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subject

organization

Behaviour.

Semester

3rd

Teacher

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Q # 1

ANS:- In the current Pandemic (Covid-19) situation is very difficult to solve the problem of employees and ~~and~~ providing customer service.

Making contingency plan in this pandemic is not easy but well ~~managed~~ managed organizations or Banks will always do their bests for customer's services and employees.

The first thing that they have to do is to make awareness to their employees on, how to save their selves from the current pandemic (Covid-19).

AND then they should provide those facilities which are used for pandemic to be save from. The bank authorities have to aware their employees and customer's

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to make social distance
and avoid distance less.
and don't have's shake's,

In current pandemic
(covid-19) situation social
distancing play very very
important role. ~~every~~ clean
and wash your hands
with soap/ Hand sanitizers/
alcohol after 5 min's. avoid
unnecessary meetings.

If some meetings are
important for Bank then
they should arrange the
meeting through online
system. They should always
guide the employees to
work individually insted of
working in groups. where
it will be easy for the
bank to manage the customer
and on the other hand
it would best facility
for their ~~etc~~ customer

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to get home and use their account online so the above are some of the contingency plans that the bank authorities should follow in order to handle their service in this pandemic for their customers as well as for their employees.

Q # 9

Ans: Let's figure out that how these five factors work for employees in this pandemic (Covid-19) by practicing these factors work place.

1) Power Distance :-

Power distance is one of the above mentioned factors where the power is distributed unequally in most of the countries. If the employees

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works in such country like U.S.A where the power distance index is very low. so that employees won't face any extra burden of his work during this pandemic (Covid-19) so they'll be well be on duty on the required time. Because in a ~~country~~ country where the power ~~distance~~ index is low the power distance is distributed equally so it will have no effect on the employees in this pandemic (Covid-19).

2) Individualism vs collectivism:-

Individualism and collectivism is two different part of cultures where in some countries like India people to work collectively in groups and do case of all the members of the group to be peaceful where

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Where individualism is in some countries like U.S.A. Where one like to work individually.

It will have major effect on employees in this (Covid-19) because the employees where her work will have to face some sort of challenges with different culture related people as we mention above they will have to experience new sorts of Individualism or collectivism culture in this pandemic Covid-19.

3) Masculinity vs. Femininity:-

This dimension looks at the extent to which a culture supports a fractional view of masculinity and femininity trust. For these purposes.

Masculinity refers to trusts associated with assertiveness and femininity refers trusts

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associated with nature.

To the discussion of this factory for employees while working in work place. the employees may face some people related to one of the above culture and may have new experience for him or her during this covid-19. And it depend on employees work and what the people of that society prefer whether that is masculinity or femininity.

4) Uncertainty Avoidance:-

In cross-cultural Psychology, uncertainty avoidance and ambiguity. it reflects the extent to which members of a society attempt to cope with anxiety by minimizing uncertainty.

As uncertainty avoidance is society is

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tolerance for uncertainty and ambiguity. The employees will have to face some issues if they work in a society with high uncertainty avoidance index is expected in this covid-19 where people of certain societies may have works about it's future not knowing what may or may not happen in the upcoming future.

5) Long-term vs short term orientations:-
 Long-term orientations

is when you are focused on the future and short-term orientation is when you are focused on the present or past and consider them more important than the future.

In this pandemic covid-19 the employees Pra-

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this fifth dimension in the work place will have dependence of the people culture whether they are long-term or short-term-orientations.

People with will move long-term orientation and will be manageable for the employer than the people with short-term in orientation during the work in this pandemic covid-19.

Q# 3

ANS :- In my opinion is concerned the employees of banks will be job satisfied if the banks where the work provides to all the employees with no favoritism, the facilities and has the awareness of covid-19 and the banks takes care of their employees health during this pandemic. So through this

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The employees will also feel comfort and will be mentally relaxed while providing the service to the customer. So as mentioned the employees will be job satisfied for their work as the bank manages the customers about the covid-19 where they should keep distance and wear mask and gloves while entering in to the bank's zone.

The employees will feel comfort and will focus on your job with having no tension on their mind about the current pandemic covid-19.

Q#4

Ans:- Yes I am agree that the mood and emotion of customers will be affected during this covid-19.

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Because the sudden occurred
 causes covid-19 has changed
 each and every thing avoid
 avoid the world and human
 had not experienced such
 pandemic saturation before
 So as the
 organization would do
 their best for the cust-
 omers services in this covid-
 19 but still as they were
 not forced before to such
 situation they will be some
~~weakness~~ weakness due to
 which the customer moods
 and emotions will be
 affected and it best
 example would those organi-
 zations who provide online
 access to their services for
 their customer. So as it's
 a sudden step taken so
 there would be lots of
 weakness where the
 customer face some problems

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While or when if they provide their service inside their office to their customer may some sort of problem related to the current pandemic covid-19 where it affects their moods and emotions.

The End