

B.Sc. (NAUTICAL SCIENCE)

Term-End Examination

June, 2014

00715

BNA-017 : ENGLISH AND HUMAN FACTORS

Time : 2 hours

Maximum Marks : 100

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

1. Draw the sketch of organizational structure on board, and list out the duties and responsibilities of the chief officer and 3rd officer on board the ship. **20**
2. What are the key aspects of communication, and what should you keep in mind to ensure effective communication ? **20**
3. Write an application to the Principal of a Maritime training institute with the request to book one seat for the training programme for GMDSS course. **20**
4. Write short notes on the following characteristics of effective team work. **20**
 - (a) Common Purpose and Goal
 - (b) Trusting each other
 - (c) Role Clarification
 - (d) Open and Effective Communication

5. Why Merchant Navy is considered a profession with specific demands ? What are the special demands of the profession ? 20

OR

Inter-Personal Relationship is pre-requisite of good team work, discuss in brief, and explain the steps towards developing good Inter-Personal Relationship.
