

**DIPLOMA IN NURSING ADMINISTRATION
(DNA)**

Term-End Examination

December, 2018

00935

BNS-013 : GROUP DYNAMICS

Time : 3 hours

Maximum Marks : 70

Note : Attempt all questions. Attempt all parts of a question at one place.

1. (a) Discuss the functions of a leader in a group.
(b) Explain the concept "Nurse as a member of various groups in health care." 7+8=15

2. (a) Describe the meaning of grievance procedure.
(b) List the characteristics of grievance procedure.
(c) Explain steps of resolving grievances in an organization.
(d) List the functions of collective bargaining. 2+2+7+4=15

3. (a) Describe the guidelines for planning effective communication in nursing department.
- (b) Discuss the role of a nurse administrator in effective communication. $10+5=15$
4. Discuss the legal responsibility of a nurse in the following situations : $5+5+5=15$
- (a) Examination of female patient
- (b) Administration of medication
- (c) Maintaining nursing records
5. Write short notes on any *two* of the following : $2 \times 5 = 10$
- (a) Importance of knowledge of group dynamics for nurses
- (b) Functions of a nurse leader
- (c) Role of a nurse administrator in developing public relations
- (d) Helping a patient in difficult situations
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