

NAME: HASSAN KAMAL

ID#: 12925

**SUBJECT NAME: ORGANIZATIONAL
BEHAVIOUR.**

Keeping in mind the Current Pandemic (Covid-19). How will a Bank cope in this situation:

The Example of the Bank applies to all questions.

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:

Depending on those possibilities their response will need to vary. Work to develop a continuity plan for each possible scenario. In case of potential data breach or malware attacks, notify their financial institutions immediately, as well as their customers and vendors. In a situation where payment systems might be disrupted, have backup options in place if payments need to happen remotely. Ultimately, they would want to ensure that they are protecting their employees, stabilizing their supply chain and staying in close contact with their customers.

- Putting together scenario-specific health practices and evacuation plans.
- Know their protocol for securing their facilities and data.
- Analyze and adjust cash-flow budgets so that they will be able to pay employees and bills on time.
- Establish alternatives for paycheck distribution.
- Stay in close communication with existing vendors, financial institutions and external partners.
- Make it clear which suppliers and vendors they need to pay, including how much and by when.
- Consider keeping digital and printed copies of vendor-critical information.
- Prioritize transactions—time-sensitive, urgent, scheduled.
- Keep an eye on customer communication channels. Don't overlook social media.

For some businesses, their physical location is essential for their business to continue ongoing operations. During a crisis, this might mean having alternate locations and backup facilities.

- Keep payment solutions, such as card readers and point-of-sale equipment clean and disinfected.
- Be sure they have access to the tools they need to make time-sensitive payments, such as payroll and taxes.
- They might need WIFI access or additional supplies and equipment, such as computers and deposit slips.
- Consider whether their business insurance provides coverage for a significant financial loss as the result of a closure or a disrupted supply chain.
- If their business is heavily dependent on a physical storefront, consider investing in their digital presence to help customers find they online.
- Confirm that remote access and login credentials are current and that employees have remote access.

QUESTION 2:

How will these five factors work for employees in COVID by practicing these factors in workplace?

a: Power Distance

ANSWER:

POWER DISTANCE:

Power distance refers to the way in which power is distributed and the extent to which less powerful except that the power is distributed unequally. Put simply, people in some cultures expect a high degree of unequally distributed power then do people in other cultures.

b: Individualism vs Collectivism

ANSWER:

individualism vs collectivism:

Our first cultural value dimension is individualism versus collectivism. Individualism stresses individual goals and the rights of the individual person. Collectivism focuses on group goals, what is best for the collective group, and personal relationships.

An individualist is motivated by personal rewards and benefits. Individualist persons set personal goals and objectives based on self. Individualistic workers are very comfortable working with autonomy and not part of a team.

The collectivist is motivated by group goals. Long-term relationships are very important. Collectivistic persons easily sacrifice individual benefit or praise to recognize and honor the team's success. In fact, being singled out and honored as an individual from the rest of the team may be embarrassing to the collectivistic person.

c: Masculinity vs Femininity

ANSWER:

Masculinity vs. Femininity:

Masculinity implies a society's preference for assertiveness, heroism, achievement and material reward for attaining success. On the contrary, femininity represents a preference for modesty, cooperation, quality of life and caring for the weak.

d: Uncertainty Avoidance

ANSWER:

Uncertainty Avoidance:

In cross-cultural psychology, uncertainty avoidance is a society's tolerance for uncertainty and ambiguity. It reflects the extent to which members of a society attempt to cope with anxiety by minimizing uncertainty.

e: Long term vs Short term Orientation

ANSWER:

Long term vs Short term Orientation:

Long-term orientation is when you are focused on the future. ... Short-term orientation is when you are focused on the present or past and consider them more important than the future. If you have a short-term orientation, you value tradition, the current social hierarchy and fulfilling your social obligations.

QUESTION 3:

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

ANSWER:

Yes, employees of banks can be job satisfied, the job satisfaction among Bank employees is important because there are various, aspects of the job that are highly attractive and lead to satisfaction and aspects of the job that lead to dissatisfaction. Positive aspects include the opportunity to work in Bank and employees to accomplish common goals, developing banking background and the ability to work with coworkers. It is important to identify which factors contribute to job satisfaction as well as those that may lead to job dissatisfaction to assure that the manager ship is attractive to potent. There are many variables that have been hypothesized to be a result of job satisfaction or dissatisfaction. It is an established fact that the success of any organization depends on the satisfaction of its work force. The aim of this study is to determine that bank employees are satisfied with their job and also to identify those factors that are of high concern to bank employees regarding their satisfaction.

QUESTION 4:

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

ANSWER:

Yes! If a customer is to be separated from others if a healthcare provider thinks he/she may have been exposed to COVID-19, even if they do not get sick. Everyone feels differently after coming out of quarantine. Emotional reactions to coming out of quarantine may include. Mixed emotions, including relief after quarantine. Fear and worry about their own health and the health of their loved ones. Stress from the experience of monitoring themselves or being monitored by others for signs and symptoms of COVID-19. Sadness, anger, or frustration because friends or loved ones have unfounded fears of contracting the disease from contact with them, even though they have been determined not to be contagious. Guilt about not being able to perform normal work or parenting duties during quarantine and other emotional or mental health changes.