

B.Sc. (NAUTICAL SCIENCE)

Term-End Examination

December, 2013

00981
18600

BNA-017 : ENGLISH AND HUMAN FACTORS

Time : 2 hours

Maximum Marks : 100

Note : Attempt all questions. All questions carry equal marks.

1. Write an essay describing the duties and responsibilities of the master and chief engineer officer on board the ship. **10+10**

2. Fill in the blanks with appropriate words given herein (refrain, exit, area, flight attendant, breath, indulge, co-passengers, flight, oxygen, space, arrival, jump) : **8x2½=20**
 - (a) Show your boarding pass to the _____ attendant and confirm your seat.
 - (b) Place your cabin luggage at the designated _____ and if it is full ask _____ for assistance.
 - (c) Your limbs should be with in your seating _____.
 - (d) Be courteous to the flight attendant and _____.
 - (e) Do not _____ in drinking alcohol as you will be joining ship immediately on _____ .

- (f) While getting down from the aircraft do not rush to the _____ and do not push your _____ .
- (g) Since most flights are non-smoking _____ from smoking in the flight.
- (h) If your cabin loses the pressure during flight, you should put on your _____ mask so you can _____ comfortably.

3. Describe the methods for improving any of the two communication skills from the following.

- (a) reading skill 2x10=20
- (b) writing skill
- (c) listening skill
- (d) speaking skill

4. Write short notes on *any two* of the following :

- (a) Barriers to effective team work 2x10=20
- (b) Fleet personnel department
- (c) Saloon department
- (d) Tips to maintain good health on board ship

5. Why do you think it is important to have good inter personal relationship on board the ship ? 20

OR

Do you think human beings contribute to the marine accidents ? Give reasons for your answer.
