

**DIPLOMA IN NURSING ADMINISTRATION
(DNA)**

Term-End Examination

December, 2016

01243

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) Explain the meaning of Group Committees.
(b) Describe the need of forming committees.
(c) Discuss the steps you would follow as a nurse administrator in arranging committee meetings in nursing with the help of examples. *2+6+7=15*

2. (a) Define conflict.
(b) Describe the areas of conflict in nursing.
(c) List the sources of conflict.
(d) Discuss the strategies you will adopt as a nurse administrator in resolving conflict among staff. *2+4+3+6=15*

3. (a) List the purposes of public relations.
(b) Describe the barriers of public relations.
(c) Discuss the role of a nurse in developing public relations. $3+5+7=15$
4. (a) Describe the principles of recording.
(b) Discuss the responsibilities of a nurse in keeping/maintaining records and reports. $6+4=10$
5. Write short notes on any *three* of the following: $3 \times 5 = 15$
- (a) Defensive Techniques used by the Nurse for Effective Human Relations
 - (b) Principles of Communication
 - (c) Grievance Procedure
 - (d) Qualities of an Effective Nurse Leader
 - (e) Infection Control Committee
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