
THINKING AND THINKING: The Lack of Empathy

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The long lines are overwhelming and one must stand on too many lines in Cuba. For almost everything. To the point that, doing some math, the time spent in these tasks is disproportionate. The lack of cash is added to the usual shortages and now the disheartening image of a long line in front of an ATM is part of the daily life of many Cubans.

Sometimes it's faster to go to withdraw the money inside the banks. Sometimes... because sometimes the lines there can also be exasperating, and the basic conditions for waiting are not always created.

If on top of all that is added the indolence and lack of empathy of certain administrations... The pandemic ended a long time ago, but some "precautionary measures" are here to stay. Why do so many banks limit entry to their facilities to a certain number of customers, less (much less) than the number of seats available in the waiting rooms? Why do you have to wait for almost all those who are inside to come out for those who are waiting outside to enter?

There are situations that go against the most basic common sense. One can arrive at a bank, find no one at the door, enter... and receive from the manager the anti-logical indication: "you must wait outside." Why, if there are free seats inside?

The situation is already complex in itself, there's no need to make it more complex with whims and inefficiencies. What health standard takes the decision that in so many stores respond to that only two, three or four people can be inside the facility? And the rest outside, standing, under the sun... until the store empties and four more can enter.

The small spaces of power in which some wallow can generate considerable doses of stress for citizens. Perfectly avoidable stress. Much more now, when there are too many sources of conflict.

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