

Section-3

Ques Write the short notes on the following:-

- (i) sensitivity Training.
- (ii) Quality of work life.

Ans Sensitivity Training-

Sensitivity Training is a form of training with the goal of making people more aware of their own goals as well as their prejudices, and more sensitive to others and to the dynamics of group interaction.

- The most commonly used organizational development intervention is sensitivity training.
- It is called laboratory training as it is conducted by creating an experimental laboratory situation in which employees are brought together, in groups, to interact in an

unstructured environment.

- The members are encouraged to interact with new members and new individual behaviours.

### Quality of work life -

It describes a person's broader employment-related experience. Various authors and researchers have proposed models of quality of working life - also referred to as "motivator factors" which if present can make the job experience a positive one, and "hygiene factors" which if lacking are more associated with dissatisfaction.

A no. of rating scale have been developed aiming to measure overall quality of working life or certain aspects thereof.