The Perception of Employees on Work-From-Home During Movement Control Order in Malaysia

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ABSTRACT

The COVID-19 pandemic has made Work from Home (WFH), an officially mandated and strictly enforced rule. The WFH concept is already gaining traction across many industries mainly requires in non-essential companies. Most employees are not satisfied with the WFH concept, as COVID-19 has required practically some employees from non-essential industries to work from home for the first time. This paper aims to discuss employees' perception of work from home during the movement control order in Malaysia as employees experience a new environment. However, this paper's research focuses on the effectiveness and challenges employees face when working from home. In this study, the researchers used quantitative methods which employed a set of a survey which included 20 questions. It contained three parts, (i) Respondent's information, (ii) working from home effectively for the employees during the MCO, and (iii) are there any challenges the employees face during work-from-home. The survey was distributed among 104 employees in different working sectors in Malaysia who work-from-Home during movement control order (MCO). Among others, the findings revealed that (i) The effectiveness of WFH affects employees to feel demotivated due to (ii) less interaction with coworkers that cause anxiety and stress levels to rise. This paper brings to light how employees withstand the new norm of working and what the
employers could do to embrace the effectiveness and endure the challenges of the new norm of WFH as it may take a long period of time to adapt.

**Contribution/Originality:** This study is one of very few studies which have investigated on the perception of the employees regarding the issue and perceptions of working from home during Covid-19 pandemic. It is hoped that this article may contribute and give a view to the researchers to investigate more about the same focus or different challenges in future.

1. **Introduction**

On 31st December 2019, the first outbreak COVID-19 case was found in Wuhan, China (Hamouche, 2020). A month later, the first case outside of China was recorded in Thailand and spread worldwide within a few months. The virus has been confirmed to have reached Malaysia in late January 2020. Initially, recorded cases remained relatively low and were primarily restricted to imported cases until localised clusters appeared in March 2020. Without further due, the Movement Control Order (MCO) was announced by our Prime Minister and has been implemented nationwide as a practical measure against COVID-19. Few rules and regulations were applied to make sure the virus was under control and eventually break the chain of COVID-19. One of the orders under the Prevention and Control of Infectious Diseases Act 1988 and the Police Act 1967 was the closure of all working services, including government and private sectors. According to Prime Minister Tan Sri Muhyiddin Yassin, during the Movement Control Order (MCO) execution, employers and employees from sectors or services that are not designated as vital services have been advised to work from home as mentioned by Chan (2021). To limit migration, all companies must follow the instructions, especially in high-density locations. According to him, the government defined five sectors as essential services that would be allowed to continue operating throughout the execution of the MCO, which has been reintroduced in five states and three federal territories. According to the Ministry of International Trade and Industry (MITI), manufacturing, construction, services, trading and distribution, and the plantation and commodities industries are among the sectors (Chan, 2021).

As a result, many businesses were forced to shut down, and many employees started to lose their jobs. The COVID-19 pandemic had a significant impact on the working industry in Malaysia. Now, organisations are urged to develop new strategies to adapt to the new challenge to ensure competitiveness and health of workers by becoming more automated, digitalised, receiving the proper technical support, and developing more flexible structures as mentioned by Gómez et al. (2020). Working from home has been analysed to improve employee productivity. Like some companies, the performance and productivity of employees are checked daily. Employees can flexibly maintain their work schedule from home. As a result of the COVID-19 pandemic, companies (those technology-dependent companies) trusted their employees to work from home.

During the global Coronavirus pandemic, many companies moved their staff from the office to a work-from-home approach. Work is usually performed at an office, where a company's operations are carried out in a physical space and employees perform work-related tasks. This is changing as the digital transformation progresses as claimed by (Cascio & Montealegre, 2016). As software capabilities get more complex and business
processes become more reliant on them, companies are realising that many of their employees are no longer bound by a physical workstation to work efficiently. Many employees and business owners in various industries were unable to make the shift to a work-from-home paradigm. On the other hand, Coronavirus has pushed many service providers to go even further with technology, addressing how they might work and function more efficiently and effectively using digital means. Its digital adoption determines the speed and efficiency with which a corporation can operate virtually.

Working from home has always been problematic for employees to adapt to the new working environment. Despite the fact that intelligent technologies make it easier for people to work remotely (Prasad et al., 2020), it has become a major worry for professionals with and without families regarding how to successfully balance work and family life (Grant et al., 2019). It may sound more comfortable and somewhat relaxing with little stress, but bringing your work home may be the cause of high-stress levels and anxiety. It was also observed that work from home also has many disadvantages, including lack of interaction with the community, lack of communication, problems in managing jobs, loss of productivity, and others (Rubeena, 2021). Work from home, therefore, somehow reduces the user's productivity facility. The employees play a significant role in determining workplace culture. They are culture based on their conduct, attitude and concern at the workplace. In comparison to a motivated employee, a satisfied employee would promote a healthy working culture as mentioned by Osborne and Hammoud (2017).

Working from home has been found to have both positive and negative effects on employees. At this moment, the concept of working from home has grown in popularity. This study allows us to research employees' perceptions of working from home. This study would also determine whether working from home is beneficial to employees and whether they have endured the challenges of the new WFH norm. It is almost a glimpse of Malaysian employees' entire readiness for a work-from-home situation.

1.1. Problem Statement

The working industry has experienced changes unexpectedly and dramatically due to the coronavirus (COVID-19) outbreak. The government already took action by closing down specific working sectors in Malaysia and introducing work from home (WFH) as a working method. However, it is not without its difficulties. According to Bansal and Rajagopal (2021), they mentioned that WFH was not a preferred or even realistic option for most employees in most businesses because it was unnecessary in the first place due to traditional working practices. It is also difficult for supervisors to monitor and control their personnel remotely. According to Mostafa (2021), while intelligent technologies make it easier for people to work remotely, workers with or without families were concerned about managing work and family successfully (Grant, et al., 2019). Some people will probably face post-pandemic stress, while others will probably recognise their inner qualities and be grateful for what they have (Prasad et al., 2020). Working from home can be quite a challenge for some people.

As a part of that, several issues have arisen when they work from home. Generally, employees may work in a comfortable, warm environment or from afar. However, the typical home environment is not conducive to productivity due to a variety of issues, including a lack of adequate workspace and unwelcome interruptions (Bansal &
Rajagopal, 2021). Even today’s low electronic equipment prices mean that they can back up serious money with a high-end laptop or tournament with several monitor devices and a high-speed multifunction printer/fax machine/copier. Hence, employees will feel demotivated to work from home due to specific problems that make the employees face some hard time working from home. As a result, employees’ performance may affect their work. This project aims to investigate the effectiveness of work from home and whether there are any challenges that employees face while working from home during Movement Control Order (MCO).

1.2. Research Objective

The specific objectives of the present study are:

i. To examine the effectiveness of (WFH) for the employees during the MCO period
ii. To identify the challenges of (WFH) in Malaysia

2. Literature Review

This review provides the opportunity to gather relevant knowledge and information. To provide a framework for the study, this section evaluates the literature on the presence of employee perceptions of work from home. It’s subdivided into four subsections. The first section delves into the definitions of key terminology utilised in research. The second subsection presents some past research associated with working from home during the movement control order is presented in the context of effectiveness of WFH, followed by the challenges of WFH in the third subsection. The final subsection describes the framework or mapping for the overall research.

2.1. Definition of Terms

Work-from-Home (WFH) - In a study conducted by Wong et al. (2020), according to the researchers, the term "work from home" refers to work done at home rather than at an office, and the term "WFH" is used to describe the concept. Furthermore, in their study's, a regular basis of WFH is generally can be done at home, be extremely mobile across multiple locations, or work outside the office on occasion (International Labour Organization, 2011). With the same amenities as those who work in typical office settings, employees still completed the tasks from home full-time or part time.

Movement Control Order (MCO) - according to the study conducted by Kumar (2020), the MCO is the cordon sanitaire implemented in Malaysia as a measure of prevention by the Federal Government in response to a COVID-19 pandemic. The Malaysian Government Movement Control Order (MCO) is commonly known as the PKP (Malay: Perintah Kawalan Pergerakan). The 2020 MCO, also known as partial lockdown, represents a significant step forward in the Malaysian government's efforts to limit the Covid-19 pandemic. It acts like a cordon sanitaire, prohibiting large movements and meetings in all sites across the country, including religious services, and ordering the closure of all businesses save manufacturers, suppliers, retailers, and food outlets.

2.2. The Effectiveness of WFH

A study conducted by Thorstensson (2020), titled The Influence of Working from Home on Employees’ Productivity: Comparative document analysis between the years 2000 and
2019-2020 were to investigate whether working from home give a significant impact on the employees’ productivity, or whether there has been a change in the factors since 2000. The study found that there were effects on work productivity which concerned work-life balance, flexibility, saving time, quality time, comfort, multitasking, decreased work motivation, additional cost, distraction, limited communication. As claimed by Thorstensson (2020), the effectiveness of work from home is not compatible with employees’ performance due to it not being an acceptable practice for all the organizations as it decreases the productivity of the employees.

Kaushik Meenakshi and Neha Guleria (2020), carried out a study on The Impact of Pandemic Covid-19 in Workplace. The priority of the research is to identify deeper insight of the effects of Covid-19 in the workplace, as well as what measures required by employers and employees must take to ensure appropriate management functioning in order to overcome the current Covid-19 crisis or any adversity. They reported that employees must be self-motivated, committed, and dedicated, as well as being dynamic, quick and flexible to ensure they are not leading to unproductivity. The researchers also emphasized, employees who work from home might be difficult to manage and keep accountable. It results in a severe loss of motivation and productivity. They highlighted in the study that the effectiveness of WFH can provide a major economic and productivity impact if handled properly, and must be utilised with caution to ensure all the employees are properly trained, motivated, and harnessed in order to get the greatest possible business performance.

In the recent studies, the authors concluded that the effectiveness of work from home contributes to the decreasing level of the employees’ motivation. They have chosen a different point of view in which they are studying the perception of the employees towards the effectiveness of work from home during the MCO when dealing with employees’ motivation.

2.3. The challenges of WFH

Irawanto, Novianti and Roz (2021) conducts a study of Work from Home: Measuring Satisfaction between Work–Life Balance and Work Stress during the COVID-19 Pandemic in Indonesia. Their problem statement was to underline the effects of working from home, work-life balance, and work stress on job satisfaction, and at once to immediately identify the significant effect both directly and indirectly on job satisfaction of the employees. The study found that working from home had a significant and negative effect on work stress. Irawanto, Novianti and Roz (2021) emphasized that work from home frequently causes workers to blur the lines between work and personal life, resulting in work overload, which increases stress and anxiety while also lowering job satisfaction. The researchers reported that working from home is undeniably disruptive and challenging to the employees’ stress level which may decrease in job satisfaction.

Trougakos et al. (2020) represented a study, Working in a pandemic: Exploring the impact of COVID-19 health anxiety on work, family, and health outcomes. The main objective of this study is to develop a deep insight of the work, home, and health related ramifications of this unusual circumstance, underling the destructive impact of the anxiety triggered by the Covid-19 pandemic on employees. The researchers found that anxiety has a favourable relationship with emotion suppression which has a negative relationship with psychological need fulfilment. The researchers also stated anxiety, on the other hand, had
a significant indirect effect on somatic problems through suppression and fulfillment of psychological needs, hence employees with higher levels of anxiety suffer from reduced work effectiveness. In this study, there is no doubt that employees faced the greatest challenges to cope with the high level of anxiety due to imminent danger and unpredictability during this phase of the pandemic.

A recent study conducted by researchers concluded that increasing levels of stress and anxiety may affect the employees’ productivity thus negatively affecting the employee’s work performance. They have taken a different approach in which they are researching employees’ perceptions of the challenges faced by the employees during work from home that caused anxiety and stress levels to rise.

2.4. Theoretical Framework

In Figure 1, “Work-home boundary Work” by Kriener et al. (2009) that has been simplified by Gisin et al. (2016) were used in this study. The sun and lightning are indicated for “stark segmentors” and “stark integrators”.

![Figure 1: “Work-Home Boundary Work” model](source)

Segmentors are people who create rigid boundaries between their personal and work lives. On the other hand, Integrators are people who blur the lines between work and home, switching back and forth between the two. Boundary congruence signifies a fit between an individual’s need for a boundary, and the boundary need of an appropriate environment, and is an essential condition for professional success and a healthy work-life balance in flexible mobile work, typical in work from home setup. The latter distinguishes itself specifically through the blurring of the boundaries between work and personal life. The more these segmentation/integration needs differ from those of the social environment, the more boundary incongruences can be found between personal needs and the needs of the corresponding stakeholder group. As a result, these boundary incongruences lead to so-called “Work-Home-Conflicts” caused by boundary violations due to border crossings or the setting of as unnecessary perceived boundaries. The work-home-conflicts can be overcome with the help of suited “Boundary-Work-Tactics” for the
purpose of an ideal person/environment fit and hence boundary congruence. Boundary-Work Tactics” include all strategies which help individuals to draw, defend and maintain boundaries in daily routine. The presented research results indicate that boundary theory can build a better understanding of the potential and risks of flexible mobile work arrangements, especially for work-at-home situations and assist in the fabrication and development of appropriate intervention strategies.

3. Methodology

This study is using quantitative research design which involves 104 employees of their field of work who work from home during Movement Control Order (MCO). The respondents come in three different working sectors: Government, semi-government, and private. Among them, 68 employees from the private sector, 19 employees from the government sector, and 17 employees from the semi-government sector. This survey was conducted through Google Forms, where a set of questionnaires was created to test the research variables in the study. Moreover, this instrument has two sections which each section contains ten questions on The Effectiveness of the Work-from-Home, and ten questions regarding The Challenges of Working from Home. All of the questions were measured using a five-point Likert scale with 1 representing “Strongly agree” to 5 representing ”strongly disagree” and is categorised into three sections. During the Movement Control Order, researchers permitted around two weeks for the survey link from Google Forms to be distributed among respondents who work from home. The researchers gave themselves two weeks before analysing the data to acquire a solid number of respondents whose main medium is employees who are impacted by the work from home situation. The data then were analysed and tabulated in percentage.

4. Result and Discussion

In Figure 2, it shows that the employees from various working backgrounds were chosen for the convenience factor to access the respondents.

Figure 2: Working Sector

Since the researchers aimed to perceive the employees’ perception towards the work-from-home during Movement control. The researchers have noticed from this survey that the employees mainly come from the Private Sector (65.4%, n=68), partially from the
Government Sector (18.3%, n=19), and the least number of employees come from the Semi-Government Sector (16.3%, n=17).

Table 1 shows the perception of employees on the effectiveness WFH during MCO. It shows that 40.4% (n=42) of respondents had a neutral state of mind in which working at home resulted in an increased capacity to manage a growing volume of activity. Only 18.3% (n=19) of respondents felt there was no increased capacity for work. 36.5% (n=38), the respondents had neutral understanding regarding the explanation of work objectives. However, only 13.5% (n=14) of respondents felt the objectives were not clear and well explained each day/week.

Table 1: Effectiveness of working from home during the MCO

<table>
<thead>
<tr>
<th>No.</th>
<th>Item</th>
<th>SD</th>
<th>A</th>
<th>N</th>
<th>D</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Working remotely has resulted in an increased capacity to manage a growing volume of activity (e.g., transactions, serve more customers, complete more projects, etc.)</td>
<td>4.8</td>
<td>13.5</td>
<td>40.4</td>
<td>23.1</td>
<td>18.2</td>
</tr>
<tr>
<td>2.</td>
<td>My work objectives are clear and well explained each day/week.</td>
<td>5.8</td>
<td>26.9</td>
<td>36.5</td>
<td>17.3</td>
<td>13.5</td>
</tr>
<tr>
<td>3.</td>
<td>Working remotely has resulted in overall productivity improvement.</td>
<td>5.8</td>
<td>14.4</td>
<td>35.6</td>
<td>32.7</td>
<td>11.5</td>
</tr>
<tr>
<td>4.</td>
<td>I have a comfortable WFH setup compared to being in the office.</td>
<td>6.6</td>
<td>13.5</td>
<td>33.7</td>
<td>27.9</td>
<td>18.3</td>
</tr>
<tr>
<td>5.</td>
<td>I feel comfortable while communicating with my team online.</td>
<td>7.7</td>
<td>21.2</td>
<td>32.7</td>
<td>22.1</td>
<td>16.3</td>
</tr>
<tr>
<td>6.</td>
<td>I feel pretty competent when I work from home.</td>
<td>7.8</td>
<td>14.4</td>
<td>32.7</td>
<td>28.8</td>
<td>16.3</td>
</tr>
<tr>
<td>7.</td>
<td>I feel my self-motivation increase when I work from home.</td>
<td>3.8</td>
<td>18.3</td>
<td>23.1</td>
<td>31.7</td>
<td>23.1</td>
</tr>
<tr>
<td>8.</td>
<td>I do maintain a work-life balance when I work from home.</td>
<td>10.6</td>
<td>22.1</td>
<td>30.8</td>
<td>24</td>
<td>12.5</td>
</tr>
<tr>
<td>9.</td>
<td>I have all the support from my employer to work from home.</td>
<td>11.6</td>
<td>19.2</td>
<td>29.8</td>
<td>26.9</td>
<td>12.5</td>
</tr>
<tr>
<td>10.</td>
<td>I have a quiet, distraction-free area at home that allows me to work efficiently.</td>
<td>10.6</td>
<td>20.2</td>
<td>26.9</td>
<td>26.9</td>
<td>15.4</td>
</tr>
</tbody>
</table>

Note: SD= Strongly Agree; A=Agree; N= Neural; D= Disagree; SD= Strongly Disagree

35.6% (n=37) respondents felt the overall productivity improvement during working remotely is particularly maintained. Yet 14.4% (n=15) agree that there is an overall productivity improvement to them. 33.7% (n=35) of respondents felt neutral towards having a comfortable WFH setup compared to being in the office. Meanwhile, 27.9% (n=29) and 18.3 (n=19) respondents disagree and strongly disagree regarding the statement. Continuing with 32.7% (n=34), most of the respondents were comfortable while communicating with the team online and it felt neutral to them. Then 21.2% (n=22) respondents agreed with this question. 32.7% (n=34) respondents felt neutral regarding the competency when they work from home. Only, 16.3% (n=17) respondents felt that they lacked competency.

Next, 31.7% (n=33) respondents were disagreeing regarding the increase of self-motivation when they work from home. With the same percentages, 23.1% (n=24) felt
strongly disagree and neutral about their self-motivation level. 0.8% (n=32) of respondents feeling neutral when it comes to maintaining their work-life balance and 22.1% (n=23) respondents agreed that they managed to acquire a healthy work-life balance. Lastly, 29.8% (n=31) felt neutral when receiving support from the employer when they work from home. While there is a low number of respondents which is 19.2% (n=20) believe they received all the support.

However, with the same percentage (and respondents) of who voted which is 26.9% (n=28) felt neutral and disagreed when having a quiet, distraction-free area at home that allows them to work efficiently. Even so, 20.2% (n=21) respondents agreed with the home environment as mentioned in the statement.

Table 2 shows the challenges the employees face during work-from-home. It shows that 34.9% (n=36) respondents were agreeing that they are more likely to receive less guidance and oversight when they work-from-home. However, there are low numbers of respondents, which is 18.3% (n=19) showing disagreement with the statement.

<table>
<thead>
<tr>
<th>No.</th>
<th>Items</th>
<th>SA</th>
<th>A</th>
<th>N</th>
<th>D</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>When I work from home, I am likely to receive less guidance and oversight.</td>
<td>16.3</td>
<td>34.6</td>
<td>26.9</td>
<td>18.3</td>
<td>3.9</td>
</tr>
<tr>
<td>2</td>
<td>There is no longer a clear boundary between my workspace and my personal area.</td>
<td>20.2</td>
<td>31.7</td>
<td>23.1</td>
<td>18.3</td>
<td>6.7</td>
</tr>
<tr>
<td>3</td>
<td>It's even more difficult to stay on the same page when everyone works from home.</td>
<td>19.2</td>
<td>30.8</td>
<td>27.9</td>
<td>17.3</td>
<td>4.8</td>
</tr>
<tr>
<td>4</td>
<td>My family members always interrupt me when I am working at home.</td>
<td>11.5</td>
<td>14.4</td>
<td>29.8</td>
<td>26</td>
<td>18.3</td>
</tr>
<tr>
<td>5</td>
<td>Work from home makes me realize that my stress and anxiety levels have risen.</td>
<td>20.2</td>
<td>29.8</td>
<td>26</td>
<td>15.4</td>
<td>8.6</td>
</tr>
<tr>
<td>6</td>
<td>It's difficult for me to concentrate on my work when I'm surrounded by my personal items and reminders of duties.</td>
<td>23.1</td>
<td>27.9</td>
<td>18.3</td>
<td>19.2</td>
<td>11.5</td>
</tr>
<tr>
<td>7</td>
<td>Working alone all day is hard for me since I need to interact with my coworkers.</td>
<td>27.9</td>
<td>22.1</td>
<td>17.3</td>
<td>8.7</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>It's difficult for me to stick to my work schedule or routine even if I work at home.</td>
<td>21.2</td>
<td>21.2</td>
<td>26.9</td>
<td>21.2</td>
<td>9.5</td>
</tr>
<tr>
<td>9</td>
<td>I don't have access to the tools or information I need to do my job at home.</td>
<td>25</td>
<td>24</td>
<td>21.2</td>
<td>17.3</td>
<td>12.5</td>
</tr>
<tr>
<td>10</td>
<td>My coverage is poor, so I won't be able to complete my work on time.</td>
<td>12.5</td>
<td>23.1</td>
<td>18.3</td>
<td>24</td>
<td>22.1</td>
</tr>
</tbody>
</table>

More than one-third of respondents 31.7% (n=33) felt that they do not have any clear boundary between their workspace and the personal area and 23.1% (n=24) respondents felt neutral about the two mentioned areas. 30.8% (n=32) respondents felt they agreed on the difficulties of staying on the same page when everyone works from home. Then, 27.9% (n=29) respondents were neutral with the difficulties of staying on the same page. 29.8% (n=31) respondents felt neutral when their family members interrupted them when they’re working at home. While, 18.3% (n=19) respondents did not face any interruption from their family members.
The highest respondents which is 29.8% (n=31) felt the rise of stress and anxiety levels they counter when they work from home and 26% (n=27) respondent felt neutral regarding their stress and anxiety level. 27.9% (n=29) respondents agreed that they have a hard time concentrating on their work when they are surrounded by their personal items and reminders of duties. However, there are numbers of respondents which 19.2% (n=20) did not have a hard time as mentioned.

With respondents who were working alone all day feeling hard for them since they need to interact with their coworkers, the majority of the respondents 27.9% (n=29) are going through this phase. Yet, 17.3% (n=18) managed to work alone all day. 26.9% (n=28) respondents felt neutral for them to stick with their own work schedule or routine, even if they work at home. However, 21.2% (n=22) respondents felt possible for them to stick around their work schedule or routine. 25% (n=26) respondents were neutral regarding having any access to the tools or information they need in order for them to do their job at home. While, 21.2% (n=22) respondents did not have any access as mentioned in the question. 24% (n=25) respondents were able to complete their work on time due to having a clear coverage. Meanwhile, 22.1% (n=23) of respondents felt the otherwise which they can't managed to complete their work on time due to the poor coverage.

5. Discussion

The study’s main finding is that transitioning from a traditional job to working from home is difficult for Malaysian employees. Working from home may have sounded like a perk that freelancers got to do before the COVID-19 outbreak but not everyone. Due to employer mandated safety standards, a growing number of full-time employees have had the opportunity to work remotely. As the COVID-19 epidemic shatters the planet and alters practically every aspect of existence, most people are concerned about the health of their families, friends, or themselves. But, as life goes on, there are still questions about those who work when they are kept home by the government, working from home, through the Movement Control Order (MCO). In reality, as in an office, remote work comes with advantages and disadvantages. Working at Home, on the other hand, poses challenges that employees face when they work.

Employers, employees and organisations, play an essential role in ensuring that the best platform for MCO is work from home. When considering the multiple challenges of working from home, people generally focus on how employees might handle these challenges. However, it is vital to realize that employers confront various issues that they have to solve. When everyone works from home, the employees feel that they cannot keep on the same page because everyone can do different times and tasks. They fear that their management will give them less guidance and supervision. When you are not in the same room as your fellow members, it can be hard to connect, and you can't meet face to face. The geographical breakup also means remote workers can quickly feel the events in their organisation out of the loop. Despite all the challenges, the employees know the best way to handle the current situation is to work from home.

Even when confronted with such problems when working from home, employees lift their heads and seek assistance from their companies and organisations. They believe that working from home is an excellent solution to enhance their work. They can work when they feel most productive when they work from home. They can now concentrate better and are less distracted by other working activities. When they work in an office, their
schedule is rarely set on their own, but they now have time to think about and write critical reports and duties that have been assigned to them. When people work from home, they may feel as if their self-motivation suffers, but they can still strike a work-life balance. The significant findings of this research are employees’ perceptions of working from home. The change to remote labour, on the other hand, introduces significant obstacles to accomplishing these goals because they were unfamiliar with working from home, the staff struggled. Regardless, they both feel that working from home is the effective option in this case. As a result, a clear picture of employees’ perceptions of working from home will emerge during the Movement Control Order (MCO).

6. Conclusion

The current study examined employees' perception of work from home during the pandemic. One hundred four participants from various sectors of work participate in this study. In this study, a quantitative method has been used to obtain survey data. Modern working approaches are required in today’s world. Technology aids in meeting current needs, allowing for more significant work flexibility. Understanding the requirements of employees offers employers the chance to help their employees create an enabling and controlled work environment, which can lead to more workers becoming more willing to work from home and thus better job satisfaction and efficiency. The results of the study can serve as guidance for both organizations and the government. Also, this study provides a proper direction for them to realize that it is hard for employees to cope with this situation. Better government rules and policies are needed to effectively regulate and make WFH a reality. Guidance on adapting to distant online work is one area of policy where preparation and implementation are critical.

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Conflict of Interests

The authors declare no conflict of interest in this study.

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