

**Indian Maritime University**  
**(A Central University, Govt of India)**  
**End Semester Examinations – June 2023**  
**Programme Name: B Sc (NS)**  
**Semester: Sem I**  
**Subject Code: UG21T5101**  
**Subject Name: ENGLISH & HUMAN FACTORS**

Date: 06.06.2023

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 MCQs/Fill in the Blanks of 01 Mark each – Choose the correct answer as applicable. (1 x 10 = 10 Marks)**

1. Samuel \_\_\_\_\_ to several people, and now he is ready to decide.

- a. talking
- b. talk
- c. talked
- d. will talk

2. Before the play begins, the audience \_\_\_\_\_ their own seats.

- a. find
- b. found
- c. finding
- d. finds

3. He always speaks \_\_\_\_\_ a loud voice.

- a. in
- b. by
- c. on
- d. Through

4. He was disappointed to find no one \_\_\_\_\_ home.

- a. to
- b. at
- c. in
- d. on

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5. Don't give David any chicken. He only eats \_\_\_\_\_ food.
- vegetarian
  - fattening
  - nutritious
  - appetizing
6. He expects to receive his Master's degree \_\_\_\_\_ next June.
- by
  - in
  - on
  - at
7. Does \_\_\_\_\_ know that \_\_\_\_\_ was absent?
- she, me
  - she, I
  - her, me
  - Her, I
8. In order to ensure your access to our services, please keep us \_\_\_\_\_ of any alterations in your membership profile, such as change of address.
- assured
  - updated
  - disposed
  - Composed
9. You \_\_\_\_\_ worry about it.
- ought not
  - must not
  - don't must
  - can not
10. Charles was a flight attendant \_\_\_\_\_ seven years.
- during
  - after
  - for
  - through

**Section B**  
**SHORT ANSWER TYPE QUESTIONS (5 x 02 Marks)**

- What is Downward Communication?
- What are the different steps involved in the process of listening?
- Describe the Scanning Reading Technique.

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14. What are the objectives of a cover letter?
15. Write a note on the emotional demands of a career in the merchant navy.

### Section C

**(Answer any Five out of Seven) Each Question is for 10 Marks**

16. Read the following two passages and answer the questions following the passages: **(5+5=10 marks)**

A) The Panama Canal is an important shipping route. This artificial waterway is located in Panama, a country in Central America. On one side of Panama is the Caribbean Sea; the Pacific Ocean flanks the other side. The Canal runs through the narrowest part of the Isthmus of Panama. The Canal allows ships to pass from the east to the west coasts of the United States and vice versa without having to go round South America. This shortens the voyage by 8000 nautical miles and ships no longer have to sail through the dangerous and stormy Cape Horn.

A huge dam was built across River Chagres, creating an artificial lake known as Lake Gatun. The Canal flows through the Gatun Locks to the dam which lies to the east of Lake Gatun.

The Panama Canal is 81.6 km long. The minimum width of the Canal is about 91 m and its minimum depth is about 12 m. Through this Canal, ships can travel from the Atlantic Ocean via the Caribbean Sea to the Pacific Ocean. The ships actually have to travel upstream and downstream in the Canal. This is done by way of locks. There are twelve locks in the canal. All the locks are doubled so that ships can pass through in both directions. The water level in the locks have to be raised or lowered appropriately to allow a ship to sail on. The raising or lowering of the water level in the locks is a time-consuming process. A ship will take between eight to nine hours to cross the Panama Canal.

The Panama Canal has been open since 1914. Since then, the shipping industry has expanded by leaps and bounds. It has also brought the world closer together. The existence of the Panama Canal has great political and commercial importance to the United States. This has given the United States an edge when trading with countries in the southern hemisphere of the world and with the far eastern countries. Routes to the British Isles and Europe from the western part of the United States have been made faster. Countries located in the Pacific Ocean are thus more closely connected with their manufacturing centers in Europe. The Panama Canal has also brought the ports in Southeast Asia nearer to the Atlantic ports of North America.

Lately however, the Panama Canal has not been able to cope up with the ever-increasing demands of modern shipping. The depth of the water is not deep enough, or certain parts of the waterway are not wide enough for most modern vessels to pass through. There are also too many locks in the canal which cause unnecessary delay and slow down the ships. Due to these factors, proposals have been made to reconstruct the Canal. One proposal is to build two-way sea level canals across Costa Rica which will be underground. These canals will be tunneled through the mountain range, thus protecting the vessel from possible storms.

(1x5=5 marks)



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- a) Where is the Panama Canal situated?
  - b) How do the ships travel through the Canal?
  - c) Why does it take several hours for a ship to pass through the Canal?
  - d) What has happened to the shipping industry since the opening of Canal?
  - e) Explain the meaning of the word 'time-consuming'.
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B) Dasrath Manjhi took twenty-two years to build a road through the mountains in Bihar. The road is an amazing achievement for a landless farmer and a symbol of selfless service to mankind. He did it mainly by his own efforts, his drive and his indomitable determination. He did it for the sake of his fellow men, not expecting rewards of any sort. He did it using the simplest of tools—a chisel, rope and a hammer!

Dasrath Manjhi, 31 years old at the time, set out to carve a 1km-long path through a rocky hillside. He wanted life to be easier for his fellow villagers. The hill kept the villages in isolation, forcing people to trek through dangerous ground for hours just to reach the nearest market town. Children had to walk eight kilometers to reach school, but thanks to Dasrath Manjhi's handmade road, that distance has been reduced greatly. People from over 60 villages now use it every day.

'This hill has given us trouble and grief for centuries. The people asked the government many times to make a proper road through the hill, but nobody paid any attention. So I just decided I would do it all by myself,' Manjhi told the newspaper in 2007.

However, what empowered a single man to accomplish such an enormous task? For Dasrath, it was love for his wife. 'My wife, Faguni Devi, was seriously injured while crossing the hill to bring me water. At that time, I worked on a farm across the hills. That was the day I decided to carve out a proper road through this hill,' the farmer said. Sadly, his beloved wife didn't get to see the fruits of his labour, as shortly after the accident she fell ill and died. She could have been saved if she was taken to the hospital in time. The tragic loss only made the ambitious man more focused on his task, and fellow villagers remember seeing him 'hacking at the hill day and night as if he were possessed'.

At the beginning, most people didn't take his project seriously and they ridiculed him and called him a madman for taking on such a Herculean task. As time went by, and as the unfazed farmer continued to split the troublesome hill in half, he started getting some help.

'Though most villagers taunted me at first, there were quite a few who lent me support later by giving me food and helping me buy my tools,' he remembered. Now, all the people of the Gaya district have nothing but gratitude for the 'mountain man' who single-handedly made their lives so much easier. He never received any recognition from the government for his accomplishment. 'What I did is there for everyone to see. When God is with you, nothing can stop you,' Dasrath Manjhi once said. 'I am neither afraid of any punishment from any government department for my work nor am I interested in any honor from the government.'

Dasrath can teach us many valuable lessons through his accomplishment. He proved by his contribution that patience is the greatest virtue that leads to



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success. After all, he took twenty-two years for his project. He proved to us that one can dream the impossible and yet make it come true. He also proved to us that it is really one's attitude that decides how we want to live. He didn't let his personal tragedy or his poverty come in the way of his project. He kept positive despite everyone's criticism and comments. He didn't lose heart even though he was called mad or crazy. He dared to be different. (1x5=5 marks)

- a) Why did Dasrath Manjhi decide to build the mountain road ?
- b) Why did Dasrath's wife meet with a tragic end?
- c) How do you know that the villagers didn't support his work ?
- d) What kind of a person was Dasrath ? Give one quality and provide a reason to support your answer.
- e) Who did Dasrath feel was on his side ?

17. Explain the process of communication with a diagram. (10 Marks)

18. Compare listening and hearing. Discuss the barriers to effective listening. (5+5=10 Marks)

19. In response to an advertisement in the "Employment News" for the post of "Deck Cadet officer", prepare a cover letter and a résumé for the same, highlighting position sought, career objective, education, work experience (if any), specific skills (if any), achievements (if any), activities, interest and references. (10 Marks)

20. What are the technical, practical, physical, emotional and psychological demands for a career in the merchant navy? (10 Marks)

21. You are Ashok Vij, a B.Sc. 1st year cadet. Suppose you want to take an education loan from Citi Bank. Write an e-mail to the Credit Manager of Citi Bank, Mumbai Fort Branch, requesting him to send you details regarding educational loans provided by the Citi Bank. (10 Marks)

22. Write an essay of minimum 250 words on any **one** of the following topics. (10 Marks)

- a) Significance of National Maritime Day of India
- b) Advantages & Disadvantages of Online Learning
- c) Role of Shipping on National Economic Development.

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