



# Fall 2020 Mid-Term Assignment

## Organizational Behavior

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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:** Most of the businesses has planned to work from home and to deal with customers while staying at home through video chatting or audio calls or to provide them with the necessary details through text messages in this pandemic situation. But if we talk about banks here so it is much more different case because a bank employee can't deal a customer from home or he cannot provide his services from anywhere else except bank because there job is completely different. If someone needs cash so an employee can't provide him cash from home so on other side if someone wants to open an account so in this case the employee also have to meet the customer for his credentials and finger prints. Therefore, in the situation where person has to keep social distancing and to provide services to the customers they can do many different techniques. As according to a bank employee whom I interviewed for this mid-term assignment he said that we are offering online services a person can transfer money online through official bank app from one account to another account or he can pay bills online through the same app. And can also pay to superstores through debit card or any other bank card as in comparison of cash because cash is one of the major carrier of Corona virus. He can withdraw cash from ATM if needed. A person can also transfer cash from one bank to another as the online transfer fee has been removed because of this Covid19. And if he has to visit bank branch for other queries or a customer needs cash but not having ATM card as according to that employee named Mahran is that bank has designed a proper way to deal with employees Which are:

- The number of customers in bank will be the same as employees.
- As he stated that, it would be better to withdraw cash form ATM because they are sprayed.
- According to him we have colored tiles having six feet distance. So if the number of customers is greater that the counters then the next customer will be standing on the next colored tile.
- And the rest of customers have to wait out side the bank.
- On entrance, the security guard will spray the customer.

**Q 2. How will these five factors work for employees in Covid by practicing these factors in work place?**

**Power Distancing:** It means the distribution of power among the members of organization so if every member accept that factor and do not create problems for one another so the work flow will be managed and the organization will run smoothly. If both the low ranked members and high ranked members work in parallel and to each other and also cooperate with each other the organization will be successful. This is all work for the bank if security guard does not create problems and manage the flow of customers it will help all other employees of the bank to work properly. But if he does not full fill his duty the employee will have the health threat from covid19.

**Individualism vs. Collectivism:** In an organization if there is the concept of “I” the work will not that much smooth and a lot of problems will arise but if all the members of an organization work collectively everything will be channelized and will be in a proper direction. But if we study the system of a bank here the concept of Individualism will work properly because as Mahran said that here every employee will have his specific task to do which cannot be done by another employee if another employee has to do some others task he will have to educate properly himself from him. For example as a cashier cannot do an accountant task same for the accountant he can’t do the cashier’s job like him. But here is also concept of collectivism like an accountant have to do his task completely for the ease of the cashier.

**Masculinity vs. Femininity:** As he said that here we have to deal the females as fast as we can and to do their work fast. Because in most of the cases they create panic situation and also they can’t wait outside with the males so it is better to set them free as soon as possible. As in most of cases females have also weak immune system so they can fastly affect by the virus named Corona. Therefore there work has to be done as soon as possible that they can go to home.

**Uncertainty Avoidance:** He said we have to provide the customers with the correct information as nowadays in this situation as everything has gone digitized many of frauds are done with people in different ways. As the person call to someone and express him self as a bank employee and he take his account credentials from the customer and do miss use of them. In this situation he said we do calls to all our customers to inform them about all these things. Like he said we call them and inform the customer that any of bank employee will never ask you

about you ATM card number or CVV of the card and no one will ask you about your account number don't tell anyone.

**Long-term orientation vs. short-term orientation:** This dimension associates the connection of the past with the current and future actions/challenges. A lower degree of this index (short-term) indicates that traditions are honored and kept, while steadfastness is valued. Societies with a high degree in this index (long-term) view adaptation and circumstantial, pragmatic problem solving as a necessity. A poor country that is short-term oriented usually has little to no economic development, while long-term oriented countries continue to develop to a point.

**Q 3. Do you think that employees of banks can be Job satisfied, Job involved or Psychologically Empowered in this situation?**

**Ans:** Yes, he said that we are much satisfied and much involved in our job and consider our self-much strong that we provide our services in this situation to our customer. As if banks are closed so it will be much critical condition for our customers as, they will not be able to get their salaries our other different things will be stopped. However, if customers does not cooperate with us then we feel a little panic and lose our courage in that situation. So in short, it depends on our customer. He said we face some hard time taking precautions of this covid19 and providing services to customer in the same time.

**Q 4. Do you agree with the fact that the moods and emotions of customers will be affected by this Pandemic?**

**Ans:** Yes, I do agree because I am also a customer of a bank and as I see the flow of work is much more affected by this covid19. Whenever I visit a bank, I feel unsafe because of hundreds of more people-waiting outside who knows which one is affected by the virus. Also I do more wait that the normal time to get my work done. I have to wait outside the bank for my number. Also the employees are not that friendly like the normal situation. These are all the factors which affect our moods and emotions.



**Mahran Khan**

**Employee at Bank al Habib.**

**I Interviewed him for my Assignment.**