

Digital transformation survey

How are our digital changes working in your job? Leave your name off: we report whole teams only.

Organization _____

Team _____

Date _____

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
1 I could explain our digital plan to a new colleague in two sentences.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
2 Our digital projects are aimed at problems we really have.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
3 Senior leaders here use the new digital tools themselves.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
4 The digital tools I use match the way my work is really done.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
5 I rarely have to enter the same information into two systems.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
6 I can get the numbers I need for my job without asking someone to pull them.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
7 When a task moves online here, the steps are redesigned, not just copied.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
8 I have had enough training for the digital tools my job depends on.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
9 It is safe to try a new digital way of working here, even if it fails.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

10 From 0 to 10, how far has our organization come in working digitally?

Not started ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Fully transformed

11 Where does our digital transformation need the most work?

☐ A clear plan ☐ Tools that fit ☐ Linked systems ☐ Training ☐ Data access

12 Which digital task in your week wastes the most time?

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Your digital skills

13 How confident are you with the digital tools your job needs today?

- ☐ Not confident ☐ Getting there ☐ Confident ☐ Very confident ☐ I help others

14 What would help you most with new digital tools? (tick all that apply)

- ☐ Hands-on workshop ☐ Short videos ☐ A colleague to ask ☐ Time set aside ☐ A practice area
☐ Written guides

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
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15 I know who to contact when a digital tool stops me working.

1	2	3	4	5
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16 Which digital skill would make the biggest difference to your job next year?

Tools, systems and data, day to day

17 How many different apps or logins do you use on a normal working day?

- ☐ 1 to 3 ☐ 4 to 6 ☐ 7 to 10 ☐ More than 10 ☐ Not sure

18 Which of these do you still track on paper or in your own spreadsheet? (tick all that apply)

- ☐ Tasks ☐ Approvals ☐ Client records ☐ Rosters or timesheets ☐ Team numbers
☐ None of these

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
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19 I trust the figures in our dashboards and reports.

1	2	3	4	5
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20 I can reach the systems I need from wherever I am working.

1	2	3	4	5
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21 Which two systems should share information but do not?

Thank you. Your answers are anonymous.

poll-maker.com/digital-transformation

Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Culture and ways of working

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
22 Ideas from staff about better digital ways of working get a real hearing.	☐	☐	☐	☐	☐
23 My team was asked what it needed before new tools were chosen.	☐	☐	☐	☐	☐
24 Teams here share what they learn from digital projects, including failures.	☐	☐	☐	☐	☐
25 Compared with a year ago, has digital change made your work easier or harder?					
☐ Much easier	☐ A bit easier	☐ No different	☐ A bit harder	☐ Much harder	

Automation and AI in your job

26 Which parts of your job would you most like to see automated? (tick all that apply)

☐ Data entry ☐ Scheduling ☐ Reports ☐ Routine questions ☐ Checking documents ☐ None

27 Is it clear which AI tools you may use for work?

☐ Yes, clear rules ☐ Some guidance ☐ No guidance ☐ Not sure

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
28 I understand how automation will change my own role.	☐	☐	☐	☐	☐

About you (optional)

29 Which best describes your role?

☐ Front-line or specialist ☐ Supervisor ☐ Manager ☐ Executive ☐ Rather not say

30 Which area do you mainly work in?

☐ Operations ☐ Customer facing ☐ Finance or admin ☐ IT or digital ☐ Other

31 What is your age group?

☐ Under 30 ☐ 30 to 44 ☐ 45 to 59 ☐ 60 or over ☐ Rather not say

Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

For the leadership team (leaders answer)

32 On the same 0 to 10 scale, how far do you think the organization has come in working digitally?

Not started Fully transformed

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
33 Each digital initiative has written goals and one named owner.	1	2	3	4	5					
34 We review a measure for each initiative at least every quarter.	1	2	3	4	5					
35 Funding for digital work is agreed for at least the next 12 months.	1	2	3	4	5					
36 Middle managers can explain the digital plan to their own teams.	1	2	3	4	5					

37 What is most likely to stall our digital plan in the next year?