

DIPLOMA IN NURSING ADMINISTRATION

Term-End Examination

June, 2014

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) Describe the stage of group formation. **5+10=15**
(b) Explain the characteristics of group, support with examples.

2. (a) Define the following terms : **2+2+6=10**
(i) Conflict
(ii) Collective Bargaining
(b) Discuss the areas of conflict in nursing with examples

3. (a) Explain the communication barriers a nurse administrator may come across in hospital.
(b) Describe the steps for effective communication. **10+5=15**

4. Discuss the legal implications in *any two* of the following situations : 5+5=10
- (a) Admission and discharge of medico-legal cases
 - (b) Mentally ill patients
 - (c) Euthanasia
 - (d) Organ transplant
5. Write short notes on *any four* of the following 4x5=20
- (a) Factors affecting the individual behavior in a group
 - (b) Autocratic leadership
 - (c) Characteristics of collective bargaining
 - (d) Verbal and non-verbal communication
 - (e) Helping patient to adjust to illness
 - (f) Records in nursing service administration

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