

## A. General

Size of Industry ( in USD) in your country/ region	Approximate number of companies in your country/region	Approximate number of workforce employed by the industry
USD 8.1bn	Over 600 companies	Over 250,000

## ***B. What are the main challenges for the sector in your country due to C-19? Please name top three challenges in brief.***

- 1. Readiness – many organisations were not ready for a crises situation*
- 2. Lack Business Continuity Plans*
- 3. Loss of jobs*

## **C. Employee Safety – WFH – Productivity. Give information, data, quotes wherever possible.**

Measures taken for employees' health, safety and stable work environment?

Lockdown commence on 18/3/2020. Many organisation acted promptly and quickly to deploy WFH within two weeks of the lockdown. The Ministry of Health issued continuous SOPs to ensure the safety of the employees and the citizens of Malaysia. OM & PIKOM conducted weekly webinars to update the current status and also share best practices of member companies to all members.

How quickly did industry adapt to WFH? What % of the employees switched to WFH within the first 2 weeks?

As quick as two weeks. Predominantly Malaysia's GBS sector consists of 80% foreign MNCs many of whom were WFH ready and got to deploy work from home almost instantly. However this being the first time that Malaysia faced such a situation there were much uncertainty and confusion with many.

COVID19 is a game changer for Digital Transformation Most companies (83% LLs and 84%(SMEs) highlighted difficulties in their online connectivity and communication with customers and suppliers, in addition to their need for better infrastructure.

Malaysian workforce adapted during the MCO despite facing connectivity, tools and HR policy challenges Over two thirds (69%) of companies experienced disruption in one form or another, with 53% of SMEs and 39% of LLs voicing the need for improvement.

How has WFH influenced the productivity (increased, decreased, almost the same) Please provide numbers, quotes from clients, and outcomes from customer satisfaction surveys.

Over 70% of employers are of the opinion employees are more efficient and productive working from home rather that the office. During the Movement Control Order (MCO) the general public were required to stay at home with



strict limited movements. This is one of the contributing factors to the level of productivity and efficiency of employees working from home.

#### D.

Examples of where technology acceleration has already been seen and executed for example in Healthcare, enabling the government strengthen its fight against COVID19, Education tech and any other sectors that you wish to highlight.

Health care was something that was the main area of concern during this crisis. "Malaysia is among top five globally to have successfully contained Covid-19". The government of Malaysia quickly executed the "MySejahtera", "Selangkah" movement tracing app which is used largely by the people in Malaysia. Organisation has also integrated this app into their respective organisation amounting to approximately 80% of SMEs in Malaysia.

Details and examples of contributions made by your industry for CSR, helping local communities

1. Implementation of Employee Contact Tracing System which has been implemented in hospitals and companies.
2. Offers by employers to unemployed mothers to assist in non-essential services –
3. Major Telco's had to accelerated the bandwidth services which was done swiftly during this time and providing free bandwidth access which had great impact to all schools.
4. OM & PIKOM have executed a team to support individuals in tech & Services space who have lost their jobs to find placement for them and train them. This is a national initiative which brings the entire GBS industry together.
5. Collaboration with local technology companies to help Malaysians facing the COVID-19 situation through various digital solutions and initiatives

#### E.

**Open ended question:** Your thoughts on the role of our industry in helping economies bounce back, future road map as the pace and depth of digital transformation accelerates, challenges, vision, any other thought?

1. OM & PIKOM collaborated with the government of Malaysia to Place and Train the unemployed as a result of this pandemic with a total number of 15,000 jobs to be placed.
2. Since March 2020 we had carried out over 20 webinars reaching out to the tech and services industry addressing various areas from announcement and SOPs announced by the Ministry of health Malaysia, thought leadership sessions, Work From Home, Digitization and much more.
3. As the voice of the industry OM influenced the government of Malaysia to address financial requirements from the Government to support the SME's. The Government had to-date announced various tax incentives, reduction and deferment of statutory contributions.