



Fall 2020 Mid-Term Assignment

Organizational Behavior

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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 No: 01

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:

bank rotates the opening of their branches, and they only allow a limited number of customers inside the branch, with seats a few meters apart. If the number of seats have been occupied, then the banks would not allow anymore customers inside the bank. They will only allow a customer to come in, once a customer has gone out of the branch, but they have to pass the disinfecting stations. The bank have also put up a thin sheet of plastic, separating the counters and the customers. Also they have installed numerous disinfecting stations around the branch where a customer can disinfect when coming in and going out.

- Closing all lobby areas where motor bank access is offered
- Encouraging appointments for customers whose needs require coming into the banking center
- Encouraging the use of proper hand-washing techniques
- Providing employees with hand sanitizer
- Instructing staff to use sanitizing wipes and anti-bacterial spray at all stations
- Instructing staff to frequently clean highly-used touch points in the bank
- Offering gloves and/or masks for employees, if desired
- Practicing social distancing

Question No: 02

How will these five factors work for employees in Covid by practicing these factors in work place?

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

Ans:

Power Distance:

This means the distribution of power among the members of the organization, so if each member accepts this element and does not create difficulties for each other, the work flow will be organized and the organization will run smoothly. If both the lower level members and the higher level members work in parallel and cooperate with each other, then the organization will be successful. All this is work for the bank. If the security guard does not create problems and does not regulate the flow of customers, it will help all the other employees of the bank to work properly. But if he does not fulfill his responsibility, the health of the employee will be endangered.

Individualism vs. Collectivism :

Because repurchase intent is profitable and firms face culturally diverse customers, managers need to understand how individualism (vs. collectivism) influences the formation of repurchase intent. Although the impact of customer satisfaction and relative switching costs on customer intent for services is more strongly moderated, the effect of the public brand image is more strongly moderated on the product. But this distance and individuality of the epidemic force, in turn, confirms the offer of greater value to individualists than to collective consumers.

Masculinity vs. Femininity :

Covid 19 beans are related to health and the strengths and weaknesses of the collective global and national level have been revealed. We are gendered over everything in the social world, and so are Covid 19. With the experience of the fighters and the global economic crisis of 2008, crises are rarely encountered, then in health emergencies they are characterized by health care workers and careers. This gender reality is a striking example of the reality that is to be replicated in diverse societies and countries.

Uncertainty Avoidance :

Banks have certainly got their hands dirty in the light of the novel coronavirus outbreak (COVID-19). Borrowers and businesses face job losses, slow sales, and declining profits as the virus continues to spread around the world. Banking customers are likely to start seeking funding, and federal bank regulators in the United States are urging banks to help them. In addition to handling the direct economic impact of the corona virus, banks need to come up with a plan to protect employees and consumers from its spread. Many banks are already encouraging some employees to work remotely. Consumers, who grow by spending time in crowded public places. Be careful, they will need a way to run banking without physical interaction. By implementing fully digitized and remote customer transactions, banks can ensure that every day and extraordinary operations will be carried out with limited interruption.

Long-term vs. Short-term Orientation:

In the wake of the COVID-19 crisis, 17 SDGs provide a better way for us. These global goals encourage us to tackle challenges in poverty, health, inequality and many other areas, while the 2030 deadline pledges to leave no one behind. Banks need to take precautions to protect both employees and clients from the virus.

Question No: 03

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

Ans:

It depends on how the employee is treated by both the staff and the client. In the current situation, the rules and regulations for working with employees will be a big change. Taking precautions against the virus can cause some problems for employees at these times. Using gloves and masks can slow them down a bit. The need for these employees can empower them psychologically as to how they are needed in society and their existence is valued.

Question No: 04

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

Ans:

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 different after coming out of quarantine. Coming out of quarantine can involve emotional reactions. Mixed emotions, including relief after alcohol. Fear and anxiety about your own health and the health of your loved ones. COVID-19 Symptoms and symptoms of stress from self-monitoring or monitoring the experience of others. Sadness, anger or frustration because your friends or loved ones have been diagnosed with the disease, even though they are determined that it is not contagious. Guilt for failing to perform minor tasks or parental duties during delinquency and other changes in mental health.