

DIPLOMA IN NURSING ADMINISTRATION (DNA)

Term-End Examination

December, 2019

BNS-013 : GROUP DYNAMICS

Time : 3 hours

Maximum Marks : 70

- Note :
- (i) All questions are compulsory.
 - (ii) Attempt all parts of a question at one place.
 - (iii) Support your answer with examples.

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1. (a) Explain the following functions of a leader : 5+5+5=15
 - (i) Group Task (Functions) Role.
 - (ii) Non-Functional Role.
 - (b) Describe the role of a nurse administrator as a member of various groups in a health organisation.

 2. (a) Describe the various types of conflicts a nurse administrator encounters in the hospital. 9+6=15
 - (b) Explain the conflict management approaches followed in the hospital to resolve conflicts.

 3. (a) Describe the various factors affecting communication. 5+5=10
 - (b) Explain the various modes of communication.

 4. Explain the following : 5+5=10
 - (a) Therapeutic attitude of a nurse towards a patient.
 - (b) Defensive techniques used by a nurse in the hospital.

 5. Write short notes on any four of the following : 4x5=20
 - (a) Nurses and Group dynamics.
 - (b) Techniques of effective nursing leadership.
 - (c) Role of a nurse in developing public relation.
 - (d) Communication Networks in a hospital.
 - (e) Ethics and nursing the terminally ill patient.
 - (f) Nurse's responsibility in keeping Records and Reports.