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Q.1
Ans

Making Contingency plan in this pandemic is not easy but well managed organization or banks will always do their bests for customers services and employes.

The first thing that they have to do, is to make awareness to their employes on, how to save their selves from the current pandemic covid-19. And than they should provide those facilities which

are used for pandemic to be saved from. The bank authorities have to aware their employess and customer to make social distance and avoid distance less than at least two yards. The bankers have to acknowledge their employess to keep their hands clean with washing it with Sabon/Soap for at least twenty seconds before starting their work and should always be used to masks.

The banks should not contain any meeting during this pandemic but if it's too important than they should arrange the meeting through online system. They should also guide the employess to work individually instead of working in group. If the bank faces countless of customer with ere it's hard for them to manage during this

Pandemic where they have
 to take care of social
 distance than the should
 provide online services
 for their customers. where
 it will be easy for the
 bank to manage the custom-
 ers and on the other
 hand it would be a
 facility for their custom-
 ers to set home and
 use their accounts online.
 So the above are
 some of the contingency
 plans that the bank
 authorities should follow
 in order to handle
 their services in this
 pandemic for their cust-
 omer as well as for their
 employees.



3
 250 As far as my opinion
 is concerned the employees
 of banks will be job
 satisfied if the banks
 where they work, provides
 to all the employees without favoritism,

The facilities and has the awareness of the Covid-19, and the banks takes care of their employees health during this pandemic. So through this way the employees will also feel comfort and will be mentally relaxed while providing the services to the customers. So as mentioned the employees will be job satisfied for their work as the bank manages the customers about the covid 19 where they should keep social distance and wear masks while entering in to the bank's zone. The employees will feel comfort and will focus on their job with having no tension on their mind about the current covid-19.

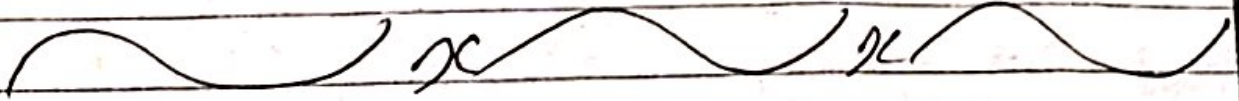


Q.4

Ans Yes, I am agree that the moods and emotions of customers will be affected during this Covid-19. Because the sudden occurred disease Covid-19 has changed each and everything around the world and human had not experienced such pandemic situation before.

So as the organization would do their best for the customer services in this Covid-19 but still as they were not faced before to such situation there will be some weaknesses due to which the customers moods and emotions will be affected. And it's best example would those organizations who provides online access to their services for their customer so as it's a sudden step taken so

There would be lots of weakness where the customer face problems while or even if they provide their service inside their offices still their customer may face some sorts of problems related to the current pandemic covid-19 where it affects their moods and emotions.



Q.2

Ans

Following are the five dimensions measured by researchers who developed the "Hofstede model of cultural dimensions"

Let's figure out that how these five factors work for employees in this pandemic covid-19 by practicing these factors in work place.

1. *

Power distance: Power dist-

Lance is one of the above mentioned factors where the power is distributed unequally in most of the countries. If the employee works in such a country like U.S.A where the power distance index is very low so that employees won't face any extra burden of his work during this pandemic COVID-19. So thus he will be on his duty on the required time and will feel his self equal to the others of his organization. Because in a country where power index is low the power distance is distributed equally so it will have no effect on the employee in this pandemic.

2* individualism vs collectivism:

it's the second dimension of someone's culture. Individualism and collectivism is two different

parts of cultures where
in some countries like India
people like to work collectively
in group and they do care of
all the members of the group
to be successful where individu-
alism is in some countries like
USA where one likes to work
individually.

It will have major
effect on employee in this
Covid-19 because the em-
ployee where he works will
have to face some sort of
challenges with different
cultures related people as
we mention above, they
will have to experience
new sorts of individualism
or collectivism culture in
this pandemic Covid-
19.

3.4 Masculinity Vs. Femininity: This

dimension looks at the
extent to which a culture
supports a traditional view
of masculine and feminine
traits. For these purposes,

masculinity refers to traits associated with assertiveness and femininity refers to traits associated with nurture.

So the discussion of this factor for employee while working in work place, the employee may face some people related to one of the above culture and may have new experience for him or her during this covid-19. And it depend on employees work place that where he work and what the people of that society prefer whether that is Masculinity or Feminist.

4# Uncertainty Avoidance

In cross-cultural psychology, uncertainty avoidance and ambiguity. it reflects the extent to which members of a society attempt to cope with anxiety by

minimizing uncertainty.

As uncertainty avoidance is Society's tolerance for uncertainty and ambiguity. The employees will have to face some issues if they work in a Society with high uncertainty avoidance index, is expected in this Covid-19 where people of certain Societies may have worries about it's future not knowing what may or may not happen in the upcoming future.

5. * Long-term vs Short term orientation

Long-term orientation is when you are focused on the future and short-term orientation is when you are focused on the present or past and consider them more important than the future.

In this pandemic Covid-19, the employees pra

This fifth dimension in the work place will have dependence of the peoples culture whether they are long-term or short-term orientations. People with long-term orientations will be more manageable for the employers than the people with short term orientation during the work in this pandemic Covid-19.

