

**DIPLOMA IN NURSING ADMINISTRATION  
(DNA)**

**Term-End Examination**

**June, 2013**

**BNS-014 : RESOURCE MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 70*

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*Note : (i) Attempt all questions.  
(ii) Attempt all parts of a question at one place.*

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1. (a) Define the term Interpersonal Relationship.  
(b) Explain the role of a nurse administrator to enhance effective interpersonal relations in nursing department, support with examples. **3+12=15**
  
2. (a) List the purposes of drug management.  
(b) Explain the process of ordering, stocking, storing and issuing of drugs in the hospital.  
(c) Describe the role of a nurse administrator in maintenance of life saving drugs. **3+8+4=15**
  
3. (a) Explain the meaning of Cost Benefit Analysis. **3+5+7=15**  
(b) Discuss the reasons for rise in hospital expenditure.

- (c) Describe the approaches you would adopt as nurse administrator for improving the profitability in the hospital.
4. (a) List the purposes of performance appraisal.  
(b) Describe the methods of performance appraisal used by a nurse administrator for appraising the nursing staff.  $5+5=10$
5. Write short notes on *any three* of the following :  $3 \times 5 = 15$
- (a) Basic qualities of a nurse administrator needed for office management.
- (b) Steps for opening a document and save changes in computer
- (c) Office management in state level nursing services.
- (d) Steps for creating and sending a mail.
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