



Taylor's Education Group



TAYLOR'S COMMUNITY

Inspiring and Impacting The Community

An initiative by Taylor's Education Group

IMPLICATION OF COVID-19 TO THE UNDERPRIVILEGED COMMUNITY

**COMPILATION OF SURVEY RESULT
BY TAYLOR'S COMMUNITY**

**March 2020 until June 2021
Updated July 2021**

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(JUNE 2021) **SURVEY 6:** IMPLICATIONS OF COVID-19 & FMCO ON MENTAL HEALTH
[WOMEN & CHILDREN]



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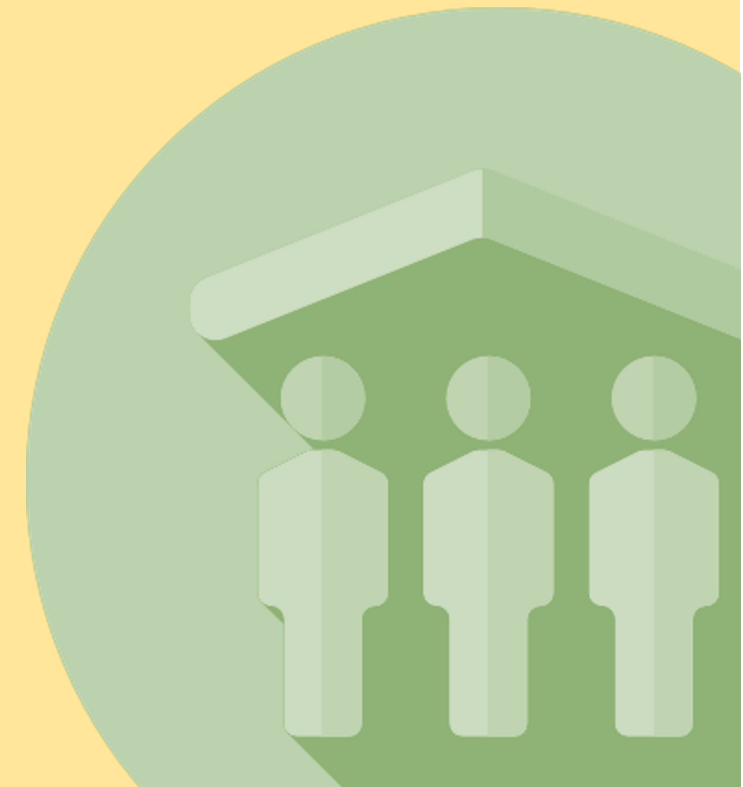
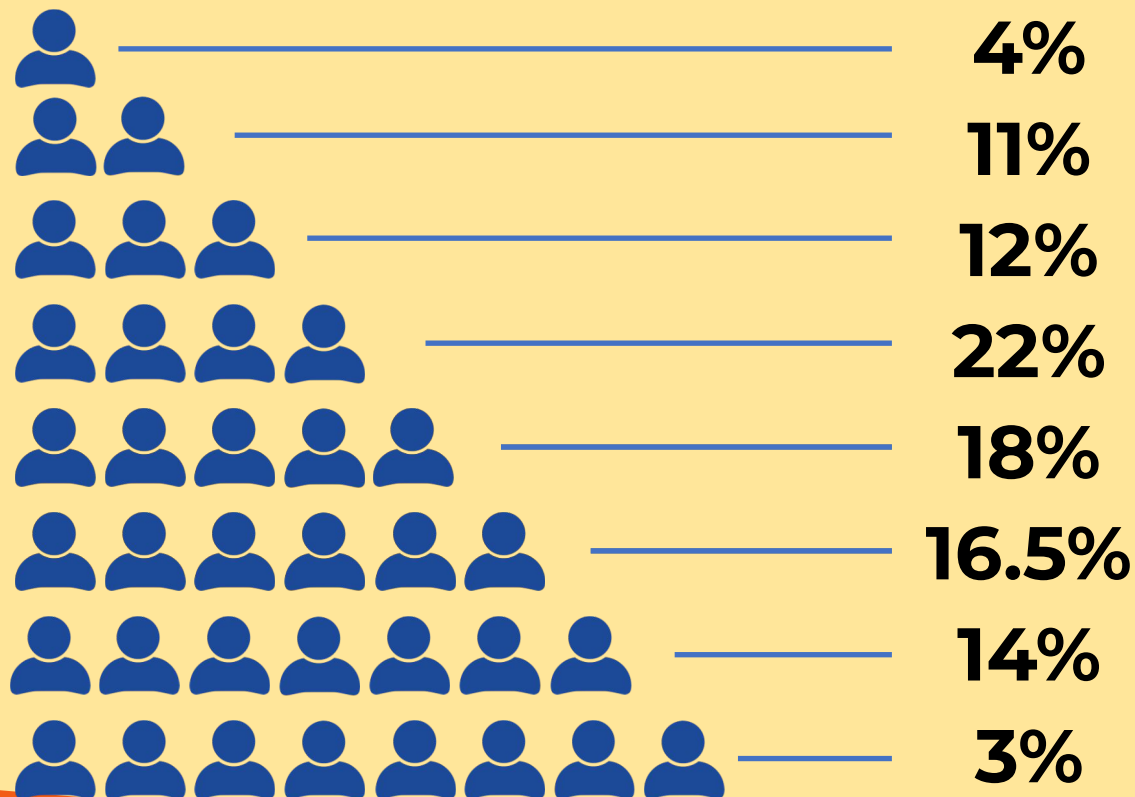
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SURVEY 1: IMPLICATION OF COVID-19 TO B40 SMALL ENTREPRENEURS (March 2020)

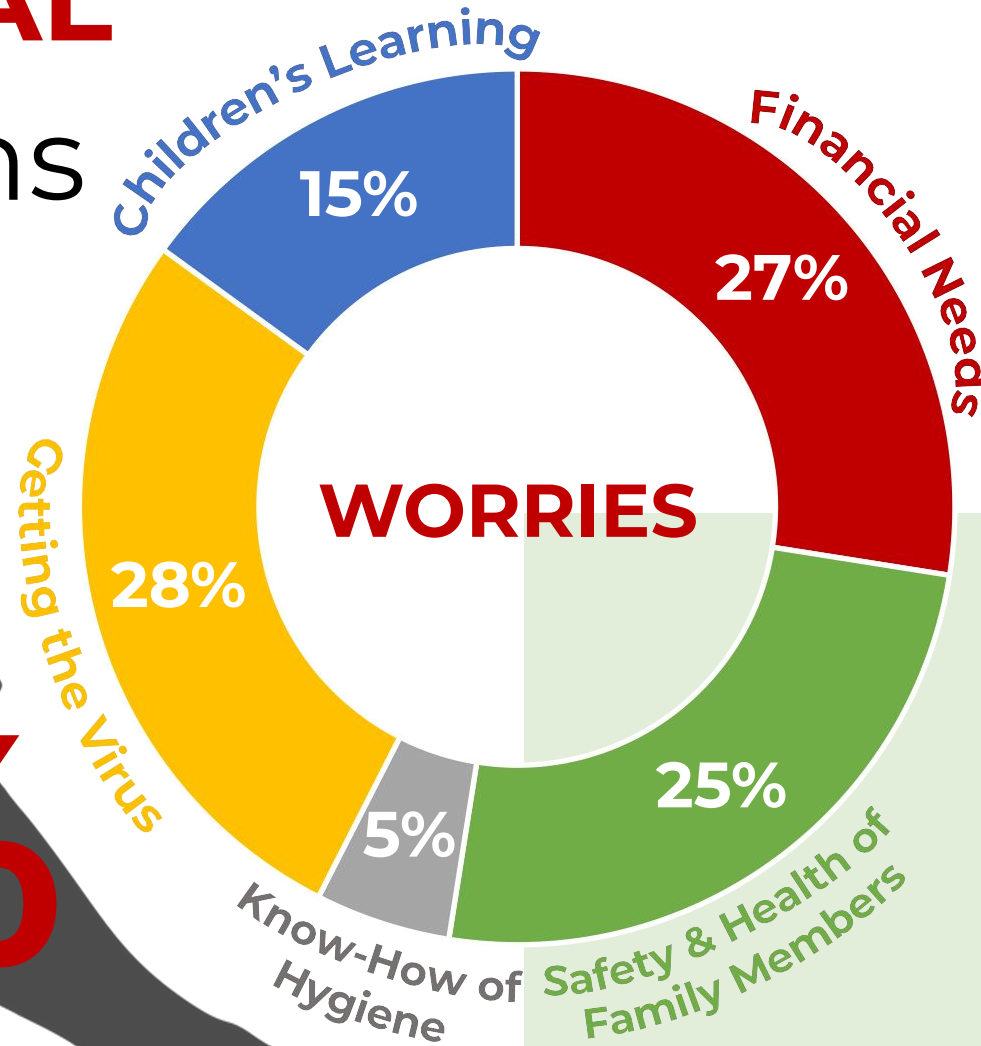
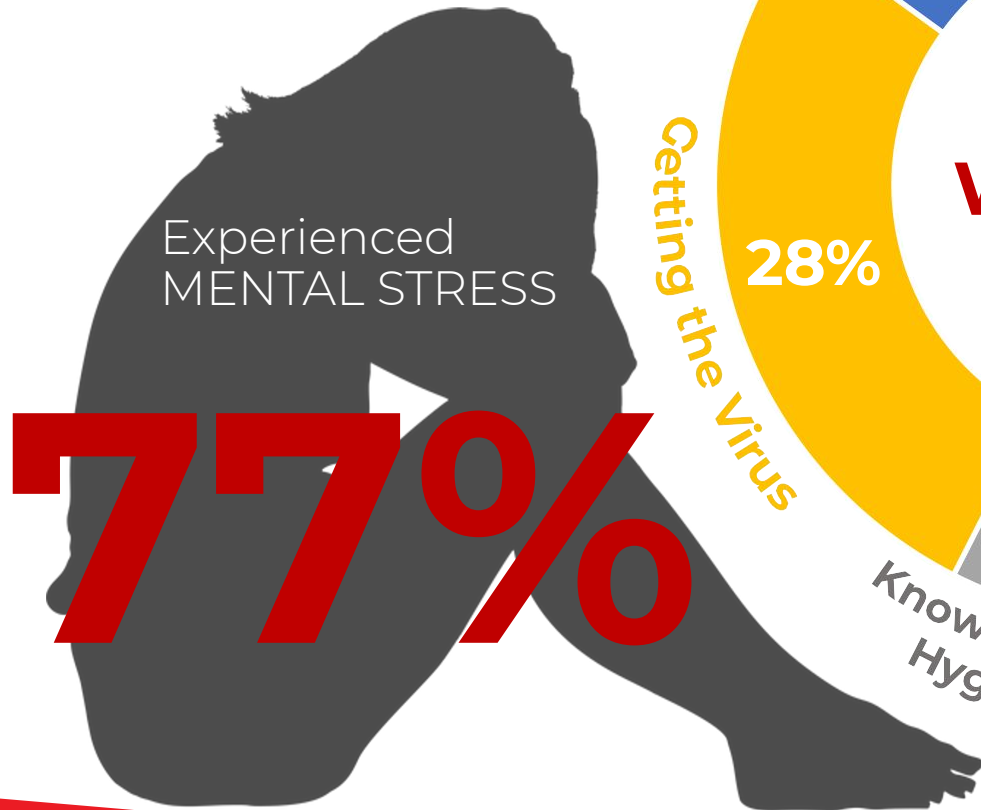
110 Respondents

All **ENTREPRENEURS**

Number of Dependents in each Family



EMOTIONAL Implications



COPING MECHANISM

1. **Spend Less** (i.e combine meals)
2. **Religion** (i.e. Pray, Trust God)
3. **Positive Mindset**
4. Stay Home (Follow Orders)
5. Strategize Business (Start Online Business)

Implications on Mak Cik Pak Cik's **BUSINESS**

2% Making A Loss

38% No Revenue

Shops must be closed, No Customers, No Sales even when opened.

54% Slower Business

Booking Cancellations, Sales dropped, Shops must be closed (relying on Online Business only), Many Takeaway Competitions.

4% Strategizing

Going online, Doing Whatsapp Marketing, Accepting Pre-Orders, Focus on Raya Bookings.

2% Stable

39% Basic Needs

(Food, Masks, Hand Sanitizer)

32% Business Development

(Online Business Platforms, Marketing & Promotional Know How, Business Ideas, Business Opportunities)

27% Emotional Support

(Motivation, Moral Support, Stress Management)

2% Health

(Safety, Health & Hygiene related Information)

10% Others

NEEDS


We will be rolling out **Virtual Education Programs** to meet these needs, through Knowledge Sharing & Incentives

Restricted Movement: *So, what do you do at home?*

26%  **BUSINESS DEVELOPMENT**
*(Improve products, Marketing, Find Online Opportunities
Focus on Raya Deals, Find COD Possibilities)*

21%  **HOUSEWORK**
(Clean the house, cook, clean the house again)

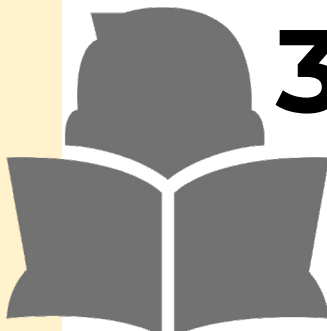
11%  **COMPLETING BUSINESS ORDER**
(Finish up orders that were booked earlier)

13%  **TV & SOCIAL MEDIA**

16%  **SPEND TIME WITH FAMILY**

7%  **BAU (NOTHING CHANGED)**

6%  **REST**

37% 
School work, Study,
Revision

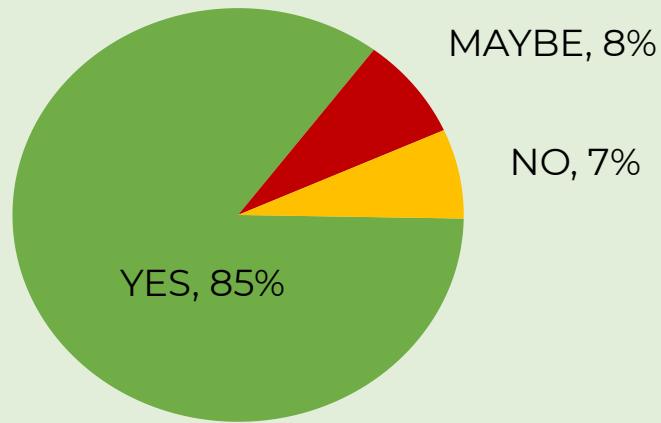
31% 
Watch TV

11% 
Surf the Internet

17% 
Help Parent's
Business

**Your
CHILDREN?**

Receptiveness to **ONLINE CLASSES**



WHY?

Not Good with Technology
Coverage/Line not strong enough
Would appreciate Face2Face Mentorship
No Laptop/Low Quality Phone

Assessing the arena for **SOCIAL ENTREPRENEURSHIP**

79% HEARD OF SE

70% KNOW ABOUT SE

“Ready to help others while helping yourself?”

83% - also said yes to Online SE Classes

What do you Wish to **LEARN?**

1. Safety & Hygiene
2. Positive Mindset
3. Income Generation/Business Ideas
4. How to Save
5. How to Identify Fake News

Reasons for Resistance

- Misunderstandings
- No Guidance (Require Mentorship, Lack of Knowledge)
- Not Enough Resources (Manpower, Modal, Human Resource)
- Unstable Current Business





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SURVEY 2: IMPLICATION OF COVID-19 TO AND FROM MCO TO RMCO (JUNE 2020)

CMCO moving on to RMCO...

Survey Findings

Survey was done amongst **100** of our **B40 Community** from various PPRs **in Klang Valley**.



TOP 3 Challenges Faced *by the community.*

Financial Issues 45%

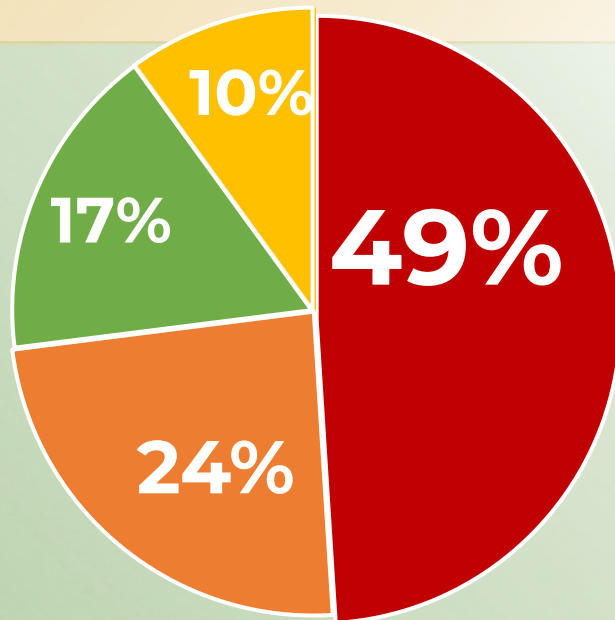
Business Earnings not enough, spouse lost their jobs, no stable income.

Business Operations 23%

Difficult to get materials/ingredients, modal problems, not being able to meet orders due to restrictions.

Safety & Hygiene 17%

Not sure if they could adapt to the new normal.



Are you doing anything about this?

63% Yes.

35% Yes, but inconsistent.

2%

What are the actions taken?

98%

Following the Rules and Regulations set by the government.

Reducing Expenditure

Running Online Business

Others (Finding Odd Jobs, Think Positive, Family Support)

When MCO was initiated, we ran **online programs** for our beneficiaries.



12 Modules for **B40 Children**
10 Modules for **B40 Entrepreneurs**
8 Modules for **B40 Women**
2 Modules for **Refugees**



- We rewarded **434** grocery care packs to **2,325 B40 community members**.
- We rewarded **205** grocery care packs to **4 refugee organisations**.

“Turning Charity to Sustainability”

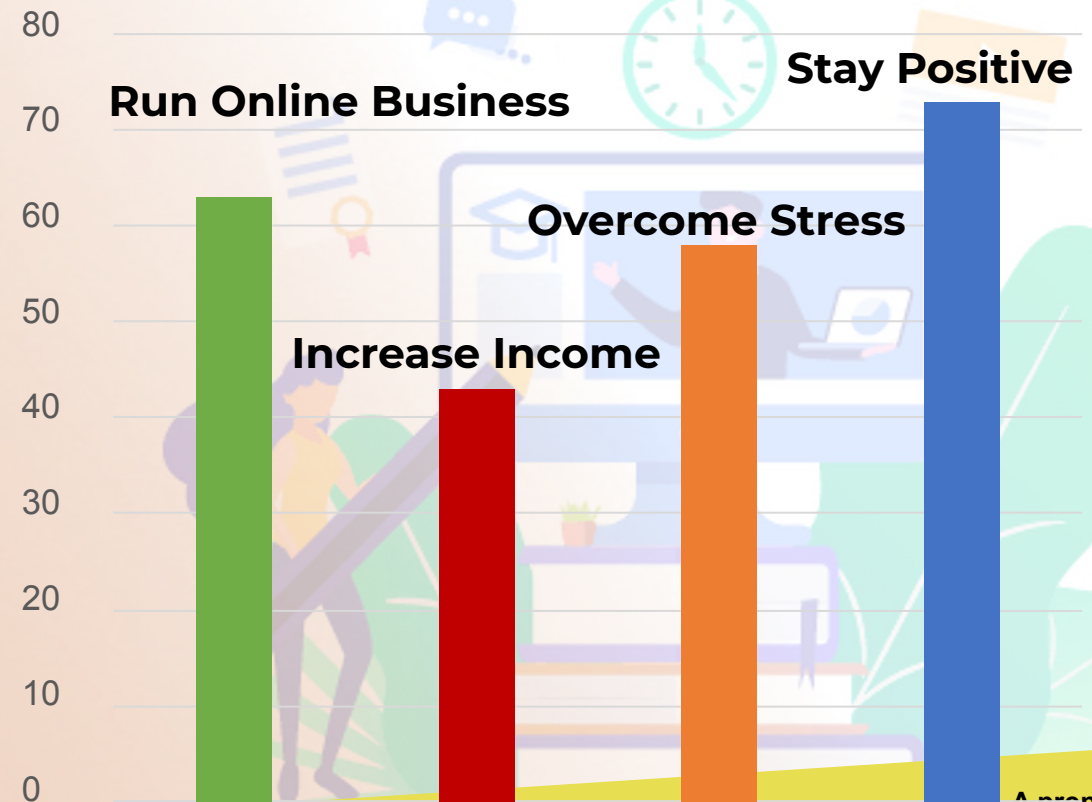


93%

Attended our classes

100% mentioned it was beneficial.

How did our classes help them? ↓

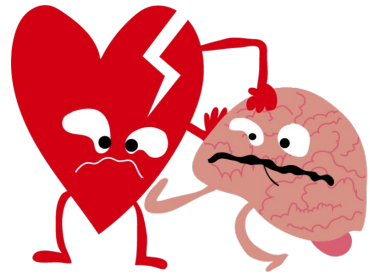


Emotional Well Being Assessment

79%

Still faces stress

WHY?



78%: Couldn't generate enough income.



48%: Children's Education



37%: Children's Emotional Well Being



58%: Adapting to new business operations.



16%: Parenting and Marriage

NO

SOMETIMES

YES



3%



24%



73%

Did Taylor's modules help you to overcome stress?



Moving Forward...



If we no longer provide groceries, will you still join our classes?

93% said YES.



But, **94%** said food items are still a need.

How can we do better to help you?



More practical and more frequent classes.



Organise Motivational Talks



Have one-to-one mentorships

Suggested Topics

1. Advanced online business strategies.
 - Consistency & scalability.
 - Marketplaces.
2. Emotional stability.
3. Online marketing.
 - FB Ads
 - LIVE videos
4. Motivational talks.
5. Financing & profiting.

Collaboration Experience with TC Survey Findings

Survey was done amongst **Taylor's Staff & Taylor's University students** who are currently taking the CSI module.

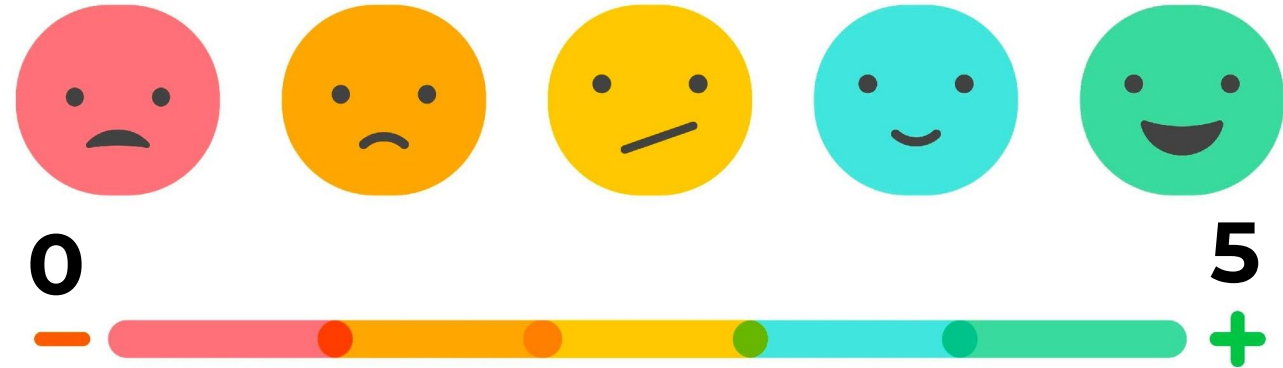


Taylor's Students

(129 respondents who took the CSI module this semester)

19%

volunteered with us before &
their past experiences were:



- The experience was **life giving**.
- I was **able to contribute back** based on my strength.
- I would **volunteer again**.

.....▶ **4.4**

.....▶ **4.2**

.....▶ **4.2**

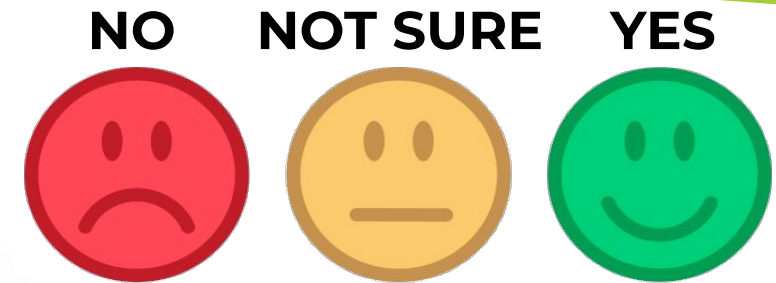
WHY did you volunteer?

To complete/pass my module **67%**

It is the right thing to do **64%**

To give back to the community **60%**

To feel up my free time and share some of my skills **43%**



Is it important to volunteer even when times are difficult?

Relevance of our module to...



Your Learning, **79%** said YES



The Community, **91%** said YES

Overall
90%

of the respondents
felt that they have
contributed to the
community through
their CSI module.



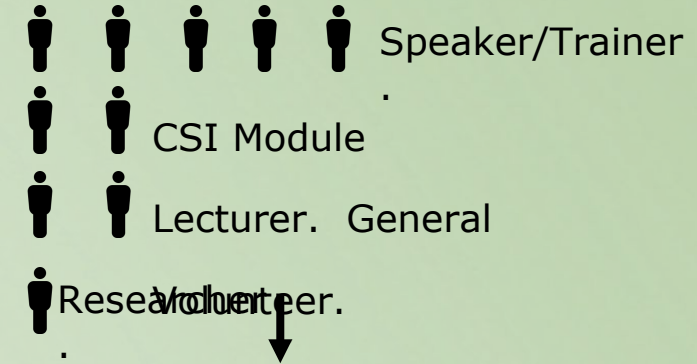
Taylor's Staff

(18 respondents)

Department:



Taylor's University / Taylor's College Other TEG Dept.



83.3%

volunteered with us before

33.3%

volunteered with us before

How was the experience?

From a scale a scale of 1 – 5, (1:No, 3:So so and 5: Yes)



The program was **well organized and managed**

4.25

The program was **impactful** for all the stakeholders

4.42

The students and I **can contribute back** based on our interest and strengths.

4.3

Based on my experience, **I will volunteer again.**

4.5



Thoughts about volunteering...

Is it **important to volunteer** even when times are difficult?

NO



0%

NOT SURE



22%

YES



78%

72% mentioned that they **will volunteer with us**, 22% mentioned maybe.

In what way?

1. Trainer
2. Module Content Creator
3. Mentoring Communities
4. General Volunteer
5. Researcher

Topics that they can cover.



1. Language.
2. Branding & Marketing.
3. Financial Literacy.
4. Designing.
5. Safety & Health.
6. Psychology.



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**SURVEY 3:
FINDINGS ON B40
Online Education:
What is the real issue?
(JULY 2020)**

BACKGROUND



PPRs at Pantai Dalam

- PPR Seri Pantai (2 blocks)
- PPR Kg. Limau (2 blocks)
- PPR Pantai Ria (4 blocks)
- PPR Seri Cempaka (2 blocks)
- PPR Kerinchi (6 blocks)



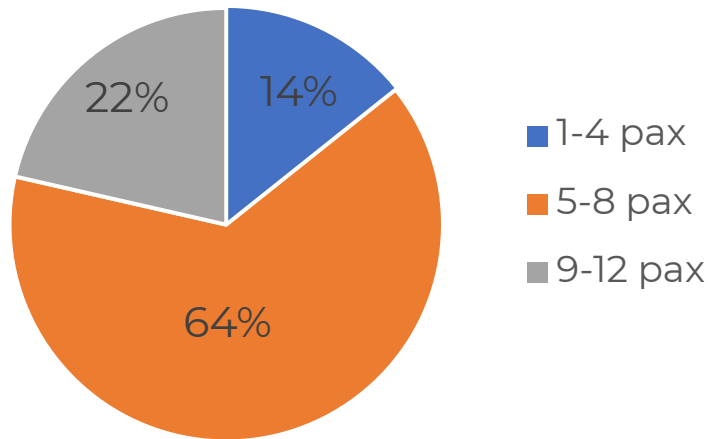
95% said **limited personal space** in the house and feel it is uncondusive for big family members



Most of them feel burdened by poor internet connection and the demand of multiple devices at same time for educational purpose

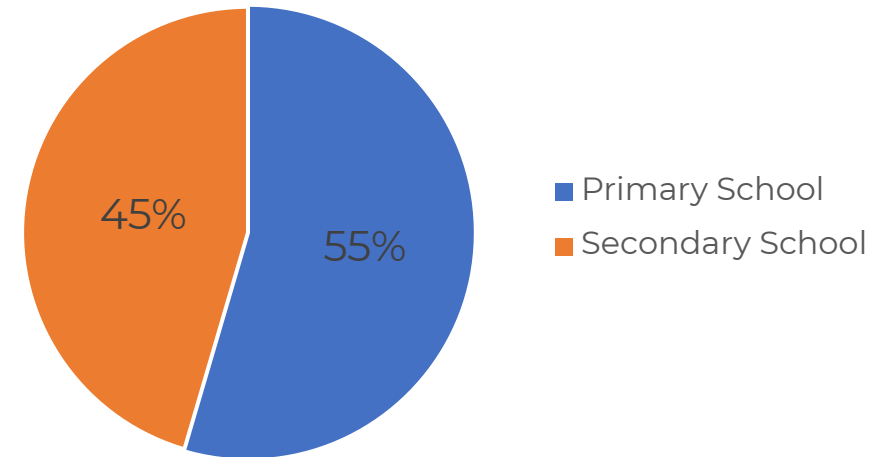
FINDINGS : DEMOGRAPHICS

Number of pax per house



86% has more than **5** family members per house

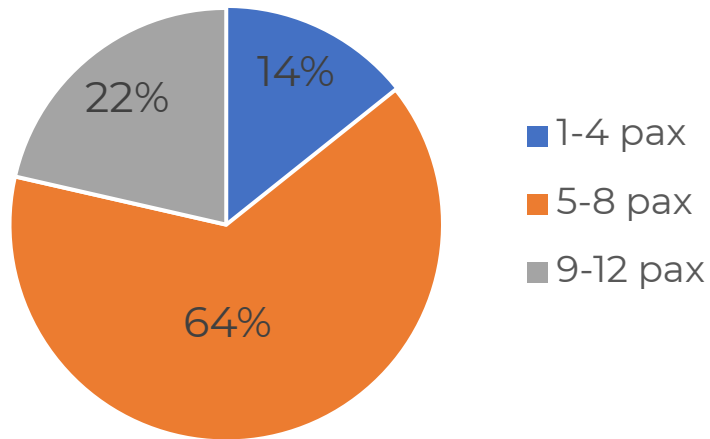
Percentage of kids per house



Most of families will have **both primary and secondary children**

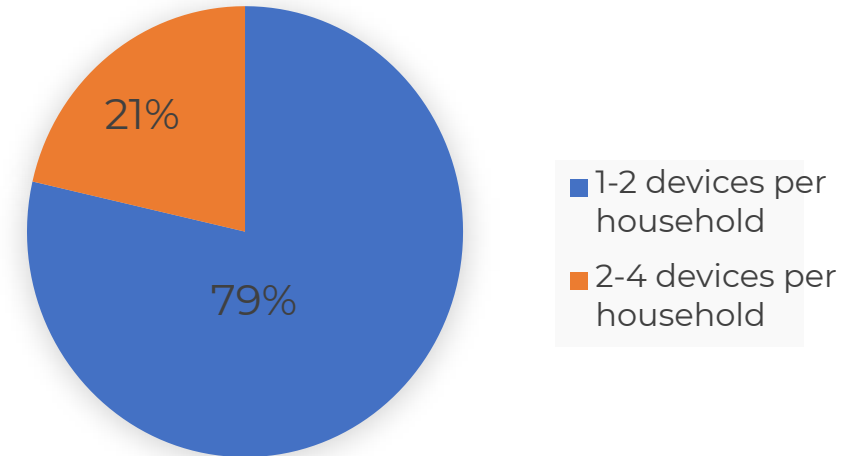
FINDINGS : DEVICES

Number of pax per house



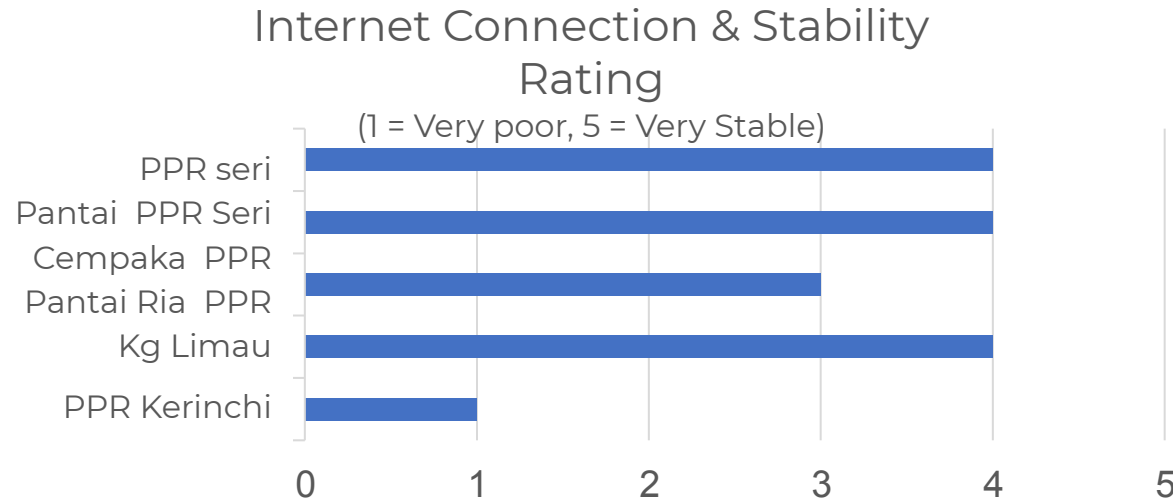
86% has more than **5 family members per house**

Number of devices per household

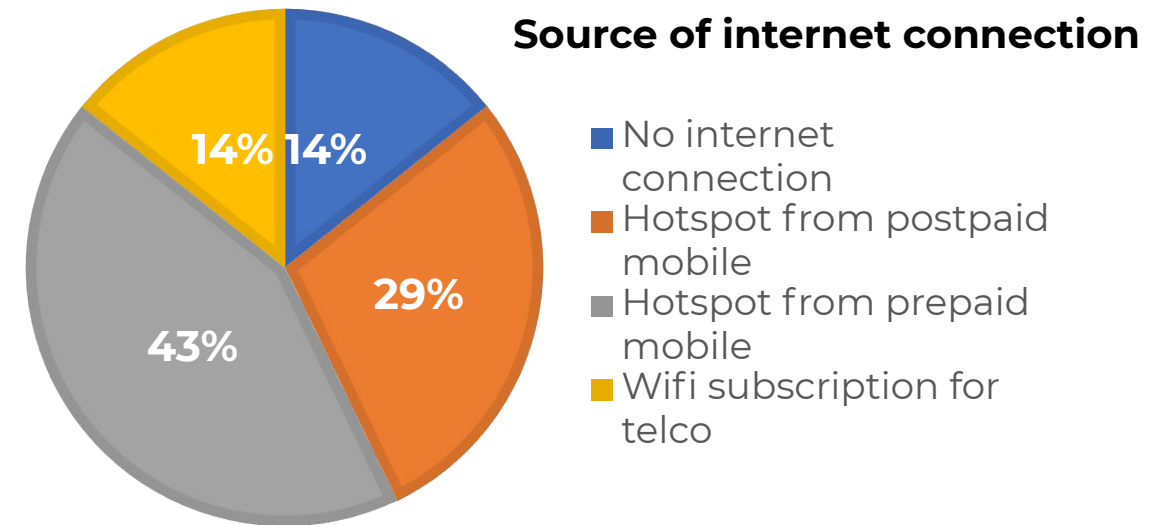


- **79%** has only **1-2 devices**.
- They need to share and will be most challenging if the oldest child has Zoom class at the same time as the primary kids.
- Parents also need their devices for work.

FINDINGS : INTERNET CONNECTION



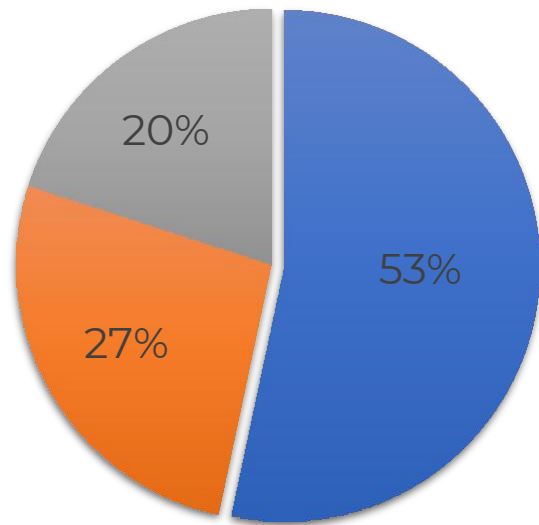
All block at **PPR Kerinchi** facing very poor internet connection while **PPR Pantai Ria Block D** facing unstable internet connection



- **71%** use **hotspot from mobile** to get internet connection either.
- Money constraint to add commitment for wifi subscription and cannot commit to top up frequently if used up all data of the month

FINDINGS : OTHER ISSUES

Main factors why children find it **hard to focus during online learning**

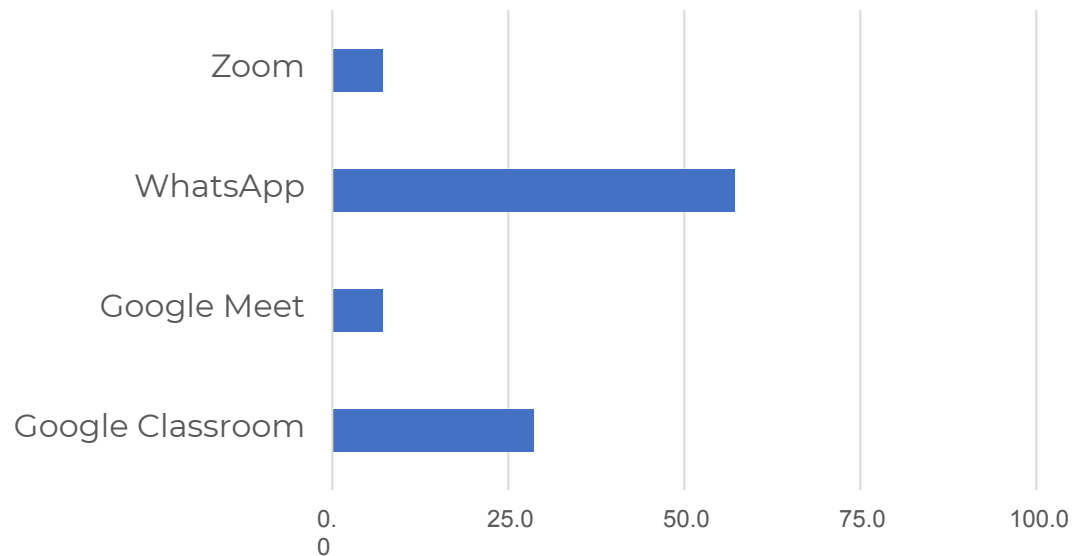


- Do not have or not enough devices
- Not enough internet data

- Besides need to share devices with family members, **unstable or poor internet connection** also contribute to children losing focus during online learning session
- **20% parents do not have enough time** to support their child class due to being a single mom needing to go work, parents need to go to work, mom has house chores to focus on or have many children to give attention at same time
- They **prefer to use prepaid mobile data** as they cannot afford to pay monthly bills for internet.

FINDINGS: ONLINE LEARNING PLATFORM

Percentage of **Platform Used** for **Online Learning**



- **Teachers use different platforms** depending on the student's accessibility
- **Parents prefer using WhatsApp** either by message or video call
- **20%** parents prefer go to school to collect or submit their kids assignment due to
 - a. Phone cannot support the apps used
 - b. Parents hardly to understand the assignment so need further assistance
 - c. Parents did not want to waste teachers time to come to their house



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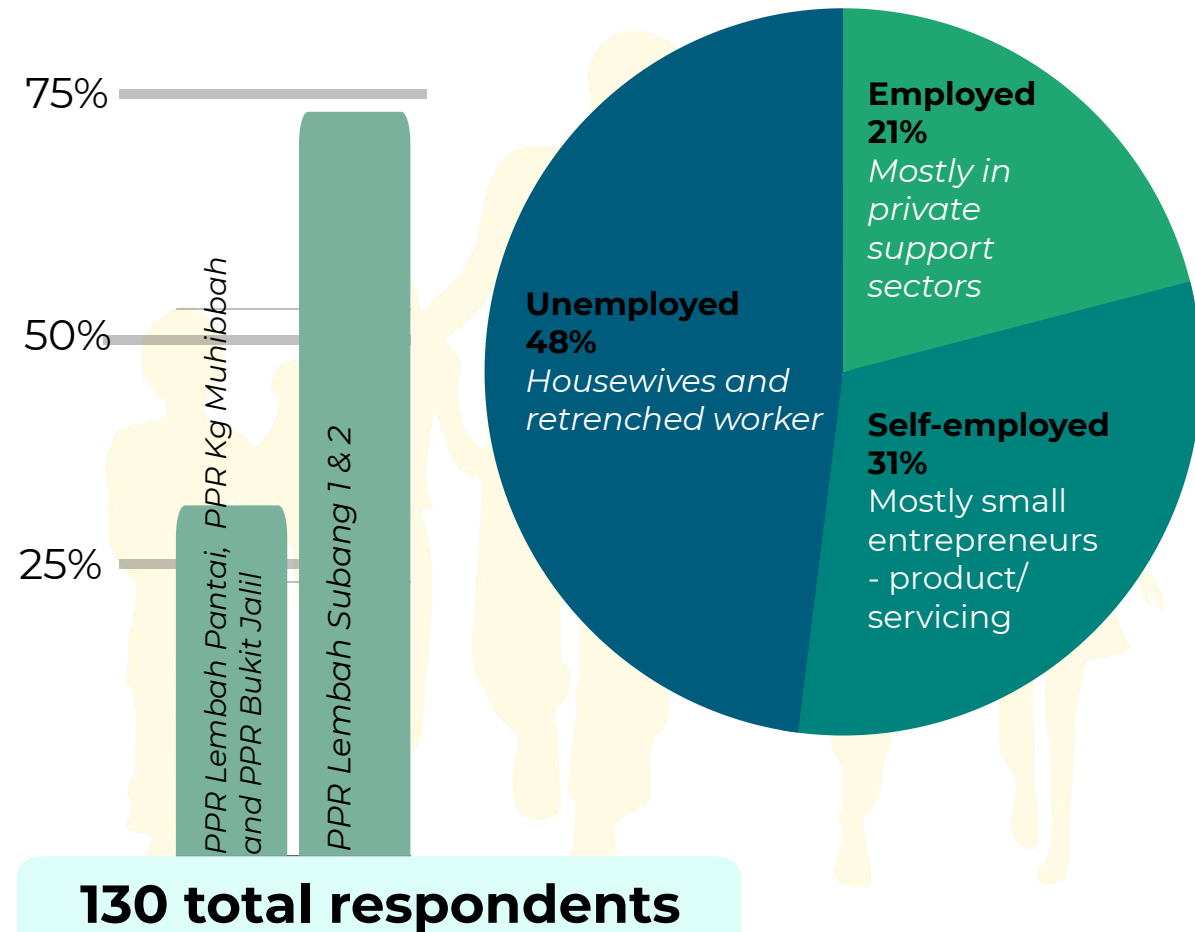
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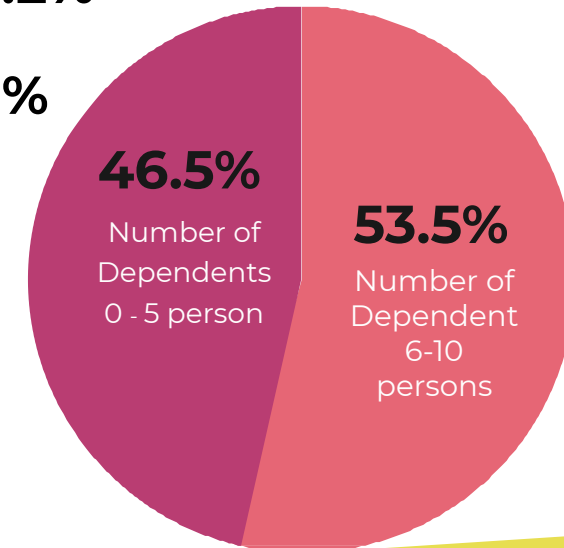
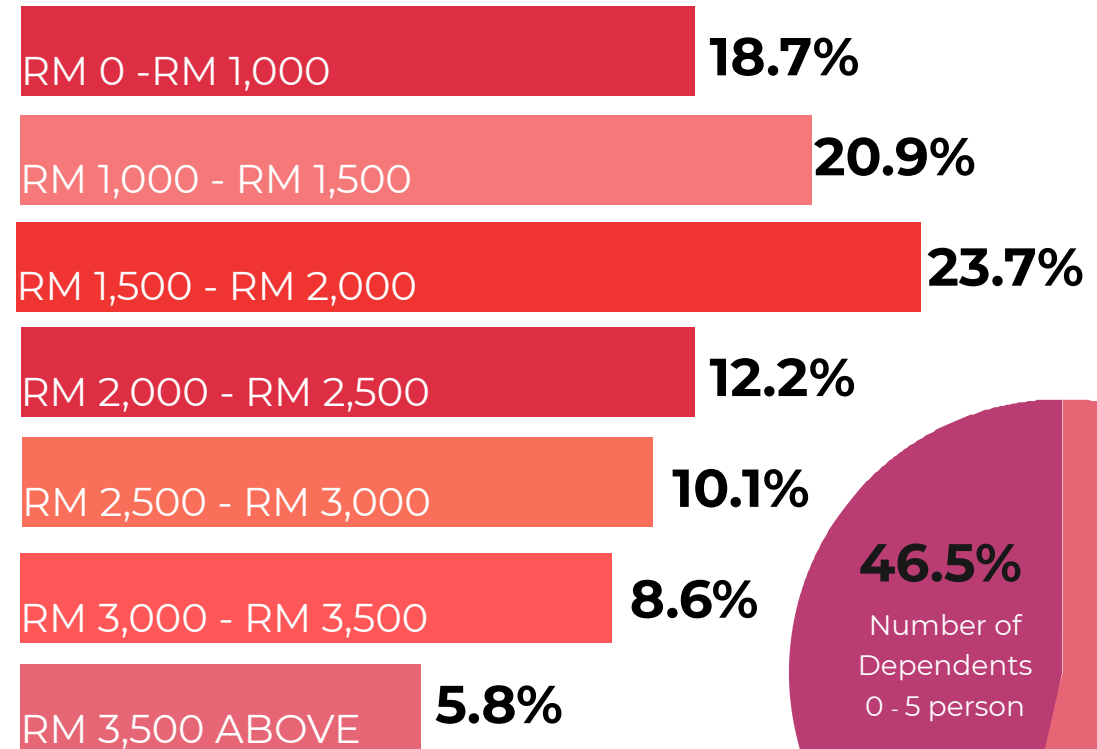
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SURVEY 4: IMPLICATIONS OF COVID-19 & MCO2.0 (SEPT 2020)

BACKGROUND OF RESPONDENTS

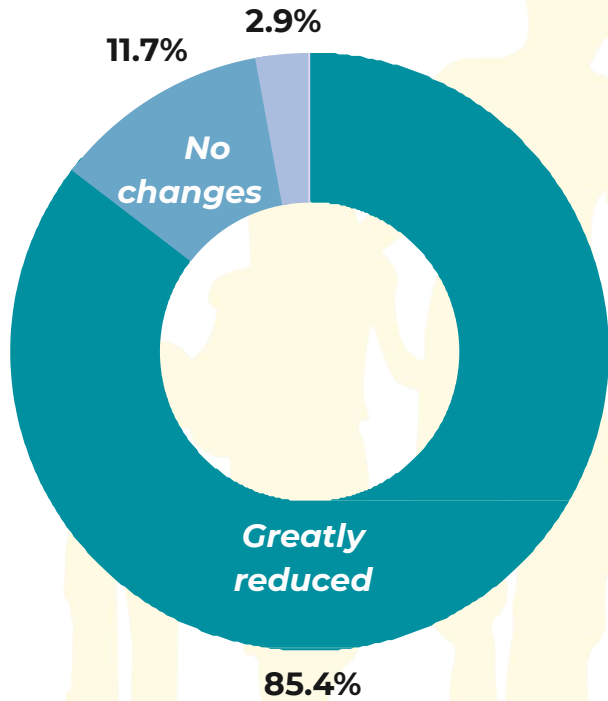


HOUSEHOLD INCOME RANGE

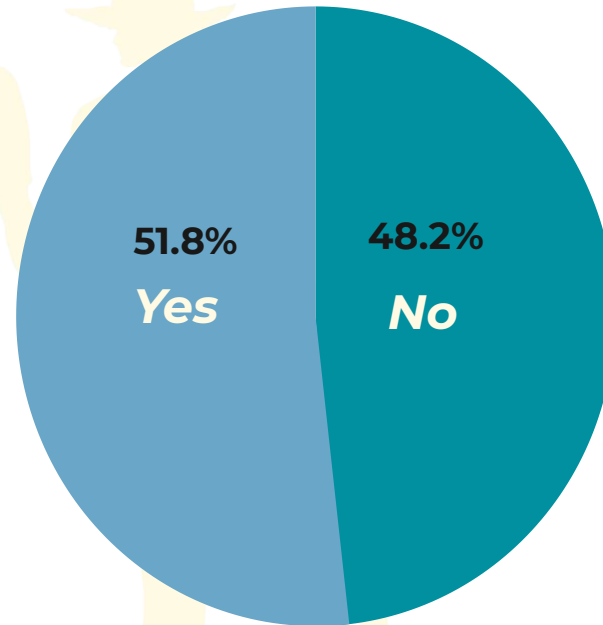


CHALLENGES & IMPLICATIONS

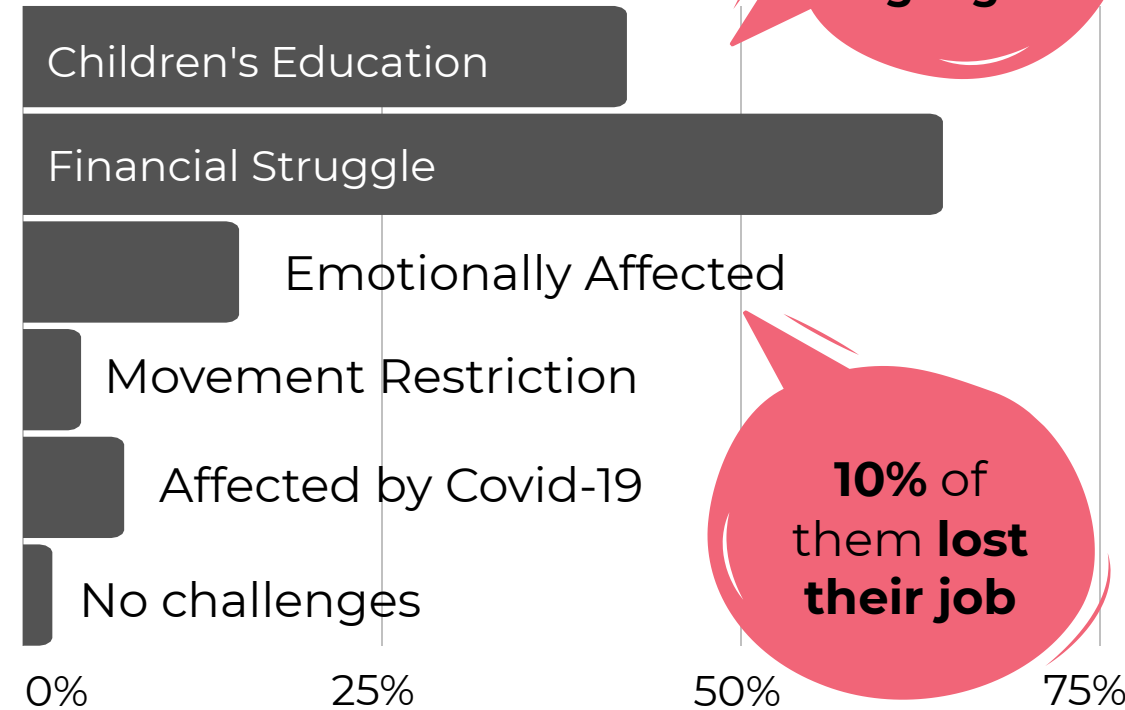
Implication on Income



Experience Retrenchment



“ Saya berniaga sendiri. Bila PKP, tak dapat jalankan perniagaan. Pendapatan saya terjejas sehingga 80%. ”
 - Encik Endi, PPR Lembah Subang



16% specifically mentioned **lack of gadget**

10% of them **lost their job**

IMPLICATION ON CHILDREN'S ONLINE LEARNING

95.7%
children undergoing
online classes

31.7 %
PRESCHOOL

71.9 %
PRIMARY SCHOOL

59.7 %
SECONDARY SCHOOL

16.5%
HIGHER
EDUCATION

ACCESSIBILITY ON ONLINE LEARNING

82.7%
has ONLY 1-2 devices
at home

24.5%
Possess Wifi with unlimited
data package
(Unifi, Maxis Home fibre
etc)

TYPE OF DEVICE OWNED

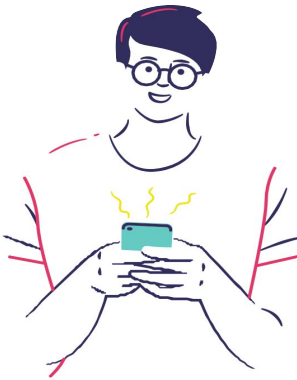
SMARTPHONE **95%**

TABLET/IPAD **3%**

LAPTOP/DESKTOP **16%**

69.1%
rely on prepaid
internet data package
(Hotlink, DiGi etc)

7.9%
access internet through
postpaid internet data
package (Maxis, Celcom
etc)



3.6%
borrowed their
neighbours wifi
connection

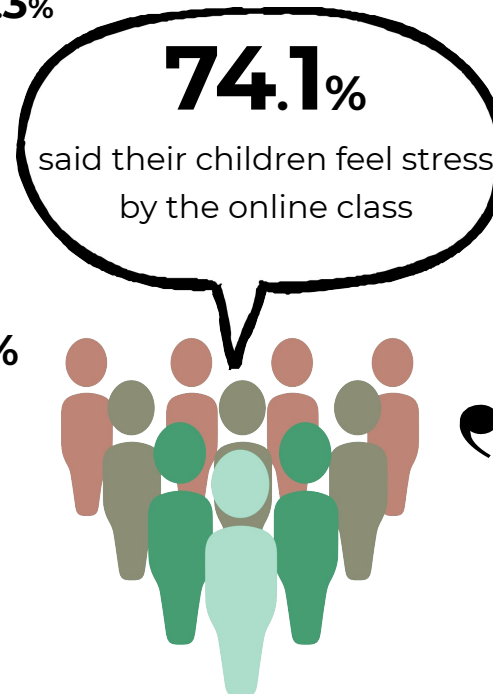
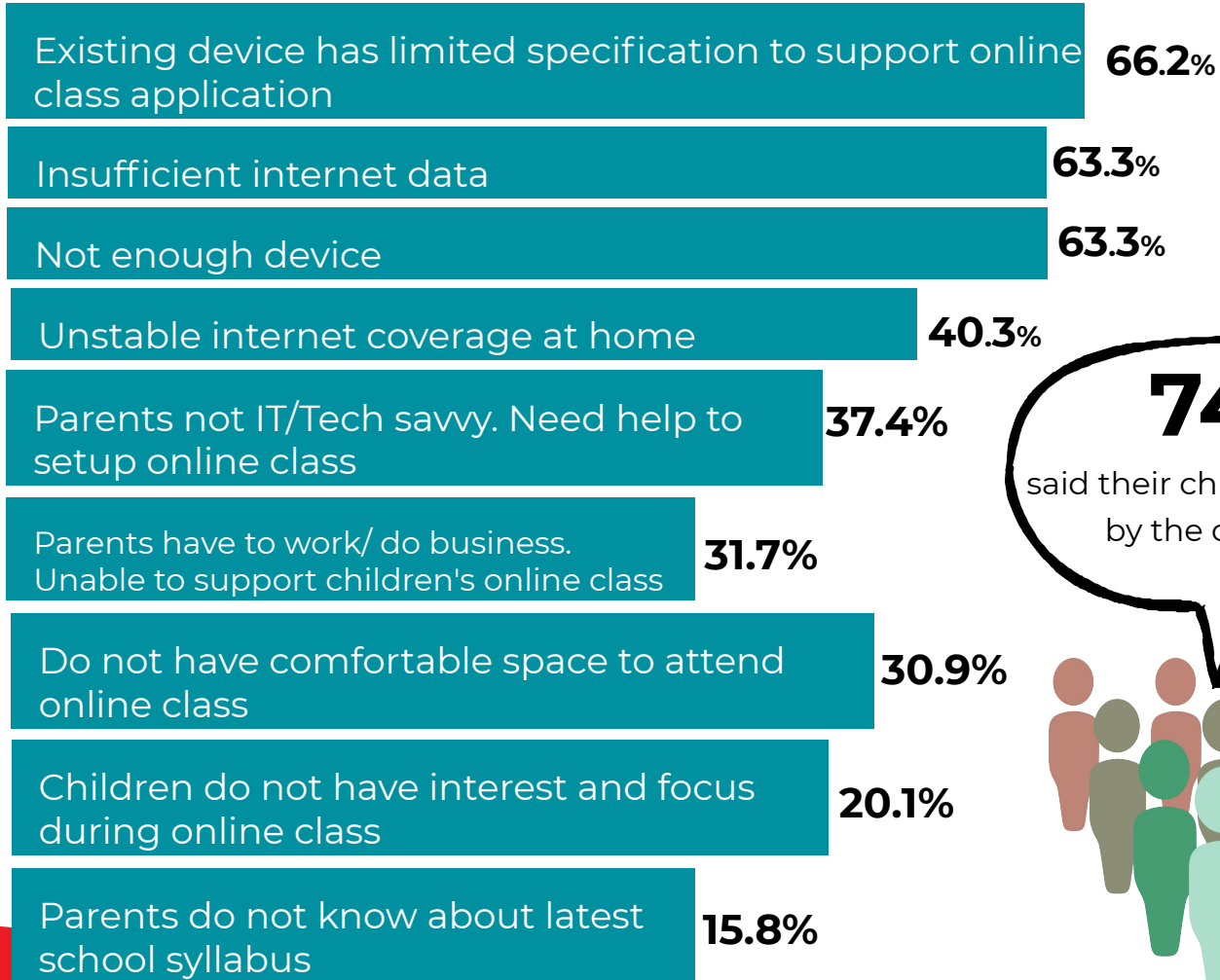


Anak saya ada 6 orang. Semua kelas online.
Handphone ada 2 je untuk kongsi 6 orang. Ada yang tertinggal kelas sebab kena berkongsi handphone



- Pn. Norita, PPR Kerinchi

STRUGGLES CHILDREN FACE DURING ONLINE LEARNING



EMOTIONAL IMPLICATION

57% Do not able to understand

68% Do not able to involve

31% Lonely. No friends

13% Special needs

17% Lost interest in learning

12% Do not feel stress

“ Akak terpaksa minta bantuan orang lain sebab tak pandai guna atau nak download zoom, telegram, google meet dan lain-lain ”
- Pn Rosminah, PPR Kg Muhibbah

EMOTION AND STRESS FACTOR

89.9%

feel stress



79.9%

Income

87.8%

Children Learning

31.7%

Business

66.2%

Children Emotional Development

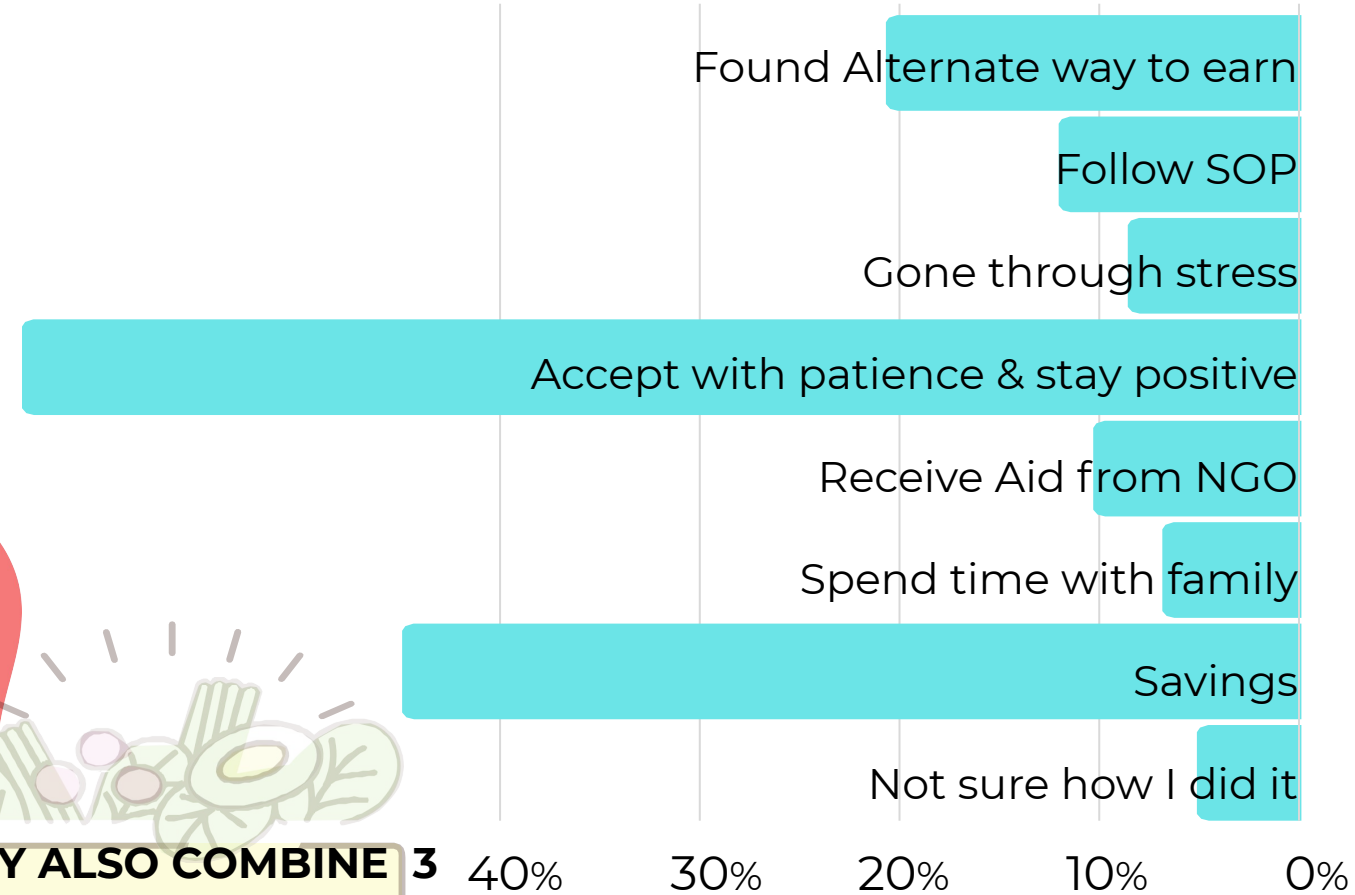
6.5%

Marriage



THEY ALSO COMBINE 3 MEALS INTO 2 OR 1 MEAL A DAY

THEIR COPING STRATEGIES DURING PREVIOUS MCO



HOW DID TAYLOR'S COMMUNITY ONLINE ACTIVITIES HELP ?

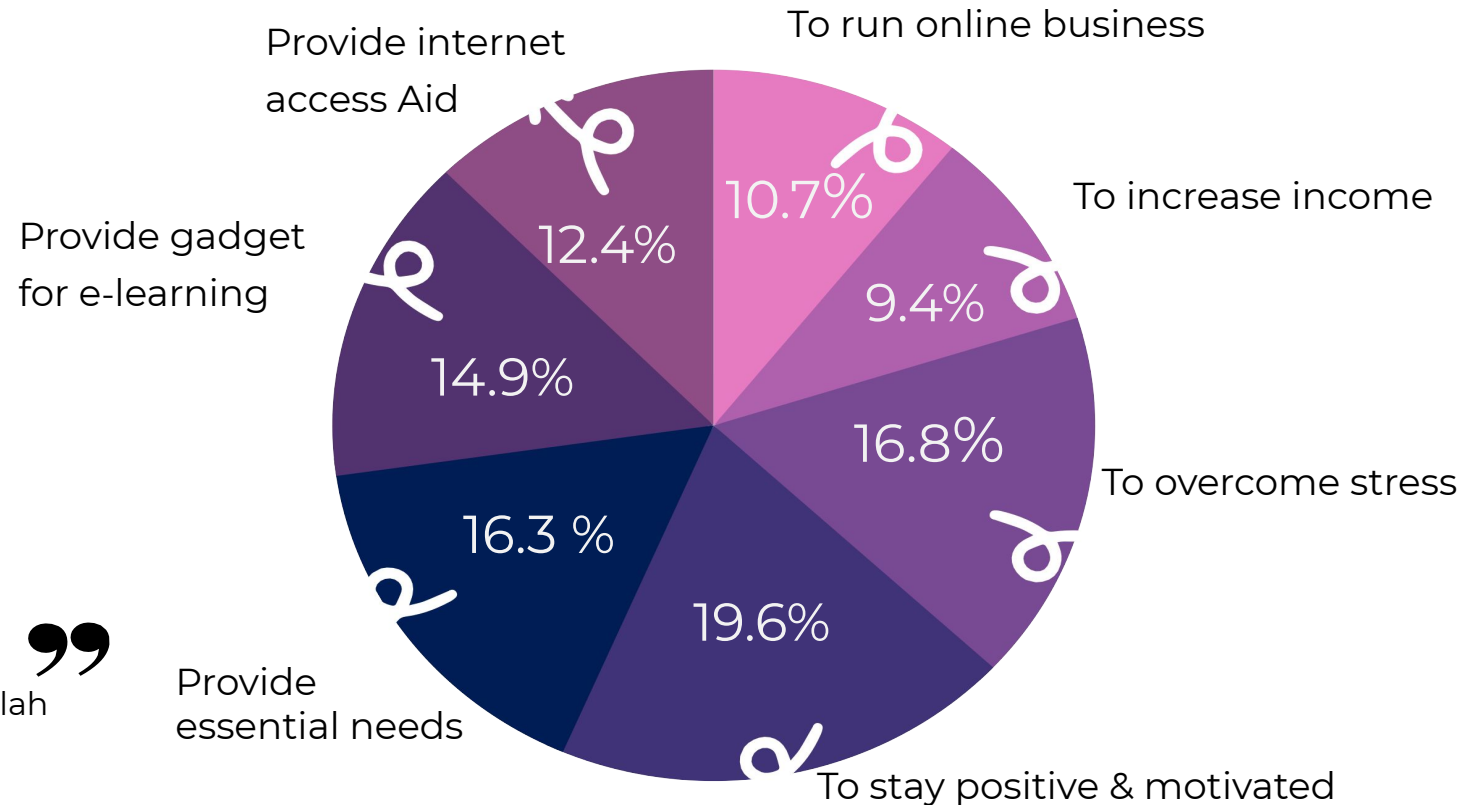
95%

said program by Taylor's
Community has benefitted
them during MCO

69%

said program by Taylor's
Community has helped
them and their family to
cope with stress

Program Emotional Wellbeing oleh Taylor's Community telah membantu saya untuk sentiasa bersemangat untuk menghadapi cabaran semasa PKP lagi-lagi suami baru meninggal dunia semasa PKP bermula
- Pn. Marsidah, PPR Kg Muhibbah





URGENT NEEDS IN CURRENT CONDITIONS

Sentiments via qualitative survey

Parents Toolkit

Parents need to be familiar with the syllabus and learning platforms so that they can teach their children

Offline Modules

Easy access to downloadable MOE modules so that students can learn offline

Progress Tracker for

Teachers

Student's progress should be monitored closely and teachers should be able to help with homework

Textbooks

Light version of textbooks for those who are unable to load large files. Alternatively, physical version to be sent to student's

Emotional, physical and mental resilience

38%

Overcoming stress, having confidence and patience during these tough times

Online business & Income Generation

23%

How to increase income for business and to support family

Children's education

15%

How to handle online classes for kids

Entrepreneurship modules

9%

Marketing, technical skills, financial crisis

Others

15%



HOW CAN TAYLOR'S COMMUNITY HELP ?

33% Financial Aid

27% Internet & Gadget
for online learning

20% Basic Needs
food , kitchen equipment

14% Business Aid
marketing, equipment, capital

6% Motivation & Counselling

MODULES !

- Business growth
- Motivation &
- Confidence Marketing
- Children's learning
- Online business/Income Generation





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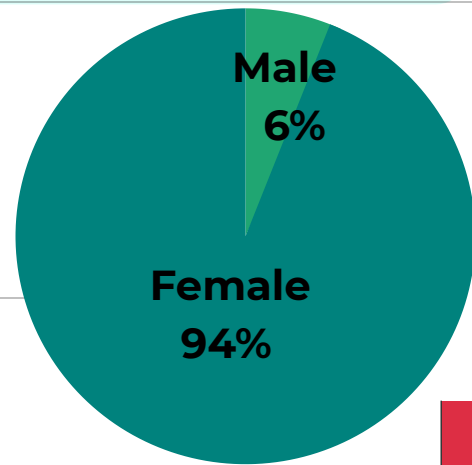
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SURVEY 5: IMPLICATIONS OF COVID-19 & FMCO (JUNE 2021)

BACKGROUND OF RESPONDENTS

167 total respondents



PPR Lembah

Pantai,

PPR Kg

Muhibbah and

PPR Bukit Jalil PPR

Pekan Batu PPR

Beringin PPR Batu

Muda PPR Desa

Tun Razak

PPR Sri Aman PPR

Sri Semarak Flat Sri

Selangor Flat Sri

Johor

Kuala Lumpur

PPR Taman

Putra Damai

and

PPR Lembah

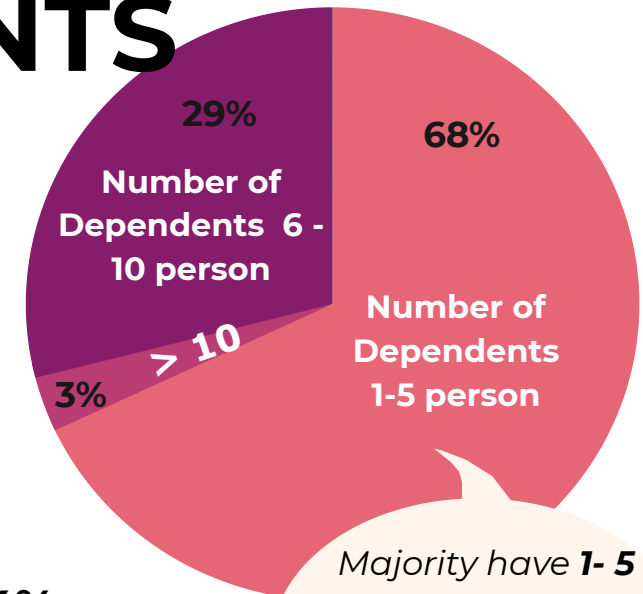
Subang 2

Flat Puchong

Selangor

81.8 %

Small
business



Majority have **1-5 people** in their household to support

INCOME RANGE

RM 0 -RM 1,000

23.4%

RM 1,000 - RM 2,000

27.8%

RM 2,000 - RM 3,500

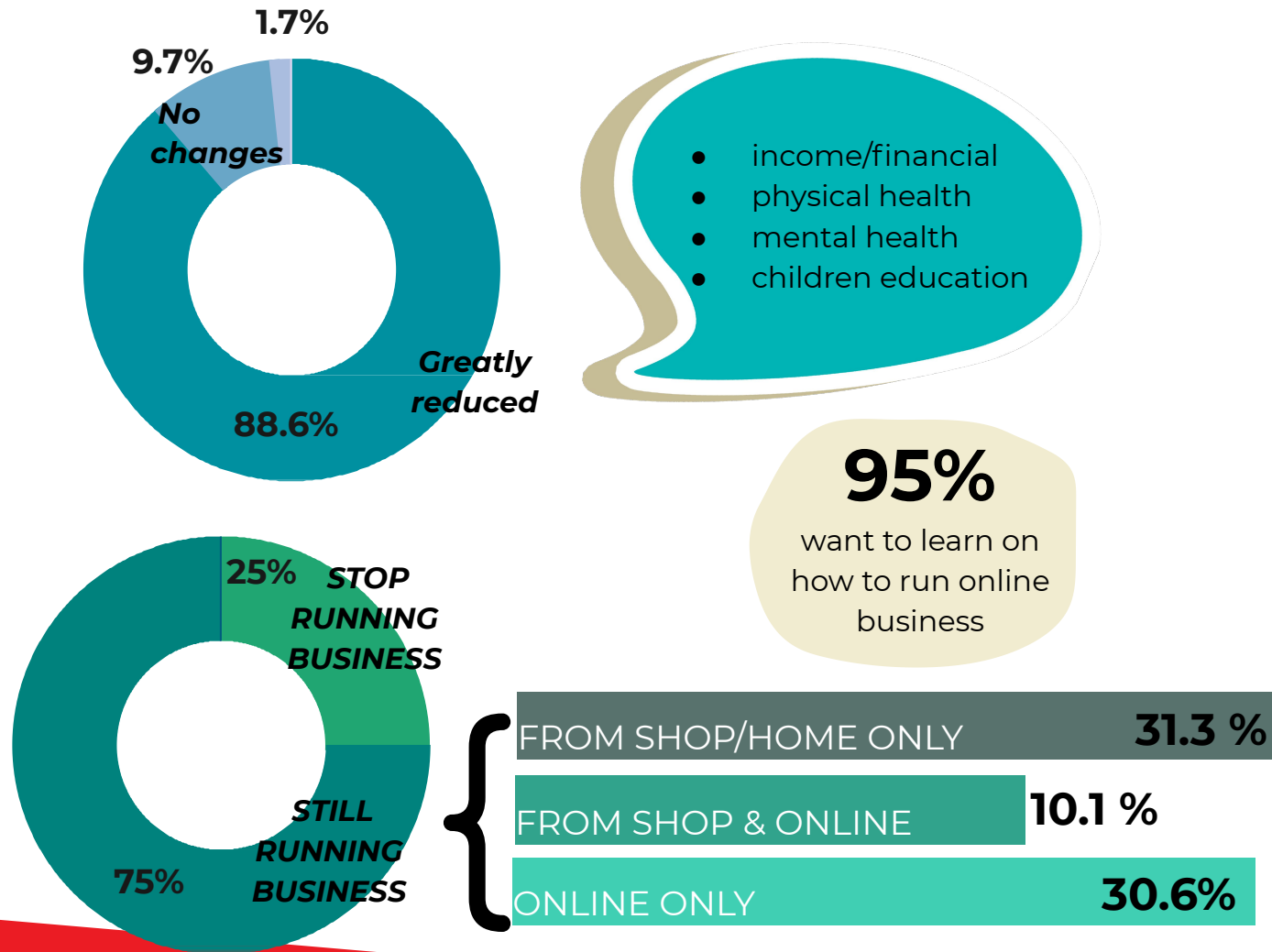
31.3%

RM3,500 above

17.5%

CHALLENGES & IMPLICATIONS

Implication on Income



WHAT THEY DO TO SURVIVE



33%

try their best to make income in any way they can

24.3%

try their best to be mindful on spending whatever they have

6.8%

rely on assistance from Government/NGO

34.9%

try to be positive and appreciate spending more time with family

8.5%

rely on saving and i- lestari

EMOTION AND STRESS FACTOR DURING MCO

78.4%

feel stress

68.4%

need help to reduce mental stress



84.7%

Income

62.5%

Business

54.7%

Children learning

13.6%

Marriage

9.1%

Children emotional development

43.2%

Parenting

CHILDREN'S STRUGGLES DURING ONLINE CLASSES

82%

has children with
online learning

48.3%

still depending on 1
device at home



6.8%

received
laptop
from Taylor's

laptop
22.5%

tablet/ipad
16.7%

22%

received
tablet
from Taylor's

DEVICE

smartphone
60.8%

0.6%

received
smartphone
from Taylor's

Existing device has limited specification to support online class application

51.1%

Insufficient internet data

49.4%

Not enough device

45.5%

Unstable internet coverage at home

36.9%

Parents not IT/Tech savvy.
Need help to setup online class

13.6%

Parents have to work/ do business. Unable
to support children's online class

24.4%

Do not have comfortable space to attend online
class

30.9%

Children do not have interest and
focus during online class

19.3%

Parents do not know about latest school
syllabus

29%

Children do not have comfortable space to
learn

27.8%

HOW CAN TAYLOR' S COMMUNITY HELP?

23% Financial Aid

13% Internet & Gadget

for online learning

93% Basic Needs

food , kitchen equipment

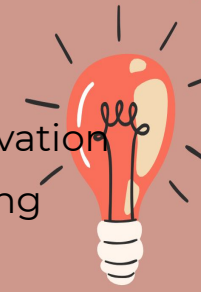
43% Business Aid

marketing, equipment, capital

12% Motivation & Counselling

MODULES !

- Business growth Motivation
- & Confidence Marketing
- Children's learning
- Online business/Income Generation
- Mental health



93%

said program by Taylor's Community has benefitted them during MCO and will join even without prizes

64.2%

said program by Taylor's Community has helped them and their family to cope with stress





Taylor's Education Group



TAYLOR'S COMMUNITY

Inspiring and Impacting The Community

An initiative by Taylor's Education Group

SURVEY 6: IMPLICATIONS OF COVID-19 & FMCO ON MENTAL HEALTH [WOMEN & CHILDREN] (JUNE 2021)

THE TOP ROLE FOR WOMEN



88.3%
Mothers

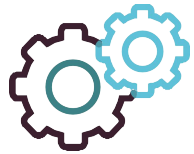
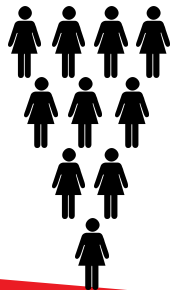
56.4%
Wives



Their time being spent on..



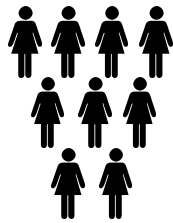
House
chores



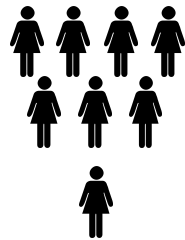
Working



House chores +
Working



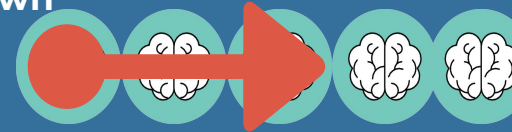
House chores +
Working & Involved
in NGO



59.6%

They are going through a mental breakdown!

Seriousness of the mental
breakdown



What are the emotions associated
with their mental breakdown?



31%
STRESSED



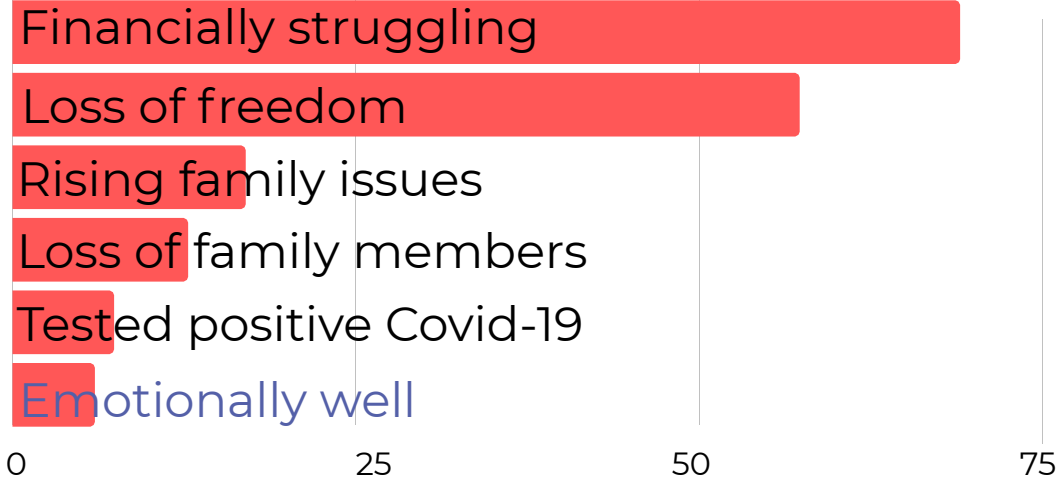
35%
WORRY

ONLY 12% say
they are coping
well

17%
SAD



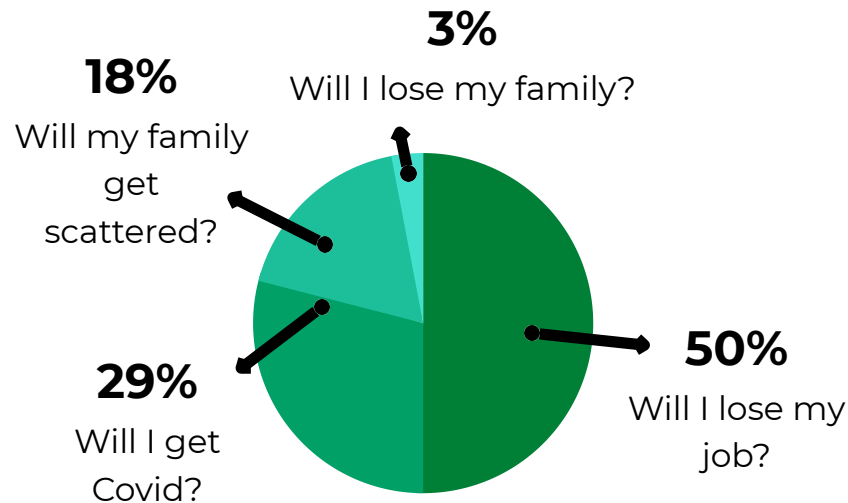
CAUSES OF EMOTIONAL ISSUES



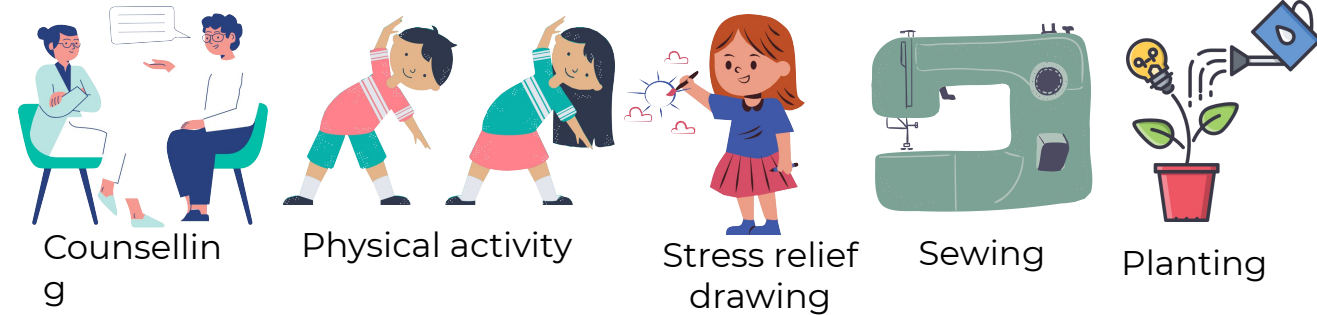
Meanwhile...
23.4%

says, they are going through

ANXIETY



HOW THEY WANT HELP



They are also worried about their children...

- They get angry.
- They lost interest in their studies.
- They are always seen as sad & dull.
- They aren't confident.
- They stay silent.

38% Children are facing emotional issues



EFFECTS OF CONTINUOUS LOCKDOWNS IN THE B40 COMMUNITY

Overall summary of survey results collected by Taylor's Community



MARCH 2020

NATIONWIDE LOCKDOWN

PPR communities have suffered a great toll on their **mental state, stress** and **worry**. Predominantly because of their **financial struggles** and **decreased incomes**

JULY 2020

DREADING

95% of the **PPR communities** stated that due to **limited personal space**, they face **severe mental health issues**. **59.6%** of the **women** suffered through **mental breakdowns**, with only **12%** coping with their wellbeing



SEPTEMBER 2020

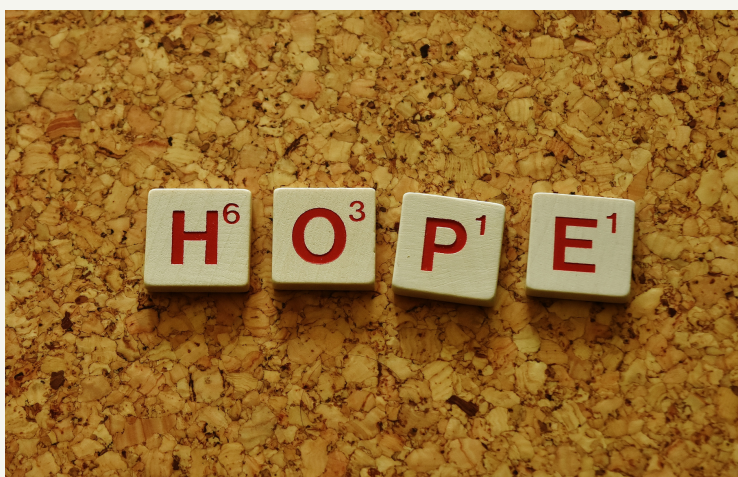
THE POOR BECOMES POORER

Due to **financial issues**, beneficiaries were forced to **combine 3 meals into 2** or a **meal per day**. **51.8%** suffered **retrenchment** and **loss of jobs**. Those who have **small businesses** shared the same crisis as well, suffering losses **up to 80% of their income**. With **95.7% of children** undergoing online classes, due to the **limited access to devices**, and **insufficient internet data**. Online learning **not being everyone's forte**, students are **losing interest** in studying, and showing **various emotional factors**. **43.2% of the mothers** suffer stress due to **parenting**

JUNE 2021

LATEST FINDINGS

From our recent survey, we found that **81.8% of respondents** have their **own small business**, and **95%** are interested in **learning how to run an online business**. **Mental health** factors remains to be a concern as, **78.4% feel stress** and **68.4% need help to reduce it**. Children also face **issues on e-learning** as **51.1%** face issues with **devices that are unable to support online classes**. **45.5%** also say that they **do not have enough devices**, especially when **48.3%** still depend on one device at home.



SUMMARY OF SURVEY RESULTS

WHAT WE DO

Overall, Taylor's Community have been able to create various online programs that **helped solve issues** faced by our beneficiaries, with **95-100%** who mentioned that the **classes were beneficial**. From **staying positive**, **running online businesses**, **overcoming stress**, and even **increasing their income**. Since **September 2020**, we have managed to provide **internet aid, gadgets for e-learning**, and **essential needs** while providing **classes on emotional well-being, e-commerce**, and **introduction in social entrepreneurship**. Such programs not only benefited B40 communities, but also **volunteers** from Taylor's Education Group. **90% of respondents**, who were **students** and **teachers**, felt that they have **contributed** to these communities

"We believe that giving a man a fish would only feed him for a day, but teaching a man to fish will feed him for a lifetime"

DROP US AN EMAIL & LET'S CONNECT!



<https://csr.taylorsedu.my/taylorscommunity/>



www.instagram/taylors.community/



<https://www.linkedin.com/showcase/taylorscommunity>



<https://www.youtube.com/channel/UCZVFu-ecBwZNUcsaywlhk1A>



www.facebook.com/taylorscommunity



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LET'S TRANSFORM CHARITY TO SUSTAINABILITY