

**NAME : MASOOD SAID**

**ID : 13723**

**SEMESTER : 6<sup>th</sup>**

**PROGRAM : BS(SE)**

**PAPER : ORGANIZATIONAL BEHAVIOR**

**INSTRUCTOR NAME : ZARPASH ZAMAN**

Q.1: 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?

**ANS :** Bank in the current scenario of COVID-19 have prepared SOP's and TOLs for their employees. In these scenario, banks have directed the manager and operational manager to mark the areas with visible linings or solution tapes or to use paints in the branches by having gapes of at least 6 feet between these marks. This will help in the social distancing between the customers, furthermore only certain amount of customers will enter in the branch premises and the remaining customers will wait outside till the customers in the branch are facilitated. And so and so of these customers will enter and get facilitated. Sanitizing the customers is also included in the instruction. The branch staff has been limited and the staff which is surplus have been sent to home and are on call. Furthermore, the seating arrangement of the customers have been arranged according to the Health Ministry by having at least 6-9 feet distance with the branch staff. Banners, flexes and charts have been placed in the banks premises showing the precautionary measures to tekkle COVID-19 Each and every employee is provided with precautionary measures such as masks, gloves, sanitizers, alcoholic swab and in some banks medical kits have been provided.

The seating arrangement for the customers is arranged in a manner that will be helpful in social distancing.

Q.2: How will these five factors work for employees in Covid by practicing these factors in work place?

1. Power Distance
2. Individualism vs. Collectivism
3. Masculinity vs. Femininity
4. Uncertainty Avoidance
5. Long-term vs. Short-term Orientation

**ANS : 1.Power Distance:** In this situation of Covid-19, the Banks provide a hierarchy system/ Mechanism between the high scale and low scale employees. The power is then distributed among the working employees. As a matter of facts, those who are working from their homes also enjoys the power to take decisions and therefore, the work goes on and no effect on work is seen.

**2.Individualism vs. Collectivism:** As the staff of the banks have been limited, therefore the collectivism concept has been dedicated to individualism concept as the goals has to be achieved by the individual's employees. E.g. if two employees have two different tasks but the goal which is obviously the betterment of the bank is assigned to one of the employee individuals, this is a little bit difficult but in the limited resources should be achieved.

**3.Masculinity vs. Femininity:** As the Government has decided that the female employees will not attend the office in the Covid-19 situation, because a female is infected from this disease so it will be a dangerous

call for the whole family, females is more look after of the family than male member of the family therefore all the female staff will perform their duties from the home. However, in the critical situations, female employees will have to come to office this has to extent effected the performance but the situation has been controlled by the male staff.

**4.Uncertainty Avoidance:** This is the responsibility of the bank to provide the precautionary materials. Such as masks. Gloves, sanitizers and also built the proper place for the hand wash. No hand shake must be done from any employee in the bank. Further if any employee is found the symptoms of covid-19, they have been leaves. In some cases, the entire branches are also closed by the authorities if more employees are symptoms.

**5.Long-term vs. Short-term Orientation:** Instead of long term. The short-term orientation has been adopted to ease the pressure on employees and these are very effective covering the entire scope of orientation.

Q.3: Do you think that employees of banks can be Job satisfied, Job involved or Psychologically Empowered in this situation?

**ANS:** In Covid-19 situations, not only Banking sector employees but all other sector employees in fear. But as like, Doctors, Nurses, Police, Because, Bank employees play the role of Frontline soldiers, because the Banks cannot be closed down like other institutions. Therefore, making duty schedule for employees to take at least 2 days break in a week as a rest and providing the employees with extra wages/hardship allowance and other such kind of necessities will be helpful for them.

Literature regarding Covid-19 that how to cope with the virus is provided and writing apperception letters to the employees also helps in the psychological empowerment. The Branch have developed group of their staff in the Social Media in which possibility relative to the situation is shown. The staff also get to know regarding all other activities.

Q.4: Do you agree with the fact that the moods and emotions of customers will be affected by this Pandemic?

**ANS:** The customers in the broad lens are the “GOOS” in the banking industry. They are the people from whom the bank are being run. Their deposits are placed in the banks and they deserve the every right to be respected, but in the present situations, the customers are also effected as they are being asked to wear mask while entering the banks, in this case approximately 80% of the customer follow the instruction by 20% minds this and when their hand are sanitized by the banks they feel embarrassed and assumed that they are also infected. Customer are told to quickly finished their work at branches and leave the branch as early as possible so that more customers are being facilitated which also effect their moods and behavior. When they are requested to make social distancing between each other, they also mind that.

**THANK YOU**

