

# How We Worked From Home

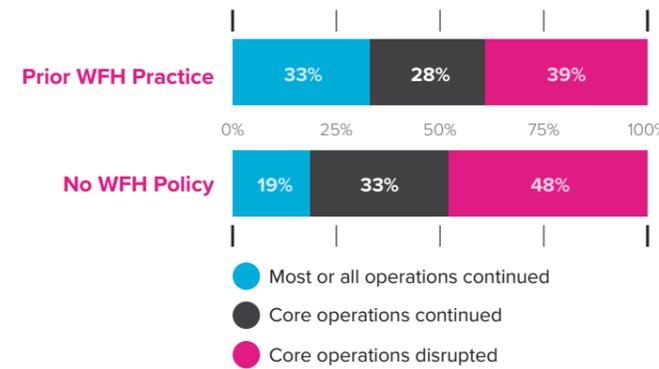
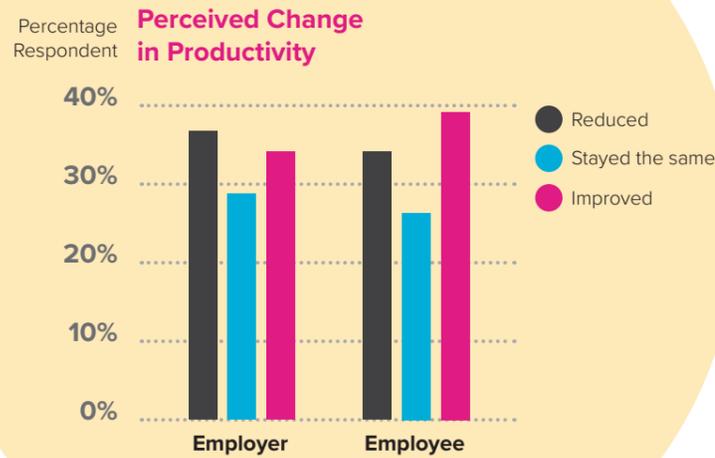
Findings from the WFH experience in response to the COVID-19 global health crisis in Malaysia



## WFH Works!

**54% of respondents said their quality of life improved as a result of WFH. 31% reported a decrease, while 15% reported no change.**

63% of employers and 76% of employees said productivity stayed the same or improved during WFH.



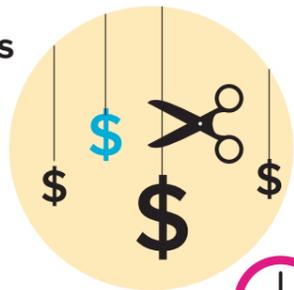
## WFH Experience and Business Continuity

**44% of employer respondents from local enterprises had experience with WFH arrangement prior to the MCO.**

Local enterprises with prior WFH practices had better business continuity during the MCO. Similar results were observed for multinational corporations.

## Income, Time, and Expense

**37% of WFH employees earning <RM3,000 experienced pay cuts.**



**42% saved more than one hour commuting daily.**

**32% spent at least one additional hour working daily.**

**44% reported increase in weekly expenses, 19% stayed the same, 37% reported reductions.**

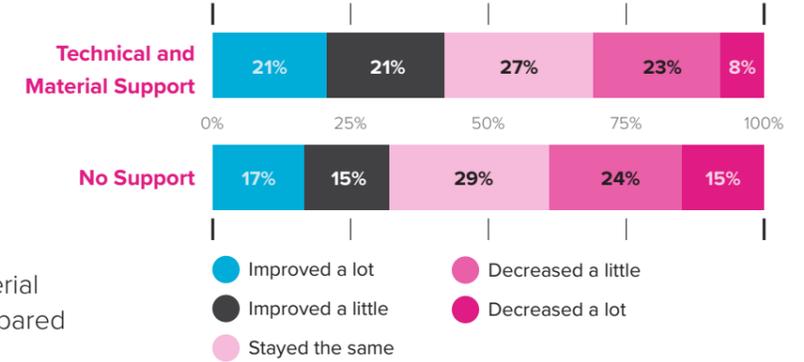
**Utilities and work equipment raised expenses.**

## Support and Productivity

Support needed by WFH employees:

- Materials: 61%
- Technical Training: 50%
- Financial: 28%
- Caregiving: 23%

Employees who received technical and material support reported improved productivity compared to those who did not.

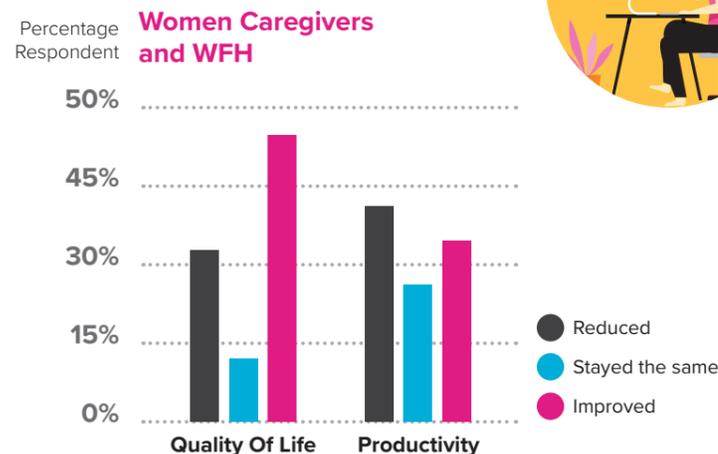


## Women and WFH

**Women between 35-44 were twice as likely as men to say WFH made it more difficult to manage domestic responsibilities (40% vs. 20%), reflecting the higher domestic burden on women.**

Nonetheless, women who were caregivers improved QOL while remaining productive.

**54% of women were fully able to communicate with colleagues during WFH. In comparison, 44% of men reported the same.**



Change in Employee Opinion of WFH after MCO

- Improved: 59%
- No change: 31%
- Decrease: 10%

## Future of WFH

**Most employees had a positive experience of WFH, with 44% preferring to WFH three or more days a week.**

**Employer plans**

83% have or are considering WFH options post-MCO. 54% have or are considering WFH for PWDs. 43% have or are considering WFH for caregivers.