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Indian Maritime University
(A Central University, Govt of India)

End Semester Examinations – December 2023

Programme Name: B Sc (NS)

Semester: I

Subject Code: UG21T5101

Subject Name: English & Human Factors

Date: 18.12.2023

Max Marks: 70

Duration: 03 Hrs

Pass Marks: 35

General Instructions

- (i) All Sections (A, B & C) are to be attempted.
- (ii) Options, if any, are specified in respective section.

Section A

Ten Objective Questions [MCQ / True -False / Fill up the blanks of 01 Mark each (10 x 01 Mark)]

Choose the correct answer.

1. An _____ communicator will often try to dominate others and use humiliation to control others.
 - (a) Aggressive-passive
 - (b) Assertive
 - (c) Aggressive-assertive
 - (d) Aggressive
2. The main purpose of technical communication is to show the beauty of language and to impress with an extensive vocabulary.
 - (a) True
 - (b) False
3. Change the voice (Passive to Active): 'All the necessary precautions were taken by them.'
 - (a) They have taken all the necessary precautions.
 - (b) They take all the necessary precautions.
 - (c) They took all the necessary precautions.
 - (d) They had taken all the necessary precautions.
4. The sentence given below is grammatically incorrect. Pick out the best suitable option to correct the sentence.
'If the cab would have started on time, she would have reached the office on time.'

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- (a) If the cab would have been started on time, she had reached the office on time.
- (b) If the cab started on time, she would have reached the office on time.
- (c) If the cab would have started on time, she had reached the office on time.
- (d) If the cab had started on time, she would have reached the office on time.
5. Empathetic listening means to listen
- (a) To derive pleasure.
- (b) To get some specific information.
- (c) To evaluate the speaker's messages.
- (d) To the speaker's feelings, emotions and state of mind.
6. The SQ3R Reading technique means
- (a) Survey-Quality-Response-Recall-Revise
- (b) Survey-Question-Read-Response-Revise
- (c) Survey-Question-Read-Recall-Revise
- (d) Supervise-Quality-Read-Recall-Refresh
7. Purposeless repetition is called _____.
- (a) Relevancy
- (b) Deservedness
- (c) Brevity
- (d) Redundancy
8. Writing a letter with "you-attitude" means writing:
- (a) Using the word "you" repeatedly
- (b) From the point of view of the writer
- (c) From the point of view of other persons not concerned
- (d) From the point of view of the reader
9. _____, also known as the first mate, is in charge of the operations of the deck department and reports directly to the captain.
- (a) Chief Officer
- (b) Chief Cook
- (c) Sea Cadet
- (d) Chief Engineer
10. Pertaining to the primary duties of deck cadets, which of the following options is not correct:
- (a) Deck Cadets follow a structured training programme with academic studies ashore coupled with practical experience afloat.
- (b) Whilst onboard, they are required to complete various assignments towards their first Competency Certificate.
- (c) Deck cadets are trained under the guidance of the ship's Chief Officer.
- (d) Deck cadets are responsible to ensure that the mooring lines and gangway of the ship are properly secured.

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Section B
Five Questions of 02 Marks each
SHORT ANSWER TYPE QUESTIONS (5 x 02 Marks)

11. What is Downward Communication?
12. What are the different steps involved in the process of listening?
13. Describe the Scanning Reading Technique?
14. List few main barriers of communication?
15. List the essentials of personal hygiene on board.

Section C
Answer five out of seven questions. (10
Marks Each)

16. Explain the following terms (in 50-100 words each) of nonverbal communication with appropriate examples of each: (5+5 marks)
 - (i) Kinesics
 - (ii) Paralinguistics
17. Do as directed:
Change the voice: (5 marks)
 - (a) The requests will be approved by one of the supervisors.
 - (b) This free flow of information enables maximum cooperation among all team members.
 - (c) The Department of Defense has established this institute.
 - (d) The ideas discussed in the meeting have been recorded by our department.
 - (e) In the next meeting, the committee will introduce some amendments to the procedure.

Each of the following sentences has one grammatical error/ inappropriate word. Identify the error and correct the sentences: (5 marks)

- (f) The proposal to offer an additional allowance to all the employees were opposed by the workers.
 - (g) They have been working on this project since two hours.
 - (h) You will loose your advance if you cancel the order.
 - (i) The container was stationery for at least half an hour.
 - (j) One of the student has scored above 95% in this test.
18. Explain any four types of listening in 120-150 words with suitable examples of each. (10 Marks)
 19. Answer the following questions (50-70 words each). (5+5 Marks)
 - (a) Explain the process of reading with a diagram.

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- (b) As an intern at ABC Management Pvt. Ltd, write an email to your internship Project Manager, informing about the progress that you are making and some difficulties that you are encountering. (Write at least 100 words.)
20. Write a report on an accident that happened onboard due to some negligence. Three crew members were injured in this accident. Since you have witnessed the accident, you are instructed to write a report on this accident. (10 Marks)
You need to explain the following:
- When and where was the accident happened?
 - How did the accident occur?
 - What actions did you take after the accident?
- You should write at least 200 words.
21. Imagine that you are the manager of a branch of Asian Shipping Company Ltd. One of your long-standing customers Mr Y. Kumar, has written a strongly worded complaint expressing his total dissatisfaction with your services in recent times. Probably this was due to the hiring of a few temporary hands who did not receive much training before manning the counters. Write a letter (in 120-150 words) to the customer to assuage his feelings and to restore his confidence in your company. (Assume suitable data wherever necessary.)
22. Answer the following questions:
- (a) Sketch the shipboard organizational chart. (05 Marks)
- (b) Explain the functions of the Deck Department in 100 words. (05 Marks)
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