



Focus Groups

Focus Groups are held to troubleshoot. They can be held with the teleworkers and telemanagers at three-month and six-month intervals. The meeting for each group should be held separately. Any or all of the following questions can be used in conducting these sessions.

Focus Group Questions

Teleworkers

1. For how long have you been teleworking?
2. How frequently do you telework?
3. Has teleworking affected your productivity? (How)
4. Could teleworking affect your performance rating? (How)
5. What is your supervisor's attitude regarding teleworking? Any changes since the beginning of the pilot?
6. How have your coworkers responded to teleworking?
7. What are some of the benefits of teleworking?
8. What are some of the disadvantages of teleworking?
9. How can the program be improved?
10. Have your job duties changed as a result of teleworking?
11. How are your technological needs being met while teleworking?
12. How is your morale affected by teleworking?
13. What did you think of the selection materials that were developed for the teleworking program? How can they be improved?
14. What did you think of the training session and materials that were conducted prior to the program? How can they be improved?
15. Would you recommend teleworking for others at your company?



16. How has your family responded towards teleworking?
17. Has teleworking had any impact on using sick time/vacation time?
18. Have you changed your work schedule (time of day you do your work) as a result of teleworking? Are you working more or fewer hours when you telework?
19. Are there any personal costs that you are bearing for teleworking? If so, is that OK?
20. How many hours of commuting a day do you save by working at home? What do you do with that time?

Focus Group Questions

Telemanagers

1. For how long has your staff been teleworking?
2. How frequently do they telework?
3. Has teleworking affected their productivity?
4. Could teleworking affect their performance rating? (How)
5. What is your attitude regarding teleworking? Any changes in the attitudes during the first three months?
6. What did you think of the selection materials that were developed for the teleworking program? How can they be improved?
7. Would you recommend teleworking to other managers at your company?
8. How do your fellow managers not involved in the project respond to teleworking?
9. Are you and your staff's technological needs being met while teleworking?
10. How is their morale affected by teleworking?
11. How do their coworkers respond to teleworking?



12. What are some of the benefits of teleworking?
13. What are some of the disadvantages of teleworking?
14. How can the program be improved?
15. What did you think of the training session and materials that were conducted prior to the program? How can they be improved?
16. Has teleworking had any impact on using sick time/vacation time?
17. Has your staff changed their work schedule (time of day they work) as a result of teleworking? Are they working more or fewer hours when they telework?
18. Has your staff's job duties changed as a result of teleworking?
19. Are there any costs that you are bearing for your staff when they telework?