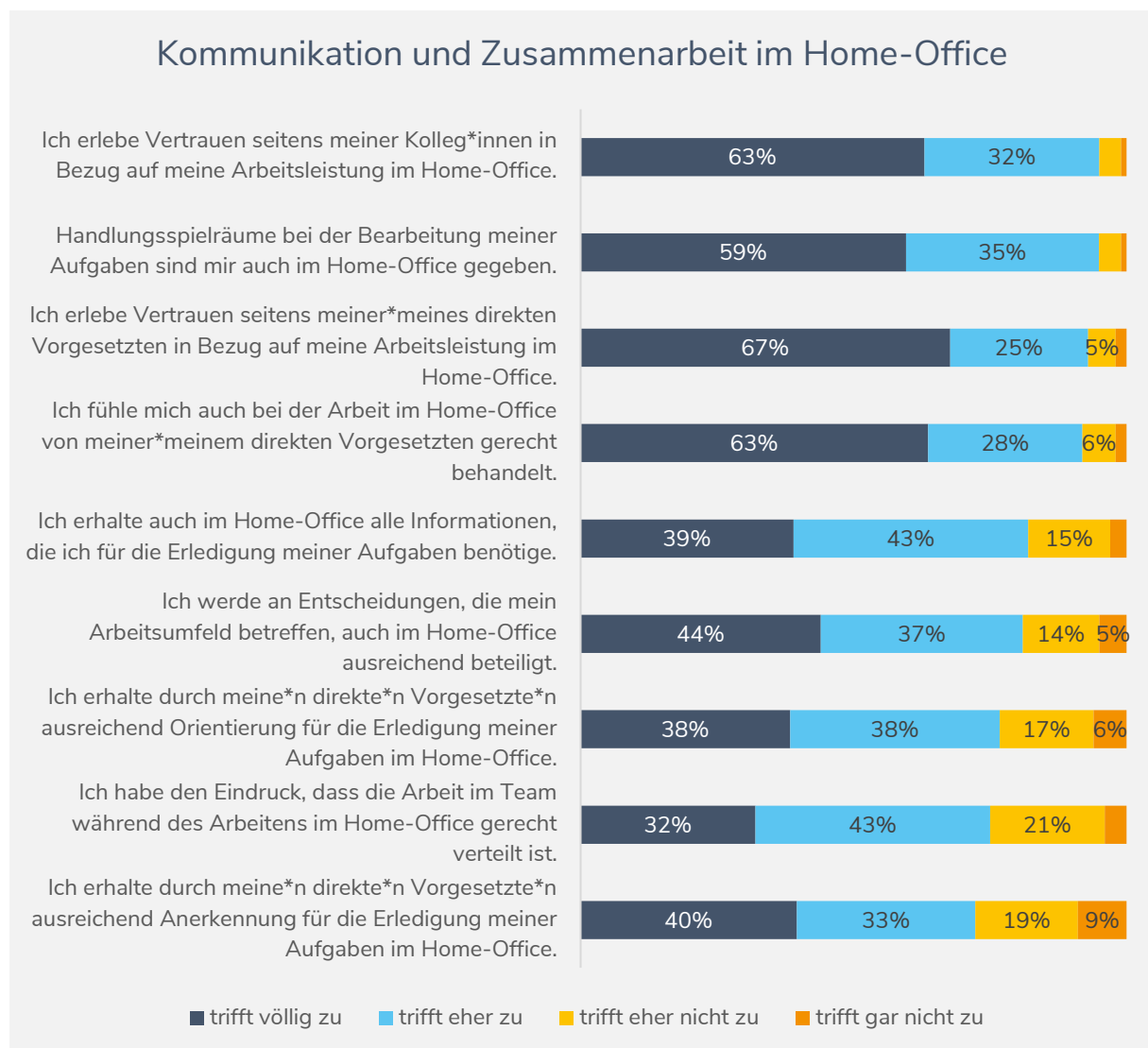


Figure 7: Communication and cooperation in the working from home situation
(Percentage values below 5% are not displayed for visual reasons)

A large majority of the respondents feel that their direct supervisor trusts them to do their work properly while working from home (92%), and 95% feel the same about the colleagues in their team (95%); more than 60% of the respondents said that they 'totally agree' with the statement in each case. Ninety-four per cent also said that they have the necessary freedom to work on their tasks from home, and 91% stated that they feel that they are treated fairly by their direct supervisor even when working from home. In addition, 82% of the participants 'totally agree' or 'somewhat agree' with the statement 'I receive all the information

I need to perform my work from home'. Eighty-one per cent feel sufficiently involved in decisions concerning their own working environment.

Twenty-three per cent of respondents indicated that they do not receive sufficient guidance from their supervisor for them to carry out their tasks from home, and a quarter of them feel that work is not distributed fairly under working-from-home conditions. Furthermore, 28% of the respondents said that they feel that their direct supervisors do not show enough appreciation for the work they do from home (see Figure 7).

If we compare the results of the various sub-groups, we can see that there are also some significant differences in this category: While managers who took part in the survey (n = 196) were more negative about the fair distribution of work in the team, respondents without managerial responsibilities (n = 991) were, statistically, significantly more satisfied.

For the statement 'My direct supervisor provides sufficient guidance for me to carry out my tasks from home', administrative staff (n = 535) were more positive and academic staff (n = 405) were more negative than the total number of participants. Both of these are significant results.

When it comes to differences between genders, male respondents (n = 417) are, statistically, significantly less likely than the total number of participants to agree with the statement 'I feel that my direct supervisor has faith in my work performance in the WFH situation'.

In the care-giving responsibilities category, those respondents without care-giving tasks (n = 922) were, statistically, significantly more positive about the following statements: 'I feel that my direct supervisor has faith in my work performance in the WFH situation', 'I feel that my direct supervisor treats me fairly while I am working from home', 'I have the necessary freedom to work on my tasks from home' and 'I am also involved sufficiently in decisions concerning my working environment even when working from home'.

3.3 Management responsibility

Seventeen per cent of those surveyed stated that they were managers. Of this group (n = 196), 40% are responsible for up to five members of staff, 42% for six to 15 members of staff and 18% are responsible for more than 15 members of staff.

The majority of the managers who took part in the survey (62%) stated that, on average, their employees worked from home 'up to 80%' or 'up to 100%' of the time during the pandemic; 17% stated that their employees worked from home for 'up to 60%' and a further 17% answered 'up to 20%' or 'up to 40%'. Only 4% declared that their team did not work from home at all during the pandemic. Eighty-seven per cent of the participating managers said they were 'very satisfied' or 'somewhat satisfied' with the communication with their team members who were working from home, while 13% were 'somewhat dissatisfied' or 'very dissatisfied'.

Additional aspects surveyed among respondents with and without managerial responsibilities have already been presented in Section 3.1.

3.4 Organisation of work and reconciling work and private life in the WFH situation

The answers in this section were provided by respondents who stated that they work from home at least some of the time (n = 1140).

Figure 8 illustrates that a large proportion of respondents are currently able to carry out their tasks well while working from home: 32% of the participants said this applies to 'up to 100%' of their tasks, 35% said this applies to 'up to 80%' of tasks and another 15% said it is true of 'up to 60%' of tasks. A total of 17% of the participants said they can do up to 20% or 40% of their tasks well at home, and 1% of those working from home stated that they cannot perform their tasks well from home.

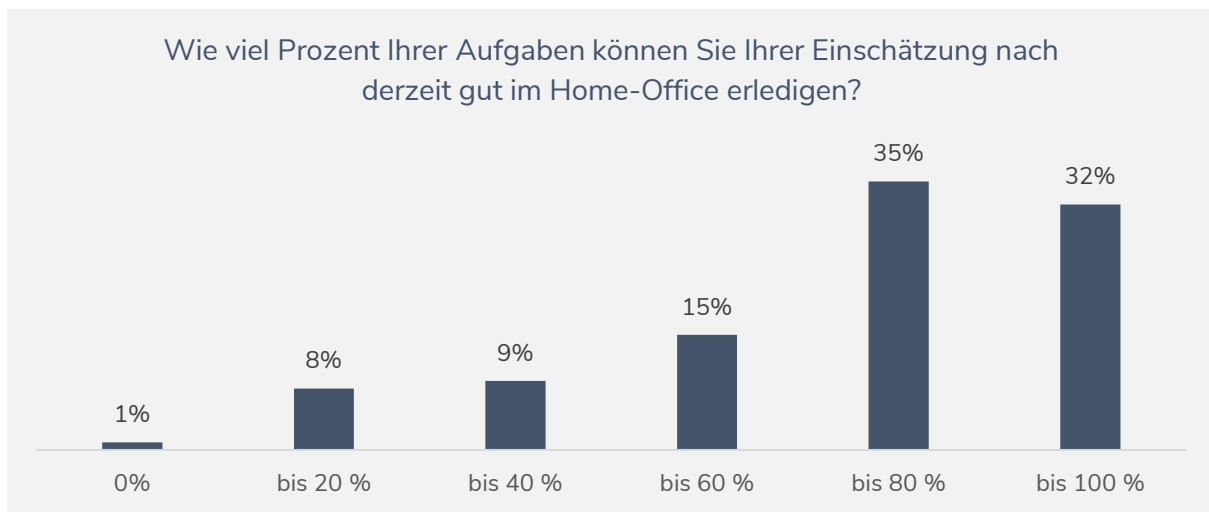


Figure 8: Percentage of tasks that can be carried out satisfactorily from home

According to their responses, 91% of the participants said that they have no trouble organising their work while working from home; 55% even 'totally agreed' with this statement. Sixty-five per cent said that they experienced fewer interruptions when working from home, and 58% said they were more productive at home than at the office. In contrast, almost half of the participants (47%) stated that accessing documents and work materials is more difficult when working from home; 13% of the respondents 'totally agreed' with this statement. Forty-one per cent of the respondents said that they had trouble sticking to working times and breaks when working from home.

Seventy per cent of respondents 'somewhat agreed' or 'totally agreed' that they are better able to organise their daily working hours in the WFH situation, and 71% consider it beneficial that their commute to the office is eliminated by working from home. According to 45% of the participants, they are unable to draw sufficient boundaries between their work and private life when working from home; 15% stated that they are not at all able to draw sufficient boundaries (see Figure 9).

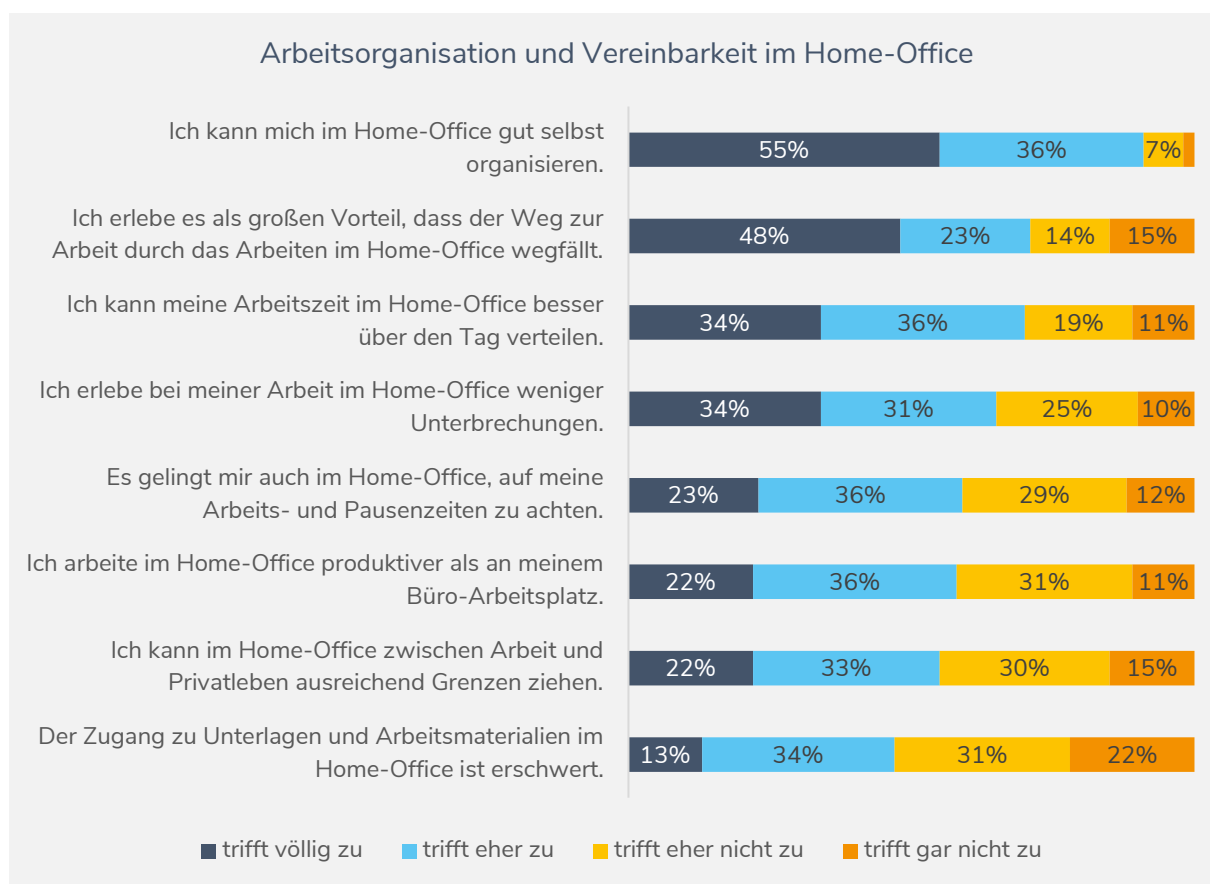


Figure 9: Organisation of work and reconciling work and private life in the WFH situation
(Percentage values below 5% are not displayed for visual reasons)

Regarding the organisation of work and reconciling work and private life, there are numerous significant findings among the sub-groups.

For example, women ($n = 705$) were more positive than the total number of respondents about aspects such as organising their work, higher productivity, the number of interruptions, drawing boundaries between work and private life and the lack of a commute. For almost all of these aspects, statistically significant negative deviations can be seen among the male respondents ($n = 417$).

A very similar picture emerges with regard to the different areas of work at the University of Oldenburg, with respondents from the Presidential Board/Central University Administration ($n = 425$) answering more positively and those from Schools I to VI ($n = 779$) more negatively.

Respondents from the 'administrative staff' ($n = 535$) and 'technical staff' ($n = 176$) status groups were more satisfied with most of the aspects in this category, while academic staff ($n = 405$) were, statistically, significantly less satisfied.

Sixty-two per cent of the professors surveyed ($n = 66$) 'totally agreed' or 'somewhat agreed' with the statement 'I feel it is a great advantage that the trip to the office is eliminated by working from home', and 53% of this group agreed that they were better able to organise their daily working hours when working from home; both percentages are lower than for all respondents as a whole. A remarkably small number of respondents (36%) from the 'teaching staff for special tasks' group ($n = 54$) said that they 'totally agree' or 'somewhat agree' with the statement 'I can draw sufficient boundaries between work and private life in the WFH situation'.

Managers (n = 196) are more likely than all respondents as a whole to have no trouble organising their work in the WFH situation, but only 59% of them – and thus noticeably fewer than all respondents as a whole – said that the lack of a commute was a great advantage. Respondents without managerial responsibilities (n = 991) were more positive about the latter aspect, and they also responded more positively to the statement 'I am better able to organise my daily working hours in the WFH situation'; both are significant results.

Respondents who live with at least one child up to the age of 12 years (n = 270) experienced more interruptions and were more negative about being able to draw boundaries between work and private life. They also found it more difficult to access documents and work materials from home. Based on their answers, respondents with children at home over the age of 12 (n = 143) are, statistically, significantly better at organising their work when working from home. Respondents without any children in the household (n = 646) are more likely to experience fewer interruptions at home. Respondents without care-giving responsibilities (n = 922) were also more positive about productivity when working from home, the lack of a commute and access to documents.

3.5. Equipment and technology in the WFH situation

The answers in this section were provided by respondents who stated that they work from home at least some of the time (n = 1140).

About half of the respondents (51%) said they have a separate room, for example a study, for working from home. Another 28% said that they have a clearly separate working area that is continuously available to them. Twenty-one per cent stated that they do not have a dedicated workplace and that they have to improvise in terms of space.

Figure 10 illustrates that 86% of the respondents do not have a problem working from home; 53% of this group 'totally agree' with the statement. Fourteen per cent, on the other hand, answered 'somewhat disagree' or 'totally disagree'. Eighty-eight per cent of the respondents have the technical equipment they need in order to do their work at home (hardware and software). Eighty-nine per cent of the respondents 'totally agree' or 'somewhat agree' with the statement 'I have a reliable internet connection at home'. However, a total of 27% reported that they did not have suitable furniture for working from home (e.g. office chair, desk); 11% of the respondents 'totally disagree' with the statement 'I have suitable furniture in my home office workstation'.

Ninety-seven per cent of the participants stated that they have the requisite skills to be able to work digitally; 73% of this group 'totally agree' with this statement. With regard to personal data protection, 93% of the respondents have faith in the digitisation solutions provided so far by the University of Oldenburg. However, 25% have concerns about unanswered questions regarding the WFH situation relating to e.g. labour law and insurance law.

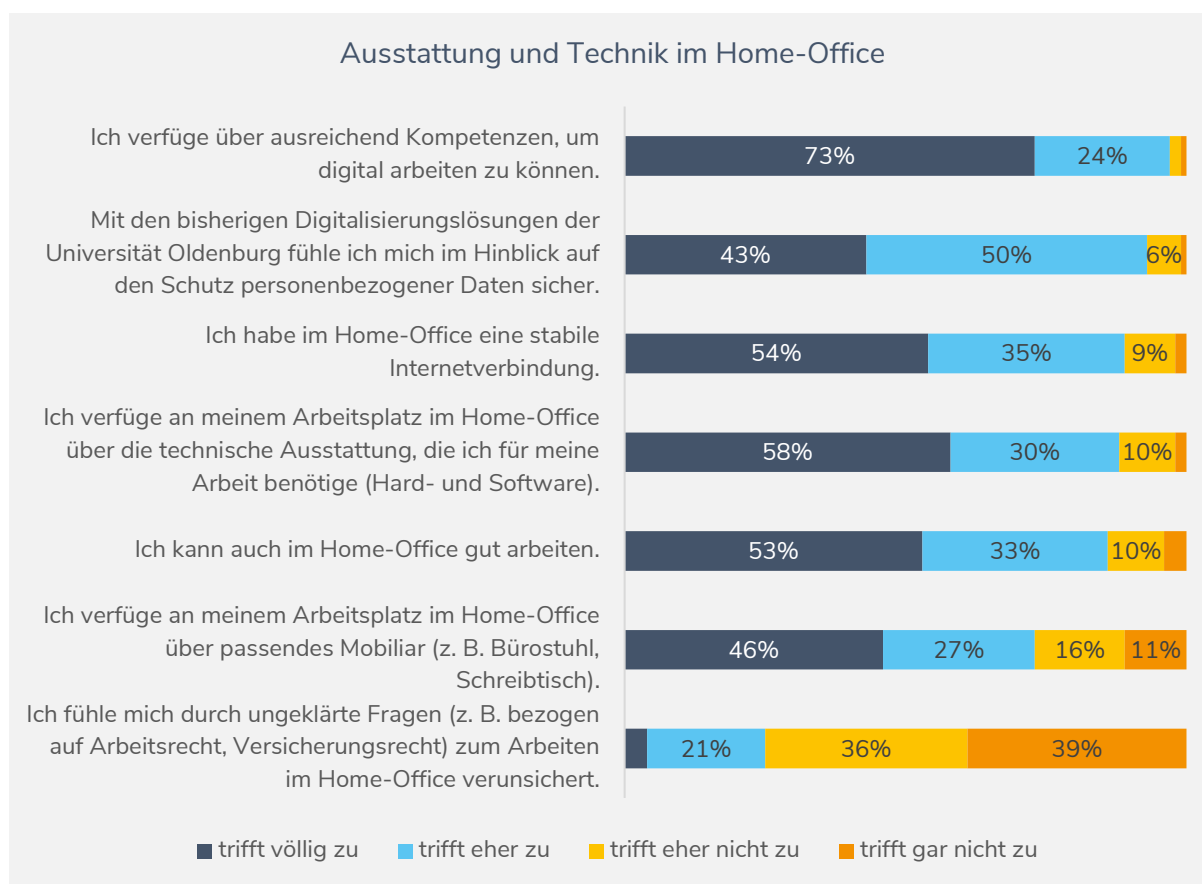


Figure 10: Equipment and technology in the WFH situation
(Percentage values below 5% are not displayed for visual reasons)

Female respondents (n = 705) are more likely than all respondents as a whole to say that they can also work well from home, while male respondents (n = 417) are less likely; both are significant results.

Members of the Presidential Board/Central University Administration (n = 425) who took part in the survey also rated this statement more positively, while those from Schools I to VI (n = 779) rated it, statistically, significantly more negatively. The former group is also more satisfied with the digitisation solutions provided so far by the University of Oldenburg.

Similar significant differences can also be seen between the various status groups: Administrative staff (n = 535) responded noticeably more often that they are able to work well from home and are more satisfied with the University of Oldenburg's digitisation solutions to date than the total number of respondents as a whole. Academic staff (n = 405) are distinctly less likely to be able to work well from home. The responses of participants with managerial responsibilities (n = 196) to the statement 'I have concerns about unanswered questions regarding the WFH situation relating to e.g. labour law

and insurance law' are significant: 15 % of this group – and thus, statistically, significantly fewer people compared to the total number of respondents as a whole – reported that they had concerns about this issue.

The group of respondents without care-giving responsibilities (n = 922) also reveals further differences: 89% of this group reported that they are able to work well from home, 90% confirmed that they have the technical equipment they need to be able to carry out their work from home and 98% declared that they have the requisite skills to be able to work digitally. All three values represent significant deviations, as the results are more positive in comparison to all respondents.

3.6 Support, services and advice offered

Figure 11 shows that the majority of respondents used the university IT services for support or advice during the pandemic (n = 961). More than 300 respondents stated that they have used the library, the university further education opportunities (PEOE) and the support provided by the Health and Safety Unit respectively.

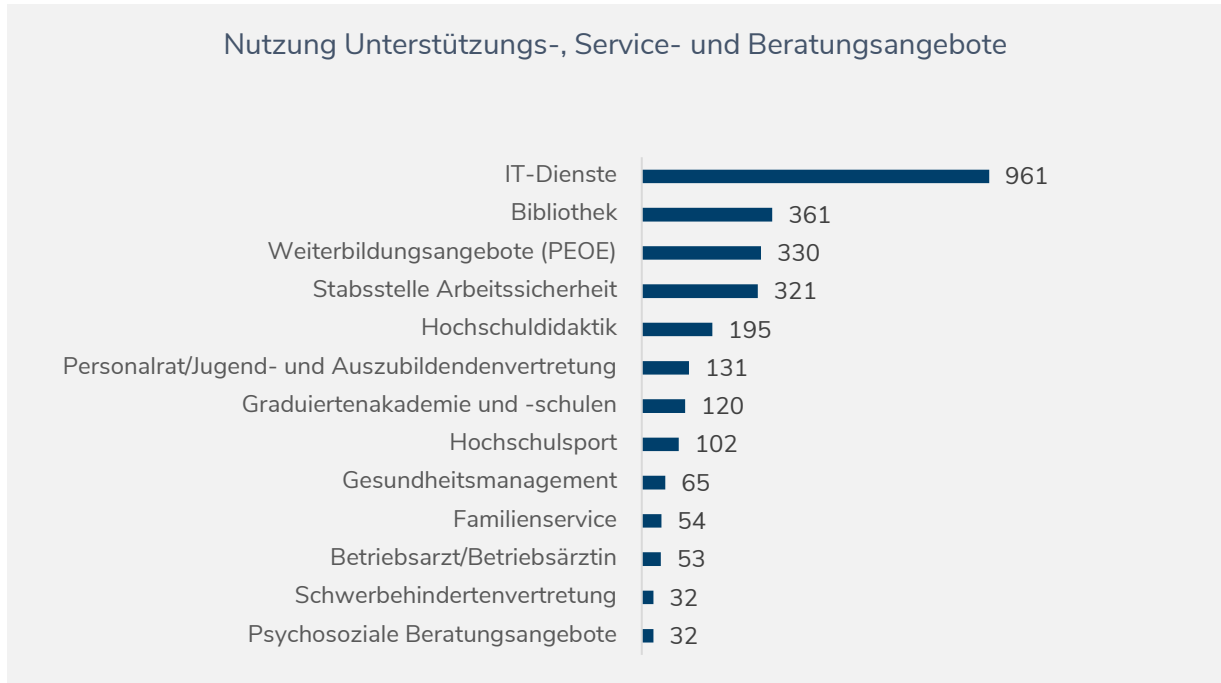


Figure 11: Number of participants who have used support, services or advice offered by the university during the COVID-19 pandemic

The respondents' assessment of these and other services that they used during the pandemic is shown in Figure 12:

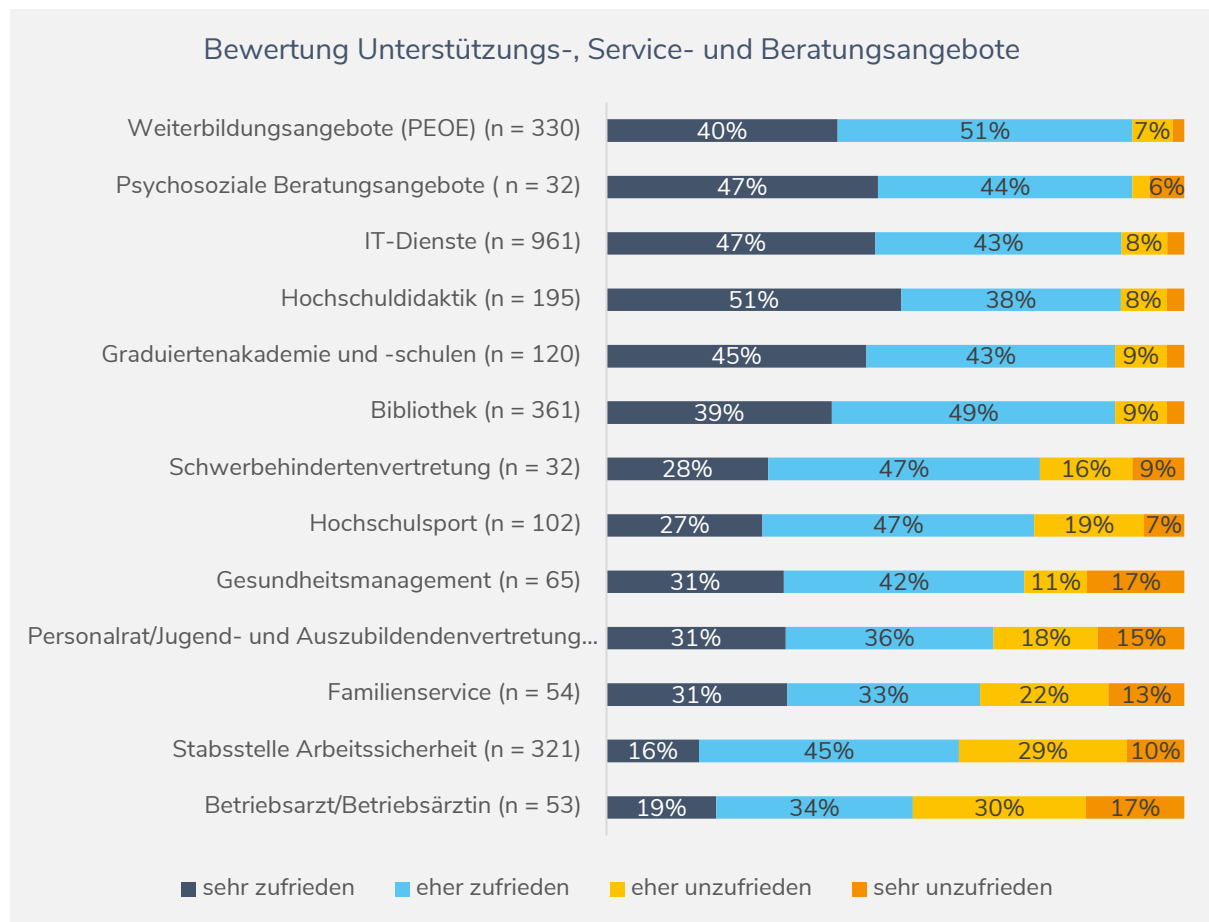


Figure 12: Assessment of support, services and advice offered by the university during the COVID-19 pandemic to date (Percentage values below 5% are not displayed for visual reasons)

Most respondents said that they are satisfied with the support, service and advice provided by the university. Around 90% said they were 'very satisfied' or 'somewhat satisfied' with the following services: further education opportunities (PEOE), psychosocial advisory services, IT services, higher education didactics/university teaching, Graduate Academy and Schools, library. Around three quarters of the participants who had used the services offered during the pandemic indicated that they were satisfied with the representative for employees with disabilities, university sports and the health management services. Furthermore, 67% are 'very satisfied' or 'somewhat satisfied' with the services offered by the Staff Council; youth/apprentice representatives, 64% with the family services, 61% with the Health and Safety Unit and 53% with the medical service.

If we compare the sub-groups, we can see that a statistically significant higher number of female respondents (n = 705) who used the services offered by the Staff Council/youth and apprentice representatives are satisfied with those services. A strikingly higher number of respondents without managerial responsibilities (n = 991) rated the family services more positively compared to the total number of participants as a whole.

Respondents from the Presidential Board/Central University Administration group (n = 425) who had used the IT services on offer rated those services more positively, while those from the Schools (n = 779) gave them a more negative assessment. A similar difference is also visible between the status groups: compared to the total number of respondents as a whole, administrative staff (n = 535) who had made use of IT services during the pandemic were noticeably more satisfied with those services than academic staff (n = 405).

In terms of the conferencing and video tools provided by the university for work, the majority of the respondents had used BigBlueButton (n = 1176). Many participants had also used Stud.IP (n = 908) and the Cloud Storage platform (n = 802) during the pandemic (see Figure 13).

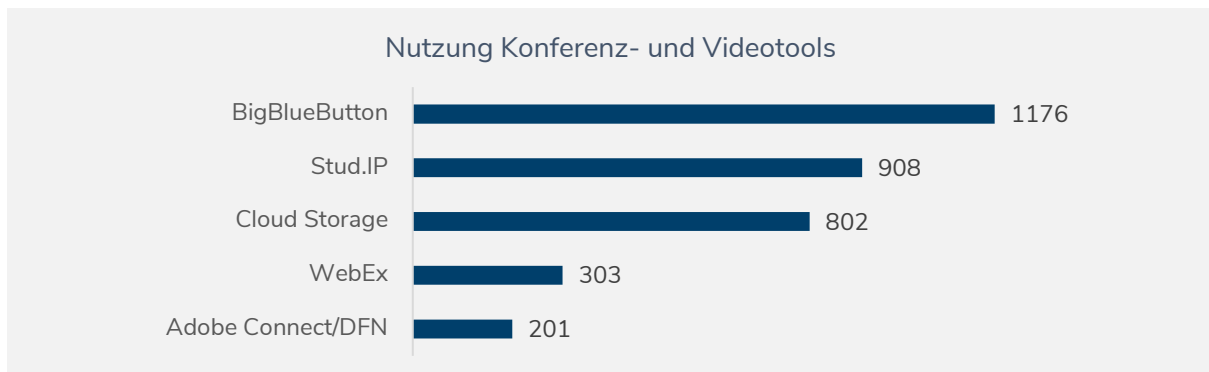


Figure 13: Number of participants who have used conferencing and video tools during the COVID-19 pandemic

Most respondents rated these and the other digital tools positively overall: more than 90% said they were 'very satisfied' or 'somewhat satisfied' with Cloud Storage and Stud.IP. Some 86% rated BigBlueButton positively and 84% rated the WebEx tool positively. However, only 61% of the respondents were satisfied with Adobe Connect/DFN (see Figure 14).

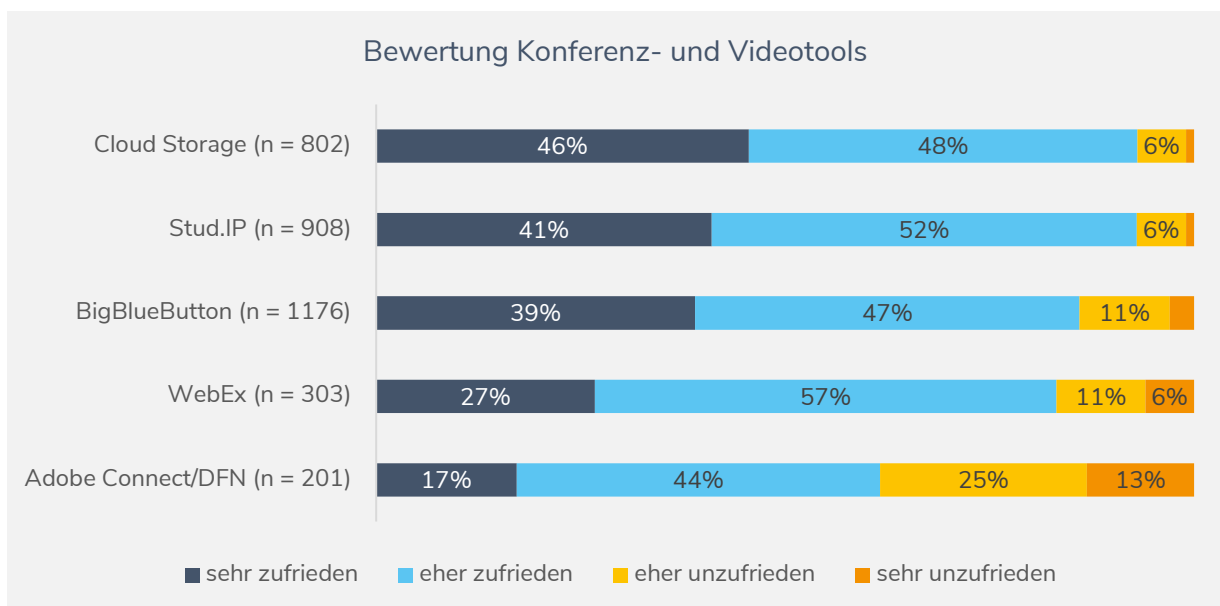


Figure 14: Assessment of conferencing and video tools during the COVID-19 pandemic to date (Percentage values below 5% are not displayed for visual reasons)

In this category, too, we can see a number of significant results in the sub-groups: male respondents (n = 417) are more dissatisfied with Stud.IP than the total number of respondents as a whole. More respondents without managerial responsibilities (n = 991) and fewer respondents with managerial responsibilities (n = 196) evaluated Adobe Connect/DFN positively.

Eighty-three per cent of respondents from the Schools (n = 779), and thus statistically significantly fewer than the total number of respondents as a whole, rated the BigBlueButton tool positively. If we take a closer look at the responses of the status groups, we can also see significant results in the rating of BigBlueButton: more respondents from the 'administrative staff' group (n = 535) and fewer from the 'academic staff' (n = 405) and 'professors' (n = 66) groups are satisfied with this tool.

Figure 15 shows that 81% of respondents are 'very satisfied' or 'somewhat satisfied' with the information provided by the university's Presidential Board on special operations during the COVID-19 pandemic to date. Eighty-eight per cent of respondents said they feel the same way about the information provided by their own organisational unit (OU). Eighty per cent are satisfied with the measures taken by the Presidential Board and 87% with the measures of their own organisational unit. The university's hygiene measures to contain the pandemic were also rated favourably by the majority of respondents (measures taken by the Presidential Board: 84 %, measures taken by the OU: 87%).

The flexibility in finding solutions is rated negatively by 31% of the respondents with regard to the Presidential Board, and by 15% with regard to their own organisational unit. Thirty-eight per cent of the respondents were 'very dissatisfied' or 'somewhat dissatisfied' with the speed of the Presidential Board's response and 19% were 'very dissatisfied' or 'somewhat dissatisfied' with the speed of their own organisational unit.

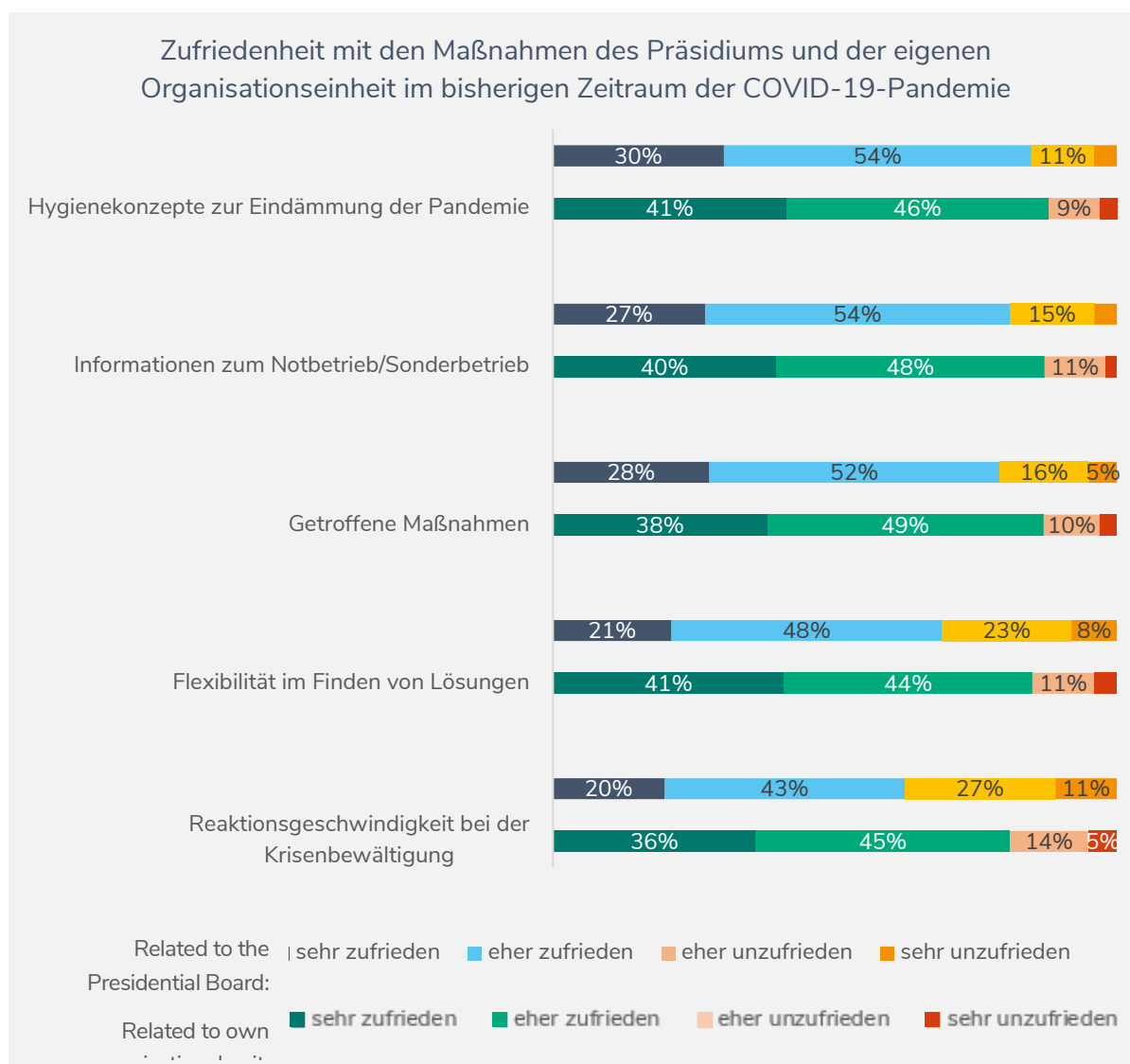


Figure 15: Satisfaction with the measures taken by the Presidential Board and the individual organisational unit during the COVID-19 pandemic to date
(Percentage values below 5% are not displayed for visual reasons)

With regard to the measures taken by the Presidential Board, significant differences can be seen in the responses, especially when comparing the work areas and status groups with the results of all respondents as a whole. Administrative staff (n = 535) were more positive about the information on special operations, the measures implemented and the flexibility in finding solutions. The same applies to respondents from the Presidential Board/Central University Administration group (n = 425).

The measures taken by the Presidential Board were also rated more positively by respondents without care-giving responsibilities (n = 922) compared to the total number of respondents as a whole. Respondents from the Schools (n = 779) were, statistically, significantly more negative about the flexibility in finding solutions.

With regard to measures taken by the individual organisational units, the analysis reveals significant results within the status groups. Administrative staff (n = 535) were more satisfied with the information on special operations and the flexibility in finding solutions. In the 'technical staff' group (n = 176), there are a number of negative deviations compared to the total number of respondents.

3.7 Answers provided in free-text fields

The information provided by the respondents in the free-text fields was categorised and anonymised in a separate detailed report, which was also published on the University of Oldenburg's intranet. This includes numerous individual statements made by the employees, which reflect the different ways in which they have experienced the work situation. Additionally, employees shared a variety of ideas, possibilities and wishes for establishing optimal working conditions for working from home. The respondents' critical and positive comments as well as their ideas and wishes for working from home in the future can be used as a basis for identifying areas and opportunities for further development.

The questionnaire included five open-answer free-text questions (their experience of current working conditions, satisfaction with support, services and advice provided, satisfaction with measures taken by the Presidential Board and the individual organisational units and the question on the future of working from home: 'With a view to future ways of working from home: What are the most important subjects, in your view, and do you have any specific ideas on about this?'). From this dataset, 1,994 codes were used to create nine main categories with individual sub-categories, as shown in Table 1:

List of free-text field categories	Frequency*
Total number of codes	1,994
Digitisation - IT in general	12
- Digitisation - Library	10
- Digitisation - Teaching/Research	38
- Digitisation - Administration/paperless work	70
- Support/service	29
- Hardware/technology	105
- Software/tools/internet	246
Accessibility of individuals/materials	69
Cooperation/social interaction/information flow	267
Room management/technology management	13
Presidential Board/Staff Council/Health and Safety Unit/company doctor	162
Security/protection	170
Health/exercise/nutrition	35
Further education/further qualifications	22
Mobile working/working from home	
- Productivity/job satisfaction	130
- Scope of work/workload	54
- Room/equipment/financial contribution	100

- Working from home with children/family life	67
- Boundaries between work and private life	25
- Wishes/ideas on mobile working in the future**	370

Table 1: List of free-text field categories

* Individual statements were assigned to several categories if the content thereof fell into more than one category.

** All statements relating to future wishes and ideas. These statements were also assigned to the individual categories.

Respondents' answers regarding their specific ideas and views on good conditions for working from home can be grouped into three areas:

1. Resources/equipment needed for working from home
 - Development and improvement of tools and good software for tasks and collaborative work
 - Provision of support in the form of good IT support and training
 - Appropriate equipment, furniture etc. for the workstation at home
 - Reduction of internal bureaucratic hurdles and digitalise processes
 - Guarantee of accessibility and reliable communication channels
2. The importance of working from home or working from home as a future model for working
 - Working from home as a contemporary and attractive employment model
 - Creation of opportunities to meet and interact with others while working from home
 - Working from home as a way of improving the work-life balance
 - Creation of healthy working conditions for and services/support to facilitate working from home
3. Desired work culture in the context of working from home
 - Working from home as a contemporary and attractive employment model
 - Appreciation of work carried out
 - Shift to results-oriented work
 - The trust of superiors as a key prerequisite
 - A good culture for resolving conflicts continues to be an important factor
 - Continued appreciation of face-to-face teaching
 - Personal responsibility and self-determination

3.8 Looking to the future

Figure 16 reveals that the majority of respondents would like to continue to use the option of working from home in the future: around a quarter of them would like to do so for 'up to 40%' or 'up to 60%' of their working hours. Fifteen per cent of the respondents would even want to work from home for 'up to 80%' of their time, and a further 7% for 'up to 100%' of their time. Others are less enthusiastic: 16% would only want to do this for 'up to 20%' of their working hours, and 4% said that they would not want to work from home at all. Finally, 6% of the participants said that working from home is not possible for their job.

The respondents with managerial responsibilities also expressed a positive overall opinion about the possibility of working from home in the future: 20% favour it for 'up to 20%' of their team's working hours, 34% for 'up to 40%' and a further 26% for 'up to 60%'. Nine per cent favour working from home for 'up to

80%' and 2% for 'up to 100%'. However, 6% stated that working from home is not possible for their team, and 4% do not favour the option even if it were possible.

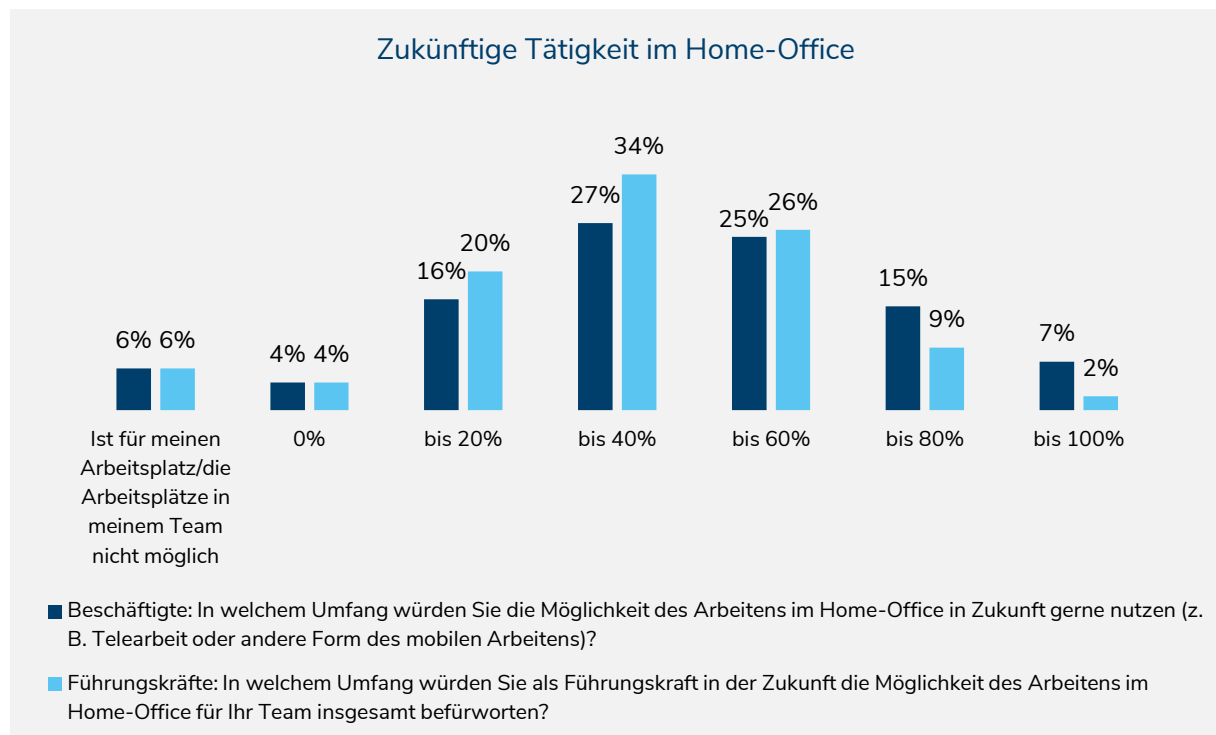


Figure 16: Extent to which employees would like to and supervisors would support working from home in the future

A total of 39% of the participants have one or more children in their household, and in the case of 25% of the respondents, at least one child is 12 years old or younger. Thirty-five per cent of the group with children in their household ($n = 413$) take care of their family and children mostly alone. Ten per cent of the participants take care of relatives ($n = 106$), and 40% of this group do this alone.

Of the participants with family responsibilities ($n = 413$), 81% stated that working from home would help them to better combine work with parenting tasks, on the condition that the children can go to school and day care. Nine per cent of the respondents stated that working from home would not help them, and the same percentage 'cannot judge' at the moment. Sixty-nine per cent of the participants with such responsibilities ($n = 106$) said that when the pandemic and the associated restrictions are over, they would be better able to balance their work with their care responsibilities if they worked from home. Twenty-two per cent said working from home would not help them balance work with their care responsibilities, and a further 9% said they 'cannot judge' (see Figure 17).

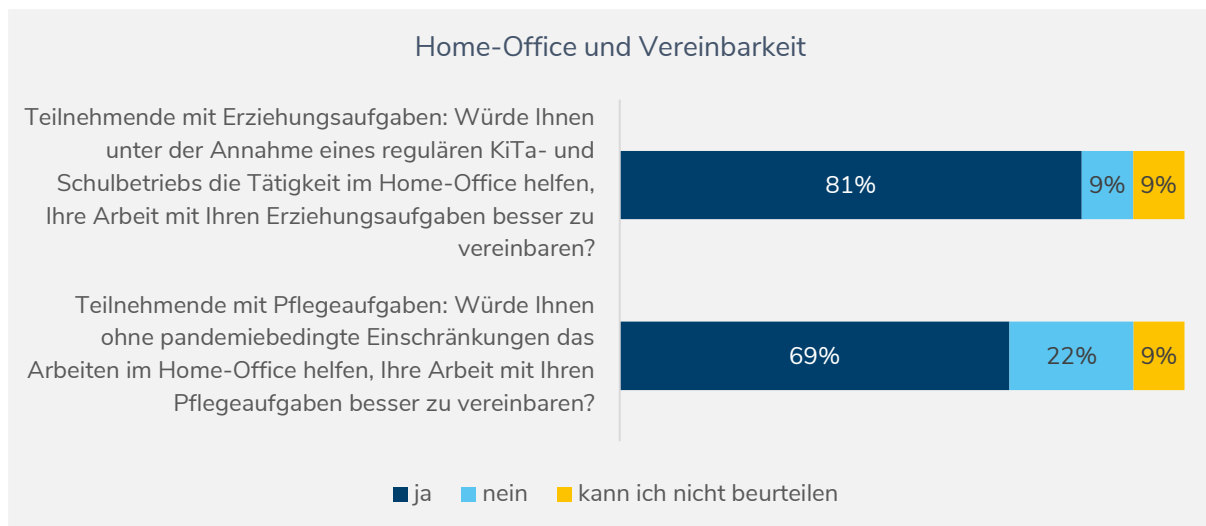


Figure 17: Expected benefits of working from home regarding the balance between work and care responsibilities

For the question 'For which areas would you like to see an expansion of the existing offers for working from home?', participants could give multiple answers. Most of the respondents would like to see additional tools for digital collaboration (n = 583). Many participants would also like to see audio and video production tools (384), chat functions (362) and more video platforms for meetings, teaching, etc. (n = 351). Respondents are also in favour of more opportunities for further education (n = 332) as well as more health-related services (n = 301) and more IT support (n = 295) (see Figure 18).

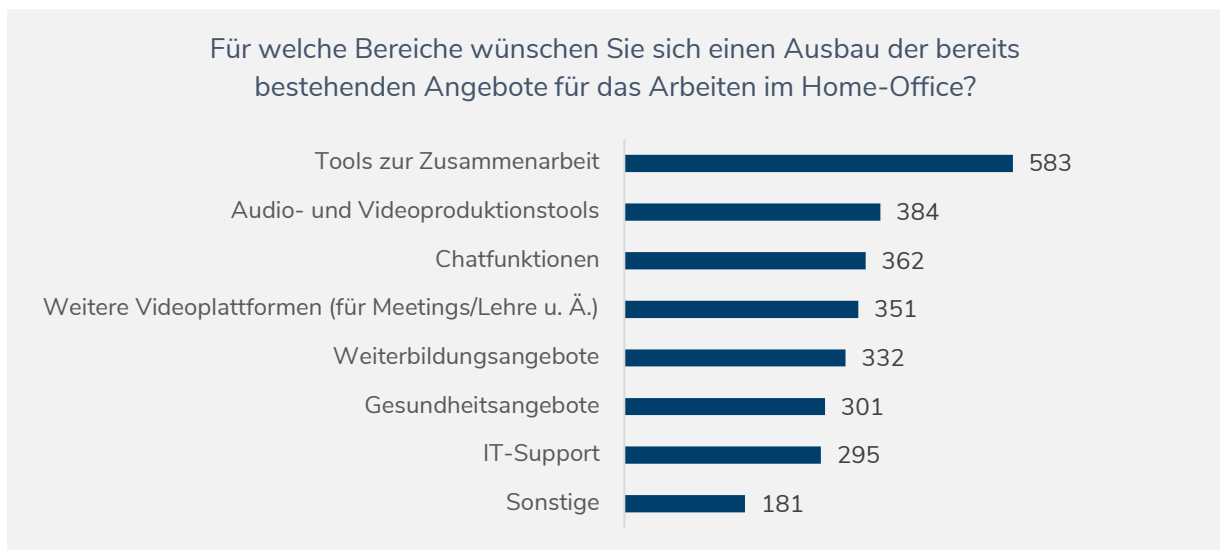


Figure 18: Areas in which respondents would like to see an expansion of the existing offers for working from home

3.8 Demographic data

Table 2 shows which status groups the respondents are affiliated with. The majority of respondents belong to the 'administrative staff' group (43%). Multiple answers were possible for this question, since some employees belong to more than one status group.

Status group	Administrative staff – Support staff	Technical staff – Support staff	Professors	Academic staff	Teaching staff for special tasks	Research assistants
Number of respondents in %	43	14	5	32	4	1

Table 2: Status group affiliation (n = 1,251)

The majority of respondents work at School V (22%) and for the Presidential Board/Central University Administration departments (21%) (see Table 3). Multiple answers were also possible for this question.

Area	School I	School II	School III	School IV	School V	School VI	Presidential Board/Central University Administration	University-wide institutions*	Other
Number of respondents in %	8	9	7	4	22	13	21	13	3

Table 3: Affiliation with areas of the university (n = 1274); *scientific centres/research centres

The majority of respondents work full-time at the university (58%) (see Table 4) and have permanent employment contracts (62%) (see Table 5).

Scope of employment	Full-time	Part-time (50% or more)	Part-time (less than 50%)
Number of respondents in %	58	39	3

Table 4: Scope of employment (n = 1,193)

Temporary contract	Yes	No	Pro rata
Number of respondents in %	35	62	4

Table 5: Contract type (n = 1130)

Overall, more women (62%) than men (37%) took part in the survey; 1% selected “Other” (see Table 6).

Gender	Female	Male	Other
Number of respondents in %	62	37	1

Table 6: Gender (n = 1130)

Most respondents are in the 30-50 age group (54%) (see Table 7).

Age group	Under 30	30 to 50	50 or over
Number of respondents in %	16	54	30

Table 7: Age group (n = 1168)

Four percent of the respondents stated that they have a severe disability (see Table 8).

Severe disability	Yes	No
Number of respondents in %	4	96

Table 8: Severe disability (n = 1165)

The majority of the respondents (44%) live ‘up to 5 km’ from the university (see Table 9).

Distance from home to the university	up to 5 km	6-20 km	21-50 km	more than 50 km
Number of respondents in %	44	28	14	15

Table 9: Distance from home to the university (n = 1193)

4 Summary and next steps

Given the relatively high participation rate for the survey, the results provide a representative view of the working situation at the University of Oldenburg during the COVID-19 pandemic so far. Overall, the respondents' answers paint a generally positive picture, but there are also a number of criticisms that indicate a need to develop suitable measures and identify areas where action is required. In their answers to the open questions (free-text fields) especially, respondents made numerous comments and shared a variety of useful solution-oriented ideas and suggestions.

The analyses reveal that, as far as the respondents are concerned, in many respects the University of Oldenburg reacted appropriately to deal with this extraordinary crisis and was able to create sufficiently good 'ad hoc conditions' for its employees. However, it is also clear that some of the procedures developed – even those which were adapted throughout the course of the pandemic – need to be revised for the future, as respondents consider them to be inadequate or inappropriate for the long term. At the same time, the results also point to potential resources and opportunities for the development of specific measures and new forms of mobile working and for dealing with crisis situations that may arise in the future.

It is therefore advisable to use the insights gained from the survey – based on both the quantitative and qualitative results – as a basis for developing potential next steps regarding the implementation and organisation of a contemporary and innovative workplace and to explore those steps thoughtfully and at the level within which action should be taken.

The survey results show that a majority of respondents would also like to have the option of working from home in the future. However, this is a significantly lower percentage than the percentage of people who thought that working from home was necessary or appropriate during the crisis. Most managers are also in favour of their team members working from home for between 40% and 60% of the time. The results also show that employees want to be free to choose whether and how much they want to work from home. This suggests that working from home should be voluntary for employees in the future.

The university encompasses a wide range of different work areas and working cultures. For this reason, in the future it is important not only to create opportunities for mobile working at the university-wide level, but also to take account of the characteristics and specific needs of the various levels of the organisational units or of other criteria (e.g. status group, gender, employment relationship) and to engage in a dialogue with those involved in each situation. This is reflected in particular in the sometimes very divergent responses given by the sub-groups. It is also essential that the organisational conditions for working from home (e.g. with regard to digitisation and workplace equipment) are improved and that suitable regulations (e.g. with regard to accessibility and working hours) are drawn up (e.g. with regard to accessibility and the organisation of working time). From a social perspective, it is essential that the university continues to facilitate effective and regular interaction between team members and between employees and their supervisors, thereby ensuring social inclusion as well as productive and successful collaborations. The development and implementation of new concepts and forms of work may also play a valuable role here.

Subsequent planning steps should be accompanied by support for managers and employees for developing additional skills for working from home. Examples include:

- Managing at a distance/managing hybrid teams
 - Feedback culture and trust
 - Building and maintaining motivation
 - Structuring tasks and work packages
 - Achieving goals and results
 - Formats for communication and cooperation
 - Raising awareness of the well-being and health of employees
 - Self-management
 - Handling conflicts
- Reconciling professional and private life
 - Complying with working times and breaks
 - Spatial demarcation of the workstation
 - Organisation of working hours
- Healthy workstation when working from home
 - Ergonomic equipment
 - Exercise, nutrition and relaxation

Despite the many severe health, economic and social consequences, the COVID-19 pandemic has also generated a number of benefits and accelerated transformation processes. The University of Oldenburg now wants to capitalise on the valuable experiences gained and lessons learned from the sometimes drastic changes in order to create the right working conditions for the future. It is therefore a tremendous opportunity to further shape the transformation of the working world, which was already underway in many areas before the pandemic (e.g. in the form of the 'New Work' concept), on the basis of these survey results that are specific to the University of Oldenburg.

The findings from the survey and hypotheses that can be derived from it should help to further improve work processes and working conditions, taking into account the needs of all work areas and stakeholders. In the spirit of a true learning organisation, the publication of these results offers all organisational units and employees the opportunity to study them, discuss them and develop ideas for possible changes and measures. The Presidential Board and the Staff Council of the University of Oldenburg are extremely committed to this development and, in cooperation with the organisational units and employees, also want to continue to find the best possible ways to remain an attractive and successful employer in the future.

Questionnaire Employee Survey 2021

Privacy statement
Survey on the working situation of employees during the COVID-19 pandemic

Dear Sir/Madam,

We would like to inform you about how your data will be processed in the context of this employee survey. Furthermore, we would like to ask you for your consent to participate in the survey and the associated data processing.

Please read the Privacy statement (link) carefully.

I agree to the data processing according to the privacy statement linked above.

☐ Yes ☐ No

Dear colleagues,

Thank you very much for supporting our survey on working conditions in the context of the COVID-19 pandemic in these special times.

The survey is aimed at all staff of the University of Oldenburg. The aim of this survey is to gain an overview of the work situation at the University of Oldenburg as it is influenced by the COVID-19 pandemic and to identify possible needs as well as potentials for the future. Of course, participating in the survey is voluntary.

If you cannot or do not wish to answer a particular question, you can select the option N/A or simply skip the question. If you would like to continue answering the questionnaire at a later time, please click on "continue later" and copy or save the link specified there.

Please do not enter any information in the free text fields that could be traced to yourself or anyone else.

You will find further information about the survey in the FAQ-list (link). If you have any questions on the implementation or content of the survey, please contact: beschaeftigtenbefragung2021@uol.de

We greatly appreciate your support.

Jörg Stahlmann (Vice President for Administration and Finance)
Petra Mende (Chair of the Staff Council)

A. Working situation during the COVID-19 pandemic

In answering the following questions, please think about your work situation as it is impacted by COVID 19 across all phases of the pandemic, regardless of whether you are working from home or not.

1. Current working conditions

1.1 How would you personally rate the following aspects of your work situation in the period of the COVID 19 pandemic so far?					
	Very positive	Somewhat positive	Somewhat negative	Very negative	N/A
Personal satisfaction with the job situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motivation to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workload	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very positive	Somewhat positive	Somewhat negative	Very negative	N/A
Cooperation with colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperation with supervisor/superiors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social inclusion/feeling of belonging in your work environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to information in your field of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transparency of developments in your work sphere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reconciling professional and private life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities for professional development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased digitisation of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical situation (e.g. internet connection, software)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please further specify or supplement your details:					
1.2 Have the activities you are required to perform in your area of responsibility changed as a result of the COVID 19 pandemic?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A				
	Very easy	Fairly easy	Somewhat difficult	Very difficult	N/A
1.2.1 How easy or difficult has it been for you to adapt to the changed working situation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.2.2 Do you feel capable of adequately dealing with the altered tasks?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A				

1. Current working conditions

1.3 Considering the duration of the pandemic so far, how much time do you work from home on average?	<input type="radio"/> None at all <input type="radio"/> Up to 40% <input type="radio"/> Up to 80% <input type="radio"/> N/A	<input type="radio"/> Up to 20% <input type="radio"/> Up to 60% <input type="radio"/> Up to 100%
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1. Current working conditions (working from home)

1.4 Did you already have an approved remote working site before the start of the COVID-19 pandemic (a home workplace that you applied for based on an agreement on remote working)?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A				
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	N/A
1.5 How satisfied are you currently with working from home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.6 Has your general attitude towards working from home changed?	<input type="radio"/> My attitude has become more positive. <input type="radio"/> My attitude has not changed. <input type="radio"/> My attitude has become more negative. <input type="radio"/> N/A				

2. Communication and cooperation

2.1 What is your current experience of...			
	more positive	unchanged	more negative
... communication with your direct supervisor compared to previously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... communication with your colleagues (team level) compared to previously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... access to other organisational units at the university compared to previously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.2 On average, during the period of the COVID 19 pandemic so far, how often do you communicate with your colleagues and/or your direct supervisor?						
	several times daily	daily	several times per week	once per week	less than once per week	N/A
... via video conferencing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...by email?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...by telephone?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...in person?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Communication and cooperation

If you are not working from home yourself, please answer the following questions from the perspective of colleagues from your team or your direct supervisor who are currently working from home:

2.1 What is your current experience of...

	more positive	unchanged	more negative
... communication with your direct supervisor compared to previously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... communication with your colleagues (team level) compared to previously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... access to other organisational units at the university compared to previously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.2 On average, during the period of the COVID 19 pandemic so far, how often do you communicate with your colleagues and/or your direct supervisor?

	several times daily	daily	several times per week	once per week	less than once per week	N/A
... via video conferencing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...by email?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...by telephone?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... in person?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.3 Conflicts in my work area in the COVID-19 pandemic period to date....

☐ ... have increased. ☐ ... have decreased.
☐ ... have remained the same.

2. Communication and cooperation (working from home (WFH))

2.4 Please indicate to what extent the following statements apply to you.

	Totally agree	Somewhat agree	Somewhat disagree	Totally disagree	N/A
I have the impression that the team's workload is divided fairly in the WFH situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My direct supervisor provides sufficient guidance for me to carry out my tasks from home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive sufficient recognition from my direct supervisor for the completion of my tasks when working from home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that my direct supervisor has faith in my work performance in the WFH situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that my colleagues have faith in my work performance in the WFH situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive all the information I need to perform my work from home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the necessary freedom to work on my tasks from home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that my direct supervisor treats me fairly while I am working from home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am also involved sufficiently in decisions concerning my working environment even when working from home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Management responsibility

Are you a manager?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A				
3.2 For how many members of staff are you responsible?	<input type="radio"/> Up to 5 <input type="radio"/> >15		<input type="radio"/> 6-15 <input type="radio"/> N/A		
3.3 Considering the duration of the pandemic as a whole, what percentage of the time do your employees work on average from their homes?	<input type="radio"/> None at all <input type="radio"/> Up to 40% <input type="radio"/> Up to 80% <input type="radio"/> N/A		<input type="radio"/> Up to 20% <input type="radio"/> Up to 60% <input type="radio"/> Up to 100%		
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	N/A
3.4 How satisfied are you with your employees' performance in the home office situation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.5 How satisfied are you regarding communication with your team in the home office situation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.6 Has your general attitude towards working from home changed?	<input type="radio"/> My attitude has become more positive. <input type="radio"/> My attitude has become more negative.		<input type="radio"/> My attitude has not changed. <input type="radio"/> N/A		

4. Organisation of work and reconciling work and private life in the WFH situation

4.1 What percentage of your tasks can you currently carry out satisfactorily from home, in your opinion?	<input type="radio"/> 0% <input type="radio"/> Up to 40% <input type="radio"/> Up to 80% <input type="radio"/> N/A		<input type="radio"/> Up to 20% <input type="radio"/> Up to 60% <input type="radio"/> Up to 100%		
4.2 To what extent do the following statements apply to you?	Totally agree	Somewhat agree	Somewhat disagree	Totally disagree	N/A
I have no trouble organising my work in the WFH situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I work more productively from home than at the regular office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get interrupted less often when working from home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have no trouble sticking to working times and breaks at home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can draw sufficient boundaries between work and private life in the WFH situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel it is a great advantage that the trip to the office is eliminated by working from home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am better able to organise my daily working hours in the WFH situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing documents and work materials is more difficult from home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Equipment and technology in the WFH situation

5.1 To what extent do the following statements apply to you?					
When working at home, I have access to:					
<input type="radio"/> ... a room of my own, e.g. a designated room to work in. <input type="radio"/> ... a clearly separate working area that is continuously available to me. <input type="radio"/> no fixed place to work – I improvise. <input type="radio"/> N/A					
5.2 To what extent do the following statements apply to you?					
	Totally agree	Somewhat agree	Somewhat disagree	Totally disagree	N/A
Working from home is no problem for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have suitable furniture in my home office workstation (e.g. office chair, desk).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Totally agree	Somewhat agree	Somewhat disagree	Totally disagree	N/A
I have the technical equipment required for my work at home (hardware and software).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a reliable internet connection at home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the requisite skills to work digitally.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have concerns about unanswered questions regarding the WFH situation relating to e.g. labour law and insurance law.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With regard to personal data protection, I have faith in the digitisation solutions provided so far by the University of Oldenburg.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Support, services and advice offered

6.1 If you have used the following support, service or counselling services during the COVID 19 pandemic period to date: How satisfied are you with these services?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Have not used
Company doctor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health management (OHOs - Occupational Health Organisations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graduate Academy and Schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Higher education didactics / university teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
University sports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff council; youth/apprentice representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Psychosocial advisory service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Representative for Employees with Disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and Safety Unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Further education (PEOE)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6.2 How satisfied are you in general with the following measures taken by the Presidential Board of the University of Oldenburg so far in response to the COVID-19 pandemic?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	N/A
Information on skeleton staff and special operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Measures taken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A flexible approach to finding solutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rapid response to crisis management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hygiene measures to contain the pandemic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Here, you can specify or add to your response.					

6.3 How satisfied are you with actions taken in your organizational unit during the COVID 19 pandemic period to date?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	N/A
Information on skeleton staff and special operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Measures taken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A flexible approach to finding solutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rapid response to crisis management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hygiene measures to contain the pandemic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Here, you can specify or add to your response.

6.4 If you used the following conferencing and video tools during the period of the COVID 19 pandemic: How satisfied are you with them?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Have not used
BigBlueButton	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WebEx	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cloud Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stud.IP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adobe Connect/DFN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. The future

Please now look ahead to the future, when the current restrictions due to the COVID-19 pandemic will no longer apply.

7. To what extent would you like to use the possibility of working from home in the future (e. g. remote working or some other form of mobile working)?

☐ Not possible for my particular job ☐ 0%
☐ Up to 20% ☐ Up to 40%
☐ Up to 60% ☐ Up to 80%
☐ Up to 100% ☐ N/A

7.1 As a manager, to what extent would you advocate working from home for your team in general in the future?

☐ Is not possible for the positions in my team ☐ 0%
☐ Up to 20% ☐ Up to 40%
☐ Up to 60% ☐ Up to 80%
☐ Up to 100% ☐ N/A

7.2 Do you live in a household with one or more children?

☐ Yes, at least one child is 12 years old or younger ☐ Yes, the child is/the children are older than 12 years
☐ No ☐ N/A

7.2.1 Assuming regular daycare and school operations were in place, would working from home help you to better balance your work with your child-rearing responsibilities?

☐ Yes ☐ No
☐ I cannot judge ☐ N/A

7.2.2 Do you take care of family and child raising tasks largely on your own?

☐ Yes ☐ No ☐ N/A

7.3 Do you take on care tasks for family members?

☐ Yes ☐ No ☐ N/A

7.3.1 Without pandemic-related restrictions, would working from home help you to better balance your work with your care responsibilities?

☐ Yes ☐ No
☐ I cannot judge ☐ N/A

7.3.2 Do you take care of family members largely on your own?

☐ Yes ☐ No ☐ N/A

7.4 For which areas would you like to see an expansion of the existing offers for working from home? (Several answers possible)

☐ Audio and video production tools ☐ Chat features
☐ Health resources ☐ IT support
☐ Collaboration tools ☐ Further education offerings
☐ Other video platforms (for meetings/teaching etc.)
☐ Here, you can specify or add to your response:

7.4 For which areas would you like to see an expansion of the existing offers for working from home?

C. Demographic details

8. How far is your home from the university?	<input type="radio"/> Up to 5 km <input type="radio"/> 21-50 km <input type="radio"/> N/A	<input type="radio"/> 6-20 km <input type="radio"/> More than 50 km
9. To which "status group" do you belong? (Several answers possible)	<input type="checkbox"/> Tech/admin - administration staff <input type="checkbox"/> Professor <input type="checkbox"/> Lfba (Special duties teacher)	<input type="checkbox"/> Tech/admin – support staff <input type="checkbox"/> Academic staff (research associates) <input type="checkbox"/> Research assistant
10. Please enter the scope of your position.	<input type="radio"/> Full time <input type="radio"/> Part time (less than 50%)	<input type="radio"/> Part time (50% or more) <input type="radio"/> N/A
11. Do you have a fixed-term contract with the University?	<input type="radio"/> Yes <input type="radio"/> pro rata	<input type="radio"/> No <input type="radio"/> N/A
12. In what section of the university do you work? (Several choices possible)	<input type="checkbox"/> School I <input type="checkbox"/> School III <input type="checkbox"/> School V <input type="checkbox"/> Presidential Board/Central University Administration <input type="checkbox"/> Others:	
	<input type="checkbox"/> School II <input type="checkbox"/> School IV <input type="checkbox"/> School VI <input type="checkbox"/> Central university institutions, academic centres, research centres	
13. To which age group do you belong?	<input type="radio"/> Under 30 <input type="radio"/> 50 or over	<input type="radio"/> 30-50 <input type="radio"/> N/A
14. What is your gender?	<input type="radio"/> female <input type="radio"/> diverse	<input type="radio"/> male <input type="radio"/> N/A
15. Do you have a severe disability?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	
Thank you very much for participating in the survey!		