



Fall 2020 Mid-Term Assignment

Organizational Behavior

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(Lecturure)

QUESTION NO: 01

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:

Most businesses plan to work from home and deal with customers while staying home through video chatting or audio calls or providing the necessary details via text messages in this epidemic situation. But if we talk about banks here, it is a very different matter because the bank employee cannot deal with the house buyer or he cannot provide his services from any place other than the bank because the job there is very different. If someone needs cash, an employee cannot provide him cash from home, on the other hand, if someone wants to open an account, then the employee has to pay the price for his credentials and fingerprints. Therefore, in a situation where the individual has to maintain social distance and provide services to valuable people, they can do a lot of techniques. According to a bank employee I interviewed for this medium term assignment, we are offering online services. One can transfer money online from one account to another through the government bank app. Or he can pay the bill online through the same app. And you can pay supermarkets by debit card or any other bank card instead of cash because cash is the biggest carrier of Corona virus. He can withdraw cash from ATMs if required. Anyone can transfer cash from one bank to another as the online transfer fee has been removed due to this leader 19. And if he has to go to a bank branch for other questions or if a customer needs cash but he does not have an ATM card. Like Mehran, according to this employee, the bank has a proper way to deal with employees. The methods developed are:

- The number of customers in a bank will be the same as the number of employees.
- As he said, it would be better to withdraw the ATM cash forms as they are sprayed.
- According to him, we have colored tiles six feet apart. So if the number of users exceeds the number of counters, the next user will stand on the next colored tile.
- And the rest of the customers have to wait outside the bank.
- At the entrance, the security guard will spray the customer.

QUESTION NO: 02

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:

Power Distance:

This means the distribution of power among the members of the organization, so if each member accepts this element and does not create problems for each other, the work flow will be organized and the organization will run smoothly. If both lower level and upper level members work side by side and cooperate with each other, then the organization will be successful. All this is work for the bank. If the security guard does not create problems and does not regulate the flow of customers, it will help all the other employees of the bank to work properly. But if he does not fulfill his responsibility, the health of the employee will be endangered.

Individualism vs. Collectivism :

If an organization has the concept of "I" then the work will not be so smooth and there will be a lot of difficulties but if all the members of an organization work collectively then everything will change and come in a proper direction. But if we study the system of a bank here, the concept of individuality will work properly because as Mehran has said, every employee here has to do his own specific work which cannot be done by any other employee. If another employee has to do something else, he will do it. It requires a good education. For example, as a cashier, an accountant cannot do the work of an accountant, he cannot do the work of a cashier like himself. But there is also the concept of collectivity, as the accountant has to do his job perfectly for the convenience of the cashier.

Masculinity vs. Femininity :

As he said, here we have to deal with women as soon as possible and do their job quickly. Because in most cases they create a state of panic and they can't even wait for the men outside, so it is better to release them as soon as possible. As in most cases the immune system is weakened in women, they can be infected quickly with a virus called corona. So they have to work there as soon as possible so that they can go home.

Uncertainty Avoidance :

“We have to provide the right information to the consumers because nowadays in this situation everything has been digitized and people are being deceived in various ways,” he said. Because the person calls someone and identifies himself as a bank employee and takes his account credentials from the customer and does not use them. “We call on all our customers to be aware of all these things,” he said. As he said we call them and inform the customer that no bank employee will ever ask you for the ATM card number or CVV of the card and your account number. No one will ask you about. Don’t tell anyone.

Long-term vs. Short-term Orientation:

This aspect connects the relationship of the past to the present and future steps / challenges. A low degree (short-term) of this index indicates that traditions are respected and maintained, while perseverance is valued. Societies with a higher degree in this index (long-term) adapt and solve practical problems as needed, depending on the circumstances. A poor country based on short-term growth usually has very low economic growth, while long-term stable countries continue to grow to a point.

QUESTION NO: 03

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

Ans:

Yes, we are very satisfied and very involved in our job and we feel very strong that we provide our services to our customers in this situation. As if the banks are closed so it will be a very critical situation for our customers because, they will not be able to get their salaries, our various other things will stop. However, if customers do not cooperate with us, then we feel a little intimidated and discouraged in this situation. So in short, it’s up to our user. “We have a hard time taking precautionary measures for this covid 19 and providing customer service at the same time,” he said.

QUESTION NO: 04

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

Ans:

Yes, that sounds crap to me. Whenever I visit a bank, I feel insecure waiting outside hundreds of people who know who is infected. In addition, I look forward to the normal time to do my job. I have to wait outside the bank for my number. Also, employees are not as friendly as usual. These are all factors that affect our moods and emotions.

Thank you!