

Impact and Challenges Faced by Employees Work from Home During Covid-19 (Mco)

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Abstract— This study has been conducted based on key factors that impacted significantly on several workers during the time of Covid 19 period. The research study has discussed about some key challenges faced by the people in the country of Malaysia during the time of pandemic as they did their work from home. The research study has discussed the method of conducting a survey for evaluating the main factors related to the impact of Covid 19 on the workers associated with several companies. At the end of the study, there are some key suggestions that have been discussed properly based on the given topic.

Keywords— Covid -19, MCO, work from home, human resource management

I. INTRODUCTION

Most of the peoples in the world, especially the citizens of Malaysia were facing trouble in the time of Covid 19 when the dangerous corona virus had been spread out throughout most of the area of the country since the year 2019. It was started from the city Wuhan situated in China and had been spread out among 200 countries in the world that was also been addressed as a pandemic period by WHO.

II. LITERATURE REVIEW

There is a wide range of major problems that have been faced by the companies of Malaysia due to the outbreak of Covid-19. The theory of Colmekcioglu et al. (2022), due to the strict rules and regulations of the government of Malaysia, the organizations had to change their working patterns and enforce the employees. In addition to this, technical issues have been considered as one of the key challenges that have been raised during the work of the employees. Moreover, the

work of employees often got delayed and disrupted due to technical glitches which have also caused huge losses in the business. On the other hand, the employees also need to have a strong Internet connection, technical support, facilities, and other types of equipment in order to conduct their work effectively and efficiently from their homes. However, it has been found that due to a lack of resources and equipment, the employees were also facing issues in order to work from home.

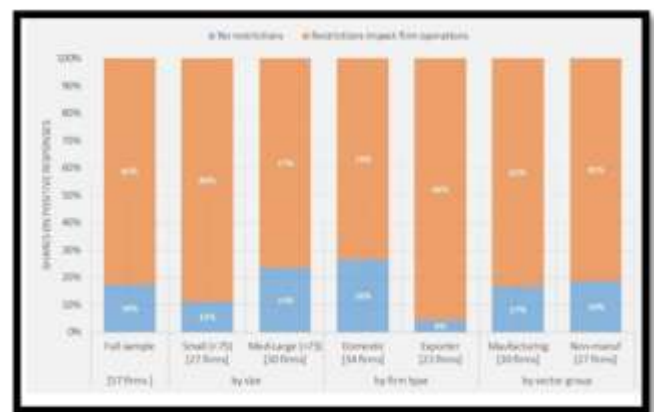


Figure 1: Assessment of Covid 19 in Malaysia

(Source: Courtney et al. 2020)

In the study of Nayal et al. (2022), most of the small-size organizations also have not provided any kind of facilities, services and equipment to the employees considering the issues of the employees which have also affected the workflow during the global pandemic. Besides that, the organization also has been determined to focus on various

adopting various strategies and approaches in order to eliminate these potential challenges. Moreover, there also has been a significant gap in communication between the employers and the employees which has created even more challenging situations for the organization of Malaysia (Su et al. 2022). Henceforth, due to a lack of communication, the issues and problems of the employees also have been unresolved by the management of the organization.

III. METHODS

The quantitative method has been applied in order to continue this research study. The quantitative method was chosen in order to conduct the survey because the outcomes of this method are appropriate for the research work (Han et al. 2023). The research study has been applied to several employees connected with different occupations and random employees have been selected to conduct a survey based on the topic that is the impact of Covid 19 on the employees.

IV. ANALYSIS AND RESULTS

In order to facilitate effective work culture, the organization also need to ensure an effective flow of communication at the workplace. However, a lack of communication has caused various types of conflicts and problems in the company during Covid-19 such as misunderstandings, and poor decision makings. The opinions of Vu et al. (2022) have noted that interpersonal communication has a significant influence on the motivation and performance of employees. Henceforth, during Covid-19, the productivity level of the employees also has declined to a huge extent.

Besides that, the organizations also had to provide training facilities to the employees in order to help them to develop technical skills so that the employees could have worked effectively. In this scenario, due to increased misunderstanding, the management of the organizations also taken ineffective decisions which have affected the ongoing continuation as well as the performance of the company. As per the theory of Colmekcioglu et al. (2022), many companies have adopted CRM in order to conduct their meeting and communication with employees. On the other hand, due to the lower productivity level of the employees, the company also failed to meet the demands of the market.

In order to maintain the versatility of the data, this research work collected 33 percent data of male candidates and 67 percent data of female candidates. 23 percent of the data were taken from the age group of 18 to 30 and the 53 percent of data were taken from the age group of 31 to 39 years and the remaining 14 percent of data were collected from the people whose age is between 40 to 49 years.

V. DISCUSSION

Based on the result as well as the researchers report on the survey, some general ideas had been stated about the impact of Covid 19 pandemic on the workers in the country. The result displayed some advantages as well as some key challenges of

the employees who related to the “WFH” facilities as declared by the government.

There is a communication gap in terms of physical communication among the employees. There are some key foundations that had been collected after the survey analysis of the research work. Based on the key foundations, the researcher makes a report that the work from home facility has a positive impact in terms of cost saving of the employees (Courtney et al. 2020). The survey result stated that most of the employees, especially those who were doing their job from home, saved their cost of petrol, time to interact at their workplace and many more.

VI. CONCLUSION

The overall thought stated that there were some positive impacts of the Covid 19 on the employees who were accessing their work from their home and the study stated that there were some key challenges faced by the employees of different sectors. The key findings proved that the “work from home employees” were achieving some new and moderate knowledge about their work and fulfilling their job satisfaction specifically when the high amount of productivity were met by the “WFH” employees at the time of pandemic period.

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