

***Iqra National University, Peshawar***  
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**Semester: 3<sup>rd</sup>**  
**Examination 2020**  
**Assignment**  
**Course Title: Organizational Behavior**

**Total Marks: 30**

**Note: Attempt all questions**

**Instructor: Zarpash Zaman**

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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?

Ans. First of all in my opinion, they should increase their online communication services, to avoid social distancing from their customers and the method of payment should be by cashless which mean that they accept the digital currency or visa debit cards. Employees should be work from their home, to make sure and save their self from this Pandemic Situation. Moreover, their timing of work should be less, so they can go their homes early. They should wear masks, use sanitizers and keep their hygiene clean, whenever they make coughing, they should cover their mouth. Employees should go for the online work and look for freelancing websites, from where they can pick projects. Their Companies bosses should give them relaxation to their current employees, because in this situation the COVID can spread from anyone to easily. The impact on the global economy may increase depending on the extent of geographic spread of the virus. However, the pandemic has already negatively impacted the global economy as a whole. There are significant differences between business disruptions that are caused by natural, human-made, technology or operational failures and those caused by pandemic events. These differences persist due to the potential increased scale, severity and duration of pandemic events, necessitating the need for organizations to expand beyond traditional resilience planning strategies. Companies must incorporate pandemic planning considerations into existing resilience management activities to provide a comprehensive response and to provide continuity for their most critical products and services. While some of the characteristics and impacts of business disruptions caused by natural disasters (e.g., hurricane, earthquake, tsunami) may be similar to those caused by pandemic events, a natural disaster is limited to a particular area/geography, whereas a pandemic can start in a particular area/geography and quickly spread globally.

Q2. How will these five factors work for employees in Covid by practicing these factors in work place?

### **1. Power Distance:**

Power distance is one of five cultural dimensions, as in the Covid Situation all the cultures and religions are together, and they are minimizing the distance between them, because if they united they will raise, if they spread each other along, they will fail, in this situation, we should all be together, and fight the situation. Employees should also follow these steps, for making power distance between themselves.

### **2. Individualism vs. Collectivism**

If we fight in this situation, individualism we can not fight alone in this Pandemic, we should work together to fight for the problem, whether in group or in collectivism. Employees should also help their colleagues in the work, if their any colleagues want help from them, If we can work in collectivism we can fight against this problem.

### **3. Masculinity vs. Femininity:**

As There is a huge problem in employees, in Male or female, They have problem always, they should co-operate with each other, they should work together and help themselves in any work they want and there should be no difference between them, both should be given equal rights and equality which are there for themselves. If there is differences between them, we cant fight both should participate in this solution and agree with the solutions and concrete on the problem.

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

We communicate often with the employees to keep them informed of how the change is being implemented. We have a communication plan of more than 2 pages. We always explain the effect of change to our team. Our people can read the signals of any uncertainty. Our people have a proven platform to work calmly during any uncertainty. We have a culture that acknowledges intuition and interpretation. Our people know the importance of risk management. Our people set contingency plans. Our people think on their feet. Our people know how to effectively manage anxiety, body language and stress during any uncertainty. We set clear short- and long-term goals which can be easily achieved. We take time to understand the people who strongly resist uncertainty and help them become more positive about it.

### 5. Long-term vs. Short-term Orientation:

The long- versus short-term orientation refers to whether a society exhibits a pragmatic future-oriented perspective or a conventional historic point of view. A long-term orientation fosters virtue directed toward the future—in particular, perseverance and thrift and ordering relationships by status. A short-term orientation fosters virtue related to the past and present—in particular, respect for tradition, preservation of "face," and personal steadiness and stability. The short-term orientation cultures embrace of tradition and focus on "saving face" may influence how an individual and caretakers approach re/habilitation. Individuals may have a sense of shame or feel strongly that it is necessary to "hide" a disability. Individuals from a long-term orientation culture tend to order relationships according to status, which may influence how an individual and caretakers respond to a diagnosis.

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Q3. Do you think that employees of banks can be Job satisfied, Job involved or Psychologically Empowered in this situation?

Ans. It is suggested to the managers of the corporate banking sector to increase empowerment of employees in order to attain their satisfaction and loyalty. They are also suggested to devise the policies and procedures for increasing empowerment at the workplace. This will not only provide employees a way to do job according to their own way besides allowing them to lower their level of stress to meet the deadlines of the project assigned to them. For future researchers it is suggested to test this relationship with increased sample size and better sampling techniques to generalize the findings. Moreover, they are also suggested to check the impact of empowerment on satisfaction and commitment of employees in any of the service sector. It is also advised to check the mediation effect of job satisfaction in between empowerment and commitment of the employees towards organization in any sector (service or manufacturing). Empowerment is actually a little bit control over "decision making, work processes, goals set for performance and/or other people or employees" [18]. The control over decision making can be of the form that an individual employee in certain conditions can take the decision on behalf of organization if the matter is not much serious. Similarly, empowerment can be of the form that employee can take decision for the work processes or can do his job in his own way without damaged or bringing any problem to the work environment and processes of the organization.

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Q4. Do you agree with the fact that the moods and emotions of customers will be affected by this Pandemic?

Ans. Yes, I agree with the fact that moods and emotions of customers will be affected by this pandemic because Covid-19 has destroyed all the currency, businesses, industrials sector, banking sector and many more sectors. Which lead them to jobless from where they will earn if there will be no job, it has affected not only the customers also the businesses owner because if there will be no customer how their business will run, and in this situation the countries are locked-down. Government are taking serious precautions against this cause. As customers are king but in this pandemic situation, there is totally loss of business and moods and emotions are not good because they can't go outside to buy to check the thing, whether its okay or not. They will use online shopping for their better. It's understandable to want to keep informed and prepared. At the same time, constantly reading, watching, or listening to upsetting media coverage can unnecessarily intensify worry and agitation. When you get the urge to check updates, see if you can pause, notice the urge, delay acting on the urge, and let it pass without judgement. Schedule a specific time to check in with the news instead.

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