TWY Agensi Pekerjaan Search International (M) Sdn Bhd (1042104-w)

Official Monthly Newsletter

MANAGING REMOTE EMPLOYEE

The Covid-19 pandemic fundamentally changing the way many organisations operate for the foreseeable future. Even in our current stage of Recovery Movement Control Order (RMCO), remote work is our new reality. Just barely over 3 months ago, the scale of what we have seen where employees were asked to work from home very quickly was unprecedented. So no, organisations are not prepared for this sudden transition and consequently faced challenges in managing these remote employees. However, there are some actions Managers can do to ease this transition as highlighted below:-

- Infrastructure must be right from onset; internet availability and access to hardware technology. Managers must ensure that every employee has full access to the resources they need to work, so no one feels left behind.
- Frequency in communication is a must. Whether it is via MS Teams, Google Meet or Zoom, Manager must include everyone in their meet at least once a week or more. Employees must have the confidence that the Manager is available to them equally.
- Clear directions and goals. An employee's ability to focus, being self-discipline and work productively goes hand in hand with clear directions and goals given by the Manager.
- Engaging the employees. Ensure that the employees know what is happening at the Company, with clients and overall objectives as these will make them feel that they are still relevant to the organisation. This is an important aspect to motivate them especially being alone working from home.
- Trust and empowerment in the employees. There must be some element of trust given to the employees to ensure that they carry out their own responsibilities. You can't see what they are doing, and you can't monitor the process, so your review will have to be outcome based. There's no reason to believe that in this new environment, people won't do their work to reach their objectives and goals.

If all these actions were to be implemented cohesively and correctly, the transition of working from home will indeed be much smoother for most organisation in the new environment.

Key Deciding Factors When Candidates Are Looking Out For Opportunity

Generally, when candidates decide to look out for a job opportunity, the main key deciding factors are salary package, culture / environment and location - in that order. In this current situation, has their priority on these factors changed? Based on our research, we have asked our participants (fresh graduates and between 1 to 5 years of working experience) to rank their priority based on the 3 key deciding factors when looking out for a job opportunity. The findings are as below: -

Location is ranked 1st among the three factors. This is a significant shift from the norm where salary packages has easily been the 1st choice. Candidates are now more conscious on the travel distance not only in term of cost savings but also in terms of health, given the current Covid-19 pandemic.

Ranked 2nd is the salary package factor. With unemployment rate in Malaysia hitting a 30-year high at 5% in April 2020, (3.4% in April 2019), candidates are more flexible and reasonable in terms of their expectation. They are not so picky and whichever company can offer them a decent salary within their expectation first, they will take.

Lastly, culture or environment may not play such an important factor now because of the "New Norm" way of life as well as working environment. Even existing employees need to get used to the New Norm and new joiners will not be alone in adapting to the new environment.

The priority of candidate's deciding factors has shifted and this is not surprising given that the current pandemic situation is unprecedented and people will need to adapt to the New Norm to progress toward recovery.

Working From Home @TWY

Currently our office practise working alternate days at the office and at home with different teams, respectively. Working from home can be daunting especially as it is something new and a sudden change to our work life.

Fortunately, we were prepared; all our staff were equipped with a laptop from the on start so remote working was never an issue. However, to avoid discipline and focus being an issue working at home, we did the following: -

1. Replicate as much as possible what you do in the office to working at home especially keeping to regular working hours at home as if you are in the office. This will help you separate your personal time and work time so that you can keep yourself productive and focused.
2. Plan your workflow by doing the priority task or hardest task when you have the most energy and least disturbance from your surroundings at home.
3. Keep interaction and collaboration with colleagues frequently by updating the status of work tasks and also sharing "coffee talk" with each other via conference call or other mobile apps. This will keep our insanity in check as you know that you are not in this alone.
4. Encourage or educate your loves one or house mate not to disturb you while you are working. This will be tough but eventually, they will get the hint and you will be able to stay focused.

We hope the pointers above will help to manage your experience better in working from home as it did for us.
Stay safe and healthy.