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SEMESTER: 6th

SUBJECT : Organizational Behavior

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SUBMITTED TO: MAM ZARPASH ZAMAN

Q (1) How will they make a contingency plan in this situation with social distancing at the time providing customer service?

A: Here a contingency plan for social distancing employees are:

Reset your expectations.

Most teams are socialized and accustomed to synchronous work and standardization. They work together, located in the same office, under the same work conditions, with the same work schedule and a quarantine management to shift immediately to asynchronous work and personalization.

STAY IN REGULAR TOUCH.

Sociometric research proves that shorter communication cycle times are more effective in building and sustaining morale and

engagement . use instant messaging to stay in regular contacts . you might want to hold a huddle each day , ideally by video , perhaps rotating responsibility for who leads it.

Model optimism and drain the team of fear:-

Optimism is contagious. Leaders who demonstrate hopeful and confidence in the future are better able to help their team members find meaning and purpose in work, especially under stressful conditions. As don't forget to use humor as a relief valve .

Model optimism and drain the team of fear

The more you communicate and share , the less chance is there to develop an information vacuum within your team . communicate regularly even if you don't have new information to share . Maintaining transparency through a crisis with frequent updates is the ultimate

expression of good faith , empathy and genuine concern for your team .

SOCIAL DISTANCING :-

All of us have been affected by the pandemic in same way our other . As customer our concern may differ from employes . Some might be worried that they will not be able to by essential product any more our make the right decision on product like or furniture without testing them a person first .

Q(2) How will these five factors work for employees in covid by practicing these factor in work place ?

A: **POWER DISTANCE:-**

Power distance describe a central facet of a national culture , because it influence the acceptance and endorsement of job characteristics of employ job satisfaction should differ across cultures .The purpose of this paper

is to analyze if and how national power distance level moderate different situational job characteristics influence on job satisfaction .

2) INDIVIDUALISM VS COLLECTIVISM:-

In individualism and collectivism have come too characterized different yet related dimensions off the and interaction between employers , employes and unions . Individualism reflects how employers pay attention to workers , while collectivism involve how employers deal with organize labour .

3) MASCULINITY VS FEMININITY:-

COVID 19 has profoundly different out comes for men and women and not just in terms of health . for a virus that infects people indiscriminately .

There is however , evidence emerging of another way and emerging o another way that the virus is affected men and woman differently.

4) UNCERTAINTY AVOIDANCE:-

Uncertainty avoidance is one of five key qualities or dimensions measured by the researcher who developed the hotstede model of cultural dimension to quantify cultural differences across international lines and better understand why some ideas and business practice work better in some countries then in other .

5) LONG TERM VS SHORT TERM ORIENTATION :-

LONG-TERM orientation is when you focused on the future...short- term orientation is when you focused on the present where past and considered them more important than the

future . If you have a short term orientation , you will you tradition , the current social hierarchi and fulfilling social obligations .



Q3) Do you think that employees of banks can be jobs satisfied , job involve over psyclogically in powered and this satuation ?

A) Due to covid 19 every one is going too take fear by every one touching hugging and meet them . while bank employees they are empowered by head and they are compel to do the job . Because they bank work on national and international level .

Q4) Do you agree with the fact that the moods and emotions of customer will be affected by this pandemic ?

A) Yes of course I agreed with the fact that the moods and emotions of customer will be affected by this pandemic.

Its because due to covid 19 every body take its on risk by meeting some body hugging and touching.



