



Organizational Behaviour

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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?

Ans :

Making a plan is important in covid-19 situation for bank employees in which employees can not affect and provide services to the customer. Some major step/sources are as follow.

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1) Social Distance :

- Public health officials promote “social distancing” .
- Encourage employees to maintain six feet or two meters (two- to three-arm’s length) from other employees when possible and also customers who waiting for withdraw etc
- Do not gather in groups.

2) Avoid Handshake :

Greet without physical contact. Encourage employees to avoid handshakes and hugs while greeting and interacting with colleagues.

3) Flexible work hours :

Allow flexible work hours or reduce work hours so that fewer employees are on location at any given time.

4) Wear gloves and mask

- Cashier can wear the safety gloves to count the money because peoples touches the money.
- And everyone employee and customer also wear the safety mask .
- Don’t allow enter the bank who doesn’t have mask.

5) provide with appropriate security measures for personal safety;

6) Virtual meetings.

Ensure that employees can shift in-person meetings to virtual meetings or emails whenever possible. You may need to provide them with laptops or other devices, but also provide support on their virtual set-up and online collaboration tools so they get comfortable using the systems and software.

Q2) : How will these five factors work for employees in Covid by practicing these factors in work place? (10 Marks)

1. Power Distance
2. Individualism vs. Collectivism
3. Masculinity vs. Femininity
4. Uncertainty Avoidance
5. Long-term vs. Short-term Orientation

Ans:

Power distance refers to the relationship between those in power and the subordinates in a bank where lower ranking individuals depending on the high or low power distance culture react to that authority.

In the corona virus spreading distance have big role because if the worker work in 5 to 6 feet distance from one another there is a big chance for worker not to be suffer from corona virus.

(2) Individualism vs Collection:

As we know that individual work as very important for the health of the worker and also to work properly and not affected and support their family in the bad situation of corona virus. While collectively working as dangerous and can easily transfer the virus from one worker to another in the work place where they are working collectively.

(3) **Masculinity vs Femininity:**

In the work place there should male and female so the male person of the worker need to work on the behalf of the female because of lockdown so the female person of the worker can easily support their family in the lockdown in the home safely and easily.

(4) **Uncertainty Avoidance:**

The worker need to take care that are necessary in spreading corona virus mean that take care of social distancing, handshake , collectively gathering , meeting not to be attending collectively. So these different activities may be beneficial for the worker to not affected from corona virus.

(5) **Long-term vs short-term orientation:**

Long term orientation mean that worker and company focus on the future while in short term orientation worker focus on the present or past so in case of corona virus short term should be beneficial for the worker because they cannot work properly as they work in normal situation so long term is not good option.

Q 03:- Do you think the employee of the bank can be job satisfied job involved or psychology empowered in this situation?

Ans :

I think the employees of the bank can not be satisfies the job involves and the psychology also affected badly in this situation because the reason is that the employees of the bank feel dangerous about their health and families because customers come from different areas to withdraw cash or for other services.

It is because of coronavirus disease every employee feels not good in this situation , and they are psychology affected.

Q 04:-Do you agree with the fact that the moods and emotion of customers will be affected by this pandemic?

Ans 04:Yes I agree with the fact that that moods and emotion of the customers affected by this pandemic situation. As we discuss above for the employees similarly the same case is for the customers.

And we all know that money is important for the daily life of every one and every family so the people should visit the bank and may be meet with the people in the bank and also the used of ATM because ATM is used every one and the feel scared about their health and family health not to suffer from that corona virus as a result all the customers mood and emotion suffer badly to go toward the bank and also other places as a result I can say that customers moods affected badly.