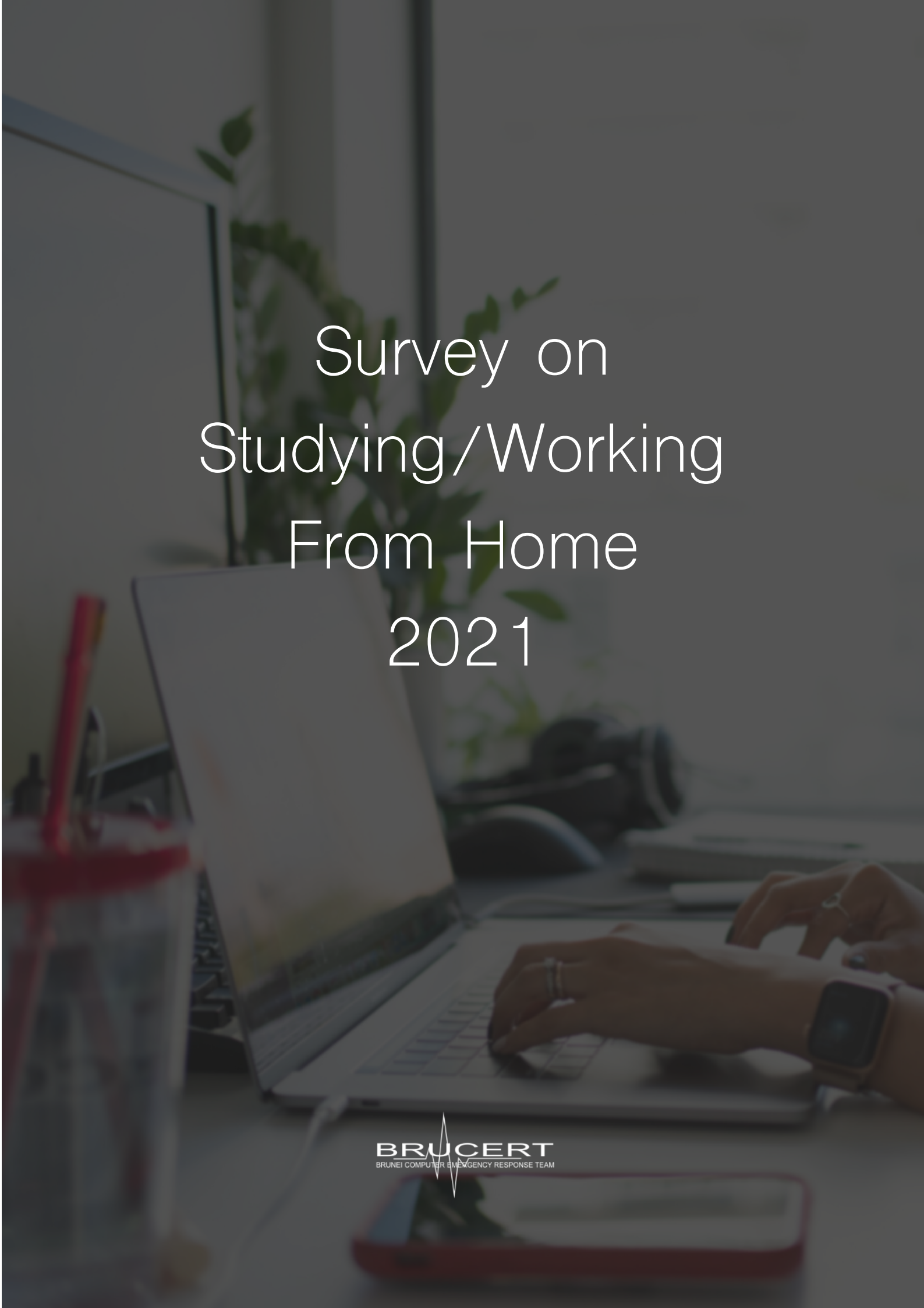

# Survey on Studying/Working From Home 2021

BRUCERT
BRUNEI COMPUTER EMERGENCY RESPONSE TEAM

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# Introduction

Brunei Computer Emergency Response Team (BruCERT) conducted an online survey from 3 to 16 September to understand the local experience of studying or working from home due to the current COVID-19 restrictions in Brunei Darussalam.

The results of this survey will be shared with various government ministries, agencies, relevant organizations and also made available to the public.

# Methodology

This survey is aimed at individuals in Brunei Darussalam who have adopted online learning or working from home (WFH) as a result of physical distancing measures to combat the second wave of COVID-19 in the country.

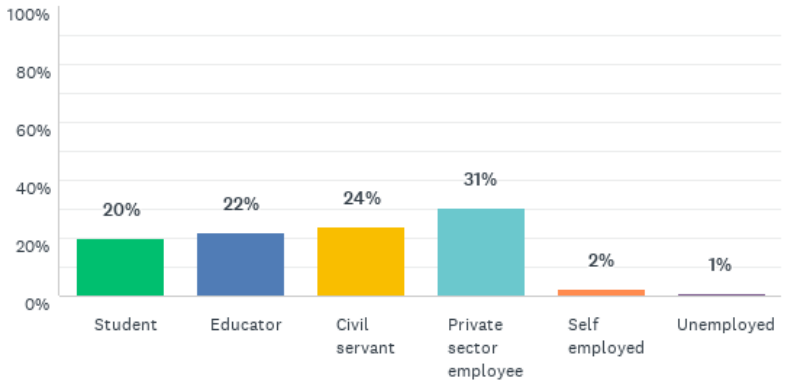
It was conducted through an online survey form via the link bit.ly/WFHin2021 which was publicized to the general public via the Gov.bn official Telegram account, BruCERT and Cyber Security Brunei social media accounts, and shared via WhatsApp.

The survey was open for a period of 2 weeks and the final sample size was 1,574 responses.

| 1574 | 4m 42s |
| --- | --- |
| Total Responses | Typical time spent |

# Occupation of respondents

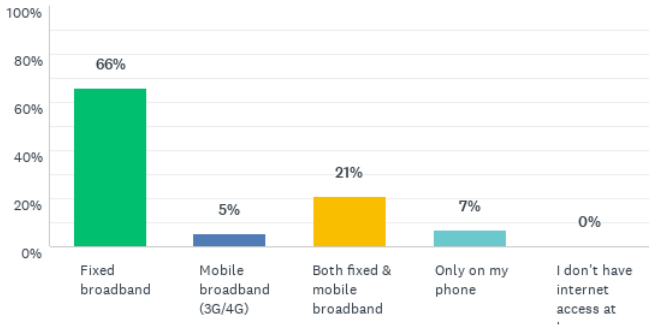
Occupation



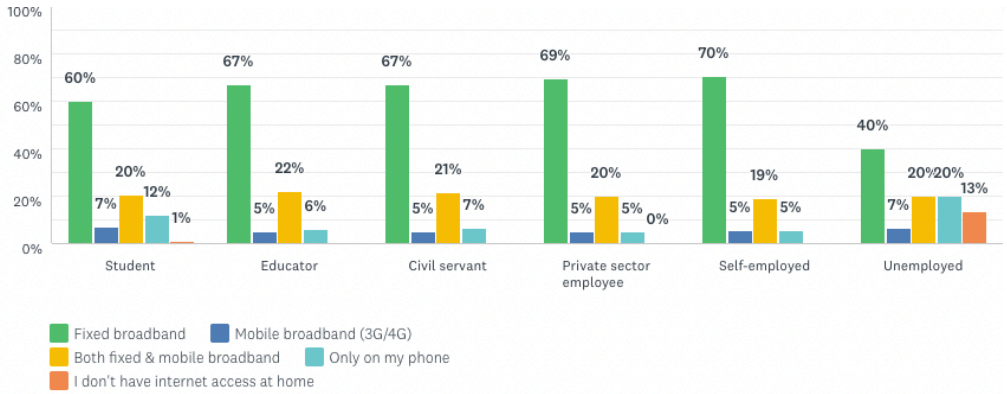

# Home internet access

Two-thirds (66%) of respondents have fixed broadband at home, while 21% are utilizing both fixed & mobile broadband.

Home Internet Access



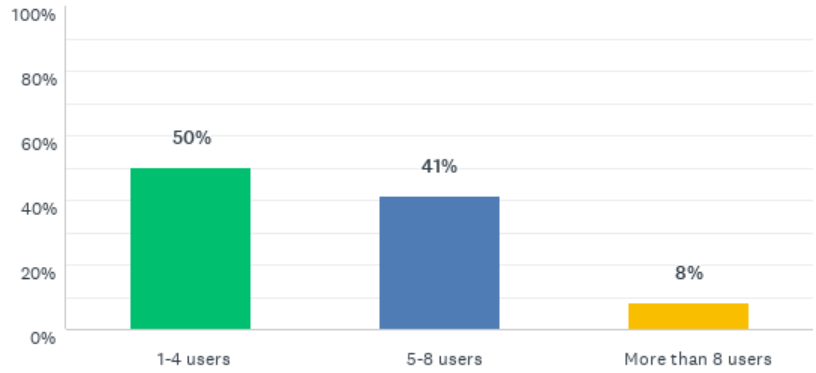

Breakdown by occupation



# Number of online users at home

Half of respondents live in households with 1-4 online users, while only 8% have more than 8 online users at home.

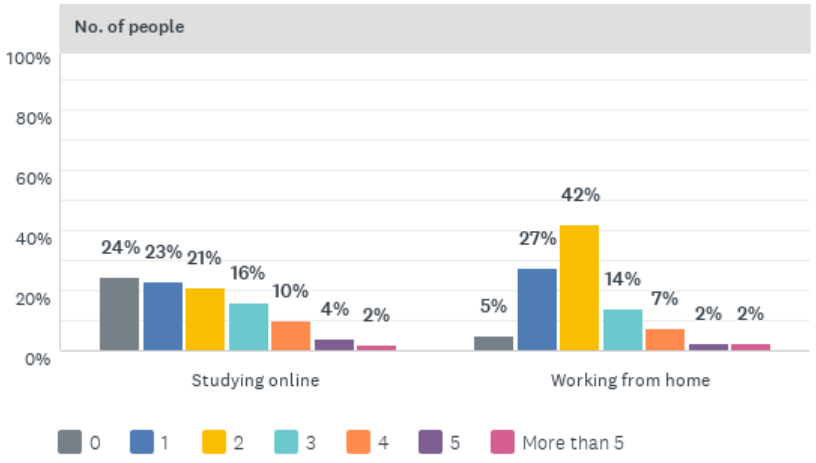
No. of online users at home




# Household members studying or working from home

Three-quarters (76%) of households have at least one person studying at home, and 63% of households have either 1 or 2 persons working from home (WFH).

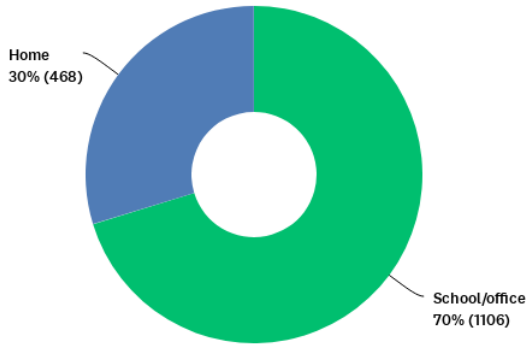
No. of people in the household studying or working from home



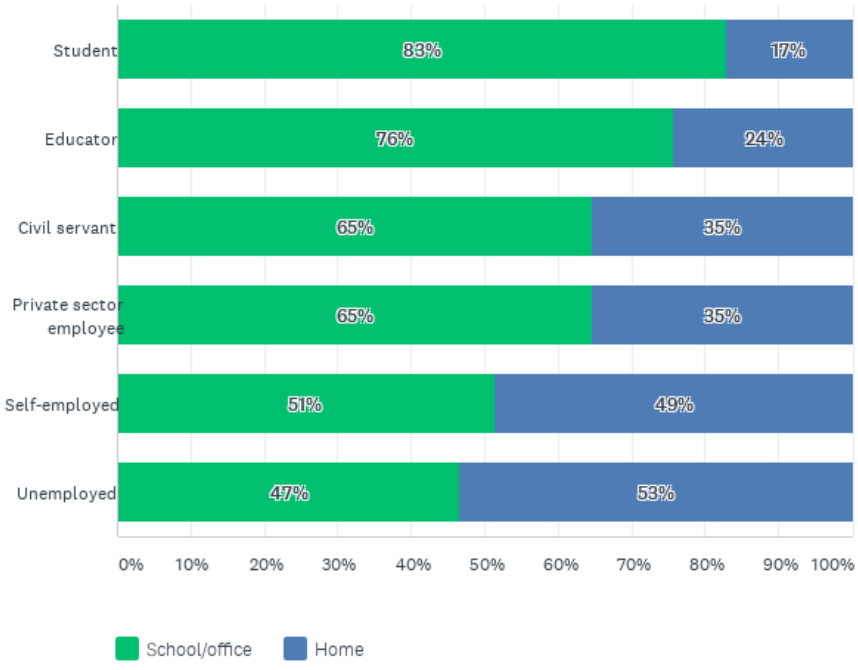
# Working from home

The survey indicates that overall, only 30% prefer to study or work from home. 83% of students and 76% of educators would rather be in school. 65% of public and private sector employees prefer to work in the office, while the self-employed are split between Work From Office (WFO) and Work From Home (WFH). Unemployed individuals have the highest preference for a Work From Home arrangement, with 53% preferring to stay at home.

Preference for working from home or school/office



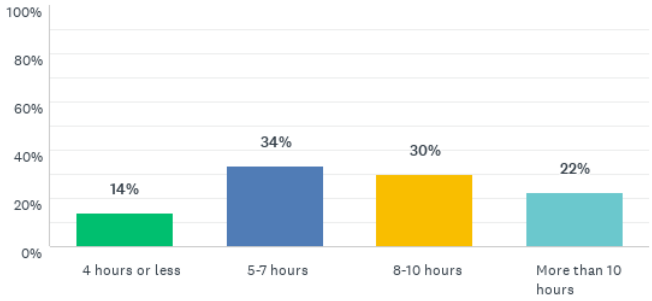

Preference for working from home or school/office
Breakdown by occupation



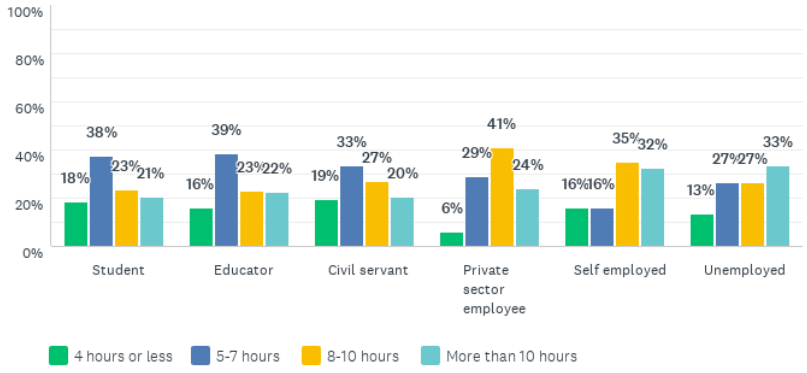
# Daily internet usage

Over half of respondents (52%) are spending 8 hours or more online each day.

Duration of online usage per day




Duration of online usage per day
Breakdown by occupation




Students & educators

Most students spend at least 5 hours online per day, with only 18% online for 4 hours or less. Similarly, most educators also spend 5 hours or more online daily.

Civil servants

Public sector employees are online for at least 5 hours daily, with 27% between 8-10 hours, and 20% spending more than 10 hours a day online.

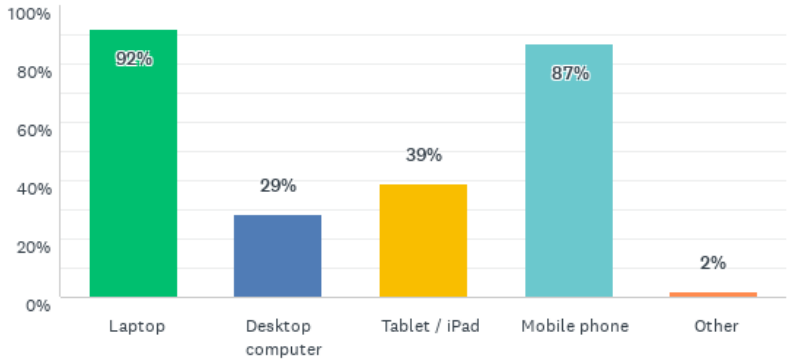
Private sector employees

Most people working in the private sector are online for 8 hours and more, with 41% spending between 8-10 hours, and 24% over 10 hours per day.

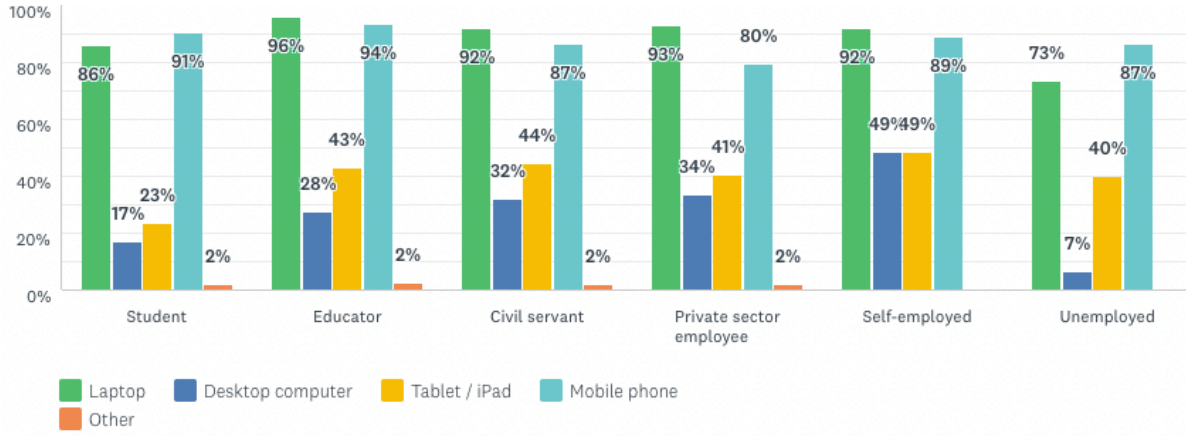
# Online devices

92% of respondents utilize a laptop and 87% use mobile phone to facilitate online learning or remote work.

Internet-connected device used for studying/working from home

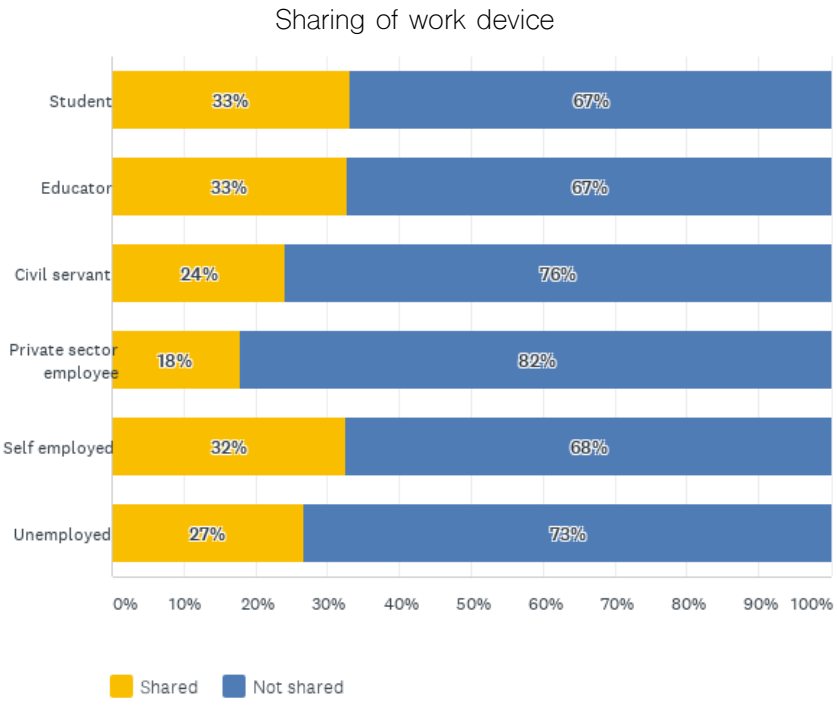



Internet-connected device used for studying/working from home
Breakdown by occupation



# Shared devices

Overall, about a quarter (26%) of those surveyed are using a shared device for either working or studying from home.




Students & educators

One-third (33%) of students and educators are using a shared device for online education.

Civil servants

A quarter (24%) in the public sector are using a shared device for work.

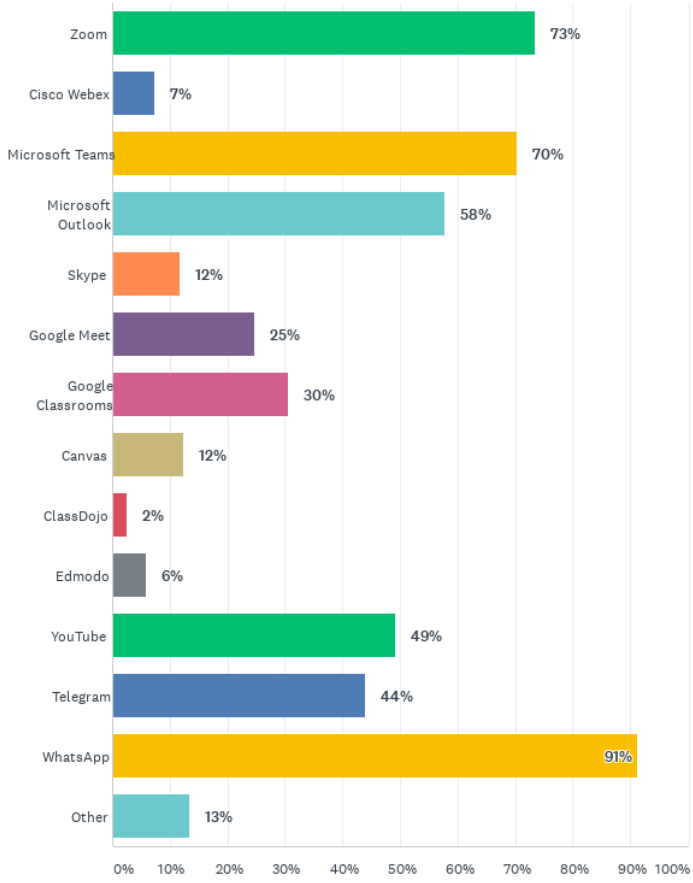
Private sector

Most private sector employees (82%) have their own device for work.

# Online platforms

The most popular online platforms being utilized are **WhatsApp** (91%), **Zoom** (73%) and **Microsoft Teams** (70%).

Online platforms for studying/working from home




### Students & educators

The main online platforms utilized by students and educators are WhatsApp, Zoom and Microsoft Teams. Other unlisted platforms that were mentioned include Quizziz, Edpuzzle, Moodle, Seesaw, Blackboard, Kahoot, Discord, Liveworksheets, Wordwall, Microsoft OneNote, Google Forms, ClassPoint, Microsoft Sway and Socrative.

### Civil servants

Public sector employees mainly utilize WhatsApp (94%), Zoom (92%), Microsoft Teams (63%) and Microsoft Outlook (59%). Some mentioned using unlisted platforms such as TeamViewer and Jitsi.

### Private sector

Employees in the private sector mainly use WhatsApp (88%), Microsoft Teams (72%), Microsoft Outlook (69%), and Zoom (58%). Some also mentioned using TeamViewer, WeChat and Google Drive.

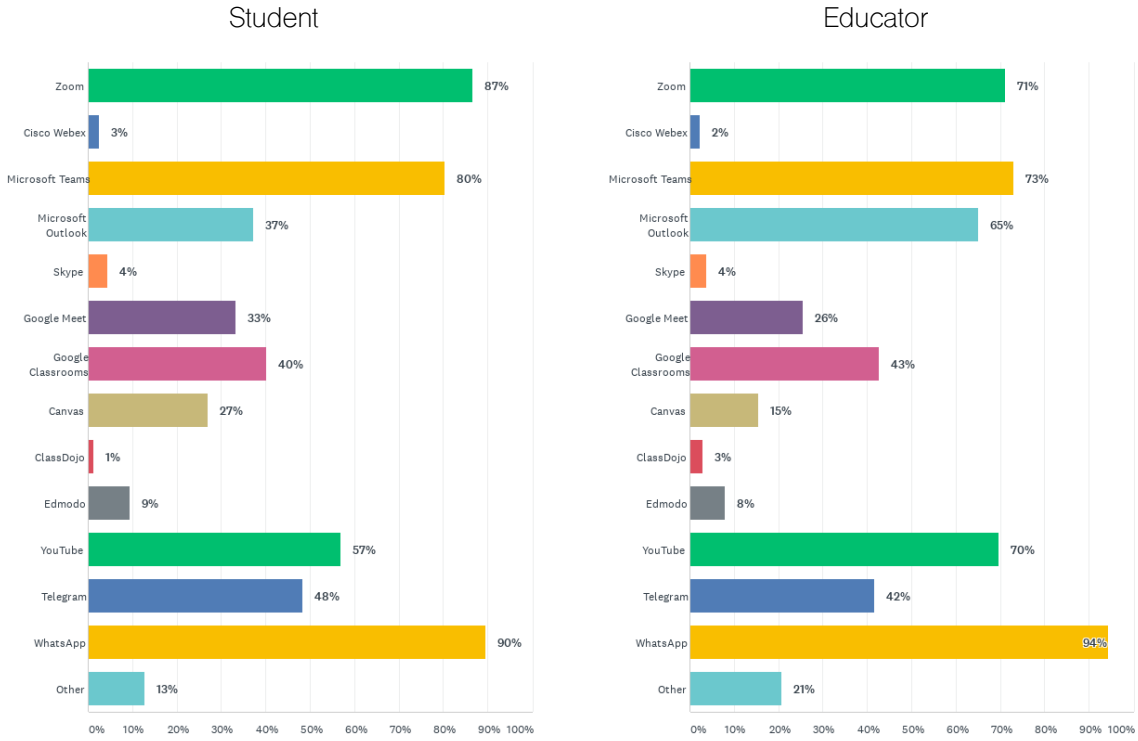
### Self-employed

Self-employed individuals mainly use WhatsApp (89%), Zoom (84%) and Telegram (70%) for WFH.

### Unemployed

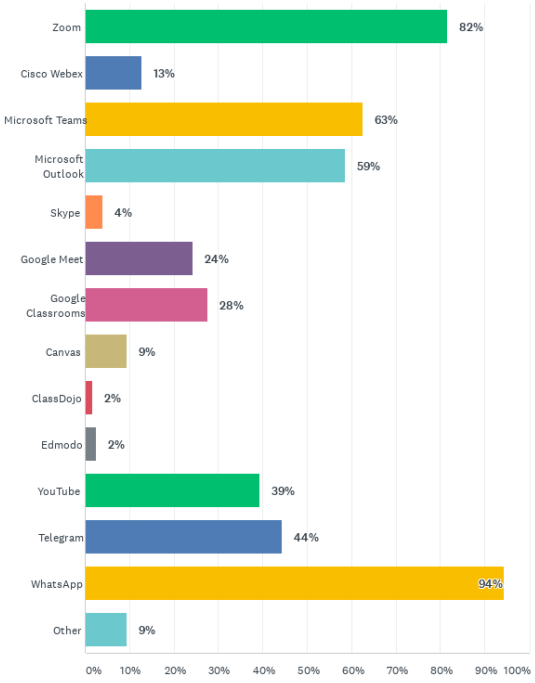
The main platforms used by the unemployed are WhatsApp (73%), Zoom (67%), YouTube (60%) and Telegram (60%).

ONLINE PLATFORMS
Breakdown by occupation

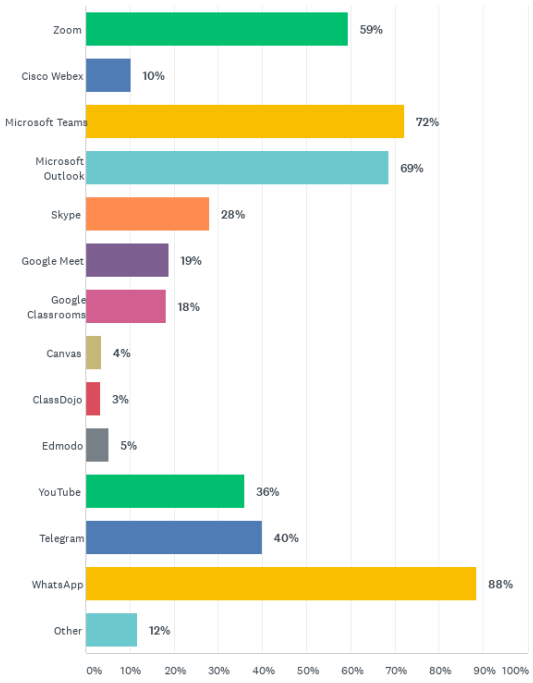


ONLINE PLATFORMS
Breakdown by occupation

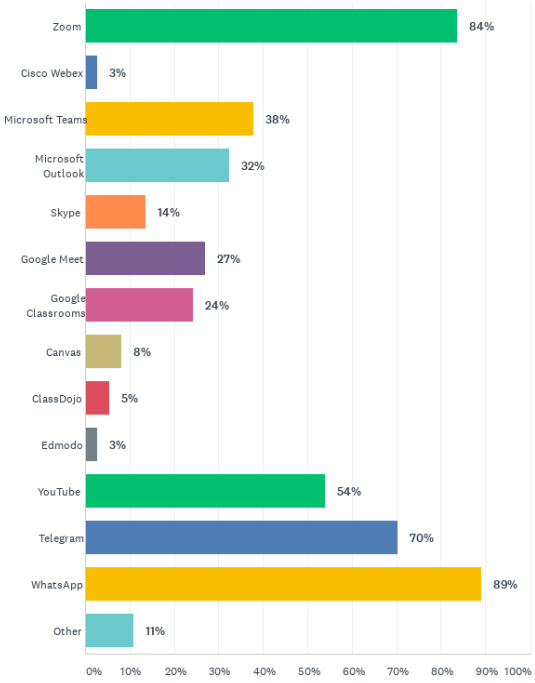
Civil servant



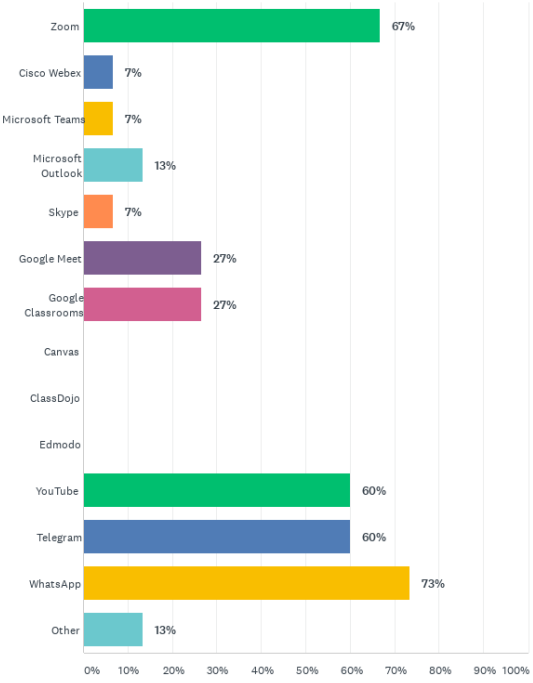

Private sector




Self-employed



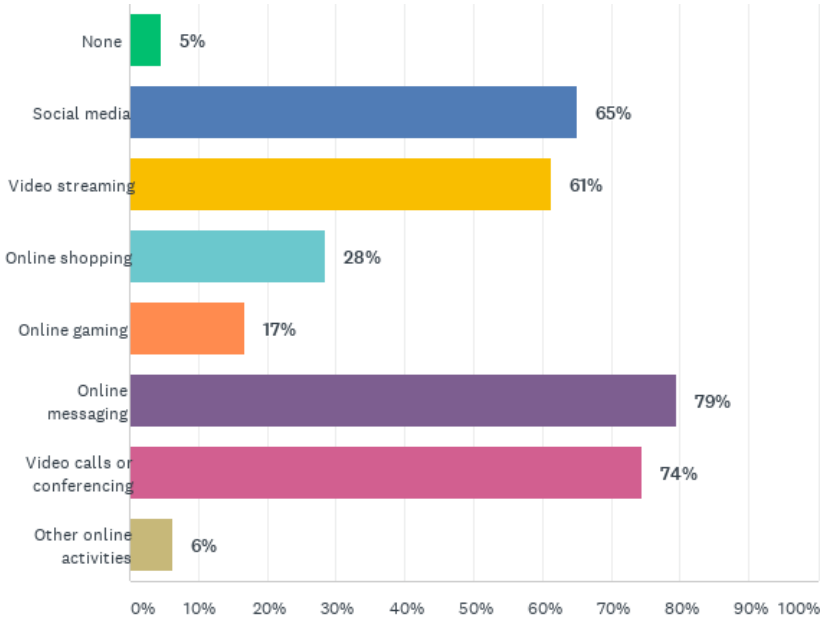

Unemployed



# Increased online activities

Majority of respondents admitted to spending more time on online activities such as messaging (e.g. WhatsApp), video calls (e.g. FaceTime, Skype, Zoom, Teams), social media use, and video streaming (e.g. YouTube, Netflix, TV box).

Online activities which have increased since studying/working from home




Other online activities mentioned by respondents include food & groceries delivery services, web browsing, music streaming, and creating resources for teaching & learning.

In comparison with last year, a far greater number of people have increased their use of online messaging, video calls and video streaming this year. Online shopping uptake has doubled since last year, with 28% of respondents saying they have increased their online shopping activity. Social media use is similar to that of last year's WFH period.

| | 2020<br>% of respondents who have increased activity | 2021<br>% of respondents who have increased activity |
|---|---|---|
| Social media | 65% | 65% |
| Video streaming | 36% | 61% |
| Online shopping | 13% | 28% |
| Online gaming | 15% | 17% |
| Online messaging | 58% | 79% |
| Video calls | 49% | 74% |
| Other online activities | 11% | 6% |
| None | N/A | 5% |

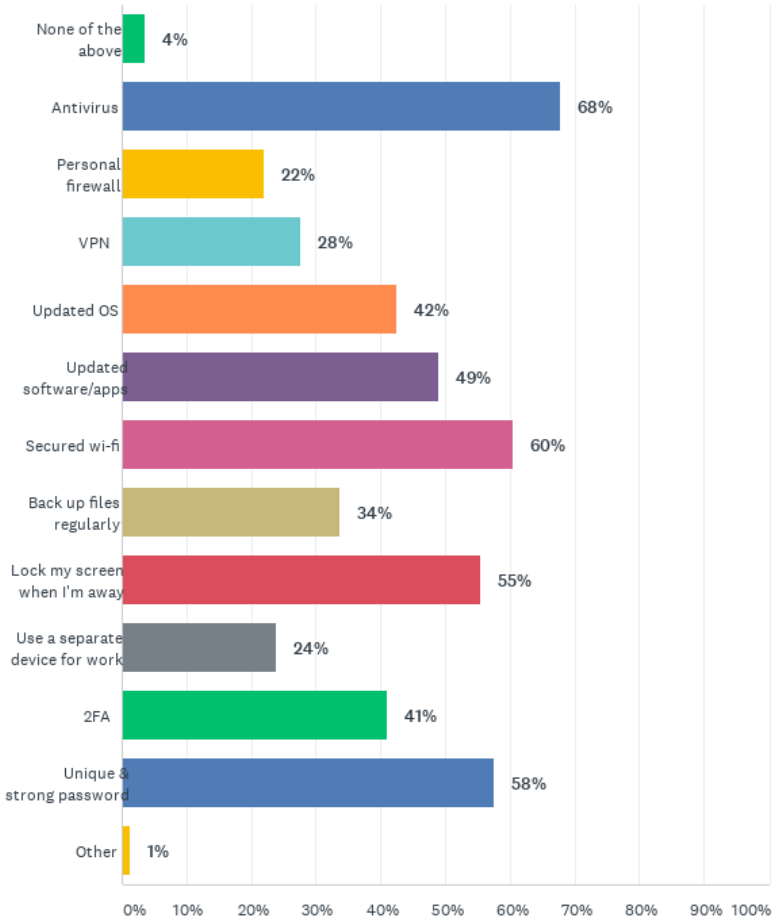
# Cybersecurity measures

Survey respondents were asked what cybersecurity measures they are taking, if any. While antivirus is the most common precautionary measure, about a third (32%) are still not using antivirus software. Only half of respondents (49%) update their software or apps, and only 58% claim to be using unique & strong passwords.

RISKY BEHAVIOUR

| | |
|---|---|
| 4% | not taking any of the basic measures listed |
| 32% | not using antivirus software |
| 40% | not using secured wi-fi connection |
| 51% | don't update software or apps |
| 58% | don't update their operating system |

Cybersecurity measures taken



### No cybersecurity measures taken

Students (44%) make up the bulk of people who are not taking any of the measures listed.

### Virtual Private Network (VPN)

Those who use VPN as a security measure mainly consist of private sector employees (48% of VPN users).

### Using a separate device for work

The main segment of people who use separate devices for work and personal activities are private sector employees (47%).

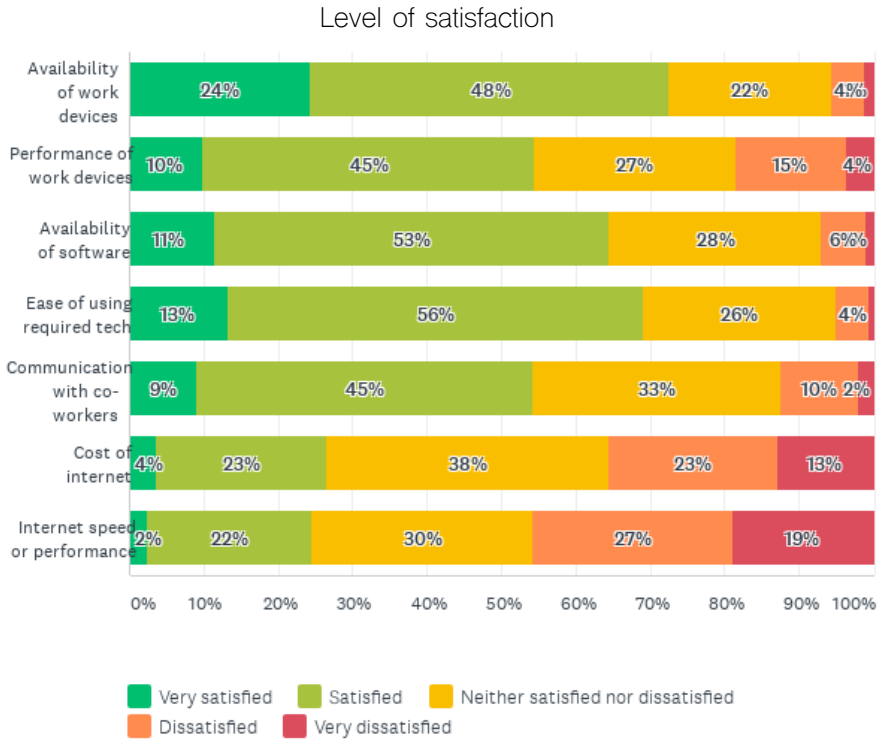
### Others

Respondents shared other measures taken including file encryption, separate login accounts for each user on a shared device, fingerprint authentication, using encrypted DNS, physically securing devices, and staying alert to personal cybersecurity.

## Data security

Almost everyone surveyed have some level of concern about data security, with half of respondents extremely concerned about securing both their personal and work-related data. Only 2% have no concern in this issue.

# Challenges faced




### Internet connectivity

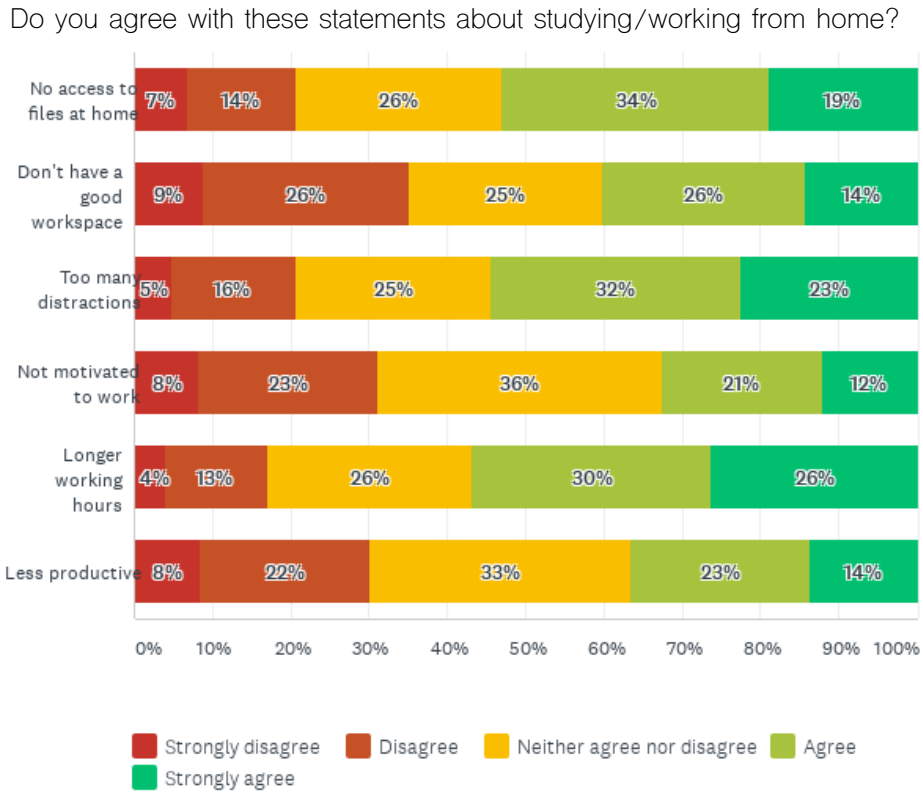
The biggest area of dissatisfaction was the speed or performance of the internet connection, with 46% either dissatisfied or very dissatisfied. 36% were unhappy with the cost of internet subscription.

### Work devices

People are generally satisfied with the devices they use for work. Only 5% found the availability of work devices to be a challenge, and 19% were not satisfied with the performance of their work devices. There's also an overall satisfaction with availability of software and the ease of using the required technology for work.

### Other challenges during WFH

55% have too many distractions
56% have longer working hours
53% need documents or files that cannot be accessed at home
40% do not have a good workspace
33% lack motivation to study/work




### Access to files

53% need documents or files that cannot be accessed at home. This issue seems to be a challenge especially for 61% of civil servants and 52% in the private sector.

### Workspace

The lack of a suitable workspace affects 40% of people working or studying at home, and in particular 48% of students surveyed.

### Distractions

In a comparison between the different segments, students appear most affected by distractions at home (69% of students).

### Motivation

Students are also the least motivated segment while at home (57% of students).

### Working hours

Students, educators, civil servants & private sector employees find themselves working longer hours during WFH.

CHALLENGES FACED
Breakdown by occupation

## Students

69% have too many distractions

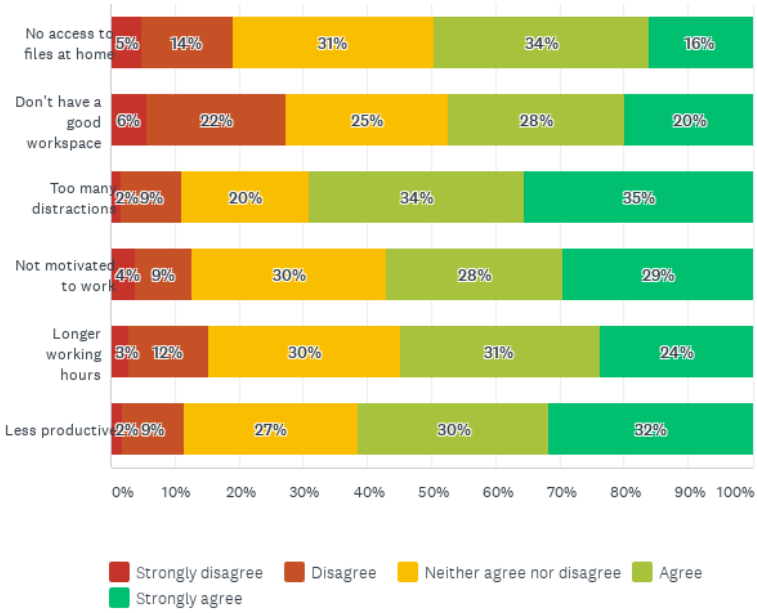
62% are less productive

57% are not motivated

55% have longer working hours at home

50% need documents or files that cannot be accessed at home

48% do not have a good workspace




## Educators

66% have longer working hours at home

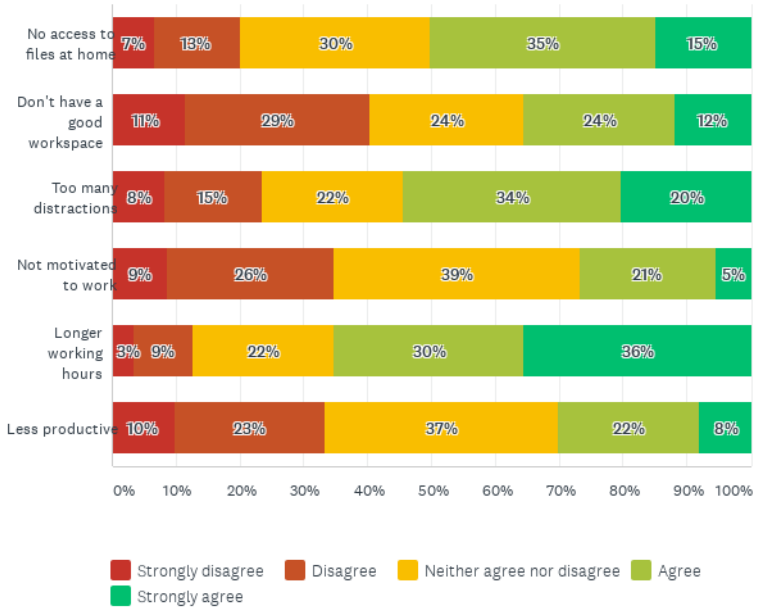
54% have too many distractions

50% need documents or files that cannot be accessed at home

36% do not have a good workspace

30% are less productive

26% are not motivated



CHALLENGES FACED
Breakdown by occupation

## Civil Servants

61% need documents or files that cannot be accessed at home

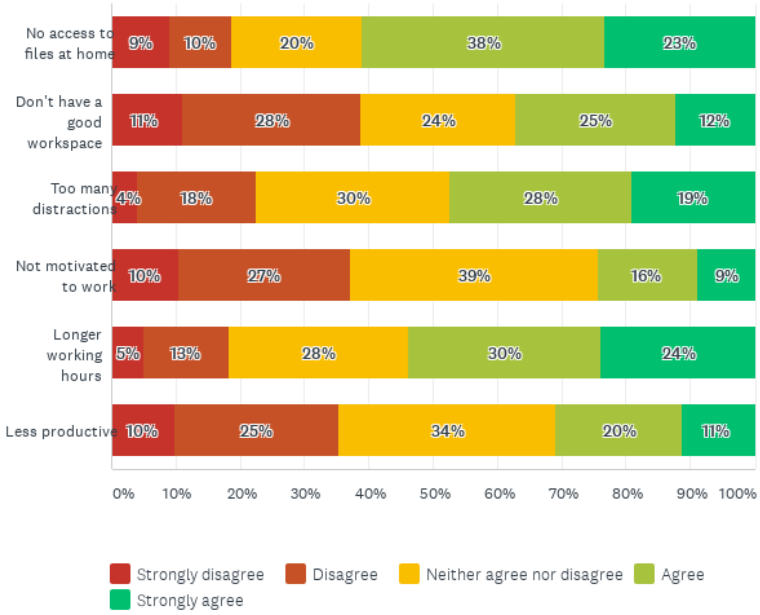
54% have longer working hours at home

47% have too many distractions

37% do not have a good workspace

31% are less productive

25% are not motivated




## Private Sector Employees

57% have longer working hours at home

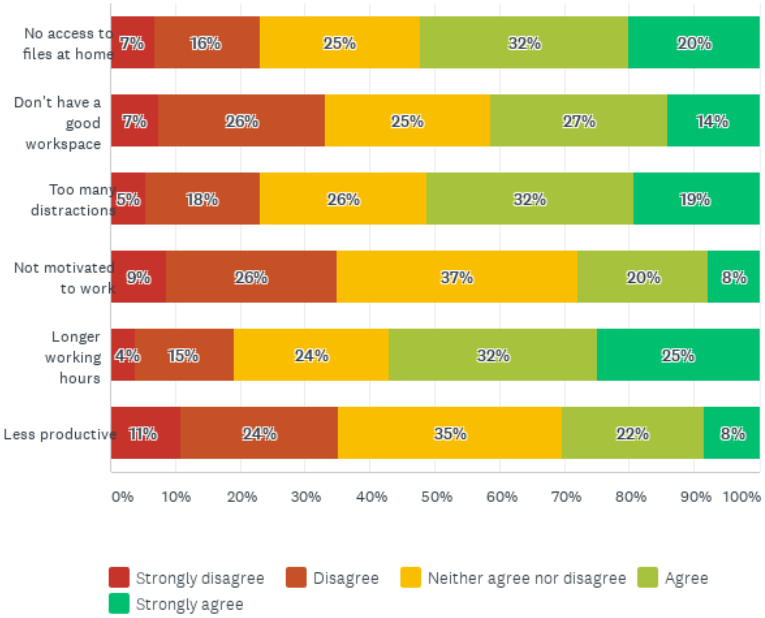
52% need documents or files that cannot be accessed at home

51% have too many distractions

41% do not have a good workspace

30% are less productive

28% are not motivated



CHALLENGES FACED
Breakdown by occupation

## Self-employed

43% have too many distractions

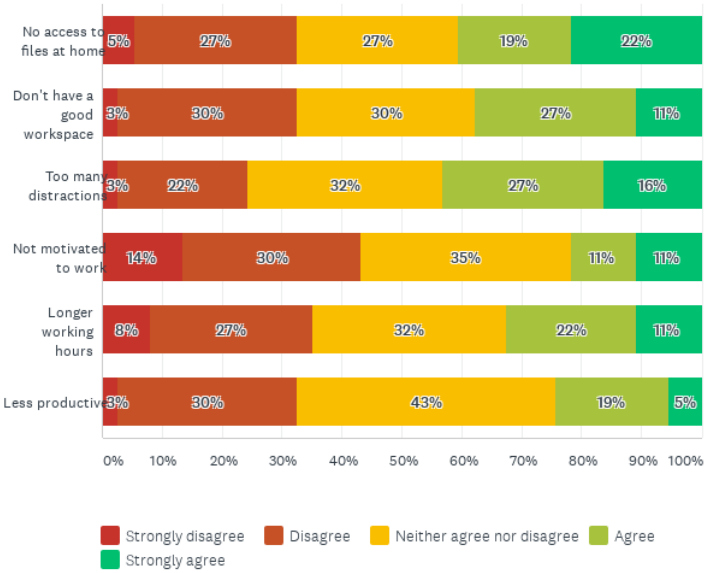
41% need documents or files that cannot be accessed at home

33% have longer working hours at home

38% do not have a good workspace

24% are less productive

22% are not motivated




## Unemployed

46% have too many distractions

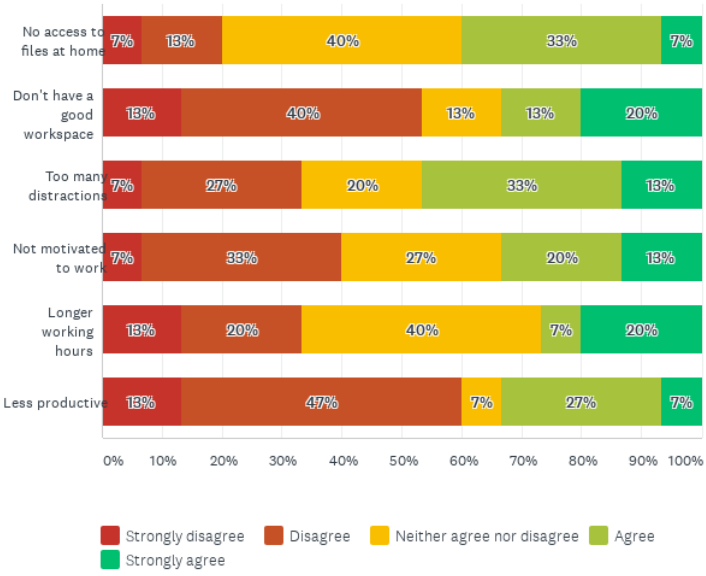
40% need documents or files that cannot be accessed at home

34% are less productive

33% do not have a good workspace

33% are not motivated

27% have longer working hours at home



# Comments & concerns

## STUDENTS

Most students are facing issues with unstable internet connection and the cost of subscription. There are also concerns for mental health and lack of work-life balance at home. Many have remarked that there seems to be a bigger load of assignments compared to in-school learning.

### Personal wellbeing

- My mental health is deteriorating, and I cannot afford a therapist.
- Fatigue and headaches etc. from being on screen for too long and also burnouts.
- I'm really concern about myself in the future if I kept myself demotivated.
- Less Interaction with people sometimes can be demotivating

### Online learning

- Sometimes it's hard for the lecturer to explain the question which leads us students into taking more time than we actually plan to do it.
- I felt that it's hard for me to study because I prefer to have a face to face studying method with my lecture other than just virtually seeing the lectures.
- Sometimes can lead to miscommunications among the workmate as through text message the understanding can be different. If calling using normal line can be expensive as some of us didn't use same agent. If calling using Whatsapp will be depends on the connections. Working/studying without documents/book can be hard as all the informations are keep inside.
- I'm concern that some teachers are not well acknowledge when using the Internet such as screen sharing, I recommend them to have a workshop on using IT/Internet so they can be ease while teaching.
- Study at home make me less proactive n easily feel stress cause more workloads given in terms of exercises or homework. I know our instructors also work hard that is why they give us more exercises and homework to know whether we understand what they teach us.
- Resources are not available to most of degree students. Had to go to library, which may be locked down.
- Online learning gives us more assignments to do unlike during physical interaction. Online learning is also hard to understand.
- We technical students don't really understand when our instructors explain about any function of equipment because of not touching it physically.

- When studying at home, only the concerned teachers would ask the student to copy all the notes. Not all teachers do that.
- I am very much happy with online learning from home where I can get so much borderless knowledge that is relevant to my PhD. And I have plenty of time and very convenient time too.
- Our course Nursing needs more practical activity so it is kind of hard studying through online.
- This will affect my grades as all my coursework are changed completely and my resources are all at the library which I cannot have access to.
- At first it was fine and actually fun to work at home. Then days and weeks go by and I'm starting to feel stuck and unproductive. I had a good attendance in uni in the past, yet somehow studying online has made me skip certain lectures weeks in a row. Sometimes I stare at my screen, trying to read the material but its just so hard to retain information. Ironically social media has become a new addiction even though I know I barely get any interaction from it. I used to study in the quiet areas of the uni library but now my house can be loud and my parents can be a little demanding when it comes to chores so I wait for everyone to sleep at night so I can do work in the living room in peace.
- I became less productive ever since I started studying online. It is honestly hard to catch up things with online education. Works are piling up and I have no laptop which is hard for me to do my ICT practical. I sit for O levels and I'm afraid that I'll do bad, just because not coping much in online learning.
- It's very hard to focus studying at home when you don't have your own room. Sometimes when the eating table is occupied I have to just sit on the couch. It's harder to do revision as well. And my big family is such a big distraction sometimes they are asking me to do things during my class.
- Lecturer thinks it's okay to give so many assignments and have to submit every week. Our mental health are teruk.
- Some students doesn't have a laptop for doing an assignment for example doing AutoCAD, WORD, POWERPOINT. A cheap laptop sometimes doesn't give it best performance. A high quality laptop way expensive. Can't even do any work with small mobile phone. But iPad or tablet might solve the problem but mostly people having a trouble with their financial to buy what they needs and for their emergency.

## Internet

- Internet connectivity is very unstable and causes unnecessary stress.
- Lagging wifi, almost every Zoom meeting I attended, 85% of it is lag/no wifi/bad connection. You know the feeling of doing work halfway, then your wifi goes lag and *poof*, your effort for 3 hours has perish from exist? It's frustrating to be honest.
- Internet connections in our home area are sometimes slow and sometimes we couldn't even connect (the data usage (MBB) keeps going). We have to buy 2-3 times internet data (MBB) a day. We applied for WIFI but got rejected because we live in a remote area (Kg. Sungai Bunga - near Temburong Bridge). We had WIFI before in 2018 so it doesn't make any sense.

- In Sungai Teraban the internet is very slow & do upgrade copper to fibre optic so the internet will be fast and strong. Everytime I do classes or research the internet will be always 3G instead of 4G the services is not strong. Sometime it will turn into 1-2 bar or no service at all. Please do reconsider thank you. Would appreciate it.
- Sometimes the internet does tick me off but I just have to finish my work earlier than usual so I have time to deal with the laggy-ness.
- The cost of the wifi is not a problem but rationing the gigabytes for 10 users at home is very difficult. Someone I know have to skip class because they have no data (mainly because it's too expensive) and its pretty concerning.
- To UNN, please fix our home broadband! We don't have Wifi since Nov 2020. The mobile data is not very cheap. and the telecomm company don't compensate our loss. Complaints made and they said its UNN problem that don't fix the issue. But already suggest to have some data plans for the affected ones but no action taken to the suggestion.
- I wish UNN would fix our internet cable at Sungai Kebun province as it been nearly 5 months without it and we been using our mobile data which each person would spend $50 per person per month currently. We are mostly stressing on our spending for data.

Suggestions

- Audio quality is bad sometimes you miss out the important points, maybe a pre-recorded lecture would be nice.
- I hope that more virtual session conducted for instance CV writing, dealing with mental health talk, career talk and perhaps any talks that could bring benefits for everyone.
- I think we should implement one similar platform in the future and focus on using that system only for all Brunei students, or re-think on a new plan for education sector in case anything like this happens. Parents and guardians need to be aware of this too. Which is why it is important for our people to be IT literate, especially in the situation like this.

# EDUCATORS

Many educators are having a hard time working at home while also taking care of young children. There is a lot of concern about long periods of screen time causing eye strain, headaches and migraines, aches and pains due to bad ergonomics. There's also a need to address stress management, mental health and lack of work-life balance.

Educators are also frustrated with low student attendance due to various factors, especially after they have put in a lot of effort into preparing online teaching materials. Many also encounter parents that complete tasks for their children.

Personal wellbeing

- Health concerned dealing with set up of workspace (like monitors or laptops should be at eye level, blue light exposure, etc.), time management with work, house duties and monitoring children lessons.
- Only drawback looking at the screen too long makes the eyes way too tired and headache as well the internet sometimes acting up so bad makes working online impossible.
- Mental health from the current partial lockdown state, long working hours to accommodate everyone, too much screen time.
- Physical effects of increased screen time = headaches, eye strain, back and shoulder ache, less exercise, exhaustion!!
- Since 2nd wave covid starts, daycare also closed. Means 3 small young kids are fully at home. Plus working at home (school placement) and studying online (master student at uni now also) and kids online classes/work, it's crazy, stressful and demotivated. It's 24/7 with the kids but still working more than the hours we should be, and still studying online like usual hours.
- Its better working at school than at home. We as a teacher don't have a time to rest and to spend time with our family. From 7.30am till 10.00pm we spend our time in front of the laptop even on Friday and Sunday.
- The burnouts- Somehow as an educator, working from home feels like working 24/7 (from preparing lessons to online classes to having to reply to parents, colleagues, and superiors)
- Screen time which affects eyes for educator and students. It sometimes cause migrains. Non ergonomic devices / place to work on caused aches and arms and hand / finger discomfort.
- The most important matter is eyes health over a very long period of time in front of the screen.
- Lack of family bonding due to need to keep track of pupils work submission.
- In term of health it causes eye sore and headache from looking at the screen each day and sometimes causes pain on my wrist after a long day working on the computer. It also

causes anxiety to the teacher when student's not performing well or ignores the teacher and not attending the online class, even after the teacher reached out to the parent but to no avail. Teacher is also distracted from focusing as at the same teacher also need to multi task to help her own children that is also attending online study.

Online teaching

- Not all students are able to join Zoom classes especially pre-school students. And teachers have to spend more time on checking the worksheets activity due to not all submitting on the same time.
- My students aren't able to use variety of online due to limited knowledge, credit wise and sharing device with other siblings and parents which device only available in the evening.
- I do not get to communicate with all my students and not all are able to connect and do their assignments.
- Some students who are sharing devices with parents who are working from office always replying their work during dinner time and always wants the teacher to respond to their work. Tiring especially during night time.
- As a teacher, student's attendance is very upsetting when all your hard work and preparation comes to having missing students (not most but the 'regular' some) even with all the tech devices that are available, they seemed to be always MIA. Other than that, the common running out of internet data or poor connections disrupts their lessons and my mood. So my take on online learning is, we are still far away from adapting this concept style of e-learning.
- Concerned that my students cannot keep up with their studies coz I teach Pra students who have just been introduced to Jawi letters and other ugama lessons.
- Students "absent" i.e. not attending online lessons even though they are at home & not doing the tasks given.
- To convince student sign in on time, during studying periods not easy. Some parents or student replying at night or after class time was set.
- Parents answered the task given instead of their children. Pupils did their own work without adult's supervision. They tend to rush in completing their work. Some pupils had to turn in their work very late due to parents' working & sharing phone.
- Ibu bapa mesti peka tentang online learning anak-anak mereka dirumah untuk mendapat ilmu sepanjang online learning. Please parents help us teachers and help your children.
- Some students are only logging in for attendance but not participating in the lessons. Although eventually they hand in work, they do this throughout the day/night/week which feels like I am on my phone/laptop more. Students need to be more disciplined, while parents need to play their part as well.
- Online education may only appropriate for HEIs.
- How do I know that my students are actually learning? I'm very concerned that they are into online gaming very much.
- Semua ibubapa sepatutnya memberikan kerjasama yang baik dalam sama-sama memastikan anak mereka membuat & menghantar tugasan mengikut tempoh yang diberikan.
- The pupils performance as mostly are answered by their parents.
- When it comes to practical work, a big issue as no access to equipment or lab apparatus.

- Haliwat kan mengajaa kanak2 melalui online, kitani inda tau dorg paham kah inda, kitani inda tau siapa yang membuat keraja kanak2 dirumah, kitani inda tau banar kh inda kanak2 meliat video2 yang kana antar ulih cigu
- My main concerns are for those whose household do not have enough gadgets or money to provide for internet connection. It greatly affect their productivity.
- Late hours dealing with the planning, searching online resources and waiting for parents to submit learning tasks.
- Less response from my student when teaching online.
- Not everybody has device or access to the Internet. These children is falling behind on their studies.
- I work with younger children. Online platforms are not the ideal platform for them.
- Kesian dengan pelajar-pelajar yang terpaksa menggunakan banyak data internet untuk menghantar tugasan. Kadang-kadang keadaan sekeliling rumah inda memuaskan, pasal kanan kiri dapan belakang banyak puhun.
- Working from home takes longer hours since as a teacher we need to prepare a lot for online classes each day and modify prepared lesson depending on how student performed each lesson, teacher also allow synchronised and asynchronised learning to accommodate to student's needs.
- Difficult to get all of my students really do online learning.
- We need free data for online lesson mostly using WhatsApp. Only lesson via WhatsApp is convenient for primary school children.
- Hoping some educator make things easier, reduce less time for the kids on the screen. Example 1 teacher 30-40 mins.
- My work requires my students to be there. I am present during online lesson, but it is tough when my students are not around. It is understandable that they cannot be there all the time. But the expectation from the admin on students' attendance definitely put a pressure on me. There's also concern where the preparation of online learning is 2x the work than normal. I feel like I don't have time for myself and my family. The line between work and rest is definitely gone.
- Support from parents in making sure their children are studying properly.
- Workloads burden me when working from home than from office because educators need to do online learning, preparation & looking at handphone & computers every day, every week & every month. Have to wait pupils for them to submit their work until late night and have to face on unresponsible parents in handling their children online learning such as late respond & no respond.
- Students are getting bored over online learning.
- Cost for me and parents using internet especially parents that have many children, parents that have limited devices. Hence, the children education will be affected.
- The time it takes to learn how to use an app to help you in your work (e.g. having to search for alternative for online learning tools and then learning how to use it, and then learning how to use it to teach your class). Frankly, this is one of the reasons I have longer working hours because I spend more time learning about and preparing teaching materials for my classes.

Working from home

- Too much pressure from higher ups who want everything to be done perfectly. They don't understand parents are also teachers to the children at home. Imagine having many children to monitor & doing your work at the same time.
- Irregular working hours.
- Are government possible to donate laptop or desktop for people WFH that not able to buy it?
- Work devices are outdated, low on storage and speed. Internet speeds are too slow with Zoom sessions being disconnected and files not going through.
- Memerlukan kesefahaman diantara ketua dan orang bawahan. Tidak semestinya bekerja dari rumah mempunyai masa terluang yang banyak.
- More time spent doing work at home. Parents text and submit students' work regardless of time until late night (around 11pm-1am) and very early morning (around 4am-7am). Non stop disturbances and instructions from higher up of MOE, JSS, HOC & teams asking for endless & repeated data which they can find on ineis but they gave excuses that they cannot access. Teachers are working non stop and they assume teachers are just relaxing at home. Teachers well being and mental health are not being taken care and prioritize by MOE. No support are given to teachers in terms of internet and data for wifi. Teachers also have out of date handphone until cannot access certain required app like SSM, etc until having to borrow other's phone.
- If this is prolonged, then make it consistent so we are not going to work the same way as before. So we can all settle and agree with a new way of working and running our professions. Right now its more difficult if its like a 50/50 situation. To go back to the way it was then if it happen again, we go start the bcp again. I just want to settle down with a way that can be permanent so no more hesitation and uncertainties.
- Miscommunication between colleagues as text messages were delayed i.e. not read on time when needed urgently, not complete sentence was delivered. Unable to decipher the meaning behind the messages as it was easier with face to face communications.
- Many things at work cannot bring to home for working.
- Tidak terikat dengan tugasan yang lain supaya dapat tumpu penuh perhatian pada kerja.

Internet

- Why is my connection only 1MBps~2MBps when I paid for 50MBps?
- I have been waiting for 8 weeks to get internet installed at the house. UNN said they would come out today and never turned up.
- 1) Efficient and very well internet services should be provided to those students who live in a remote or very rural area because most of them have problems regarding internet connection during online learning (low connection). 2) Free data or internet connection for those students who do not have enough credits or cannot afford to buy top-up cards to do online and offline learning.
- I hope the internet's performance and speed is fixed. It was better before but now we are most likely to have unstable connection here and there. We paid for good internet but we received unstable internet. It makes us not motivated to do WFH and it affects our performance as workers and students.

- Inconsistent network speed leads to communications issue. e.g during mtg either me or my students can be disconnected. Thus disturbing flow of presentation.
- Connections not good. Pay for 50mbps but only getting 20mbps. Sometimes missing important information during meeting due to loss of connections. Unreliable be it using broadband or hotspot from mobile phone.

Suggestions

- Wishing media can provide us with activities we can do to improve health while staying at home. The question is what can we do to improve our health, to stay positive and motivated while at home. So that our families at home also achieve these as well as all others around us.
- I want my students to be well equipped with the appropriate hardware such as iPads, drawing tablets to enable them to actively be involved during the online teaching and learning. Internet must be fast and reliable. Infrastructure for online examination in UBD must be established as soon as possible. Canvas facility at UBD is very limited in terms of storage capacity for staff and student. I believe that we are in the world of pandemic. Brunei needs to steer its vision in order to overcome any shortcoming which can hinder progress.
- Help from the government to help teachers and especially students in further simplifying the online learning process instead of adding side jobs that previously did not exist.

## CIVIL SERVANTS

Many civil servants feel they are expected to work all day, with superiors giving work tasks outside of office hours and on non-working days. The irregular working hours have led to concern for mental health and wellbeing. Some also experience a lack of trust from their superiors, to carry out their tasks. Frequent online meetings are also a source of frustration.

Some are struggling to get work done at home due to the nature of their jobs (e.g. building maintenance, library). Many lamented their increased spending on internet access and electricity.

Many are thankful for the ability to WFH and admitted that it is the safer alternative until local COVID-19 cases start to decline. They also acknowledged the benefits of WFH – less time spent in traffic or commuting, less spending on petrol, having flexible hours, more focus on work, and more time spent with family.

Personal wellbeing

- Eating too much.
- Its mentally challenging. Have to do extra activities - for eg. planting to keep me sane
- Reduced interaction is affecting my mood and my mental health.
- (1) Being and having to be reachable for most of the day, leading to lack of distinction between working hours and personal time. (2) Digital fatigue from long hours of screen usage (3) Fear that the sudden spike in technology use leading to internet addiction.
- My bed and TV are distracting me most of the times.
- My son lack of social interactions with peers as he is an only child.
- Socializing of my kids among his or her age. Is not the same online. Not healthy.

Working from home

- I prefer to do my work at my office to get more concentration and motivation to finish my work on time.
- Prefer to WFH as it save time on travelling more longer hours.
- WFH is okay as long as you have all the documents needed and the availability access to finish you worktask at home, however, it will hinder your work if some documents can only be access/available at your office.
- I like it, I indirectly saved money from petrol and food.
- Balancing work commitments while ensuring children do not fall behind with their virtual school assignments.

- Working from home gives advantanges in taking care of my smaller children and don't have to worry to send to day care centre or any babysitter to come to my house.
- Just worried for those who could not afford the technological devices and internet, we are not able to fully blast the usage of online platform. There is still a digital divide among us. To consider this survey is useful, probably to also look at how much every individual earns for a living too. The higher they earn, the more they own technological devices and unlimited internet, reflecting that WFH is the better option now.
- I love to work from office. However with the current community spread of the covid-19 I prefer working from home as we are unsure who outside are positive covid and we might brought the virus home which will risk our family. This will further create difficulty for government especially the MoH to break the spreading of the virus. We need to help MoH on breaking down the chain. Thus will bring our country to be a safe place again. In shaa Allah.
- Superiors have no awareness of time (working beyond 8 hours into the evenings) as well as on off days. Expected to deliver normal KPIs and TPOR, but not providing the hardware and VPN to every level of staff. Working at home using own paid internet. Not everyone is good and trained in using the online Zoom or Teams apps, even superiors, thus making adaptation to sessions really slow.
- I admit the first week was tough but once u organise and manage ur time well, Insha Allah, I am able to finish more work. Though for some people its not easy as the house they are living in is not condusive. 4th IR is real its a good exposure to Bruneians. Some ppl show presence at work but not productive. Less is more when it comes to working hours. Its all about being disciplined, utilising what you have at home, getting the kids to follow schedule and routine helps WFH. Overall its a blessing to WFH its not easy its not the norm esp in Brunei but as Rasullalah SAW mentioned where the is a pandemic dont go in or out. It means stay home. The use of technology.. no office needed.. well this will be the new normal. Less cost as well ppl dont really need an office.
- No clear boundaries on work timings.. WFH it seems as long as we're at home we can work ALL THE TIME.. #worklifeUNbalanced
- Increase number of online meetings per day so less work done.
- Licenses to be signed physically and offical chop (stamp) how to legalize?
- When working from home, it feels like there's no limit to working hours. Superiors expect you to do work outside of working hours, during lunch, at night and end up working more than the usual hours. Mentally exhausted facing the desktop and really need real interaction with colleagues.
- Some co workers finding it hard to work from home and learn new things due to age or just simply didn't want to learn. But if ask them to work from office during this difficult time got so many complaints like not safe, not fair, difficulty of wearing mask all the time.
- The reason I don't like working at home is to spend a lot for buying working equipment just to make myself comfortable such as desk, chair, printers, webcam and I even had to spend on Microsoft Office to be able to do my office work (especially Excel and Word). Other than that, I don't have much more money to upgrade new laptop, so I had to use my old laptop and my working performance quite a bit unsatisfactory due to too much interfere of lagging cause the system was too old.
- As a mother of 3, there is sometimes time clashes between working and attending to my children's studying.

- Work life balance. Higher management should not txt work tasks after working hours and Friday Sundays.
- The organisation I'm working at, seems to have little trust in their staff to carry out daily tasks. We tried the best we could with the current situation.
- Working from home cannot access to TAFIS.
- Concern for others in need of sufficient PC or connection also famly with more children can't focus/divide time if all children had to go online while parents also had to do VTC. And the effectiveness of lessons a child gets. Basically if parents focus on their child more, less work is done. Both has pros n cons. We just need time to adjust.
- Security of accessing government documents from home.
- Mostly my work refer to files. So hard for me do my work.
- Working from home double the work especially you need to ensure what ever emails correspondence need to be printed and filed for future reference. In case we overlooked and forget to print out and action.
- Have to do other colleagues job as they were the frontliners and sruggle to finish their work on time.
- To take the adjustment/transition period to WFH into consideration.
- I enjoy working from home at this period of challenging time. It also gives me a peace of mind that I don't have to worry about situation outside of my home.
- As an employee of the civil servants myself, I do find the pros working from home such as, I can find my own pace with my own work (both urgent and not urgent matters). In terms of socializing, I do not find it very concerning when it is compared with work at office. Productivity can be varies throughout the week, but I would still think its the same with working at office. Overall, I think its depending on individuals, can't really compare one to another, certain people might be ok or even better working at home while others are the opposite.
- Working from home is the same as working in the office. What's important is to be adaptable & self-disciplined at all times to complete work/tasks on time.

Internet

- The internet is too expensive yet it is slow at times. For unlimited data with 50mbps at the cost of 170+++ is just a rip off. I'm pretty sure we have the most expensive internet in the world.
- Wifi not working, provider said it will only be repaired in 6 months time.
- The data usage has raised drastically since after our home broadband disconnected last 18 August 2021. It was fixed on 23rd august night time. Since then the deduction of usage has over 100% raised then before. The infinity package truly doesnt help on this situation.
- Internet connectivity speed needs to be improved as we are gearing toward a smart nation. Due to high demand of devices (esp laptop), it has made it harder to get laptop. (esp the cheaper one) limited stock.
- Try reducing cost of internet, Increase bandwith during this pandemic times. Its a crisis for crying out loud!

- Hope internet price can go down with more data during this pandemic period. Productivity traffic such as Teams, Zoom, Google Classroom, etc are not being calculated to monthly quota.
- UNN Imagine fixed broadband line has been down for 3 weeks, the whole area has no wifi internet access as of current. Relying on phone 3G internet access but cell phone tower signal are also weak making WFH very difficult with slow internet access or sometimes none at all.

Suggestions

- Relevant agencies to provide online training platforms (eg: in the form short online video/webinar, etc). Reskilling and upskilling esp on the use of technology, data protection, etc. Government officers/staff should be provided with laptop – relevant agencies to provide guidelines on WFH (eg: online meeting guidelines, screentime, etc)
- More teachers to know how to use online comm tools to conduct their scheduled teachings just like normal classrooms either recorded or live. Subsidized purchase of PCs and software licenses for students and employees.
- I would love to have flexibility hours and flexible work arrangement (shift between WFH and WFO) to be continued after post COVID 19.
- Schools need to standardize the platforms being used, too many apps required to be downloaded.
- Gov should do digital transformation faster, especially for the internal work processes.
- I hope breastfeeding mothers can have options to WFH after their maternity leave is over until their child reaches 6 months of age.
- Brunei is not ready for this, infrastructure still not very stable and Brunei should have a single platform that can be used by all

## PRIVATE SECTOR

A major source of frustration among private sector employees is internet performance and cost of subscription and data top up. Some have resorted to using expensive mobile internet due to problems with getting broadband installed. Many people get disconnected during online meetings and have voiced that the unstable internet connection is their main source of frustration and stress.

There is increased expenditure on internet, electricity and home office equipment (e.g. office chair, monitor, printer). There are suggestions that employers provide laptops for WFH and an allowance for internet access. Some companies have shorter working hours for those who are WFO compared to those who WFH, which many find unfair.

Many in the private sector enjoy working from home and suggest that employers consider offering WFH as an option after the pandemic. Benefits include more time spent with family while also being able to concentrate on working.

Personal wellbeing

- Gaining weight.
- Managing mental health – to separate work/home as I can be online for 12hrs and more and sometimes 24/7 on standby.
- Disrupts the work-life balance. Mood is affected because working alone now instead of being surrounded by colleagues you can chat with.
- Constant checking what food can I eat when I'm WFH.
- Start to have physical body aches.
- So tiring. Too much on the brain, too straining for the eyes. Mentally and physically exhausting.
- My concern more into physically and mentality. Sometimes WFH/SFH is more stressful and cause of tiredness, anxiety and depression due to lot of work, extra working hours, doing multi tasking job such as meeting, assist child for school online, doing housework. Home office setup not properly setup due to not enough space to make an office or no proper furniture. This can cause back pain, neck pain, etc.
- Lack of interaction with friends and colleagues when necessary, fatigue from being in front of the laptop for too long, and not being able to reach certain companies or government agencies in time due to shortened working hours. But great time to learn cooking and reconnect with family!

Working from home

- I enjoy working from home compared to working from the office. I have my own space and I am less distracted by colleagues at work.
- The implementation and process of going paperless (everything is done online) takes time to adapt and challenging. The process needs to be updated or improved few times and discussed with other departments as well to ensure the effenciency of the process flow would ease and smooth business operations.
- Zero boundaries between work colleagues. Decreased work life balance. Increased overhead costs are unavoidable.
- Need company to provide laptop for their staff for some security purposes.
- Sometimes have to work extra hours as boss/coworkers can easily contact via Teams calling for meeting past working hours. I prefer working in the office just because the working hour is fixed and people respect other people's time more. However, the good thing is I feel more motivated to work as I can start working early as I don't have to commute to work and face the traffic jams.
- I totally support working from home and my children studying from home. It makes me more understand my child's growth. And at least I can be together more with my family. And give more concern to my family.
- My concern is that by working from home, your employer thought that you have more rest time but actually it feels like working for 24 hours straight.
- WFH can be good as one can feel less pressured compared to working in office hence more efficient and productive in the work.
- Require more devices such as scanner and printer which I don't have. Nature of my work (facility management) is not suitable to work at home.
- Colleagues inability to adapt to WFH and incompetency in utilizing digital platform such as Zoom, Google Drive or MS Teams efficiently and effectively.
- I just hope when the pandemic is gone, only then to return to work from office. I'm not saying this out of fun, but for safety precaution since we do not know who is the carrier.
- Employer may assume employees are readily available anytime within the day as work is now accessible remotely. Employees mentality to be more workaholic.
- Difficult to stay focused due to kids.
- While adapting to a temporary norm, we need to appreciate that while schooling and working at home we cannot be expected to do the normal hours like at school and office. That being said, it has helped focus and prioritize work scopes to also accommodate and help with my kids. It is about trust between the individual and employer for work deliverables. Everyone will have different challenges with kids schooling for eg no of kids, platforms used, type of support, age and competence. It is a collective responsibility for everyone, from schools, to employers to the household that we are able to communicate with each other and come to a balance on how the household would get through the day/week.
- My boss would not let us WFH. He makes us come everyday but work half day. There's still a lot of people at office and it's very not productive.
- Half pay cut during these trying times.
- Longer working hours but you can focus more on work to be completed.
- It is hard to teach my kids (home school) while working at the same time. So a lot of work / school work is delayed and late.

- Inability to actually do any work from home due to my work which revolves heavily on physical documents that can only be accessed at my physical workplace.
- I am WFH & got 4 kids do online schooling so our internet subscription is not enough within the month since WFH & online class started. We need to budget our internet usage hence we can't watch YouTube or Netflix anymore. Company don't provide allowance for internet top up or ink for printer.
- Work life balance for WFH needs to be talked about and the challenges of doing things virtually when the country's infrastructure and households aren't built for it or ready yet. I'm fortunate to have unlimited broadband and multiple devices for my children to use. But the timings for school and work at the same time are unrealistic and cause a lot of stress.
- Working from home actually good. Can help my wife to do house work. Also saving with the car petrol which normally spend $10 every 4 days. Eat at home also save a lot then eat outside.
- Still need to go to the office to prep documents for signature & collection, scanning of thick documents and refer to hardcopy file.
- The organisation where I worked must be aware of the requirement for workers spent more money to pay for utilities (internet data charges, electricity, MOFE Minister missing the accumulation and calculated risks from users' perspective) and companies using workers' home as an office space which most organisations will choose to ignore when ask for the right of rental of spaces to work.
- We have different categories of WFH. There are normal days WFH (Mon-Fri), WFO-WFH (1 day WFO, 2 days WFH). I have both WFH and WFO shifts. In the current situation, I pretty much work nearly 14 hours a day, for 7 days a week except for the WFO days which is about 9 hours per WFO day. Hence why I prefer to work from Office, once the day is over, it's over, I am no longer obliged to work after the office hours are over. However, on the WFH days, I am expected to be available and working 7am to 6pm, and beyond that be available for contact until midnight. I clock in an average of 90 hours per week, which is 54 hours over the required amount by contract. During WFH days there's a lot more calls, texts and emails compared to when on site, there is some strange mindset going on that those in WFH are chilled out and available at any time of day even when it's 5am or during lunch or at midnight, even on weekends. This significant reduction in personal time has had some negative effects on personal health. I don't actually get any company devices; I am using my personal devices for work. Even if I was given a company device I would probably not use it as my own personal devices are of significantly higher spec than what they can offer. The only reason why I would require a company device is the access of VPN to the company's local server on site, to fetch files required to do my work, which is only given to company devices in order to abide by company policy with regards to cybersecurity concerns when on personal devices. Nothing I can do about that but just fetch the files the next time I'm in the WFO shift.
- With WFH, bosses tends to blur the lines of working hours which also include working over time past working hour and weekend (that cannot be claimed). A reminder that we're in a pandemic, compassion is needed from companies like mine (telco), and being very productive during a pandemic shouldn't be a goal. A boss once said that we are much more productive WFH then WFO. But do they realise it's because work and home have been blurred and we are overworked at this time.
- Unfair working hours for those who works at the office (less compared to those who do wfh).

Security

- I am concern on information security when using online shopping websites e.g online grocery shopping, making online transactions, buying food from apps.
- Mainly environment and security concerns with regards to the documents accessed on personal device.
- Some of user still not take very serious regarding in their device security also in terms of sharing with their friend at work that user or owner should apply file access policy to prevent that file expose to other hand maybe people can modify or delete that file.
- Lack of awareness given to the public on phishing and malware. This should increase more since we are slowly moving to digitalisation.

Internet

- During this pandemic which is a lot of people is WFH, online meeting, online teaching, the data consuming is very high than normal days, have they thought of reducing the data top up price until this pandemic goes down?
- Biggest concern is the speed of the internet. It comes to a crawl whereby I am unable to conduct online meetings making working from home very very difficult especially when I have tight deadlines to meet.
- Stability of wifi connection. Sometimes I get disconnected during important meetings.
- My only concern is the internet connection at home, which I am not satisfied with. Recently, the connection is not stable and my devices especially my laptop always disconnected (at least two times every day). Since my work required internet access, having internet issues, really affecting my work (have to redo because involved with session) and time (have to work extra time) tapi Alhamdulillah pihak yang berkenaan sanggup melayan karenah kami balik2 menelipun bertanya kan kenapa tia dua tiga hari lagging hantap malar disconnect saja. Bila nya lagi ada online exam, lagi bagi panik bila disconnected. Atu saja membari frustrated, malar disconnected.
- Kindly provide more competitive prices than what is currently available. Having 3 telecom companies doesn't seem to work.
- I have installed wifi but cannot use because there is a problem with UNN.
- We have been waiting for internet broadband to be installed at our place since April 2021. But because there is none, we had to rely on mobile data (which has very poor signal) and it cost me almost $100.00 for August alone. It is also hard to make teachers and colleagues to understand our predicament and had not tried to make it easier.
- Since we dont have wifi, cost for internet using phone extremely expensive.
- Mostly on internet speed, when we subscribed to a promised bandwidth, but delivery of it isn't as par to what have been paid. Any initiative to lower the price at this difficult time only? I understood the hike in number of users but when we accommodate to this change, can the provider too accommodate the users concerns?
- Brunei's poor Internet infrastructure is preventing companies from working efficiently from home. Kids school is fortunate enough to use ClassDojo which means Internet on demand (live calls) is not required.
- Better coverage of mobiles network and installation of broadband at my home. It's been 5 months with no broadband internet connection.

- Connectivity at times can be very poor and there isn't any discount for loss of connectivity. Rental charges are unfairly flat all the way.
- Need better internet connections. It has gotten worse over the month, but we're paying for 10MBPs quality. Appreciate your understanding. Thank you.
- Kindly pls give those "kurang kemampuan" or poor people internet free at school hours time for them to study at less cost or FREE. I'm sponsoring some top up for them.

Suggestions

- The relevant authorities should work quickly to bridge the digital divide especially for those poor households that have children studying online yet can't afford to have even the minimum number of devices and internet connectivity. There is no serious effort on this and the long term effects will show.
- Consider to have more school holiday for the student. And shorter working times for private company.
- The country as whole should implement this to ease working parents to spend quality time with family and also working business as usual..
- Key government services not able to function based on WFH. Better BCP to be in place e.g. Immigrations Dept.
- 0% Installment Plans for WFH employees in computer/work device purchases.
- Schools should educate students to always abide in Standard Health Protocols. If this only been included before, at least people should already adapted the wearing of PPE and social distancing. These could lessen the problem against the pandemic. In a working perspective. We could remote securely to clients. We can use available apps to share what is the problem from client's site. Once information was shared. We can escalate the solution. However, if cannot avoid. We are always being advised by our team manager if we need to go on-site to resolve the problem. We need to help the government to contain the situation at the moment.
- It would be great if any private employment or even in the government sectors to offer the option to work from home even after the pandemic. I am able to concentrate working and also I am able to spend more time with my family and personal affairs that I have not been able to do, if I were to work at office or on site.

# SELF-EMPLOYED

Work from home

- For me, it's good for my business.
- It save time on transport n fuel cost.
- Having to pay school fees in full.
- Higher-up officers / bosses seems to misunderstand the concept of work from home, where it seems that most think that since #wfh, we're as if working 24/7 where meetings or even discussions or announcments we made late-night, or during off-day (Friday/Sunday) when in fact, we were given the opportunity to reduce our work hour if we work from office. But it seems that the remaining hours for home is deemed as 'WORKING HOURS'. My concerned is what could be an OT, is just a regular working hours these days, where documents or information was demanded to be sent late nights, when if it happened in physical working environment, office hour ended at-least 5 the least. We spent too much time doing online work, when we should be having our lunch or dinner or even enjoying our sleeps.

Internet

- With how internet connectivity is impacted, this also tells me, our ISP was NEVER ready to cater for the whole nation? Improvements are done, sure, but I'm more sure some realised it could have been done sooner. Like a decade sooner.
- Brunei is a small country but the internet connection is rather poor even compare to some rural areas in other countries, e.g. China, Africa. The relevant authorities should seriously consider upgrading the internet connection from copper to fiber optic or better still straight jump to 5G technology. The 5G technology seems very expensive but it is expected to give huge advantages to countries in the 4th industrial economy.
- My mobile speeds are much faster than home broadband! It feels we are still not quite ready to embrace high internet speed activities - video conferencing, streaming, even some realtime collaborative online work is difficult.
- The internet cost should be more competitive.
- Internet provider not giving promise of 100mbs, only getting half (highest) and 20mns (lowest). but still paying the same amount.

Suggestions

- Create video competition, so that we can earn through any platform. Or programs that we can earn money and at the same time learn or help the gov.
- We need to further develop our local internet/application platforms so that local businesses can thrive without having a physical store or office.

# UNEMPLOYED

Internet

- Unstable internet cause frustrations for teachers and students. Having to cancel or postpone said class, and being interrupted at the middle of the class due to unstable internet is just frustrating. Majority of the examples, resources are also from the web and needs to be uploaded into the web i.e. Google Classroom. So unstable internet leads us to not being able to do any work.
- For those family have poor income. We were struggle to do studying or working from home. We only have limited phone and data. Therefore to make my kids study comfortable and on time is so difficult due of sharing phone and data. I have to teach my kid one at a time and sometimes my kid have miss study online with their teacher using zoom application because of not enough data n sharing phone. The data that we are buying are very expensive. If we want to have wifi connection, my family doesnt afford to make one. I hope that the data connection such as mbb, imagine data or progresif data would be more cheaper like home broadband connection. Now if i buy data for 10gb, i have to buy for $20 n it still dont enough for my family use for a month. And it might take for nearly $100 for a month or even more. But with this amount, i only get abour 50gb only. However with wifi home broadband, it only take about $50 to have 200gb o even more. But to make wifi at home, my family dont afford to make the deposit n the installation fee. My husband salary is nit enough to do it n we have to do saving for a lot of thing even in food. I hope that the telephone communication in Brunei like imagina, dst n progressif to take this difficulty seriously. So that the phone user also have cheaper data connection like wifi home broadband. Not all family can afford it. Thank you.
- How to study/work at home when internet cable has not been fixed for almost 1 year by UNN?? Mobile internet service is also very poor & unreliable.

Online learning

- Time management is difficult, especially for parents and when school/teachers are not very accommodating and cooperative. Children receive school work but most of the time it's the parents who have to teach and explain. I have 4 children in 4 different school levels, it'll be much harder for those who have more children, especially parents who are not very IT literate and less educated. Teachers should also be able to come up with substitutes in case the method they suggested cannot be fulfilled by parents/students like installing malay jawi keyboard because not all mobile brands are compatible with the apps they've suggested. We prefer teachers uploading lessons on video instead of Zoom/live lessons as these can be downloaded and watched repeatedly. And the biggest concern is the price of mobile data, our August 2021 bill has doubled our usual bill.

About BruCERT

Brunei Computer Emergency Response Team (BruCERT) is the national referral agency dealing with computer-related and internet-related security incidents in Brunei Darussalam. It is one of the core services offered by the national cyber security agency Cyber Security Brunei (CSB) under the Ministry of Transport and Infocommunications (MTIC). BruCERT is the central hub which coordinates with international CERTs, network service providers, government agencies, and other relevant organizations to facilitate the detection, analysis, and prevention of security incidents on the internet.

Secure Verify Connect is BruCERT's public awareness campaign created to raise awareness of online safety and information security among the Bruneian public. Please visit www.secureverifyconnect.info or www.brucert.org.bn for more information.

CSB
CYBER SECURITY BRUNEI

BRUCERT
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SVC secure verify connect