Diploma in Nursing Administration (DNA)

ASSIGNMENTS
2008

School of Health Sciences
Indira Gandhi National Open University
Maidan Garhi, New Delhi-110 068
2008
Dear Student,

As explained in the Programme Guide, there are four assignments in total and all these assignments are compulsory. Please note that you are required to score 50% marks in each assignment separately. The assignments carry a weightage of 30% marks towards the final evaluation in theory component. Submission of related assignments is a pre-requisite for appearing in theory term-end examination for respective papers. The subject area of assignments and its last date of submission are mentioned below:

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<th>Course Code</th>
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<td>1,2,3 and 4</td>
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Please take note of the following points before writing your assignments:

- Use only foolscap size paper for writing your responses. Only hand written assignments will be accepted. Typed or printed copies of assignments will not be accepted.
- Tie the pages after numbering them carefully.
- Write the question number with each answer and marks allotted.
- All the questions are compulosry.
- Every assignment will be evaluated out of a full mark of 200. Weightage is indicated against each question.
- **Keep a photocopy of your assignments.**

**Suggestions for writing an assignment:**

Read the assignments carefully. Scan through the whole material of the course, answers may be linked within the blocks/units. Draw a rough outline of your answer in your own words. Support your answer from your clinical experience. Make a logical order. Then write your answer neatly and submit. Give illustrations and tables wherever necessary. You must keep a xerox copy of the answer sheets for future reference. Do not copy from print material.

Answer each assignment in separate sheet. On the first page of the assignment response sheet, write the course code, course title, assignment code, name of your programme study centre (PSC) and date of submission. Your roll number, name and full address should be mentioned in the top right corner of the first page. The first page of your response sheet should look like this:

| Course Code       | : ............................................... Roll No. : ............................................ |
|-------------------|------------------------------------------|------------------------------------------|
| Course Title      | : ............................................... Name : ............................................. |
| Assignment Code   | : ............................................... Address : ......................................... |
| PSC               | : ............................................... ......................................................... |
| Date of Submission| : ............................................... ......................................................... |

Please submit the assignments to the Programme In-charge of the Programme Study Centre allotted to you.
Principles and Practices of Nursing Administration
Assignment (Blocks 1,2,3&4) (Tutor Marked)

Programme Code : DNA
Course Code : BNS-011
Assignment Code : BNS-011/TMA/2008
Maximum Marks : 200

Last date of submission : August 31, 2008

Note:
This Assignment has three parts i.e. Part A, B and C.
Part A consists of four long answer questions. Each question carries 15 marks.
Part B consists of ten short answer questions. Each question carries 10 marks.
Part C consists of four objective type questions. Each question carries 10 marks.

Part A

1) Define leadership and followership. Discuss your responsibilities as a nurse manager. Support your answer with examples from clinical/community setting. (3+3+9=15)

2) Describe the changing role of hospitals. Discuss your role as a nurse manager/administrator in meeting some of the challenges and strategies adopted in the hospital. (5+10=15)

3) Define time scheduling. Write purposes and principles of time planning. As a nurse manager you are preparing work schedule for the staff in your hospital, discuss the type of schedule prepared and its advantages and disadvantages. (1+2+3+9=15)

4) “Staff development programme helps to enhance the potential and capabilities of employees to perform towards excellence”.
   a) Keeping this in view comment on need of staff development.
   b) Write in detail about staff development activities organized in your hospital/organization for nursing personnel. (5+10=15)

Part B

5) Discuss the factors influencing the span of management in nursing. (10)

6) Explain diagramatically with examples the Maslow’s hierarchy of needs in understanding patients needs. (7+3=10)

7) Comment on hospital as an open system in which nursing service is a sub-system. (10)

8) Write the functions of your State Directorate and support it with organization charts (you may use various types of organization charts). (5+5=10)

9) Describe the factors which are pre-requisites for good ward management and their influence on good nursing care. (10)
10) “Records are administrative devices” comment on importance of records. Describe the various records maintained by you. (7+3=10)

11) “As a nurse administrator you have an important role in providing supplies, equipment and infrastructure facilities”, Give your comments and support your answer with your experience in hospital. (10)

12) Describe the objectives and need of performance appraisal and support your answer with sample of performance appraisal (ACR) format filled up for appraisal of staff nurse. (5+5=10)

13) Discuss and comment the scope for nursing practice and education in your state and your role as a nurse manager. (10)

14) Critically comment on career opportunity for nurses keeping in view the changing scenario of health services in India. (10)

Part C

15) Match the statements in column A with the terms given in column B: (½×10=5)

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Number of subordinates whose activities can be coordinated and controlled by one supervisor</td>
<td>i) Principle of definition</td>
</tr>
<tr>
<td>b) Creating a sense of belongingness of working together</td>
<td>ii) Strategic planning</td>
</tr>
<tr>
<td>c) Informal methods used by the organisation</td>
<td>iii) Span of management</td>
</tr>
<tr>
<td>d) Selecting one course of action from alternatives</td>
<td>iv) Budgeting</td>
</tr>
<tr>
<td>e) Nurse assumes total responsibility for meeting all needs of patient</td>
<td>v) Operational planning</td>
</tr>
<tr>
<td>f) Planning, scheduling and allocation of manpower</td>
<td>vi) Espirit de Corps</td>
</tr>
<tr>
<td>g) Activities resting with top level managers</td>
<td>vii) Principle of responsibility</td>
</tr>
<tr>
<td>h) Clearly defines the duties of an individual in an organisation</td>
<td>viii) Case method</td>
</tr>
<tr>
<td>i) Plan to implement strategies at lower organisation level</td>
<td>ix) Decision making</td>
</tr>
<tr>
<td>j) Translation of total statement of monetary requirement</td>
<td>x) Centralization</td>
</tr>
<tr>
<td>k) Written organisational relationship, responsibilities and specific duties</td>
<td>xi) Behavioural approach</td>
</tr>
<tr>
<td>l) Technical nurse and other categories of nursing personnel responsible to provide total care for a group of patients</td>
<td>xii) Staffing</td>
</tr>
</tbody>
</table>
m) Advance determination of pattern of on and off duty hours of staff in section
n) Nurse with expanded role in the area of clinical specialization
o) Nursing Director prepares the plan of activities for all nursing personnel
p) Desirable behavioural change results from prescribed experience
q) Brief orientation to policies and philosophy given to each worker during workshop
r) Systemic evaluation of individual with respect to her performance
s) Nurse having sound knowledge, clinical background with practical skills
t) Programme to aid nursing personnel in strengthening their knowledge, skills and attitude as per the changing trends

16) Place a tick mark (\( \square \)) against the most appropriate answer given under each statement:

\( \frac{1}{2} \times 10 = 5 \)

a) Modern concept of comprehensive nursing care:
   i) Spiritual care
   ii) Total patient care
   iii) Physical care
   iv) Therapeutic care

b) The first and the important step of strategic planning involves:
   i) Forecasting the events
   ii) Policy making
   iii) Investigation of facts
   iv) Developing broad objectives

c) Delegation determines the power a superior entrusts to the subordinates and it involves:
   i) Responsibility
   ii) Responsibility and accountability
   iii) Accountability
   iv) Authority
d) Supportive services of hospital include all of the following except:
   i) Nursing services
   ii) Radiological services
   iii) Mortuary services
   iv) Pharmacy services

e) Characteristics of a bureaucratic theory is/are to:
   i) Define hierarchy of nursing officers
   ii) To describe functions of nursing officer specified
   iii) Select nursing personnel systematically
   iv) Follow system of discipline

f) New nurse leader should have an essential ability to effectively influence subordinates by:
   i) Working under stress
   ii) Maintaining distance
   iii) Maintaining humour
   iv) Analyzing critically

g) Characteristics of planning are all except:
   i) Flexibility
   ii) Static
   iii) Unity
   iv) Precision

h) SWOT stands for:
   i) Strength, weakness, opportunities, threats
   ii) Strength, weakness, objectives, threats
   iii) Strength, weakness, objectives, teaching
   iv) Strength, weakness, opportunities, teaching

i) Following are the extrinsic motivating factors except:
   i) Supervision
   ii) Salary
   iii) Recognition
   iv) Working conditions

j) The Nursing incharge takes round with nursing personnel for all the following except:
   i) Spot check problem area
   ii) Follow up hospital activities
   iii) Gather data on inventory
   iv) Evaluate patient care and workers performance
k) Director of nursing service is responsible for:
   i) Maintaining standard of patient care for providing quality nursing care
   ii) Maintain liaison with only nursing department
   iii) Accountability for nurses
   iv) Follow only formal channel of communication

l) Following are elements of good ward management except:
   i) Preplanning nursing care activities
   ii) Delegating the responsibility
   iii) Supervision and rounds
   iv) Centralized decision

m) Disadvantage of functional method of patient care is that it:
   i) Creates less confusion and interruptions
   ii) Segments the task in providing nursing care to the patient
   iii) Enhances confidence and is a simple method
   iv) Increases efficiency and is a simple method

n) Nursing audit is conducted to:
   i) Highlight weak and strong points of patient care
   ii) Consume more time in nursing care
   iii) Analyse the patient data
   iv) Find useful areas of care

o) All the following are roles of clinical nurse specialist except:
   i) Expert practitioner
   ii) Consultant
   iii) Manage acute conditions
   iv) Educationist

p) Following are the techniques used for appraisal of employee except:
   i) Ranking method
   ii) Critical incidental method
   iii) Graphic scale
   iv) Ranking scale

q) All of the following are rater’s error except:
   i) Appraiser apathy
   ii) Bias
   iii) Objectivity
   iv) Central tendency
r) All the factors increase the memory span except:
   i) Discipline
   ii) Organisation
   iii) Rehearsal
   iv) Grouping of activities

s) All the following are activities of continuing education except:
   i) Job orientation
   ii) Workshop
   iii) On the job training
   iv) Induction meeting

t) Job description outline should include all the following except:
   i) Job title
   ii) Job skills
   iii) Principle, purpose and responsibility
   iv) Specialized techniques

17) Place ( ☐ ) mark against ‘T’ if you consider the statement as true and ‘F’ if you consider the statement as false. (½×10=5)

   a) The purpose of nursing administration is to attract and retain competent nurses (T/F)
   b) The philosophy of nursing service is independent of philosophy of the institution (T/F)
   c) Staff authority is the direct chain of command from top to lower level (T/F)
   d) The planning/staffing methodology should be based on measurable data (T/F)
   e) Coordination is the ability of the administrator to interrelate the functions and activities to achieve goals (T/F)
   f) A system is a set of arrangements which are related so as to form a whole (T/F)
   g) Human relations refers to legal relations between employee and employer (T/F)
   h) Nurse manager must be excellent manager not a care provider (T/F)
   i) Nurse manager has an important role in making decisions regarding nursing budget (T/F)
   j) State Government is responsible for providing medical care to the people (T/F)
   k) In-service education and research is essential for professional growth and development (T/F)
   l) Director of nursing service should not be responsible for maintaining inter and intra departmental relationship (T/F)
   m) Nursing practice manual is economic and prevents confusion (T/F)
   n) Nursing administration is not responsible for health of nurses (T/F)
   o) Nursing service audit is an evaluation of nursing records for evaluating and verifying the nursing care (T/F)
p) Supervision is essential for guiding and directing the staff  
q) Staff development programme should include both formal / and informal teaching learning activities  
r) Job orientation is not an essential activity of a nurse manager  
s) Assessment of field and administrative set up is essential before selecting field for experience  
t) Before starting a new unit pre testing is not essential

18) Fill in the blanks:  

a) Fair and impartial treatment to all workers irrespective of their job is referred as  

b) Delegation of responsibility is done according to the ............... of an individual.  
c) Nursing professional standards are monitored by the state statutory bodies known as nursing ................

d) Assigning specific functions to a nurse in a ward is known as ................ method.  
e) Skills needed by a nurse manager to be an excellent care provider are technical, behavioural and ............ skills.  
f) Criteria for measuring the performance of nursing care activities is known as ................
g) Nurse patient ratio in ICU is .....................  
h) Decision making is based on ...................... choices.  
i) Leader’s firmness of mind and will, in the event of difficulty to achieve goals is known as .................................................................

j) The professional philosophy of a nurse manager also incorporates client’s ...............  
k) Policy and procedure manuals are necessary for the ...................... of the hospital.  
l) Records and report should be written clearly, legibly but avoid .........................
m) Good staffing ensure recruiting, training and ................................ of staff.  
n) Systematic, formal, in-depth evaluation of nursing services is termed as nursing ........ ..........................................................

o) Possessing qualities and abilities required for a particular task is known as ................
p) On the job training programme given to enhance the performance is ...................... education.
q) The appraisal tool consistently giving the same result is known as ....................

r) The process by which employee her/himself appraises own performance is called ........
........................................................................................................

s) Evaluation done after the programme is completed is known as ...................... evaluation.

t) Education environment should be non-threatening and learner should be ....................
Management of Education Institute, Hospital and Community
Assignment (Blocks 1,2,3&4) (Tutor Marked)

Programme Code : DNA
Course Code : BNS-012
Assignment Code : BNS-012/TMA/2008
Maximum Marks : 200

Last date of submission : August 31, 2008
Note:
This Assignment has three parts i.e. Part A, B and C.
Part A consists of four long answer questions. Each question carries 15 marks.
Part B consists of ten short answer questions. Each question carries 10 marks.
Part C consists of four objective type questions. Each question carries 10 marks.

Part A

1) As a nurse manager you have an important role in planning the curriculum.
   a) Discuss the concept and importance of curriculum administration.
   b) Explain the steps in curriculum construction for schools and college of nursing.
      (3+12=15)

2) a) Define supervision.
    b) Discuss the need of supervision.
    c) Explain the qualities of a nurse supervisor.
    d) Describe the styles of supervision and critically discuss the style which you find is appropriate in nursing.
       (2+3+5+5=15)

3) “As a nurse manager you have an important role in organizing quality assurance programme”.
   a) Explain the concept of quality and quality assurance.
   b) Discuss the principles of quality assurance.
   c) Describe the steps you would follow as a nurse manager in organising quality assurance programme.
      (5+5+5=15)

4) a) Describe the steps you would follow as a community health nurse to evaluate the community health nursing services of your field.
    b) Explain the sources of evaluation which you would like to use for evaluating the community health nursing services.
       (10+5=15)
Part B

5) a) Discuss the philosophy and objectives of yours school of nursing.
    b) Describe the guidelines to be followed for selecting nursing teachers including their qualification. (2+2+6=10)

6) a) List the purpose of orientation programme.
    b) Explain importance of orientation programme for new students in School of Nursing.
    c) Describe the factors to be kept in mind while developing orientation programme. (3+3+4=10)

7) “Guidance involves helping students to adjust to new professional environment, therefore, as a nurse manager your role as a counsellor is important”. Critically analyze the need and your role in students guidance and counselling. Support your answer with examples. (10)

8) Counselling patient and family is part of nurse’s responsibility. Discuss the various approaches to counselling. You would use while interacting with patient. Support your answers with examples. (10)

9) “Nurse manager plays important role in identifying the stress among staff members and own stressful situation”. Explain the self help methods of stress management and your role as nurse administration is stress management. (10)

10) a) Discuss your role as an nurse manager in evaluation of nursing services.
    b) Explain the strategies you would adopt in your institution for establishing evaluation system. (5+5=10)

11) Explain the importance and purposes of research in nursing. Strengthen your answer with examples. (10)

12) a) Describe the principles of Community Health Nursing.
    b) Explain the basic skills you would require as a Community Health Nurse while in practice. (5+5=10)

13) Describe the role of community health nurse in prevention and control of communicable diseases. (10)

14) Discuss the responsibilities of District Public Health Nurse as an Administrator, as Supervisor and as an educator. (10)
### Part C

15) Match the statements in column A with the terms given in column B: 

\( \frac{1}{2} \times 20 = 10 \)

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
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<tbody>
<tr>
<td>a) Committee at the level of controlling authority</td>
<td>i) Learning experiences</td>
</tr>
<tr>
<td>b) Process of locating the suitable prospective candidates</td>
<td>ii) School committee</td>
</tr>
<tr>
<td>c) Test and interview for all School of Nursing is done on one date and time</td>
<td>iii) Centralized admission</td>
</tr>
<tr>
<td>d) Systematic arrangement of total duration and instructional hours</td>
<td>iv) Anecdotal records</td>
</tr>
<tr>
<td>e) Means of reaching aims and objectives of the educational programme</td>
<td>v) Techniques</td>
</tr>
<tr>
<td>f) Instrument developed on set criteria</td>
<td>vi) Non directive approach</td>
</tr>
<tr>
<td>g) Counsellor helps the client help him/herself</td>
<td>vii) Task delineation</td>
</tr>
<tr>
<td>h) Verbal snapshot recording of any incident</td>
<td>viii) Discrepancy analysis</td>
</tr>
<tr>
<td>i) Attributes of tool</td>
<td>ix) Recruitment</td>
</tr>
<tr>
<td>j) Grouping and naming the task</td>
<td>x) Curriculum</td>
</tr>
<tr>
<td>k) Statements about professional behaviour which outlines professional rules</td>
<td>xi) Tools</td>
</tr>
<tr>
<td>l) Employee evaluate own performance</td>
<td>xii) Advisory committee</td>
</tr>
<tr>
<td>m) Measure the competencies displayed by a nurse while performing action</td>
<td>xiii) Process audit</td>
</tr>
<tr>
<td>n) Looks at the status of patient as a result of care provided</td>
<td>xiv) Code of conduct</td>
</tr>
<tr>
<td>o) Researcher identifies the nature of attributes and relationship among its phenomenon</td>
<td>xv) Description</td>
</tr>
<tr>
<td>p) Research is to describe life experience and given them meaning</td>
<td>xvi) Srivastava Committee</td>
</tr>
<tr>
<td>q) Recomendation of two levels of health worker at community level.</td>
<td>xvii) Register</td>
</tr>
<tr>
<td>r) Information related to health status of the community</td>
<td>xviii) Self appraisal</td>
</tr>
<tr>
<td>s) A tool for responses which are recorded simultaneously</td>
<td>xix) Outcome audit</td>
</tr>
<tr>
<td>t) Records when provides indication of the total of volume services and types of cases</td>
<td>xx) Interview schedule</td>
</tr>
</tbody>
</table>

- xxi) Kartar Singh Committee
- xxii) Health Survey
- xxiii) Slater scale
- xxiv) Quantitative research
- xxv) Qualitative research
16) Place a tick mark (✓) against the most appropriate answer given under each statement:

(½×20=10)

a) Following are the responsibilities of Governing Body of School of Nursing except:
   i) Make budgetary appropriation
   ii) Provide posts of teaching staff
   iii) Formulate rules for appointment of teacher
   iv) State educational objectives of School of Nursing

b) Student nurses administration includes all the following except:
   i) Admission policies
   ii) Budgeting
   iii) Student documentation/record
   iv) Welfare service

c) One of the tool used to evaluate the performance of faculty is/are:
   i) Audit
   ii) Management by objective
   iii) Supervision
   iv) Observation

d) The curriculum planning includes all the following except:
   i) Cooperative and Continous
   ii) Communicative
   iii) Comprehensive
   iv) Concrete

e) Faculty administration is defined as the systematic enabling process of:
   i) Budgeting
   ii) Supervision
   iii) Coordination
   iv) Recruiting

f) Criteria for preparation of rotation plan is:
   i) Integration
   ii) Direction
   iii) Sequence
   iv) Simple to complex

g) All the following are most essential and important aspects of administration except:
   i) Co-operation
   ii) Supervision
   iii) Coordination
   iv) Motivation

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h) An emerging style of supervision based on knowledge and ability of the supervisor is known as:
   i) Rules centred supervision
   ii) Manipulative supervision
   iii) Expert supervision
   iv) Improvised supervision

i) Following is a modification of block system of teaching which can be used instead of the full block:
   i) Brief block system
   ii) Annexure block
   iii) Partial block system
   iv) Short block system

j) The technique of stress management which people can learn to modify internal body responses is known as:
   i) Relaxation
   ii) Hypnosis
   iii) Bio feedback
   iv) Systemic desensitisation

k) Perspective of quality in health care revolve around all the following except:
   i) Provider
   ii) Employer
   iii) Administrator
   iv) Patient

l) Following are objectives of nursing audit except:
   i) To find and report number of errors
   ii) To study the degree of quality of patient care against defined criteria
   iii) To justify the cost recovered on human and material resources
   iv) To take remedial actions towards cost effectiveness

m) Review of literature in nursing research is important in all the following except:
   i) Limit the boundaries around idea
   ii) predict the expected outcome
   iii) make a comparison
   iv) know the summary and analysis of earlier work

n) All the following are steps in nursing research except:
   i) Anonymity of information
   ii) Data collection
   iii) Analysis of data
   iv) Review of literature
o) Health survey and development committee is also known as:
   i) Mudaliar
   ii) Chaddah
   iii) Bhore
   iv) Mukherjee

p) Population covered by a health worker (female):
   i) 3000 in plain area and 5000 in hilly and tribal areas
   ii) 5000 in plain, hilly and tribal area
   iii) 5000 in plain area, 2000 in tribal and hilly area
   iv) 5000 in plain area and 3000 in hilly/tribal area

q) Which of the following is technique of evaluation:
   i) Opinionaire
   ii) Interviewing
   iii) Observation checklist
   iv) Interview schedule

r) Records should include all the following except:
   i) Precise
   ii) Legible
   iii) Concise
   iv) Signatures in initials

s) PHC level stands for:
   i) Public health care
   ii) Promotive health care
   iii) Primary health centre
   iv) Primary health care

t) Multipurpose health worker’s scheme was recommended by:
   i) Bhore Committee
   ii) Srivastava Committee
   iii) Kartar Singh Committee
   iv) Chaddah Committee

17) Place (Ⅽ) mark against ‘T’ if you consider the statement as true and ‘F’ if you consider statement as false: (½×20=10)
   a) For every 20 students there should be one tutor/clinical tutor in School of Nursing (T/F)
   b) Budgeting is the method of attracting employee to do work (T/F)
   c) Performance appraisal of individual aim at criticism (T/F)
   d) Curriculum administration establishes a sound system of continuous evaluation (T/F)
e) The objectives are the overall goal of the total school programme which are stated in broad statement (T/F)

f) The supervision is inspecting and fault finding with subordinates (T/F)

g) In non-directive approach the counsellor helps the client to help himself or herself (T/F)

h) When the stress level crosses the optimal levels then the performance also rises (T/F)

i) People with higher sympathetic responses may find easy to sustain stress for long time (T/F)

j) Observation is a careful study of client behaviour in particular situation (T/F)

k) Consumer quality is measured by consumer satisfaction and complaints (T/F)

l) Absence of accreditation laws do not influence quality assurance (T/F)

m) Evaluation determines the success in achieving pre-determined objectives (T/F)

n) Use of standards of nursing practice is a tool to evaluate nursing care (T/F)

o) Providing quality of services to people demands an inter-professional approach (T/F)

p) Peer review leads to competition and encourage to practice all procedures (T/F)

q) Evidence based nursing care is essential to improve patient care (T/F)

r) Anganwari workers are employed under CSSM scheme (T/F)

s) The concept of hospital is changing from curative to caring aspect (T/F)

t) Registration of birth and death is essential only for people living in slums (T/F)

18) Fill in the blanks: (½×20=10)

a) The statements written stated in terms of the end products of the curriculum also known by both teachers and students are known as ..................................

b) The school committee consists ......................... and ......................... committees.

c) The vertical and horizontal relationship of elements of curriculum is known as ...........................

d) The systematic evaluation of an individual with respect to his/her performance on the job is termed as .............................

e) The degree of excellence of things is termed as ..........................

f) In the area of health the term explains the imparting information on health and health related issues is known as ..............................

g) The physical environmental and .......................... cause of stress are called stressor.

h) In General Adaptation therapy the reaction in which the stressor activates the body to prepare for fight or flight the stressor is known as ..................................
i) Irrational and excessive fear of anything is called ......................

j) Internal state caused by physical demands on the body is known as ...................

k) Quality assurance is a simple, logical and ......................... process.

l) Evaluation of care can be done by assessment of hospital utilization ............

m) Systematic inquiry, refining existing knowledge and generating new knowledge is known as ...........................................

n) Individuals freedom to determine when and how much private information to be shared is right to ..........................................

o) Systematic collection and critical evaluation of data related to past is ............. research.

p) Statistics that give overall summary in terms of frequency is known as ................. statistics.

q) The study of population is known as ..................................

r) Man, money, material are essential ....................... to manage the health services.

s) Ongoing records are periodically synthesized into .....................................

t) Statistical changes in health status of people will determine the .................. of health care.
Group Dynamics
Assignment (Blocks 1,2,3&4) (Tutor Marked)

Programme Code : DNA
Course Code : BNS-013
Assignment Code : BNS-013/TMA/2008
Maximum Marks : 200

Last date of submission : August 31, 2008
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This Assignment has three parts i.e. Part A, B and C.
Part A consists of four long answer questions. Each question carries 15 marks.
Part B consists of ten short answer questions. Each question carries 10 marks.
Part C consists of four objective type questions. Each question carries 10 marks.

Part A

1) Explain the concept of group dynamics. Discuss your role as a nurse administrator in clinical setting using group dynamics techniques. (5+10=15)

2) Define leadership. Discuss the characteristics and leadership skills a nurse administrator is required to have. Explain the functions of leader in nursing services. (2+5+8=15)

3) a) Define communication and its purposes.
   b) Enumerate the elements of communication.
   c) Explain the various modes of communication to be used in nursing services. (4+5+6=15)

4) a) Define ethics and bioethics in nursing.
   b) Discuss the common ethical dilemma faced by nursing personnel.
   c) Discuss the significance of studying ethics in nursing. Support your answer with examples. (4+5+6=15)

Part B

5) Explain the essential requisites to formulate a group to achieve the goal of organization. (10)

6) Describe the role of a nurse as member of various groups in health care. Support your answer with examples. (10)

7) a) Discuss the style of leadership in general and comment on style followed in your concerned nursing clinical area.
   b) Explain the effectiveness of the leadership style you would follow while working. (3+2+5=10)
8) a) Explain the concept of effective nursing leadership.
   b) Describe various techniques you as a nurse administrator will use for effective leadership. (3+7=10)

9) Define conflict. Explain the areas of conflict in nursing services. How would you as a nurse administrator be able to resolve the conflicts which is arising in day to day life. Support your answers with examples. (2+4+4=10)

10) a) Describe formal communication channels.
   b) Discuss the channel of communication which is followed in your area of working with the help of flow chart. (5+5=10)

11) a) Explain the barriers of communication.
   b) Describe the steps you will take as a nurse administrator for the communication to be effective in nursing services. (5+5=10)

12) a) Explain the concept of human relations.
   b) Discuss the factors as a nurse you will keep in mind while helping the students to maintain human relations while working with patients. (2+8=10)

13) Describe the therapeutic attitude measures you would keep in mind as a nurse administrator in helping the patient. (10)

14) a) Define records and reports. List its purposes.
   b) Explain the principles of maintaining records in nursing education. (1+1+3+5=10)

Part C

15) Match the statement in column A with the terms given in column B: (½×20=10)

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Interaction among group members</td>
<td>i) Formal groups</td>
</tr>
<tr>
<td>b) Middle stage of group formation</td>
<td>ii) Oriented</td>
</tr>
<tr>
<td>c) Group with structure and line of authority</td>
<td>iii) Group dynamics</td>
</tr>
<tr>
<td>d) The position of the group is defined</td>
<td>iv) Storming</td>
</tr>
<tr>
<td>e) Interfering with the progress of the group</td>
<td>v) Informal groups</td>
</tr>
<tr>
<td>f) Leader who evolve from the group</td>
<td>vi) Blocking</td>
</tr>
<tr>
<td>g) Quick decision and time saving</td>
<td>vii) Emergent</td>
</tr>
<tr>
<td>h) The leaders lets the followers run their own show</td>
<td>viii) Autocratic leadership</td>
</tr>
<tr>
<td>i) Technique of leadership</td>
<td>ix) Charismatic leader</td>
</tr>
<tr>
<td>j) Discussion and negotiation</td>
<td>x) Planning and organizing</td>
</tr>
<tr>
<td>k) It is a two way ongoing dynamic process</td>
<td>xi) Collective bargaining</td>
</tr>
<tr>
<td>l) Senders idea converted into message</td>
<td>xii) Coordinator</td>
</tr>
<tr>
<td>m) Message using words</td>
<td>xiii) Encoding</td>
</tr>
<tr>
<td>n) Establish mutual interest</td>
<td>xiv) Defamation</td>
</tr>
<tr>
<td>o) False statement which damages reputation</td>
<td>xv) Licensure</td>
</tr>
</tbody>
</table>
p) Killing on account of physical or mental state  
xvi) Negligence
q) Method of ensuring basic competence  
xvii) Communication
r) Lack of proper care and attention when the individual is prepared technically to carry on the activities  
xviii) Verbal communication
s) ‘Oughts’ and ‘Shoulds’ of society  
xix) Malpractice
t) Documents used in agency on the advice of authority  
xx) Empathy

xxi) Morals  
xxii) Euthanasia  
xxiii) Bioethics  
xxiv) Prescribed records  
xxv) Medical records

16) Place a tick mark (□) against the most appropriate answer given under each statement:  
(½×20=10)

a) Teams working in hospitals provide most efficient, compassionate and competent care  
includes all the following except:
   i) Diagnostic team
   ii) Therapeutic team
   iii) Supportive team
   iv) Psychiatric team

b) Committees are essential for good organisation as it:
   i) Can brings people together to solve problem
   ii) May not be able to solve difficult problems
   iii) May demotivate the subordinates in decision making
   iv) May not promote coordination among departments

c) Nurse has all of the following roles in a group except that the nurse:
   i) Becomes member of committees
   ii) Shares knowledge and skills
   iii) Solves the problems at personal level
   iv) Raises issues related to upliftment of the profession

d) One of the most important primary function of leader is are:
   i) Example
   ii) Ideologist
   iii) Symbol of group
   iv) Execution
e) Following are the characteristics of leadership except:
   i) Initiative
   ii) Intelligence
   iii) Enthusiasm
   iv) Over confidence

f) Legitimate power is defined as the power that:
   i) A position provides
   ii) Derives from the personality of a leader
   iii) Is based on the authority of knowledge
   iv) Is derived from personality of person

g) Democratic supervision helps in all of the following except:
   i) Identify the capability of an individual
   ii) Follow strict rules and procedures
   iii) Oversee the performance of nursing personnel
   iv) Improve their skills

h) Autocratic leader has following characteristics except:
   i) Leaders are dictators
   ii) Do not allow the subordinates to reason
   iii) S/he alone dictates the activities of the members
   iv) S/he seeks maximum involvement and participation

i) Steps and process for development of models of training for leadership includes all except:
   i) Analysis of the set objective
   ii) Understanding of methods of training
   iii) Supervision and management
   iv) Responsibility and accountability

j) Conflict is a disagreement between two persons which involves the following except:
   i) Enthusiasm
   ii) Collective bargaining
   iii) Collaboration
   iv) Grievance

k) The distinct features of health care delivery system are all except:
   i) Human beings
   ii) Media
   iii) Administration
   iv) Organisation
l) All of the following are effective modes of communication in hospital except:
   i) Notice board
   ii) Meetings and conference
   iii) Use of e-mail
   iv) General magazines and calendar
m) Essential steps in planning of communication are all except:
   i) Know your objective
   ii) Participation of others
   iii) Individual’s perception
   iv) Establish mutual interest
n) Following are the key to effective communication except:
   i) Getting the facts
   ii) Organising the facts
   iii) Being enthusiastic
   iv) Using extensive details
o) Legislation is all of the following except:
   i) Lack of proper care and attention
   ii) Control and maintainence of situation
   iii) Process of making law
   iv) Method of improving public services
p) Consumer protection act means all of the followings except:
   i) To protect the interest of consumer
   ii) Dissatisfaction of consumer
   iii) To promote the rights of clients
   iv) To meet the demands of consumers
q) While taking informal consent nurse must keep in mind the following except:
   i) Patient can consent for herself/himself
   ii) Consent from legal guardian if patient is below 18 years
   iii) Consent of husband and wife in case of legal abortion
   iv) Consent is not required in case of mentally sick
r) Importance of studying ethics in nursing include all of the following except:
   i) Providing care to the people with respect
   ii) Considering human beings are central focus
   iii) Difficulty in understanding patient
   iv) Accepting the responsibility for making decisions
s) On discharge of medico-legal case as a nurse you must take care of the followings except:
   i) Discard evidence without discussing with physician
   ii) Should be clearly entered and signed
   iii) Records should not be handed over to police
   iv) Discharge notes should be kept under lock and key

t) All of the following are importance of records except:
   i) Helps in sound decision making
   ii) Promotes efficiency of operations
   iii) Prevents effective communication
   iv) Helps in ascertaining future trends

17) Place ( T ) mark against ‘T’ if you consider the statement as true and ‘F’ if you consider the statement as false: (½×20=10)
   a) Group affiliation is not very important in the life of every human being (T/F)
   b) To produce effective workout, one need to be interdependent of others (T/F)
   c) Interpersonal relationship helps to sustain understanding among members (T/F)
   d) Nurse can become members of different organisations for their own personal growth (T/F)
   e) Charismatic leader’s power is based on the knowledge and expertise (T/F)
   f) Democratic leader seeks maximum participation of every one (T/F)
   g) Clinical and managerial skills are required to be an effective nursing leader (T/F)
   h) Supportive team consists of members from laboratory (T/F)
   i) Transformational leader include people expressing love and joy in their work (T/F)
   j) The role of nurse leader in the community is not very challenging (T/F)
   k) Communication plays a vital role in nursing institutions and hospitals (T/F)
   l) Encoding is the process by which the receiver interpret the message sent (T/F)
   m) In general, the more direct the communication, the lesser the probability that it will be clear (T/F)
   n) Non-verbal communication is slower method and involves lots of paper work (T/F)
   o) Horizontal means flow of communication amongst personnel at the same level of the hierarchy in an organisation (T/F)
   p) Radio and television are examples of group communication (T/F)
   q) Licensure is a method of insuring basic competence in nursing practice (T/F)
   r) Battery is the unjustifiable attempt to touch another person (T/F)
   s) Euthanasia denotes killing someone on account of his/her distressing physical and mental state (T/F)
   t) Reports are the effective methods of communication among the members of the team or group (T/F)
18) Fill in the blanks: 

\[
\text{\(\tfrac{1}{2} \times 20 = 10\)}
\]

a) The most common types of work related group is known as \textbf{........................} group.

b) The termination stage of group formation is known as \textbf{...........................}

c) The nurse by having knowledge of group dynamics can increase the \textbf{...........................} of her group members.

d) A leader who serves as a source of beliefs, values and norms of individual members is known as \textbf{...........................}

e) The potential of a person to guide, direct, control the behaviour of others is known as \textbf{...........................}

f) Democratic leader allows members to participate in \textbf{...........................} process.

g) A continuation process of assessment of the personnel is known as \textbf{...........................}

h) The effective nurse administrator should be \textbf{...........................}

i) The team functioning helps to provide \textbf{...........................} health care services.

j) Important interactions in therapeutic team is mainly maintained by \textbf{...........................}

k) The individual who generates or sends the message is called \textbf{...........................}

l) Inadequate communication between management and employees may lead to \textbf{...........................}

m) The process by which the receiver interpret the message sent is called \textbf{...........................}

n) The dissemination of information from superiors to the immediate subordinate means \textbf{...........................}

o) The process of making laws is known as \textbf{...........................}

p) Negligence is described as an act of \textbf{...........................}

q) When patient is given complete knowledge about treatment and agrees to sign it is known as \textbf{...........................}

r) Ethical approach which is concerned with the end product of action is known as \textbf{...........................}

s) When patient has not been discharged from the hospital but is away for two/three days is known as \textbf{...........................}

t) Oral or written exchange of information shared between caregivers is known as \textbf{...........................}
Last date of submission: August 31, 2008

Note:

This Assignment has three parts i.e. Part A, B and C.
Part A consists of four long answer questions. Each question carries 15 marks.
Part B consists of ten short answer questions. Each question carries 10 marks.
Part C consists of four objective type questions. Each question carries 10 marks.

Part A

1) a) Explain the meaning and scope of personnel management.
   b) List the objectives of nursing personnel management.
   c) Describe the responsibilities of nurse as a personnel manager. (6+6+3=15)

2) a) Explain the importance of material management and illustrate the objectives of material management with the help of diagram.
   b) Describe the process of material management.
   c) List the role of a nurse in material management. (2+2+6+5=15)

3) a) Explain the meaning and definition of financial management.
   b) Describe the importance of financial management in nursing.
   c) Discuss your functions as a nurse manager in budgeting. (6+5+4=15)

4) a) Explain the principles of office management of nursing department.
   b) List the basic qualities of a nurse manager to manage the office effectively.
   c) Describe your responsibilities in managing the nursing services at state level. (5+5+5=15)

Part B

5) Describe the types of personnel policies in nursing. Support your answer with examples. (10)

6) Discuss your role as a nurse administrator to enhance effective interpersonal relations. (10)

7) a) Explain basic elements of planning nursing manpower at your hospital.
   b) Discuss the factors which determine the nursing staff requirement. (5+5=10)
8) Describe the nurses responsibilities in the following areas:
   a) In drug management
   b) Maintenance of life saving drugs

9) a) Describe the methods of inventory control.
   b) Discuss the role of a nurse in material management.

10) a) Discuss essential steps for preparation of budget for nursing services in hospital.
    b) List the factors to keep in mind for planning nursing budget.

11) a) Write down the purposes of cost analysis.
    b) Discuss the reasons for rise in hospital expenditure.

12) a) Define financial audit.
    b) List the purposes of auditing.
    c) Describe the procedure of auditing and role of a nurse administrator.

13) Explain the skills you need to develop as a nurse manager for effective office management.

14) a) Explain the meaning of computer and show diagramically the organization of a computer.
    b) Write the steps of creating, sending and replying a new mail with outlook express.

Part C

15) Match the statements in column A with the terms given in column B

<table>
<thead>
<tr>
<th>Column A</th>
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</tr>
</thead>
<tbody>
<tr>
<td>a) Coordinated effects to achieve specified goals</td>
<td>i) Personnel management</td>
</tr>
<tr>
<td>b) People centered management</td>
<td>ii) Policy</td>
</tr>
<tr>
<td>c) Avenues for retaining personnel</td>
<td>iii) Questionnaire method</td>
</tr>
<tr>
<td>d) Psychological satisfaction</td>
<td>iv) Management</td>
</tr>
<tr>
<td>e) Decision making process</td>
<td>v) Inventory control</td>
</tr>
<tr>
<td>f) Method best suited for collecting information of employees of hospital</td>
<td>vi) Demotion</td>
</tr>
<tr>
<td>g) A direct approach to people on job</td>
<td>vii) Part of compensation</td>
</tr>
<tr>
<td>h) To decrease material cost by preventing over stocking</td>
<td>viii) Promotion</td>
</tr>
<tr>
<td>i) Estimation of the future demand</td>
<td>ix) Forecasting</td>
</tr>
<tr>
<td>j) Drugs available at all times in adequate amount and dosages</td>
<td>x) Interview</td>
</tr>
<tr>
<td>k) To facilitate the location of data</td>
<td>xi) Procedure</td>
</tr>
<tr>
<td>l) Administration at single centre</td>
<td>xii) Essential drugs</td>
</tr>
</tbody>
</table>
m) Structure easily and economically adopted  
  xiii) Assets  

n) Sequence of performing actions  
  xiv) Techniques  

o) Official scrutiny of accounts  
  xv) Planning  

p) Arrangement and placing of men and equipment  
  xvi) Indexing  

q) Permanent building, land, machinery etc.,  
  owned by the hospital  
  xvii) System  

r) Financial audit is done using vouching, test checking,  
  audit notes  
  xviii) Centralized  

s) Retrieve and execute instruction  
  xix) Balance sheet  

t) Increases work efficiency  
  xx) Principle of flexibility  
  xxi) Audit  
  xxii) Office layout  
  xxiii) Advantage of system  
  xxiv) The processing cycle  
  xxv) Disadvantage of system  

16) Place a tick mark (✓) against the most appropriate answer given under each statement:  
   
   (½×20=10)  

   a) All the following factors must be the basis for promotion except:  
      i) Experience  
      ii) Seniority  
      iii) Age  
      iv) Initiative  

   b) Functional management of personnel involves all of the followings except:  
      i) Procurement  
      ii) Planning  
      iii) Organizing  
      iv) Directing  

   c) The effectiveness of personnel policy depends on all the following except:  
      i) Reliability  
      ii) Objectivity  
      iii) Uniformity  
      iv) Consistency  

   d) Concept of manpower development involves all of the following except:  
      i) Modern knowledge for managing an organisation  
      ii) Promotion from lower level  
      iii) Preparing persons to be deserving of promotion  
      iv) Minimal use of human resources for health care delivery
e) Nurse administrator determines nursing staff requirements based on all of the following factors **except**:
   i) Patient factors
   ii) Nutritional factors
   iii) Staff factors
   iv) Environmental factors

f) Direct nursing care involves all of the following **except**:
   i) Bathing
   ii) Feeding
   iii) Giving medications
   iv) Cleaning up after medication

g) Nursing is an interpersonal process because it involves all of the followings **except**:
   i) It is always concerned with people
   ii) It includes patients, their families, visitors
   iii) High cost material for patient care
   iv) Members of the allied discipline

h) ABC analysis stands for:
   i) Always best control
   ii) Always better control
   iii) Already better control
   iv) Almost better control

i) Surgical store consists of items like:
   i) Special drugs, gases, chemicals
   ii) Items of general cleaning, furniture etc.
   iii) Bandage, guaze, sutures, instruments etc.
   iv) Medical forms, papers, medical and nursing documentation etc.

j) Logistics management includes all of the following **except**:
   i) Procurement
   ii) Delivery of items including transportation
   iii) Maintenance of materials
   iv) Condemnation of equipment

k) Conceptual skill involves all of the following **except**:
   i) Ability to see individual matters
   ii) Easy to describe at higher levels of an organisation
   iii) Learned and is not ‘just born into a person’
   iv) Developing a unique idea
l) Major responsibilities connected with the management of the nursing services are all of the following except:
   i) Planning for total patient care
   ii) Survey the entire field in order to determine the demand
   iii) Assessment of the resources available
   iv) Patient care is provided without planning by nursing personnel

m) The following events take place when a computer processes the data except:
   i) Entered into the computer from an input device
   ii) The CPU retrieves the instructions from the main memory
   iii) The CPU then performs the operation required by the instruction
   iv) Without storing the data

n) All of the following are advantages of budget except:
   i) Helps to plan for detailed programme activities
   ii) Corrective measures which can be taken to increase cost untimely
   iii) Fix accountability by assignment of responsibility
   iv) Offer a standard of performance

o) Budget planning for nursing service department consists of all of the following except:
   i) Total number of beds in the hospital
   ii) Average bed occupancy of patients
   iii) Type of service and special units
   iv) Complete schedule of cost of living

p) E-mail has all the following parts except:
   i) Message body
   ii) Header
   iii) Footer
   iv) Signature

q) The preparation of a budget estimate depends on all except:
   i) Actuals of the previous year
   ii) Expenditures of current year
   iii) Sanctioned estimates for current year
   iv) Estimates for the next year

r) The most important feature of human relationship skill is it concentration on developing:
   i) Concepts
   ii) Performance
   iii) Co-operations
   iv) Creative ideas
s) One of the advantages of personnel management system is:
   i) Personnel history for all employees would be maintained
   ii) Comprehensive data on personnel for career planning
   iii) Better information about accounts and balance
   iv) Psychological satisfaction and maintenance of interest

t) Sources of non-patient revenue in hospital are all except:
   i) Gift shop
   ii) Cafetaria
   iii) Drug store
   iv) Parking fee

17) Place (1) mark against ‘T’ if you consider the statement as true and ‘F’ if you consider
   the statement as false: (½×20=10)
   a) The term personnel management is also used as ‘manpower management’ (T/F)
   b) Policies written on request of subordinates are originated policies (T/F)
   c) Policies limited to departments are also called as functional policies (T/F)
   d) A procedure is a sequence of steps undertaken to implement a policy (T/F)
   e) Job analysis is an essential ingredient in designing a material programmes (T/F)
   f) Medical examination is not an essential criteria in the selection process of nursing personnel (T/F)
   g) Proper maintenance of equipments ensures extended life hence lowering the cost (T/F)
   h) Essential drugs are used for chronic diseases (T/F)
   i) Poison should be kept entirely away from other drugs and clearly marked ‘POISON’ (T/F)
   j) The drugs that saves life of patient should be readily available in the stock to manage the emergencies (T/F)
   k) Records help management in formulating policy decisions (T/F)
   l) The function of an index is to keep the records in such a way that they cannot be used easily (T/F)
   m) Skills related to the proficiency of performing an activity is known as technical skill (T/F)
   n) Written communication through the post or messenger service is described as mail (T/F)
   o) Selecting the most suitable candidate through interview and tests, service agreement with rules etc., is done through job grading (T/F)
   p) The essential component of financial management are supervision and motivation (T/F)
   q) Audit is an independent systematic and critical appraisal of the total management process (T/F)
r) The electronic circuits and mechanical components of a computer are parts of software of the computer (T/F)
s) Special reports are prepared by individual or body entrusted with special inquiry (T/F)
t) Maintenance of records is a major function of an office (T/F)

18) Fill in the blanks: (½×20=10)

a) Manpower management includes planning, solution, training and development of ........................................

b) A statement or understanding which provides guidance to the members of an organisation is known as ........................................

c) A policy purposefully originated from the top managers to guide the subordinates is known as ..............................

d) A process by which job duties and responsibilities defined are known as ..............................

e) The process of discovering the potential applicants for actual vacancies is known as ........................................

f) A change for better prospects from one job to another job is known as ..............................

g) Any substance used in diagnosis, cure, treatment and prevention of a disease is known as ..............................

h) An additional effect, desirable or undesirable effects of a drug is known as ........................................

i) While administering the drugs keep basics of drugs .............................. in mind.

j) Scientific study of drugs and their use in medicine is known as ..............................

k) Management providing centralized guidance and divert individual efforts leads towards achieving of ..............................

l) The process by which the structure and allocation of jobs are determined is known as ........................................

m) Individual enjoy happiness because values and character make her/him ........................................

n) Exchange of information between persons and department of the same organisation is known as .............................. communication.

o) Computer perform specific task as per instructions is known as ..............................

p) The core of the financial management is ..............................

q) Budgetary control is a process of defining and establishing .............................. of performance.
r) Process of verification of the receipts and expenditure of public money is known as ......................................................... audit.

s) An organized statement of facts relating to a particular subject prepared by responsible person is called ..............................................

t) Data can be fed into a computer through ........................................... devices.