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 BEHAVIOUR
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QUESTION NO 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 services?

ANS:-

Banks in current scenario of covid-19 have prepared SOPs and TORs for their employees. In this scenarios, banks have directed the managers and operational managers 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 these customers will enter and get facilitated sanitizing the customer 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 all call. Furthermore, the seating arrangement of the customer have been arranged according to the instruction of 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 tackle covid-19.

Each and every employee is provided with precautionary measures such as masks, gloves, sanitizer, alcoholic swabs and in some banks medical kits have been provided.

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

QUESTION NO 2

How will these five factors work for employees in covid-19 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 DISTANCING:-

In the situation of covid-19, the banks provided hierarchy system /mechanism between the high scale and low scale employees. The power is than distributed amongst the working employees. As a matter of fact those who are working from their homes also enjoys the power to take decision and therefore, the work goes on and no effect on work is seen.

2) INDIVIDUALISM VS COLLECTICISM:-

As the staffing 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 employee. e.g if two employees have two different assignments but the goal which is obviously the betterment of the bank is assigned to one individual, this is a little bit difficult but in the limited resources should be achieved.

3) MASCULINITY VS FEMINITY:-

As the government has decided that the female employees will not attain the office in the covid-19 situations, therefor all the female staff will perform their duties from home. However in critical situations, female employees will have to come to office. This has to an extent effect the performance but the situation has been controlled by the male staff.

4) UNCERTAINTY AVOIDANCE:-

Complete precautionary measures such as , mask, gloves, sanitizers, swabs have been provided to the staff of the branch and furthermore, if god forbid some employees are found with positive symptoms of covid-19 they have been given leaves. In some cases the entire branch are closed by the authorities.

5) LONG-TERM VS SHORT-TERM ORIENTATIONS:-

Instead of long-term the short-term orientations have been adopted to ease the pressure of employees and these are very effective covering the entire scope of orientation.

QUESTION NO 3

Do you think that employees of bank can be job satisfied, job involved psychological empowered in this situation?

ANS:-

In covid-19 situation not only banking sectors employees but all other sector employees fears. But as a like, doctors, nurses, police, rescue, bank employees play the role of frontline soldiers, because the banks cannot be closedown like other institution. Therefore, making duty schedule for employees to take at least two days break in a week as a rest and providing the employees with extra wages/ hardship allowance and other such kind of necessity will be helpful for them literature regarding covid-19 that how to cope with the virus id providing and writing appreciation letters to the employees also help in the psychological empowerment the branches have developed group of their staff in the social media in which positivity relating to the situation is

shown. The staff also get to know regarding all other activities.

QUESTION NO 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 “GODs” in the banking industry. They are the people from whom the banks are being run. Than deposit are placed in the banks and they deserve the every right to be respected but in the present situation, the customer are also effected as they are being asked to wear mask while entering the banks, in this case approximately 80% of customer follow the instruction but 20% minds this and when their hands are sanitized by the banks they feel embarrassed and assume that they are also infected. Customer are told to quickly finish their work at branches

and leave the branch as early as possible so that more customers are being facilitated which also effects their moods and behavior. When they are requested to make social distancing between each other, they also mind that.