

01232

**DIPLOMA IN NURSING ADMINISTRATION  
(DNA)**

**Term-End Examination**

**December, 2017**

**BNS-013 : GROUP DYNAMICS**

*Time : 3 hours*

*Maximum Marks : 70*

*Note : (i) Attempt all questions.*

*(ii) Attempt all parts of a question at one place.*

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1. (a) Explain any three committees in nursing services with their role. **6+9=15**  
(b) Describe the procedure of organizing any committee meeting in the hospital.
  
  2. (a) Enumerate any six common areas of conflict in nursing. **3+7+5=15**  
(b) Describe the sources of conflict in nursing with the help of examples.  
(c) Explain methods of resolving conflicts in the hospital.
  
  3. (a) List the methods of establishing and maintaining public relations. **2+4+4=10**  
(b) Explain tools and techniques of building public relations.  
(c) Describe the barriers of public relations and how you will overcome them in nursing.

4. (a) Explain the concept of human relations in nursing. **2+8=10**
- (b) Describe the ways you will adopt as a nurse administrator to help the difficult patients admitted in the ward.
5. Write short notes on **any four** of the following :
- (a) Committees in Nursing Education. **4x5=20**
- (b) Functions of a Nurse Leader.
- (c) Non Verbal Communication.
- (d) Ethical dilemma in nursing.
- (e) Essential of good charting in patient's charts.
- (f) Legal implications in discharge of a patient.
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