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Subject: - Organizational Behaviour

Q 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?

Ans. Banks in the current scenario of covid-19 have prepared SOPs and TORs for their employees in these scenarios' banks have directed the managers and operational managers to mark the areas with visible linings or solution tapes or to use pints in the branches by having gaps of at least six feet between these marks. This will help in the social distancing between the customers, furthermore only certain number of customers will enter in the branch premises and the remaining customers will wait outside till the customers in the branch are facilitated, and so of these customers will enter and get facilitated. Sanitizing the customers is also included in the instruction. The branch staff has been limited and the staff which is surplus have been sent to home. Furthermore, the seating arrangement of instruction of health, ministry by having at least 6_9 feet distance with the branches staff ,Banners flexes and charts have been placed in the banks premises showing the precautionary measures to tackle covid-19 each and every employee is provided with precautionary measures such as mask ,Gloves ,sanitizers ,alcoholic and in some banks medical kits have been provided .the seating arrangement for the customer is arranged in a manner that will be help put in social distancing

Q no 2. how will these five factors work for employees in covid by practicing their factors in work place

Power distance: -

In the situation of covid-19, the banks provide a hierarchy system/mechanism between the high scale and low scale employees the power is distributed amongst the working employees, as matter-of-fact, those who are working from their homes also enjoys the power to take decisions and therefore the work goes on and no effect on works is seen

Individualism vs collectivism: -

As the staffing of the banks have been limited therefore the collectivism concept has been dedicated to individualism is the goals has to be achieved by the individual's employees e.g. if two employees have to different assignment but the goal which is obviously the betterment of the bank is assigned. One individual this is a little bit hectic and difficult but in the limited resources should be achieved

Masculinity vs femininity: -

As the government has decided that the family employees will not attend the office in the current situation therefore all the family staff will perform these duties from home. However, in the critical situation family employees will have & come to

office this has to an extent effected the performance but the situation has been controlled by the male staff

uncertainty avoidance: -

Complete precautionary measure such as mask, gloves, sanitizers have been provided to the staff of the branches and further more if god forbid some employees are found with positive symptoms of covid-19, they have been given leaves, in some cases the entire branches are closed by the authorities.

Long term vs short term orientation: -

Instead of long term the short-term orientation has been adopted to ease the pressure on employees used these are very effective covering the entire scope of orientation.

Q no 3. do you think that employees of banks can be job satisfied, job involved or psychologically empowered in this situation?

Ans. In covid-19 situation not only banking sector employed but all other sector employees' fears, but as a like, doctors, nurses, police, rescue, banks employees play the role of frontline soldier because the banks cannot be closed down like other institutions. Therefore, making schedule for employees to take it at least two days break in a week as a rest and providing the employees with extra wages/ hardships allowances and other such kind of necessities will be helpful for them literatures regarding covid-19 that how to cope with virus is provided and writing appreciation letters the branches have developed a group of their staff in the social media in which positivity relating to the situation as shown. The staff also get to know regarding all other activities.

Q no 4. Do you agree with the fact that the modes and emotions of customers will be affected by this pandemic?

Ans. The customers in the broad sense are the "God" in the banking industry. They are the people from whom the banks are being run their deposits are placed in the banks and they deserve every right to be respected but in the present situation, the customers are also affected as they are being asked to wears masks while entering the banks. In this case approximately 80% of the customers follow the instructions by 20% minds this and when their hands are sanitized by the banks they feel embarrassed and assume that they are also infected customers are told to quickly finish their work at branches and leave the branches as early as possible so that more customers are being facilitated which also effect their modes are behaviour when they are requested to make social distancing between each other they also minds that.