

**B.Sc. (NAUTICAL SCIENCE)**

**Term-End Examination**

**December, 2014**

00745

**BNA-017 : ENGLISH AND HUMAN FACTORS**

*Time : 2 hours*

*Maximum Marks : 100*

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**Note :** *This paper has eight questions. Attempt **all** questions.*

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1. You are onboard MT Princess as a Deck Cadet. Prepare a draft circular to be issued by the Master of the ship announcing a change in meal timings (assume timings as per your convenience). 10
  
2. Write short notes on any **four** of the following (Maximum 100 words each) : 20
  - (a) Key aspects of effective communication
  - (b) Listening skills
  - (c) Speaking skills
  - (d) Reading skills
  - (e) Writing reports of incidents onboard
  - (f) Safety circulars and notices

3. Briefly describe the barriers to effective communication. (Maximum 200 words) 10
4. Draw the organisational structure onboard a ship. List out the duties of the following : 10+10=20
- (a) Deck Cadet
  - (b) Chief Officer
5. Write short notes on any *two* of the following : (50 – 100 words each) : 10
- (a) Fleet Personnel Department
  - (b) Designated Person Ashore
  - (c) Safety and Quality Management Department
  - (d) Technical Management Department
6. Briefly describe the characteristics of effective teamwork. (Maximum 100 words) 10
7. Briefly describe any five psychological needs to be fulfilled to become a successful seafarer. (Maximum 100 words) 10
8. Briefly describe any four human factor challenges facing the maritime industry today. (Maximum 100 words) 10