

**ADMINISTRATION 4<sup>TH</sup> YEAR**

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# Introduction



**Nursing**

**Occupation**

**Profession**



- Profession is defined as "a vocation requiring advanced training and usually involving mental rather than manual work, as teaching, engineering, especially medicine, law"

**-Webster1989.**

# Profession

- Professions are those occupations possessing a particular combination of characteristics generally considered to be the expertise, autonomy, commitment, and responsibility.
- A profession is an occupation based on specialized intellectual study and training, the purpose of which is to supply skilled services with ethical components and others.



## Occupation

- Training may be on job and duration varies.
- The values, beliefs, and ethics are not prominent features.
- The commitment and identification: varies.
- In occupation people often change Job.
- Accountability rest on employer.

# Professions vs Occupations

## Professions

- College or University
- Prolonged education
- Mental creativity
- Decisions based on science or theoretical constructs
- Values, beliefs & ethics integral part of preparation
- Strong commitment
- Autonomous
- Unlikely to change professions
- Commitment > \$ reward
- Individual accountability

## Occupations

- On the job training
- Length varies
- Largely manual work
- Guided decision making
- Values, beliefs & ethics not part of preparation
- Commitment may vary
- Supervised
- Often change jobs
- Motivated by \$ reward
- Employer is primarily accountable



## 7 CRITICAL ATTRIBUTES OF PROFESSION

1. **Specialized** education
2. **Code** of ethics
3. **Research** of orientation
4. **Autonomy**
5. **Body** of knowledge
6. **Service** orientation
7. **Professional Organization**

# CHARACTERISTICS OF PROFESSIONALISM

HOULE 1980,

A concept of mission open to change

Mastery of theoretical knowledge

Capacity to solve problems

Use of theoretical knowledge

Self -enhancement

Formal training

Competence

Creation of subculture

Legal implications

Ethical practice

Penalties for incompetence or unethical practice

Public acceptance





## NURSING DEFINED

“Nursing is the protection, promotion and optimization of health and abilities, prevention of illness and injury, alleviation of suffering through the diagnosis and treatment of human response and advocacy in the care of individuals, families, communities and population.”

-ANA-

# Collegiality

Standard of ANA – Scope and Standards of Practice, 2004

According to Bruhn - 2001

- Be civil
- Be ethical
- Be honest
- Be the best
- Be consistent
- Be a communicator
- Be accountable
- Be collaborative
- Be forgiving
- Be current
- Be involved
- Be a model

# NURSING AS A PROFESSION

Requires extensive education

Need special knowledge, skill and preparation

Moral principles devoted to human and social welfare

Involve responsibility and commitment

Recognition as Registered Nurse



# Philosophy of Nursing

- Philosophy of nursing states our thoughts on what we believe to be true about the nature of the profession of nursing and provide a basis for nursing activities..

# PHILOSOPHY OF NURSING PRACTICE

As the intellectual and effective outcomes of the efforts of professional nurses to understand the relationship between humans, environment and health

Scientific discipline

It must integrate a sense of values into practice

It must include aesthetic elements that contribute to health and well-being

# *AIMS OF NURSING EDUCATION*

- Harmonious development
- Inculcating right attitude
- Knowledge & skill aim

- Emphasis on high-tech-high-touch approach
- Prepare students to take up a proactive role in nursing
- Professional development

- Assist to build a promising career
- Social aim
- citizenship
- To prepare global nurses
- Leadership aim

# CHARACTERISTICS OF PROFESSIONAL NURSE

Honesty

Loyalty

Discipline and obedience

Courtesy

Dignity

Personal appearance

Tact, sympathy, sense of humor and patience

Optimism

Observation and adaptability

Gentleness and quietness

Economy

Sense of responsibility

Adaptability



# CONSUMER PROTECTION ACT, 1986





# What is Consumer

- Consumer refers to any individuals or households that use goods and services generated within the economy.
- Consumer is defined as someone who acquires goods or services for direct use or ownership rather than for resale or use in production and manufacturing.

## **For example,**

When your father buys apple for you and you consume them, your father as well as yourself are treated as consumers. The same thing applies to hiring a taxi to go to your school.



# CONCEPT OF CONSUMER PROTECTION

- Consumer protection means safeguarding the interest and rights of consumers. In other words, it refers to the measures adopted for the protection of consumers from unscrupulous and unethical malpractices by the business and to provide them speedy redressal of their grievances



## **CONSUMER PROTECTION ACT, 1986**

A forum for speedy redressal of consumer grievances against medical services.

People avoid going to the civil courts freely because the court fee is very heavy and there is long delay to get the final verdict.

Parliament has provided a quick, efficacious and economic remedy. According to this act, the decision should be taken within 3 to 6 months.

There is no court fee payment and the person can plead his own case

# OBJECTIVES

- To protect the consumer from abuse.
- To provide a venue for grievance /redress.
- To ensure a better quality of living by improving the quality of consumer products & services.



six rights of the consumers, namely:

Right to safety;

Right to be informed;

Right to choose;

Right to be heard;

Right to seek redressal;

Right to consumer education.

COMPLAINT should contain all the details of the case, an opinion or certificate from an expert from the doctor of concerned speciality and compensation demanded.

These courts only give compensations. The monetary limits of compensation are

a. District court- more than Rs. 5 lacs

b. State commission- 5-20 lacs

c. National commission- above 20 lacs



# DISTRICT FORUM

District judge

Two members – specialists in law, commerce, economics, accounting, industry or administration.

At least one of them must be a woman

# STATE COMMISSION

High court judge, who will be president of state commission

Two members (at least one of them should be woman) who are specialist in industry, accounts, law, administration, economics

Judgement in 30 days



# NATIONAL COMMISSION

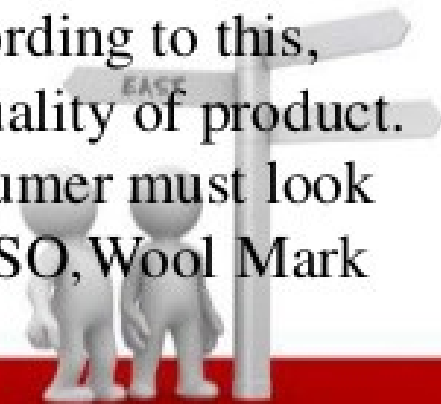
A supreme court judge

Specialist 4 members (one of them should be woman)



# CONSUMER RESPONSIBILITY

- **Consumer must exercise his right-**The consumer must select the product according to his preferences, he must file a complaint if he is not satisfied with the quality of product.
- **Cautious Consumer-**The consumer should not blindly believe on the words of seller. He must insist on getting full information on quality, quantity, utility, price etc
- **Consumer must be quality-conscious-**According to this, consumer himself stops compromising the quality of product. While purchasing the goods or services consumer must look for quality marks such as ISI mark, Agmark, ISO, Wool Mark etc.



- **Insist on cash memo-** To file a complaint the consumer needs the evidence of purchase, and cash memo is the evidence or proof that consumer has paid for the good or service.
- **Filing complaints for the redressal of genuine grievances-** The consumer must file a complaint even for a small loss. This awareness among consumers will make the sellers more conscious to supply quality product.



# FILING A COMPLAINT

## Some Important Terms Defined in Consumer Protection Act

### Who is a consumer?

One who buys goods or hire services for some value.

### When or under what circumstance the complaints can be filed?

**False** by traders and manufacturers

If goods are defective

### Within what period the complaint can be filed?

The complaint must be filed within 3 months of purchase and if some testing of goods is required then within 5 months.



# SOME RELIEFS OR REMEDIES TO CONSUMER

- Removal of defects from the goods.
- Replacement of the goods.
- Refund of price paid.
- Compensation of loss or injury suffered.
- Removal of deficiency in service.
- Stopping the sale of hazardous goods.

