

# The Impact of The Covid-19 Pandemic of Women Work From Home in Malaysia

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## Abstract

The Covid-19 pandemic has a psychological impact on women working from home after facing various challenges in order to meet the demands of work and responsibilities. Among the challenges faced by women is from a psychological point of view such as fatigue due to insufficient time in completing the tasks given by the employer. In addition, the workload also affects the imbalance in managing work and emotions. This article examines the psychological impact of women working from home (WFH) during the Covid-19 pandemic. This study uses a qualitative design. Analysis of research findings based on interview data through a Round Table Discussion. The findings of the study show that women who work from home (WFH) have a heavy workload and have a psychological impact on women from a physical and mental point of view, quality of work, social network and religious support, economic, education and living. This study found that mental and physical health must be emphasized to balance the responsibilities that women bear. Therefore, this study needs to be further improved so that the psychological impact on women in Malaysia remains stable.

**Keywords:** Women's Psychology, Psychological Impact, Work From Home, Covid-19, Pandemic, Malaysia

## Introduction

The Covid-19 pandemic records more than 42 million cases and the death toll exceeds 1 million people worldwide (Abdul Aziz et al., 2020). The outbreak of Covid-19 in Singapore was solved by taking the experience of SARS that happened in 2003. To detect and control the outbreak, the government made an outbreak response plan. WHO's outbreak alert response system is relevant to this outbreak response. To determine the level of reaction, "Disease

Outbreak Response System Condition (DORSCON)" is developed using color codes. Due to the fact that some people do not realize that they are carriers of the epidemic, the spread of COVID-19 is increasing. The government began controlling borders, conducting rapid tests, quarantines, tracing the closest people, and isolating COVID-19 patients with follow-up treatment every time after the outbreak began to spread and linger (Chen et al., 2020).

The Center for Health Protection (CHP) (2020) states that COVID-19 is a new disease that began to spread among the human population beginning in December 2019. It is part of the coronavirus family, the same group of viruses that caused an outbreak of Severe Acute Respiratory Syndrome in Southeast Asia in 2002 (SARS) and the Middle East Respiratory Syndrome Outbreak in 2012 (MERS). Currently, the main known mode of transmission is through breathing, and is therefore thought to spread through close contact with other people. At this time, the only tools to combat the spread of the virus are the proper use of masks, social distancing measures, and good hand hygiene practices. The World Health Organization (WHO) declared the COVID-19 outbreak a global health emergency on January 31, 2020 (WHO, 2019). Since then, the virus has spread rapidly (Vyas & Butakhieo, 2021).

The spread of the Covid-19 has an impact on the majority of women who work physically to work from home (WFH). This is due to the restrictions that occurred in almost all areas during the announcement of the Movement Control Order (MCO) and the transfer of the normal daily working style to the new norm. The working from home (WFH) policy was also introduced to be used as a guide for employers who need to implement the new work norm by working from home. According to the WFH policy from the Malaysian Public Service Department (2020), the government has reached an agreement to establish a BDR policy as an alternative to new working methods in the public service in a continuous effort to improve the public service delivery system and to balance the duties and well-being of officers.

The Work from Home Policy (WFH) in Malaysia provides for the convenience of employees to carry out essential duties or official duties from home on working days either full day or half day for a certain period subject to the approval of the Head and is taken into account as being on duty (Sistem, 2022). According to the Public Service Department 2020, working from home aims to reduce or avoid losses and damages for reasons such as environmental pollution, the spread of infectious diseases or natural disasters that may threaten safety, public order whether in the office or premises or residential areas. Among those situations is the officer unable to present himself at the office because the officer's residential area is included in the area subject to a movement control order or other actions that cause the officer's movement to be obstructed.

The Work from Home (WFH) Policy also creates a balance and well-being between the agency's need for continuity of duty for the sake of service and the need for officers to manage personal matters in situations where officers are not allowed to use leave facilities. Examples of such situations include the need to take care of children aged 12 and under due to the closure of daycare centers or childcare centers, primary schools due to urgent matters or by order of the Government (Sistem, 2022).

Although there are various studies that examine the impact of Covid-19 on women's psychology, the discussion about the situation of women who work from home in Malaysia is not very widespread. Therefore, this study will discuss issues related to the impact on women working from home during Covid-19 to ease the physical and mental burden of women.

In this study, the researcher initially provided information regarding the factors and psychological impact of women during the Covid-19 pandemic and the policy of working from home according to the guidelines of the Malaysian Public Service Department. Next, the

researcher explained the impact experienced by women working from home during Covid-19.

Malaysia's labor force statistics for the fourth quarter of 2019 show that 6.18 million or 39.2 percent of the 15.77 million labor force are women. Despite working, women also manage the household. Therefore, the implemented BDR requires them to fulfill their responsibilities to employers and families. The studies conducted show that there are challenges that need to be faced in the implementation of WFH, especially by women.

Service Circular No. 5 Year (2020) allows officers to perform essential duties or other official duties from home on working days, either full day or half day, according to the policy of working from home. The implementation of WFH saw the presence of officers at home also requiring them to fulfill their responsibilities to the family. This study is important to carry out because WFH not only sees officers carrying out the essential duties of the office at home, but also has to manage the family including children's schooling through Teaching and Learning at Home (PdPR). Berita Harian (2020) reports that women who work from home face difficulties in balancing the demands of work and the responsibilities of being a mother. Masyitah's study (2020) also shows the double workload faced by women in managing emotions when the demands of work and family occur simultaneously at the same place and time.

### **Work from Home during pandemic Covid-19**

According to Berita Harian newspaper (2020), the United Nations (UN) stated that the Covid-19 pandemic risks triggering a crisis of global mental issues as well as requiring immediate action to deal with the psychological problems caused by the spread of Covid-19 (Abdul Aziz et al., 2020). Devora (2020) also said that psychological stress is also caused by an individual experiencing a situation of fear, uncertainty and anxiety about the economy. The increase in the number of infected patients also results in other individuals who hear it will experience stress, including among the Covid-19 patients themselves. Therefore, the situation will in turn affect family members and close individuals as well as health workers who treat patients due to the increasing workload (Abdul Aziz et al., 2020).

Based on the latest report of the Department of Statistics Malaysia in the Malaysian Labor Force Statistics (2020), the unemployment rate in March 2020 jumped to 3.9 percent. This unemployment rate increased compared to 3.3 percent in the previous month and it was the highest rate since June 2010 (3.6 percent). In the statistics, it was found that the number of unemployed people has increased to 610.5 thousand people (17.1 percent) compared to 521.3 thousand people in the same month of 2019. The high unemployment rate in March 2020 is influenced by the negative impact of the Movement Control Order (MCO) on the market labor. This statistic is estimated to continue to increase following the spread of the Covid-19 epidemic which is seen to have not subsided (Abdul Aziz et al., 2020). The study of Sarawait et al (2021) proves that working from home to some extent has contributed to an increase in the percentage of depression, anxiety and stress among employees. The results of the study also show significant results between the perception of working from home and the scale of depression, anxiety and stress. People's perception of working from home can cause them to face various challenges, especially in psychological aspects. The policy of working from home is no less important in influencing working family members whether or not they are able to stabilize issues related to depression, anxiety and stress in themselves due to the occurrence of the Covid-19 pandemic.

Referring to Tan's (1992), women shoulder two workloads, namely family responsibilities and work, either as full-time or part-time workers. Women are the backbone of family harmony because the role of women itself is dynamic, i.e. they can play the role of household manager up to contributing to the family's and even the country's income. This responsibility is not only played by married women but also becomes part of the responsibility among unmarried women (Abd Rahman et al., 2017). Various countries have used different ways to deal with and defend themselves from the COVID-19 pandemic including Hong Kong. Hong Kong was among the first places in the world to be hit by the outbreak, with the city announcing its first confirmed case of COVID-19 as early as January 23, 2020. Since the beginning of the outbreak, the city has experienced four waves of infections, and the third wave was the worst while the fourth wave is being experienced at the time of writing. In response to the outbreak, Hong Kong has taken a somewhat different approach compared to its counterparts. The city has not implemented a full curfew: instead, several measures have been implemented, including limits on public gatherings, school suspensions, special work arrangements including WFH and remote work for civil servants and an appeal to the private sector to make similar arrangements as far as is feasible (Vyas & Butakhieo, 2021).

### **Methods**

This study is performed using the method of qualitative approach, which is the interview. The interview was conducted in the form of a Round Table Discussion with women who work from home in Malaysia. The research team consists of female researchers. Qualitative approaches focus more on increasing understanding of life experiences with the social world (Hesse-Biber, 2010). The qualitative results of the study reveal various subjective views of individuals and the contextual background of the study participants neglected in quantitative research (Flick, 2009)

### **Sampling**

This study used simple random sampling to select women who worked from home in Malaysia during the Covid-19 pandemic. Participants were randomly sampled according to education level, employment status. Women who work from home have various commitments including being the breadwinners and important roles in their respective families. Women who work from home are more likely to face psychological impacts and have more insight into the issues they face. Therefore, women working from home through various employment statuses were recruited.

The interview method is conducted through a Round Table Discussion (RTD) involving 7 women interested parties and parties who can provide information on the challenges of women working from home (WFH). The expert panel consists of representatives of the Ministry of Women, Family and Community Development, representatives of the Department of Public Services, representatives of the National Board of Population and Family Development, the Department of Women's Development as well as employees involved with the private and government sectors representing the fields of management and professionals, services and support.

This method enables information to be collected directly through round table discussion organized by the researcher. The identified group is given a title or question to be discussed with all group members so that the problem can be delineated and shared from a sincere heart by those who are truly involved. The researcher can identify the attitude or the level of

the respondents' agreeableness on the topic discussed, thus enabling the researcher to obtain a consensus based on their responses. All forms of discussion must be recorded with the permission of the participants (Long, 2015).

### **Data Collection**

Data were collected through Round Table Discussion interviews conducted by two female researchers with PhD qualifications and a research assistant with qualitative skills. The researchers first contacted study participants who had been shortlisted in various occupational fields. After that, the researcher explained the objectives of the study and the interview process to the participants and conducted a face-to-face interview via an online video call (Zoom).

A Round Table Discussion interview guide was developed based on previous literature to study the impact of the COVID-19 outbreak on interviewees. It includes open questions about solutions to the psychological impact faced by women who work from home. Other open-ended questions were also asked to share the participants' daily life experiences in the midst of the COVID-19 pandemic. Their demographic characteristics are age, marital status, race, education level, service sector, occupation, estimated total income as well as household size were captured through a short survey.

The interview was conducted in Malay language. Interviews lasted approximately 2 hours including study participants' breaks, and were audio recorded for face-to-face interviews or video recorded for online video call interviews. All records were transcribed verbatim, and the Malaysian text was translated into English. Field notes were also made during the interviews. Interviews are conducted in May 2022.

### **Data Analysis**

The written text transcribed from the recordings was entered into youtube for transcribe and Atlas.ti, version 23, for analysis. Thematic analysis approach was used and guided by Miles and Huberman's (1994) recommendations on qualitative analysis. To ensure the validity and credibility of our findings, the transcripts were read several times by the researcher to gain an overall understanding of the meaning. The researchers then conducted open coding, summarizing and extracting meaningful words. Codes were then further summarized into meaningful themes and categories. Different opinions about coding and themes were resolved through discussion in the research group. Transferability is achieved by considering the characteristics and experiences of participants through in-depth interviews (Korstjens & Moser, 2017).

### **Findings The impact of the pandemic on the psychology of women working from home**

#### **Basic description of participants**

The study participants consisted of women aged 25 to 56 years. The majority of them are from the Malay ethnicity, however the researcher obtained a study participant from the Indian and Kelabit ethnic groups. The level of education starts from Malaysian Certificate of Education (SPM) to Doctor of Philosophy. All study participants are full-time employees. Their salary starts from RM2000 up to RM20,000 depending on the level of education and service period. Six of them are married and have 3 or more children while only one is unmarried. All study participants use the official language, which is Malaysia language, however, other ethnic groups use Malay language and English language. The table below shows the demographics in detail.

Table 1

*Basic demographic information*

Participants	Ethnic	Age	Number of family	Education	Marital status	Work	Monthly income	Language in interview
A	Malay	44	4	PhD	Marriage	Director of LPPKN Johor	RM8,000	Malay
B	Malay	43	6	PhD	Marriage	Science Officer (Nutrition)	RM15,000	Malay
C	Malay	42	9	Master	Marriage	Senior Assistant director	RM20,000	Malay
D	Indian	53	3	PhD	Marriage	Associate Professor	RM11,000	Malay and English
E	Malay	25	3	Malaysian Certificate of Education (SPM)	Divorce	Administrative Assistant (P/O) N19	RM2109	Malay
F	Malay	56	7	Degree	Marriage	Teacher	RM8,000	Malay
G	Kelabit	44	0	Degree	Single	Assistant Registrar Senior	RM2000	Malay and English

(Source: Interview, 2022)

**Physical and mentally effects**

During the interview, it was revealed the physical and mental health of women that work from home. Biological factors are contributing elements in shaping a person's behavior, that is, if the human body is too tired, then the person will act out of control as usual. However, not every human behavior is contributed by biological factors alone. If a person is given motivation or an order that tickles the heart then the behavior will give better results (Hj. Ismail & Anwar, 2011).

*My WFH time is pregnant. So if you're pregnant, it's a little different. Development happens and there are times when I get stressed when I hear sudden instructions. Because I involve JAKIM, the Minister and so on. If there is an order from the Minister, for example, the adhoc has to make a program, teamwork has to be very strong. If we are the host, it will be very stressful, I'm happy when I'm stressed I just cry. Because I don't like to hold it. If I feel like talking, I will. God blesses the husband who listens to what his wife is stressed about. He already knows that his wife is already in the field of religion, counseling, so she just listens to him. I'm actually tired because I'm pregnant. Once during a meeting, I closed the camera and lay down because I had enough time to get there. (Mrs C)*

*Weight loss 5kg, there is an awareness to exercise. (Ms G)*

Women face the challenge of being sick and diseased during the Covid-19 pandemic which can have a social and physical impact on them. Physical pain also affects women's psychology. (Johar & Amat, 2021). Their mentality will always be disturbed because they worry about

what will happen if the epidemic hits them. Therefore, their role as the backbone of the family will be affected.

A person's physical condition varies according to each individual's condition. Those who are suffering from mental stress, their physical body is shrinking and losing weight. Research from the study found that physical risk has a very significant positive relationship with pandemic fatigue (Zakaria et al., 2021). This shows that the physical condition of women has changed a little due to meal times not being taken care of, working in positions for a long time and so on. However, some individuals claim that their weight is increasing. When a person's body is too tired, the mind cannot produce ideas.

Study participants who experience stress at work such as being yelled at, insulted, insulted and so on cause their soul or emotions to be sad. The sadness he experienced caused him to be mentally unstable.

*Work from home caused me to be referred to a psychiatrist, there is difficulty in handling emotions, causing anxiety disorder. I have to refer to Serdang hospital. When we've done our best, we still have to complain, get scolded, reduce our confidence level...crying. (Ms E)*

Some Turkish people stated that they are experiencing problems such as stress and anxiety as a result of the Covid-19 pandemic. In Istanbul region followed by Northeast Anatolia, Central Eastern Anatolia, Aegean and Western Anatolia recorded a large number of 96.5% of the participants living there experienced severe mental health. The pandemic itself and measures including curfews are considered to be the cause of increased levels of stress and anxiety (Kalaylıoğlu et al., 2020).

Women who have a stable mentality are able to adapt in a pandemic situation. Adjustment of emotions, thoughts and behavior should be taken into account especially women who have various commitments during BDR (Madlan @ Endalan et al., 2021). The challenges and emotional impact faced by BDR women give them room to solve problems wisely and calmly.

*If you ask me, I'm honestly happy. The first reason is to save time. It means that I don't rush to get ready in the morning because if I get ready it takes time too. Second, I have a small child so I don't have to think about BDR. Example of starting work at 8:30 in the morning if the standard work is at 9. In the period when we face jams, stress in the middle of the road, having to go here and there, I think it saves time. At that time we can see the flower trees, we can loosen the soil, water the fertilizer. If BDR can cultivate, and can take care of those things, they can make breakfast again. If you don't have time like today, just buy a job. (Mrs C)*

### **Quality of Work Effects**

The findings of the study recorded that women were very stressed in the early stages of the Covid-19 pandemic because they were surprised by a situation that had never happened in a long period of time. Women who have multiple responsibilities and roles face problems managing work-family balance Taharim et al (2020) well because the majority of work needs to come before family (Neo et al., 2022). Some of them are afraid to start a new day, phobic to meet people.

*Start pounding when you have to go to work. When in the office, socializing with friends, but going where there are a lot of people, worry, phobia. When I want to go out to the balcony, I feel fear, pounding, feeling like I'm at war, I'll come back alive or not. Vaccination center volunteer-be careful every time you go out. Fear and trembling when people talk. (Ms G)*

Nevertheless, after the first phase of the pandemic occurred, some women were able to adapt and organize their responsibilities well through expert advice and the help of people around them.

The quality of the work is affected by the current state of the individual. If a person's situation is unstable then, work performance will be disrupted and the results cannot be achieved as targeted. Many sides are affected by the movement control order which causes them to be prevented from doing social work (Ali & Rashid, 2020) such as physically collecting data, holding periodic meetings and so on (Zin et al., 2021).

*My work has to be outstationed a lot, to collect data, I can't go out to collect data during the pandemic. (Mrs B)*

Those with WFH face challenges in terms of multi-directional interference such as small children, surrounding noise, limited work space which can cause work performance to decrease (Vyas & Butakhieo, 2021). They had to isolate themselves from other people and workers (Collins, et al., 2009) so as to reduce direct communication. However, this situation (Gajendran & Harrison, 2007) causes the relationship between employees to become increasingly strained (Vyas & Butakhieo, 2021).

Taxi, bus and similar drivers cannot operate as a source of income during the pandemic. Therefore, many jobs are created and almost all jobs convert the normal system to WFH. To overcome this pandemic problem, the Hong Kong government made working from home an important policy (Vyas & Butakhieo, 2021). Therefore, both employers and employees need to follow these guidelines to ensure improved work performance.

Some women's work performance is improving as a result of comprehensive procedures that make it easier for women to work. Online programs have a significant impact not only on the participants, but also on the organizers, who receive positive feedback because the process of making the program successful online is easier across the state or beyond. SOPs or office regulations that were previously difficult to approve have gotten simpler because they are now solely administered online. Work goals can be met in such a situation if the program is conducted online owing to the pandemic (Study participant, 2022).

*Praise to Allah, if you look at it, when a woman wears a lot of hats, cooks, takes care of the children, puts the children to bed, wants to relax the children's fights. Although that does not prevent us from being very successful. For example, if we say we have SKT work, what program do we have to do, but at the same time, I noticed that it is easier if BDR is in PKP. This is my point of view, the first thing we look at is from the point of view of SOP, office rules if you want to do a face-to-face program there is so much budget, you have to make a paper, you have to take it up to be approved and then turn it back for LO and so on. People say that this bureaucracy is necessary to make a program successful because that is the rule that we have to comply with. But when the MCO, the example program runs as*



*well. The webinar is running, we even see tens of thousands of participants. Because we stream directly Sabah, Sarawak and all Malaysia. Succeeded in doing so without a budget actually. (Mrs C)*

During the pandemic, some individuals experienced career and family conflicts, resulting in unstable work performance. They feel less productive because the work environment has to be carried out other than at work. Because of this, a less productive atmosphere causes a loss of focus to work so work performance can decrease either little by little or suddenly. For women, they will be distracted by housework and family members at home because working hours are mixed with the time that should be managing the home (Zakaria et al., 2021).

*As a single mother, my son used to say 'oh, there's only one mother'. I feel like a failure as a mother, when I focus too much on work, my child sleeps alone, because I worry about KPI. Until the child feels that there is no one because of lack of attention to the child. (Ms E)*

*Between office work and home. We become negligent. Office affairs are more than home affairs. He broke the border. Because, when we punch in, punch out, punch out, we have settled, right, then we have to settle the house. But when sitting at home he doesn't have punch in, punch out already. He became complacent until the night. I think it's not just me but everyone because our bosses, our directors even in the middle of the night sometimes he whatsapps work again. In my opinion, he also has the same problem. Indeed, the management of the office and at home is really out, I'm not good at that time. It's stressful. (Mrs C)*

### **Social Network and Religious Support Effects**

Some people feel discriminated against by others due to ethnicity. As we know, the Covid-19 pandemic started in China, so because of that their names are also covered. An interview study by Chung et al (2023), those who were in the elevator mixed with ethnic Chinese showed that some others tried to stay away from them even if they had no symptoms of Covid-19.

*To be honest, my husband organizes a lot of management from morning to bed. Prayer 5 times is mandatory in congregation. Matsurat is mandatory. Indirectly remember in the head. And there is memorization even if it is not a tahfiz school with common surahs. It means that in terms of the relationship so far it is very good, I think this PKP is a very good space that is used for the 3 pillars of usrah. His taaruf, tafahum and takaful are very real. There is time to chat. Life is a lot of fulfilling responsibilities so this MCO is very close to family relationships. (Mrs C)*

Muslims see the impact on worship increasing and quality due to having more time to pray, read the Quran and so on.

*Lots of space to be with God, can wake up early, finish the Quran (Mrs F)  
So far, thank God. Because when we have knowledge, we can manage mental health. Depends on knowledge. In my opinion, if we have knowledge, how can we manage all those things. How do we manage communication with employers, our children. Only to act. If we are stressed we say we are done so the thing will be*

*done. Because when we are BDR people don't see us at home. If we get a supportive employer, that's good, thank God. But if we get an employer who doesn't understand, then we will complain. Because we work by hook or by crook, it's bad to have a job if the employer doesn't understand, it's really painful. But we have to be wise to tell him. What are we doing? As for me, I like to list. I mean the day before I started punching in, what did I do? If I whatsapp, I message who and what business. If there is a meeting, I will record it in case there is mistrust, this is my work. I will become a habit. I have no physical problems. But if it's mental, of course, there's a reason to adjust first. It's ok for a long time, and there will be ups and downs because of that kind of work. Because I want to invite people, VVIPs, I use email only because it's for an official program. (Mrs C)*

### **Economic Effects**

The financial aspect is a big concern for Malaysia during the Covid-19 pandemic. Anxiety caused by loss of source of income. Most women also work hard even if they have to work from home (BDR) to help their husbands and save the family economy. Those who are facing financial problems due to the loss of resources are willing to bear the shame of trying various ways to continue survival during the Covid-19 pandemic (Muhammad, 2020, Abdul Rahman, 2021; Karim; 2020). The life pattern of some families is affected due to job loss. Losing a source of income leads to depression and mental disorders (Othman, 2021).

*Many of my staff have husbands who work in Singapore, are pregnant and have to take unpaid leave, affecting their finances (Mrs A)*

The Covid-19 pandemic has a lot of impact on those who work in the private sector or are self-employed because they depend on the economic balance of their employers. According to Othman (2021), both women and men face financial challenges depending on the type of work they do, how they manage their lifestyle, family commitments and the personality traits of the people around them.

However, some women who work from home do not face financial problems because they have support from their partners and families, as well as a stable job. Most of them only need to withdraw a budget that exceeds a certain rate to settle additional expenses such as internet bills, water and electricity bills. This shows that for some women who work from home, expenses are not a big obstacle to their lives during the Covid-19 pandemic (Study Participants, 2022).

*More economical because there is no need to go out, the electricity bill goes up and the cost of food and drink is the same. eating activities and going to the kitchen more often (Mrs F)*

*From this point of view, we are honestly not impressed, because we have our own income. It is not impressed even if there is less production for gadgets because each of them has gone to school and some classes have to buy second-hand/new computers and laptops to launch PDPR. Then phone, internet have to top up for speed to use unifi right. The increase does happen from the point of view of gadgets. When it comes to eating, I think it's very frugal. Because it is cooked every day and we don't have any waste there. (Mrs C)*

According to Purwanto et al (2020), one of the difficulties for those who work from home is having to pay electricity and internet bills at a higher rate compared to before the Covid-19 pandemic broke out (Vyas & Butakhieo, 2021). Women are particularly impacted by the country's economic income fall because they are forced to work online to support their husbands and families. However, same circumstance also exists in other nations (Zin et al., 2021).

According to the study, 100% of the female respondents had financial issues that impacted with their mental health because it increased their already heavy workload (Mohamad, 2022). Due to the Covid-19 pandemic's impact on the quality and availability of workspace, their income during the pandemic differs from their previous salary. Due to their high rates of poverty, most women experience severe anxiety and sadness. Their mental health is impacted by this (Mohamad, 2022).

### **Education and Living Effects**

The world of education became a worrying aspect after the announcement of the movement control order announced to the community in Malaysia. Learning activities stopped for a while because students could not study physically as usual. However, various efforts are made by various parties, especially teachers, to contact students so that they can continue to fulfill their responsibilities as students.

Armed with existing technology, educators work hard to learn techniques using online learning mediums and implement them despite various challenges including internet access and so on (Mustaffa, 2020). However, some individuals have problems with places and technology to study which causes their learning to be interrupted.

Along with the impact on the world of education, home-based teaching and learning has been widely used as a medium for learning (Othman, 2021). Therefore, technology skills are very important to be learned not only by students but at all levels of education.

Education that suffers from physical learning limitations demands that parents Jarnawi (2020) take over the task of mastering various subjects to ensure that children do not fall behind in learning. This situation also causes stress among students and parents because the situation suddenly increases roles and tasks outside of the norm.

*Family interaction challenges. Personally, my family, thank God, this BDR is a plus I think. If during the work period, when our time is very busy with work, at the same time we want to serve the family, the interaction between the family members is going well, but I hope the language style is 'liking' if it is in the atmosphere of work and interaction. For example, when we meet, our children talk, all in the house, right? Our child wants to ask for attention, I think that is a challenge that needs to be faced well. If my family is a challenge, there are people who overlook, forget something because we are busy with our work. (Mrs C)*

This study generally explains the impact of the Covid-19 pandemic on WFH women and provides solutions for women, especially those who work from home. Most WFH women have multiple roles both in the office and at home. When the Covid-19 pandemic occurred, they faced a double workload because they had to manage it simultaneously. However, some women think that working from home can make it easier for them to manage work at home. The impact found from data collection shows that BDR women need mental support from people around them. In particular, they need human interaction because during the

pandemic, many are depressed because they cannot meet anyone except in the same place. Women face difficulties raising children during the pandemic because they have to live separately, limiting contact with the environment and this can hinder their psychosocial development (Lara et al., 2023).

In addition, BDR needs a strong internet network so that tasks can be completed properly and no work is delayed. The culture of working anywhere and anytime has been transformed by the rapid development of digital technology and the workplace environment of the 21st century (Varty et al., 2017). The ease of internet access makes the woman's work performance always at a good level.

### **Conclusion**

The Covid-19 pandemic has a tremendous impact on everyone, especially women. The workload they carry puts pressure on them so much that their psychological aspects are also affected. Researchers have explained the effects faced by women from the point of view of psychology, work performance, time management, family, finance and education that make women need to find solutions when facing these challenges and impacts. Looking at the impact, this study needs to be carried out so that the authorities can continue BDR for some situations in order to make it easier for women who face difficulties to go to work. In addition, this study can contribute knowledge, work from home guidance and exposure to address women's mental health issues.

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