Employee Pulse Survey

ABOUT THE SURVEY

We are in uncharted territory with COVID-19, offices and schools are closing, and orders to self-isolate and work from home will potentially continue for a while. We understand this requires a different way of operating and prioritizing for all of us.

We are running this survey because we’d like to better understand what’s top of mind for you, and how we can support you and enhance your wellbeing through this time of uncertainty and elevated anxiety.

Completing this survey is entirely voluntary. If there are particular questions you would prefer not to answer, you can skip them. There is more detailed information in the FAQ on how data collected, how your responses will be used by Salesforce, including who will have access to the data. Please ensure you read this carefully at sfdc.co/EmployeePulseSurvey.

☐ I understand

Section 1: ‘Normal’ before enforced WFH period

These first few questions help us understand what your typical work experience was like before the current enforced work from home (WFH) period.

1. Before the current enforced WFH period, in a typical week I usually worked from home:
   a. Never/0 days a week
   b. 1 day a week
   c. 2 days a week
   d. 3 days a week
   e. 4 days a week
   f. 5 days a week
   g. Always, I am Ohana@Home

2. Before the current enforced WFH period, when I worked at home my productivity was: (subtext: if this question does not apply, please skip)
   a. 1 = worse than working in the office / 2 = slightly worse than working in the office / 3 = about the same as working in the office / 4 = slightly better than working in the office / 5 = better than working in the office

3. Before the current enforced WFH period, the main reasons I came in to the office were: (please select all that apply) (subtext: please skip if you never come to the office)
   a. Collaboration (inc. meetings, etc)
   b. Social
   c. It is my preferred working environment
   d. My manager required or expected me to come to the office
   e. Other (specify)

Section 2: Current concerns and challenges
The following questions are about your current situation during this enforced WFH period.

1. What are your main concerns and challenges right now? (Please select all that apply)
   a. Don’t have suitable workspace or enough space at home to work
   b. Don’t have a desk, chair, or other necessary work equipment
   c. Don’t have adequate WiFi connection at home
   d. Trouble connecting to VPN/other issues with connection to Salesforce systems
   e. Trouble collaborating effectively online/virtually
   f. Work-related stress or other work-related issues
   g. Caring for children at home
   h. Caring for older relatives or parents
   i. Caring for other family members or other members of my household
   j. Concerns about wellbeing of family or friends, inc. those living abroad
   k. Feeling anxious, fearful, stressed, etc or experiencing psychological/mental health challenges
   l. Physical health concerns
   m. Feeling distracted/finding it hard to concentrate
   n. Feeling lonely or socially isolated
   o. Concerns about meeting basic household needs or obtaining essential supplies
   p. Concerns about personal/household finances or financial security
   q. Concerns about wellbeing of team and colleagues
   r. Concerns about potential longer-term economic impacts or job security
   s. Personal issues
   t. Other (please specify)
   u. None

2. What support do you need from your colleagues, managers, or Salesforce to help you manage these concerns and challenges?
   a. [open text]

3. Have there been any unexpected positives for you from the enforced WFH period? If so, please let us know below:
   a. open text

Section 3: Sales Sentiment & Customer support

- Are you in a customer-facing or quota-carrying role:
  ○ Yes
  ○ No or don’t know **people who answer no will skip to the next section**

These questions will help us understand how to better support our customers and employees in quota-carrying or customer-facing roles. Please skip any questions you don’t feel comfortable answering.

1. During this period, I know I have permission from my manager to focus on supporting and helping my customers rather than making my monthly/quarterly numbers
   a. 1 = strongly disagree; 5 = strongly agree

2. I feel prepared to meet the needs of my customers at this time
   a. 1 = strongly disagree; 5 = strongly agree
3. I feel pressured to close business/continue ‘business as usual’ despite the current situation. ***to be reverse coded
   a. 1 = strongly disagree; 5 = strongly agree
4. Where is this pressure coming from? (select all that apply)
   i. N/A
   ii. My manager
   iii. Customers
   iv. Myself
   v. Other Salesforce employees
   vi. Other (please specify)
5. My current level of concern about meeting my quota is: (subtext: if you are not in a quota-carrying role please skip this question) ***to be reverse coded
   a. 1 = lower than usual / 2 = slightly lower than usual / 3 = about the same as usual / 4 = slightly higher than usual / 5 = higher than usual
6. What support do you need from your colleagues, managers, or Salesforce to help you support your customers right now?
   a. [open text]

Section 4: Work & job-related change

These questions will help us understand to what extent the current situation has changed your work and job. Please skip any questions you don’t feel comfortable answering.

1. The number of hours I am working per day is: ***to be reverse coded
   a. 1 = lower than usual / 2 = slightly lower than usual / 3 = about the same as usual / 4 = slightly higher than usual / 5 = higher than usual
2. My current workload is: ***to be reverse coded
   a. 1 = lower than usual / 2 = slightly lower than usual / 3 = about the same as usual / 4 = slightly higher than usual / 5 = higher than usual
3. My current level of productivity is:
   a. 1 = lower than usual / 2 = slightly lower than usual / 3 = about the same as usual / 4 = slightly higher than usual / 5 = higher than usual
4. The amount of time I am spending interacting with my manager and team is:
   a. 1 = less than usual / 2 = slightly less than usual / 3 = about the same as usual / 4 = slightly more than usual / 5 = more than usual
5. My current ability to balance the demands of my work and home/personal life is:
   a. 1 = worse than usual / 2 = slightly worse than usual / 3 = about the same as usual / 4 = slightly better than usual / 5 = better than usual
6. I understand what my work focus and priorities should be for the next 30-60 days
   a. 1 = strongly disagree; 5 = strongly agree

Section 5: Wellbeing & Support

The questions in this section will help us understand to what extent the current situation is impacting our employee’s wellbeing and how we can better support you. Please skip any questions you don’t feel comfortable answering.

1. During this period I know I have permission from my manager to prioritize my own wellbeing and/or my family responsibilities.
a. 1 = strongly disagree; 5 = strongly agree
2. My current levels of work-related stress are:
   a. 1 = worse than usual / 2 = slightly worse than usual / 3 = about the same as usual / 4 = slightly better than usual / 5 = better than usual
3. My current overall physical health is:
   a. 1 = worse than usual / 2 = slightly worse than usual / 3 = about the same as usual / 4 = slightly better than usual / 5 = better than usual
4. My current overall psychological wellbeing/mental health is:
   a. 1 = worse than usual / 2 = slightly worse than usual / 3 = about the same as usual / 4 = slightly better than usual / 5 = better than usual
5. The amount of time I have for taking care of my personal wellbeing (inc. breaks, exercise, downtime, etc) is:
   a. 1 = less than usual / 2 = slightly less than usual / 3 = about the same as usual / 4 = slightly more than usual / 5 = more than usual
6. The amount of time I am spending interacting socially with others is: (subtext: this includes both virtually/online and with members of your household)
   a. 1 = less than usual / 2 = slightly less than usual / 3 = about the same as usual / 4 = slightly more than usual / 5 = more than usual
7. I feel resilient to handle the current challenges we are experiencing
   a. 1 = strongly disagree; 5 = strongly agree
8. What have you found most helpful for maintaining your wellbeing at this time?
   a. open text
9. What could your colleagues, managers, or Salesforce do to better support you or your wellbeing right now?
   a. open text

Section 6: Communications

The next three questions will help us understand how to better communicate with you, if you prefer not to answer please skip these questions.

1. The frequency of communication from Salesforce has been
   a. 1 = too little; 2 = just right, 3 = too much
2. The content of communication from Salesforce has been valuable
   a. 1 = strongly disagree; 5 = strongly agree
3. How could we better communicate with you at this time?
   a. open text

Section 7: Household situation

The next two questions will help us understand what kind of support different households need, if you prefer not to answer please skip these questions.

1. What is your current living situation? Please select all that apply
   a. Live alone
   b. Live with partner
   c. Live with young children (ie under school age)
   d. Live with elementary/primary school-aged children
e. Live with high school/secondary school-aged children
f. Live with older children
g. Live with parents, grandparents, or other older relatives
h. Live with other family members/relatives
i. Live with unrelated people (friends, sharehouse, roommates, etc)
j. Other

2. I have a strong social support network in the city I currently live in that I could call on for assistance if I needed to
   a. 1 = strongly disagree; 5 = strongly agree

Section 8: Wrapping up

This is the final question in the survey.

1. I would be open to Employee Success reaching out to me based on my situation.
   a. Yes
   b. No
   c. Not sure