

**DIPLOMA IN NURSING ADMINISTRATION  
(DNA)**

**Term-End Examination**

**December, 2021**

**BNS-013 : GROUP DYNAMICS**

*Time : 3 hours*

*Maximum Marks : 70*

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

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1. (a) Explain group dynamics.  
(b) Describe the essentials of group formation.  
(c) Explain the importance of group dynamics in nursing.  $4+6+5=15$
  
2. (a) Explain the meaning of Conflict and Burnout.  
(b) Describe types of conflicts in hospitals, with examples.  
(c) Explain the strategies adopted by an administrator to resolve conflict among the staff.  $(2+2)+5+6=15$

3. (a) Explain the importance of communication in nursing.
- (b) Discuss the barriers to communication.  $3+7=10$
4. (a) List the purposes of maintaining records.
- (b) Describe the principles of maintaining records.
- (c) Describe the various records and reports maintained in nursing service department of hospitals.  $5+5+5=15$
5. Write short notes on any **three** of the following :  $3 \times 5 = 15$
- (a) Elements of Communication
- (b) Qualities of an Effective Nurse Leader
- (c) Essentials of Good Charting
- (d) Grievance-resolving Procedure
- (e) Relationship between Power and Authority of a Leader
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