



MUHAMMAD ALI KHAN

16550

Mid-Term Assignment

Instructor:

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Subject:

**Organizational
Behavior**

Question No 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:

As far as the banks are concerned, they can very easily make a working plan where the employees can work with social distancing at the time of providing customer service. If we look at the common setting of any bank branch, they're pretty much spacious and equipped with adequate furniture. Also, any branch of a bank has more than sufficient human resource available. People who work at banks are used to perform duties beyond their working hours. The banks should extensively work on planning to make the social distancing possible between employees. This can be achieved by this proposal of mine that the banks should limit the number of employees in every branch and only allow those employees who can effectively run the operations. This can be done on a rolling basis. Personal Protective Equipment (PPE) is also must to be provided to the employees. For the customers, the banks should provide disinfection tunnels at the entrance. The customers should also be directed to maintain social distance.

Question No 2:

HOW WILL THESE FIVE FACTORS WORK FOR EMPLOYEES IN COVID BY PRACTICING THESE FACTORS IN WORK PLACE?

Answer:

1: Power Distance

Power distance will work effective for employees in this pandemic situation because in safety measure we must ensure the distancing. It will keep upper-class people safe as well as lower class people.

2: Individualism vs. Collectivism

According to this pandemic situation of COVID19 individualism will be safer for employees and they will be mentally and psychologically satisfied. If we look at the other side which is collectivism in which people work together in a form of group which is unsafe for all the employees.

3: Masculinity vs. Femininity

Male and female both employees should work but to keep all safety measure like wearing Masks on their faces and use sanitizers they should use their own pens and took all the equipment with them. They should use social work with social distancing.

4: Uncertainty Avoidance

This will work perfect in this pandemic situation of covid19 because in uncertainty avoidance employees make sure to avoid any type of uncertainty to happen in this way they will be safe as well as their customers and the environment will be favorable for all of them.

5:Long-term vs. Short-term Orientation

The employees should focus on short-term orientation because this pandemic will end soon. In this way this we can fight COVID19.

QUESTION NO: 3

DO YOU THINK THAT EMPLOYEES OF BANKS CAN BE JOB SATISFIED, JOB INVOLVED OR PSYCHOLOGICALLY EMPOWERED IN THIS SITUATION?

Answer:

As per the proposed contingency plan, I firmly believe that the employees of banks will be job satisfied, Job involved and will be psychologically

empowered because IF the banks provide them with a very favorable environment where it is being made sure with adequate facilities that there's no chance of getting infected at our workplace. When we look at the situation of Corona pandemic from a human nature perspective then it is obvious that the employees will be less job satisfied, less job involved and they will be less psychologically empowered. But the only thing which will make them job satisfied, Job involved and psychologically empowered when there's a strong resolve of the bank's higher ups to provide their staff of the best of the best facilities available. This will win their confidence and they will be as involved in their work as they were before this pandemic.

Question No 4:

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

Answer:

I strongly agree that the moods and emotions of the customers will be affected by this pandemic. As this pandemic has changed the course of time, this has brought substantive changes in the people. It has made the world a very uncertain and unsafe place for us to survive. Due to the very high spread rate of COVID19, people are frightened. I'm talking about those people who're sane and can understand that this pandemic is just natural and there's no propaganda or great game behind it. The moods and emotions of the customers are affected but now, it is up to the organizations providing services to come up with such plans that the trust of their customers is restored and they don't come up with second thoughts.