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Q1.

ANS.

Make Contingency Plans

- We make contingency plans in this situation where employees can work at the social distancing in the same time where they providing customer services are followings:
- First of all we need to make contingency plan for employees personal protection. We need to create large distancing between employees where they are working its possible in same bank in large distance between each other.
- Employees need to wear masks, full body clothes and Gloves.
- Employees need to wash hands on the sanitizer after 30 seconds.
- Employees avoid the meeting each other they talk on telephone.
- Avoid shaking hands to each other in the bank.
- Meeting can be Perform online on video call.
- **Now we need a plain to providing customers services.**
- Only allow 2 or 3 persons at the same time enter into bank before entering then need to wash hand on the sanitizer and only allow that's customers who's wear face masks and Gloves.
- For bill paying or other services bank provides a basket to the customers in the basket they put their bill and Amount without hands touching the basket employee receive the customers paying and they return their remaining amount or bill.
- Customer take their amount or bill and out to the bank without any interaction.

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Power Distance

- Basically Power Distance are known is the relationship between those in power and the subordinates in the society or an organization. Now in covid-19 situation the higher power of the bank is CEO, Director Manager and Manager of the banks is higher power authority and employees are the lower power distance.
- In power the higher level of the banks Give the equal power to their employees about anything will happened in the banks in covid-19 situation.
- Now is the time to remove the power distance between higher lever and lower level in COVID situation the employees direct talk with their director manager and CEO of the banks to discuss their problem with them.

Individualism vs collectivism.

- In covid-19 situation we should focus on the collectivism in the form of group Goals.
- In the banks collectivism in COVID its possible if we keep social distance between employees each other. In COVID if we are work on same goals in collectivism so it's better than individualism to make the employees work easy.
- So in COVID situation the bank employee Perform same goals but keep social distancing between employees each other.

Masculinity vs Femininity

- In banks COVID -19 situation Mans employees give most tasks than female it's because due to mans are strong than females. masculinity-femininity and social support from three sources (supervisor, co-worker and family) on the quality of work life an banks employee.

- Man employees are independent and to free of their family worry. But female employee are dependent in their family. So in banks in COVID situation give some relief to the female employees to reduced their work timing give sometime to contacts with their family.

Uncertainty Avoidance

- COVID – 19 Outbreak business face job losses, slowed sales and declining profit as virus to continuous spread around the world. Banking customers are start seeking financial relief and federal bank regulation help them.
- So for the Protect of employees and customers many banks starting to remote working
- of some employees have to conduct without any kind of physical interaction for working in banks.

Long Term Vs Short Term Orientation

- The COVID – 19 crisis are warming Global Goals huge large Amount of virus us to challenges in health sector, inequality and many other areas where no one knowledge behind this virus deadline.
- So the current situation of COVID-19 and future situation of virus crisis as well as long term situation.
- So the COVID this situation are effected by banks, employees and customers, so the bank need to safe employees and customers from this virus.

Q3.

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- Yes, I think employees of the bank can be job satisfied, job involved, psychological empower in this situation. But if in COVID -19 situation employees are treated both by the staff and customers. The rules regulations that's are make for the employees in this situation.
- The employees are job satisfied if manager give them full authority to control of their jobs. The employees job will be involved if we give them good working hours.
- Employees might empower them psychological the required personal protected kits in this situation.

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Q4.

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- I agree the fact that the mood and emotions of customers will be effected by this pandemic. The mood of the employees will be effected by this pandemic we should Separated employees from customers. Employees use sanitizer when they enter in the bank.
- Emotion reaction include the worry about their own health and about their love ones.
- Stress from the experience of themselves and monitored by other symptoms of COVID - 19 are the effected on the mood and emotion effected in Employees job effected by the customers in this situation.

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