

**Iqra National University, Peshawar**  
**Examination 2020**  
**Assignment**  
**Course Title: Organizational Behavior**

**Total Marks: 30**

**Note: Attempt all questions**

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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.**

**It's an open book exam so don't copy and paste, use your creative thinking.**

- 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? (10 Marks )**

**Ans:**

For many business owners having a remote workforce has been a very personal decision until now. Some owners prefer their team to collaborate face-to-face while others choose to use the technology and provides their team the chance to manage work from home or while on the road. Unfortunately with the recent coronavirus pandemic situation many business owners are faced with some tough decisions regarding their businesses and their team in terms of social distancing. This led to some important discussions between you and your staff.

So where can we go from here? Maybe you wish to start out build up your systems and controls to offer your team members the power to figure from home and adjust their work schedules during an emergency. Majority of staff maybe already working from remote locations and you want to get a better grasp on what they are doing and how best to serve them during this transition period.

- 2. 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:

### 1. Power Distance:

Keeping an eye on the customer for the employee and keeping control over the employee be the management first of all it needs clear job specifications and authority but now Adams it became much easier through technology we can observe our employee by different ways we can set a CCTV we can assess by giving different scenarios and can check their mode for keeping control or power. Same is for the customer to check its mode or taste according to the situation especially in them corona virus pandemic by asking them their choice or looking for the things which are highly demanding.

### 2. Individualism VS Collectivism:

Collectivism is all about gathering everyone together to form groups to tackle anything more easily and efficiently each brand and whole brands should work collectively in groups to accomplish more in short amount of time. In The current dangerous situation that can harm the banking sector. I would prefer collectivists culture in this situation to get rid of the worst situation.

### 3. Masculinity VS Femininity:

Masculinity society having traits like dominant, strong, assertive, brave and innovative on the other hand Femininity society having traits like emotions, caring, vulnerable and humble. During the current pandemic situation the best case scenario is to dominant strong to handle the situation then to caring and humble and emotional.

### 4. Uncertainty Avoidance:

Uncertainty Avoidance is an important factor during this situation every business banks shops must adopt low level on uncertainty avoidance so the employees are not threatened by uncertain situations. Every workplace should establish employee support procedures that will reduce the level of uncertainty.

### 5. Long-term orientation:

Both are the different ways of viewing the culture of organization, present, past and future. Long term orientation is all about focusing on future and having long term orientated culture perspective, you value persistence, perseverance, saving and being able to adapt. & this will give a hope to shareholders and employees to set their minds for better futures

**Short-term orientation:**

While having short-term orientation is focusing on present or past and considering it more important than future. This would help employees to adopt the current pandemic COVID-19 state of affairs. The more they are connected with their organization the more they would be focusing on goals and attempts to cope up with current situation and achieve their goals.

**3. Do you think that employees of banks can be Job satisfied, Job involved or Psychologically Empowered in this situation? (5 Marks)**

**Ans:**

Job satisfaction comes when there is no issue in work place while dealing with the customer or higher authority while reporting looking to the situation as corona virus can be spread by not keeping social distance it's difficult for the employees to be job satisfied of feeling relaxed while dealing with the customer specially in banks because corona virus is transferable through materials as well like currency notes and dealing with the customer and greeting them.

As the employee is aware off these all situations so they will be psychologically not performing well.

**4. Do you agree with the fact that the moods and emotions of customers will be affected by this Pandemic? (5 Marks)**

**Ans:**

Because of the current situation the emotions of customers have been triggered a lot and we know better the impact of emotions as it driven a person's behavior. Due to quarantine the customers' emotional intelligence would have been improved because they have got a lot of time for self-awareness, social competence and setting up goals in life. The banks had lowered interest and lots of customers have withdrawn money. They would diffidently look for new opportunities in market. Most of them might have tendencies toward online businesses. They have realized the difference facets of life and business. Now they would have better understands about their emotions and will have proper plans for their financial assets.