

**DIPLOMA IN NURSING ADMINISTRATION
(DNA)**

00515

Term-End Examination

June, 2013

BNS-013 : GROUP DYNAMICS

Time : 3 hours

Maximum Marks : 70

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

1. (a) Enumerate the characteristics of an effective team. 4+4+7=15
(b) Discuss the aims of Health team.
(c) Describe the role of nurse in team functioning.
2. (a) Describe the types of conflicts you have observed in your institution. 5+5+5=15
(b) Explain the approaches to conflict management.
(c) Discuss the strategies you will follow to resolve the conflict in your institution.
3. (a) Define public relations and list its purposes.
(b) Discuss the tools and techniques of public relations. 2+3+4+6=15
(c) Describe the role of nurse in developing public relations.

4. (a) List the purpose of records. $3+3+4=10$
(b) List the principles of recording.
(c) Discuss the responsibilities of a nurse administrator in keeping record and reports.
5. Write short notes on *any three* of the following :
- (a) Committee in nursing service. $3 \times 5 = 15$
(b) Ethical Principles.
(c) Process of communication.
(d) Characteristics of nurse leader.
(e) Nurses and group dynamics.
-