

B.Sc. (NAUTICAL SCIENCE)

Term-End Examination

June, 2015

00274

BNA-017 : ENGLISH AND HUMAN FACTORS

Time : 2 hours

Maximum Marks : 100

Note : *This paper has **five** questions. Each question carries **20** marks. Attempt **all** questions.*

1. Explain the organisational structure on board a merchant ship. List out the duties of the following personnel on board : 20
 - (a) Deck Cadet
 - (b) Bosun
 - (c) Chief Officer
 - (d) Electrical Officer

2. Write short notes on any **four** of the following : 20
 - (a) Hindrances to effective team work
 - (b) Developing and maintaining a positive attitude on board a ship
 - (c) Reasons for maintaining high hygienic standards on board a ship

- (d) Psychological needs/demands of a seafarer's career
 - (e) Role of human error in accidents
 - (f) Fleet personnel department
 - (g) Designated Person Ashore
3. Discuss the methods for improving the following skills : 20
- (a) Reading skills
 - (b) Writing skills
 - (c) Listening skills
 - (d) Speaking skills
4. You were recently a part of a group which went on a foreign tour organised by SOTC. Although you were told that there would not be additional costs involved, you ended up spending a huge amount of money because the tour wasn't properly organised. Everything about the tour fell short of what you had been promised. Write a letter to the company complaining about what happened and also ask for a refund. 20
5. Describe the factors affecting human performance on board a ship. 20
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