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Paper: Organizational Behavior

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Question 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?

Answer: Contingency Planning:

Employers should start doing these things:

1. Make sure your workplaces are clean and hygienic,
2. Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly.
3. Because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads.

Promote regular and thorough hand-washing by employees, and customers:

1. Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled.
2. Display posters promoting hand-washing in the Bank.
3. Make sure that staff and customers have access to places where they can wash their hands with soap and water.
4. Because washing kills the virus on your hands and prevents the spread of COVID19.

Promote good respiratory hygiene in the workplace (Bank):

1. Ensure that face masks and tissues paper are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them.
2. Because good respiratory hygiene prevents the spread of COVID-19.
3. Brief your employees and customers that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home.

Meeting for Bank Employees

BEFORE the meeting:

Develop and agree a preparedness plan to prevent infection at your meeting

1. Consider whether a face-to-face meeting or event is needed. Could it be replaced by a teleconference.
2. Pre-order sufficient supplies and materials, including tissues and hand sanitizer for all participants. Have surgical masks available to offer anyone who develops respiratory symptoms.
3. Actively monitor where COVID-19 is circulating. Advise participants in advance that if they have any symptoms or feel unwell, they should not attend.

DURING the meeting:

1. Say hello without touching.
2. Encourage regular hand-washing.
3. Encourage participants to cover their face with the bend of their elbow or a tissue if they cough or sneeze. Supply tissues and closed bins to dispose of them in.
4. If there is space, arrange seats so that participants are at least one meter apart.

AFTER the meeting:

1. If someone at the meeting or event was isolated as a suspected COVID-19 case, the organizer should let all participants know this. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day.
2. If they develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members.

Question No# 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**

Answer:

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.

Question No# 3:

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

Answer:

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.

Question No# 4:

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

Answer:

The customer in the broad lens are assets of the banking industry. The people by which the bank system has been running. Their deposit are placed in the Banks, and they deserve the every right to be respected but in the present situation, the customers are also effected as they are being asked to wears masks while entering to the Banks, In this case approximately 80% of the customers follow the instructions and the remaining 20% minds this and when provide them hands sanitizers by the banks they feel embarrassed and assume that they are also infected. Customers are informed that quickly finish their work at Branches and leave the Branch as soon 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.