



**MID TERM**

## **ORGANIZATION BEHAVIOUR**

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**3<sup>RD</sup> SEMESTER**



**SUBMITTED TO: MADAM ZARPASH ZAMAN**

# **Q1: How will they make a contingency plan in this situation where the employees can work with social distancing at the same time providing customer service?**

## **Answer:**

As we know that corona virus has affected many countries including Pakistan due to which Pakistan has been lockdown from the last month and every type of business is closed due to this pandemic. Banks are open in this situation. Now in this situation bank employees will have a contingency plan to deal with customers. There are some important steps which employees can follow

### **1. Social distance :**

The first and important step a employee and customer both have to follow is keeping distance at least 6 feet. Employee should deal with customer keeping gap in between.

### **2. Greetings:**

Employee is not suppose to shake a hand with customer. Avoid of handshake and hug.

### **3. Working hours should be reduce:**

Bank should follow the instruction given by government like closing and opening time and bank manager has to reduce the employees at a time.

### **4. Health Care:**

Employees deals with different people a day, it is necessary to wear mask and gloves and make sure not to touch eyes our mouth because it is the only way of virus to transfer. Gloves are necessary for cashier because different type of people touches the same money. Use sanitizer and wash hands for 20 seconds.

## 5. Meeting:

Employees must avoid meetings during this pandemic.

Virtual meetings will be the best option for employees. Employees can use emails or other source to discuss about an issue or other thing.

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## Q2: How will these five factor work for employees in covid(19) by practicing these factors in work place?

**Answer:** Following are the five factor that work for the employees in the bank in covid situation.

### 1. Power of distance:

Keeping distance from one another will help to reduce the transfer of virus. Make sure that employees have at least 6 feet gap.

### 2. Individualism vs Collection:

Working individual is very important for an employee in this pandemic situation. He or she will work without fear and will not be affected by the virus while in collective working their will be touching of useable things like pens and pads etc which will impact the health of employees may be on of them is ill.

### 3. Masculinity vs Femininity:

Masculinity would be prefer because in this pandemic as we know people have been quarantined at home and all female employees have to take after the family so a male employees have to work on behalf of female employees.

It will help female to keep the family in better way.

#### **4. Uncertainty Avoidance:**

The worker need to take care that are necessary in spreading corona virus mean that take care of social distancing, handshake , collectively gathering , meeting not to be attending collectively. So these different activities may be beneficial for the worker to not affected from corona virus.

#### **5. Long term vs Short term orientation:**

It is the time for a employees and manager to focus on the present situation not for the long term orientation.

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**Q3: Do you think the employee of the bank can be job satisfied job involved or psychology empowered in this situation?**

**Answer:**

In this pandemic situation where all business are closed and banks are open for the customers I think the employees will job satisfied at some aspects like they will be satisfied because of salaries which will help their family in this pandemic or may be not satisfied because of their health. Employees deals with many people of different places. Cashier took money from clients and it is the way of spreading virus so they deal all with

money. Employees are psychologically empowered due to the spread of virus whereas all other people are at home.

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**Q4: Do you agree with the fact that the moods and emotion of customers will be affected by this pandemic?**

**Answer:**

I agreed with the fact that the mood and emotion of customers will be affected by this pandemic because current pandemic is affecting everyone's emotion both physically and mentally. The account holder can face tension because all of his saving is in the bank and he/she use to come bank in this situation withdrawing money through ATM or other source so he/she will feel bad of their health. Also customers will be afraid of their savings and now there is no way of making money because all business are closed.

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