

The work-from-home revolution

The coronavirus (COVID-19) has unintentionally pushed the global workforce into a massive remote working experiment. Irrespective of readiness or desire, this pandemic has shifted the work-from-home (WFH) arrangement from a concept for the few, to a required necessity for the masses.

During Malaysia's Movement Control Order (MCO) period, KPMG conducted a public poll to understand the social wellbeing of WFH as a result of this pandemic. Insights from over 3,000 respondents in Malaysia reveal that those with the capability and capacity of leveraging on communication platforms, and are willing to adopt technology reported increased productivity levels. Study also shows that business leaders must invest in their people and technologies whilst empowering their HR professionals to play a crucial role in readying the organisation in this era of new normal.

WFH here to stay?

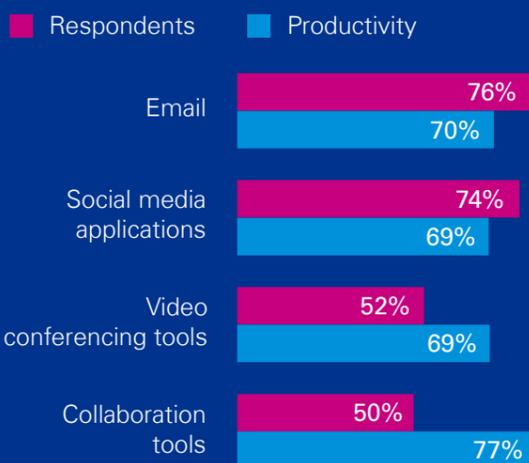
69%

say WFH should continue post MCO but **64%** reported facing difficulties which must be addressed

56%

of business owners support WFH post MCO

Most used modes of communication vs productivity



The right tools given can help increase productivity. In this instance, Collaboration Tools (such as Microsoft Teams, Skype, etc.) are seen as having a direct positive impact to the productivity of respondents.

The challenges and impact on productivity

Productivity levels have a direct link to the capability and capacity of communication platforms and readiness of individuals to adopt technology.

Network issues



Communication barriers



Lack of technology readiness



To establish strong workforce productivity when working from home, organisations must invest in effective communication platforms and upskill employees to better adopt to new technologies. Organisations should also consider extending some form of assistance (tangible or intangible) to their employees to help with the challenges faced.

Key enabler

HR plays a key role in helping the organisation transition into WFH, and top management's commitment is a must to embed an organisation-wide culture of online learning to upskill employees to achieve higher productivity.

When HR plays an active role:

Ease of WFH transition **↑ 8%**

WFH Implementation **↑ 7%**

WFH productivity **↑ 7%**

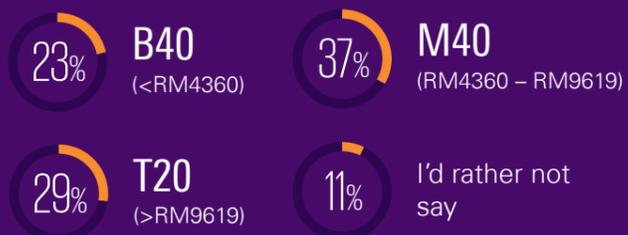
Top 5 industries that support/drive e-Learning among employees



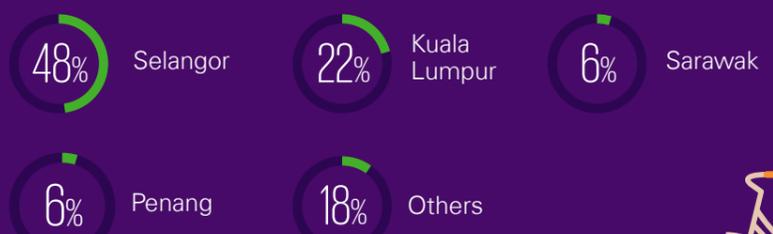
Equipping your organisation with the right platforms and empowering your HR with the right capabilities are crucial in keeping employees engaged and productive when implementing new ways of working.

Snapshot of respondents

Income



Geo-location



Source: Public poll of the impact on social wellbeing of working from home caused by the coronavirus pandemic, conducted by KPMG Management and Risk Consulting Sdn Bhd. The online survey was conducted from 7 April to 19 May 2020 involving 3,022 respondents in Malaysia.



Contact Us



Chan Siew Mei
Head of Advisory
T: +603 7721 7063
E: siewmeichan@kpmg.com.my



Sharmini Ann Jacob
Executive Director
People and Change Advisory
T: +603 7721 7725
E: sharminijacob@kpmg.com.my

