

MALAYSIA : YAY OR NAY FOR REMOTE WORKING?

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This infographic is an excerpt from the full report **Remote Work Readiness Index**, Survey conducted by Kantar on behalf of Dell Technologies, January 2021. More than 7,000 individuals across the APJ region (of which 1,030 were from Malaysia) completed the survey. All were full-time working professionals aged 18 years and above who were and/or have been working from home to some degree throughout their respective national COVID19 control measures. Demographic information captured included age, gender and organisational size. Here are 5 key findings of the survey that reflects how we as a nation tackle remote work challenges and also provide basic understanding for us moving forward.

Employees in Malaysia feel prepared to work remotely for the long term.

7 in 10 Malaysian employees had worked remotely before the Movement Control Order (MCO)

Remote working is not new to employees in Malaysia, with **70%** having worked remotely to some degree before MCO measures were implemented.

On average, Malaysian employees worked remotely at least **3.5 days a month** before MCO.

Gen Z - 91%

More than nine in 10 Gen Z employees had worked remotely before MCO –the highest across all age segments. The average GenZ also spent more days a month working remotely.

(at least 4.4 days/month)

Gen X - 36%

Gen X employees constitute the largest percentage of those who had not worked remotely before MCO.



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Employees are concerned about job security and the stability of their remote network in a long-term remote work arrangement.

When thinking about remote work in the long term, employees are worried about job security from the lack of interaction with their employer, the stability of their remote network, including internet bandwidth, and the blurring boundaries between professional and personal lives.

Employees feel that their employer can do more to provide technology and HR-related resources.

Only **half** feel that their employer is doing everything they can to provide the necessary technology resources to enable remote work;

even fewer **43%** feel that their employer is doing everything they can to provide the necessary HR resources.

Employees are most challenged by the stability of their remote network, including internet bandwidth constraints.

Stable remote networks, productivity equipment/tools and access to internal company resources are the most important factors for employees during remote working

48% Almost half of surveyed employees rate stability of their remote network, including Internet bandwidth, as the most important factor during remote working. This is also consistently ranked in the top three most important factors across all age groups.

More female **40%** than male **33%** employees prioritise fixed working hours and personal time.

Gen Z **41%** and Millennials **40%** also value fixed working hours and personal time more than any other age groups.

Gen Z employees constitute the largest percentage of those who value productivity equipment/tools, with more than half

53% scoring this as the top factor
32% They also constitute the largest percentage of those who prioritise conducive remote work setup or environment.

41% Baby Boomers constitute the largest percentage of those who value support from team managers to ensure a seamless experience during remote working.

Employees feel that having best practice training and learning and development sessions are important for long-term remote work.

Lack of in-person communication is the top HR challenge faced by employees while working remotely

Generally, the top three HR challenges faced by employees while working remotely during MCO are

- 1** Lack of in-person communication **47%**
- 2** Lack of best practice training for remote working learning and development sessions, including training for virtual tools **38%**
- 3** Lack of team engagement initiatives and access to digital tools for performance review, leave filing, etc. **37%**

59% Significantly more Gen Z employees agree that the lack of in-person communication is a challenge while working remotely.

50% Baby Boomers find the lack of team engagement initiatives and learning and development sessions especially challenging compared to other age groups.

42% More Gen X employees find the lack of access to digital tools for performance review, leave filing, etc. to be a challenge.

