

*Peshawar*

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Assignment

Course Title: Organizational Behavior

Instructor: Zarpash Zaman

Student: Muhammad Yasir

ID: 15459

Computer science

Q#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:**

**Contingency plan:**

A contingency plan is a pre\_plan prepare by the organizations for risk management for an exceptional risk of unlikely events, that may or may not happen. A contingency plan is also known as an alternative plan or plan B.

**Contingency plan of Banks:**

In current situation banks is one of the few departments that provide customer services. In this situation the contingency plan for employes to work with social distancing and give services are following;

**1) Provide safety measures:**

The offer of all safety measures to the employe that are necessary to protect from the virus. The bank should provide masks, glows and sanitizer to properly wash hands. The proper screening of the employes while entering into the bank keeps the social distance among the staff members and costumers too. The bank should cancel or postpone any events.

**2) Limited number of employees:**

one of the contingency plans for banks should cut the number of employees. A limited number of employees are allowed to do duty. In this way the limited people (Staff members) will interact that may cut the virus spreading.

### **3) Make proper distance between costumers:**

One of the contingency plans of banks is to make rows and columns for costumers to avoid the crowd in the bank. The limited number of costumer allow to the enter bank. This is cut the chance spreading of the coronavirus not only in the bank staff but also in other people as well. Make proper rows and columns for costumer.

### **4) Online services:**

The contingency plan not for only the bank but for every business in the current situation is to move to online services. The bank should give most of their services online, so the customer can access from their homes. In this way, the employes will feel comfortable because there is no interaction with customers.

### **5) Relief to elder costumers:**

As the research show that elder Peoples are more likely to effect from coronavirus as compared to young people. So the bank should leave the elder customer without wait. So they can feel safe .

### **6) Clean And Wash The Bank:**

On a daily bases should clean and wash the bank. It make reduce the risk. This is healthy full for employes and also costumers.

Whatever we have described above may help in eliminating the coronavirus. We also keep our homes clean and protect ourselves.

**Q#2) How will these five factors work for employees in Covid by practicing these factors in work place? ( 10 Marks)**

- Power Distance
- Individualism vs. Collectivism
- Masculinity vs. Femininity
- Uncertainty Avoidance
- Long-term vs. Short-term Orientation

**ANSWER:**

### **Organization Culture:**

As we know that every society has cultural norms and values. cultural norms and values play a vital role in interpersonal relationships in society. when a person grows up in a certain society, he takes the behavioral norms and values of that society for granted and he cannot deviate from the central tendency of his society.

same as the society each organization has its own culture, norms, values, and course of action, to be followed by the people of that organization. this organizational culture plays a vital role in interpersonal relationships at work.

### **Hofstede's cultural dimensions:**

Dr. Geert Hofstede identify five cultural dimensions at the end of the 1970s, it's become an internationally recognized standard for understanding cultural differences. these cultural dimensions are:

- Power distance
- Individualism Versus Collectivism
- Masculinity versus Femininity
- Uncertainty Avoidance Index
- Long- Versus Short-Term Orientation.

These cultural dimensions identify the behavior and interpersonal relationship of the people within the organization. we will explain these five factors in the current scenario of COVID that how will these factors work for employees in the workplace.

#### **1. Power Distance:**

This dimension deals with the fact that all individuals in societies are not equal. Power Distance is defined as the extent to which the less powerful members of institutions and organizations within a country expect and accept that power is distributed unequally.

A high PDI score indicates that a society accepts an unequal, hierarchical distribution of power, and that people understand "their place" in the system. A



low PDI score means that power is shared and is widely dispersed, and that society members do not accept situations where power is distributed unequally. In the current scenario of Pakistan the power distance is high. There are large gaps in compensations, authority, and respect. Supervisors and employees are considered almost as unequal. Centralized organizations don't involve all those in decision making who will be directly affected by the decision.

## **2. Individualism Versus Collectivism:**

The degree of interdependence a society maintains among its members. It has to do with whether people's self-image is defined in terms of I or We.

In Individualist societies people are supposed to look after themselves and their direct family only.

In Collectivist societies people belong to in groups that take care of them in exchange for loyalty.

Pakistan, is considered a collectivistic society. Where everyone takes responsibility for fellow members of their group. Employer/employee relationships are perceived in moral terms (like a family link), hiring and promotion decisions take account of the employees in-group, management is the management of groups.

An enjoyment of challenges, and an expectation of individual rewards for hard work. People work for intrinsic rewards. Maintaining harmony among group members overrides other moral issues. Suppress feelings and emotions that may endanger harmony. Avoid giving negative feedback in public.

## **3. Masculinity versus Femininity:**

This refers to the distribution of roles between men and women. In masculine societies, the roles of men and women overlap less, and men are expected to behave assertively.

In feminine societies, however, there is a great deal of overlap between male and female roles, and modesty is perceived as a virtue. Greater importance is placed on good relationships with your direct supervisors, or working with people who cooperate well with one another. As we know that Pakistan is a male dominant society. Therefore Workplace flexibility and work-life balance may be important, both in terms of job design, organizational environment and culture, and the way that performance management can be best realized. People are motivated by precise targets, and by being able to show that they

achieved them either as a group or as individuals and the most important be aware of the possibility of differentiated gender roles. A long-hours culture may be the norm, so recognize its opportunities and risks. Success is more likely to be achieved through negotiation, collaboration, and input from all levels.

#### 4. Uncertainty Avoidance:

The dimension Uncertainty Avoidance has to do with the way that a society deals with the fact that the future can never be known: should we try to control the future or just let it happen. The extent to which the members of a culture feel threatened by ambiguous or unknown situations and have created beliefs and institutions that try to avoid these.

This dimension describes how well people can cope with anxiety.

In societies that score highly for Uncertainty Avoidance, people attempt to make life as predictable and controllable as possible. If they find that they can't control their own lives, they may be tempted to stop trying. These people may refer to "mañana," or put their fate "in the hands of God."

Pakistani people (employees) have a high preference for avoiding uncertainty. there is an emotional need for rules (even if the rules never seem to work) time is money, people have an inner urge to be busy and work hard, precision and punctuality are the norm, innovation may be resisted, security is an important element in individual motivation.

#### 5. Long- Versus Short-Term Orientation

This dimension describes how every society has to maintain some links with its past while dealing with the challenges of the present and future, and societies prioritize these two existential goals differently.

in the current situation of COVID reflected in the importance of short-term gains and quick results. People are more willing to compromise. education is seen as positive values.

Q#3) Do you think that employees of banks can be Job satisfied, Job involved or Psychologically Empowered in this situation?

ANSWER:

The current pandemic of COVID is negatively affect the employees job satisfaction. The organization need to psychologically allow the employees. research shows that, when the psychological empowerment of the employees of banking sector increases, their job satisfaction also increases. research also shows that the age of employee and designation have also positive/negative role in psychological empowerment. which mean that employees in different levels have significant differences in their level of psychological empowerment.

psychological empowerment have four dimensions. these dimensions are, meaning, competence, impact and self-determination. all these dimensions are positively related with job satisfaction. in the current scenario of COVID self-determination and impact are the major contributor in psychological empowerment as compared to meaning and competence.

From the above discussion we can close that in the current situation of COVID the employees of banks need to psychologically empower. in this way they can satisfied.

**Q#4) Do you agree with the fact that the moods and emotions of customers will be affected by this Pandemic?**

**ANSWER:**

Yes, I think the mood and emotions of customers will affected by the pandemic. The current outbreak of Corona virus poses a number of challenges for brands. The change in consumer behaviour as they take protective actions against the virus. When consumers face with shopping restrictions, they find and adopt newer ways to shop through newer ways. An employee expression of organizationally desire emotions during interpersonal transactions at work. Some more sources of emotion and mood include such factors as sleep and exercise . Customer comes from a travel long way to the banks. so definitely his mood and emotion effected. In current situation, every place locked so it is difficult for the customer to reach to the banks. Customer mood reach to a low level. Physical and mentally they disturbed. Positive mood increases openness and creativity and positive emotion can lead to better decision.