

Indian Maritime University

(A Central University, Govt of India)

End Semester Examinations – December 2022

Programme Name: DNS

Semester: I

Subject Code: UD11T5107

Subject Name: ENGLISH & HUMAN FACTORS

Date: 02.01.2023

Max Marks: 70

Duration: 02 Hours

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. Objective Questions [MCQ / True -False/Fill up the blanks/Match the following]

1. Exchange of information through the use of words or action is called -----
A. Active listening C. Aggressive listening
B. Body language D. Communication
2. A----- connects the sender to the receiver.
A. Feedback B. Communication C. Noise D. Channel
3. The intended direction of movement of a vessel through the water is called --

A. Course B. Disabled C. Briefing D. Convoy
4. Fill in the blanks with the correct form of the given verb:
The tallest of these three men ----- a doctor.
A. Are B. Is C. Was D. Were
5. ----- is also known as a job letter.

A. Resume B. Cover letter C. Curriculum Vitae D. None of these

6. Physical barrier in communication can be produced by -----

- A. Poor communication B. Culture C. Feeling sick
C. Grammar

7. **Fix the correct meaning for the given standard wheel order:**

Ease to five -----

- A. Rudder to be held fully over to starboard B. Reduce amount of rudder to 5° and hold C. Reduce swing as rapidly as possible D. Rudder to be held in fore and aft position

8. The key point of a formal letter is written in which part of a formal letter?

- A. Opening B. Body C. Closing D. Postscript

9. The advantages of using e-mail includes -----

- A. Speed B. low cost C. Flexibility D. All of these

10. Identify correct sequence of the communication process:-----

- A. Encoding, transmission, decoding, Ideation, Feedback
B. Decoding, Feedback, Ideation, Encoding, Transmission
C. Transmission, Decoding, Feedback, Encoding, Ideation
D. Ideation, Encoding, Transmission, Decoding, feedback

Section B

Five Questions of 02 Marks each. SHORT ANSWER TYPE QUESTIONS

11. How many message markers are there in SMCP? What are they?
12. Why it is said that Happiness is a choice?
13. Explain why writing a covering letter along with resume is important for applying a job?
14. Explain Horizontal communication with example.
15. Define the process of decoding in technical communication.

Section C

Answer five out of seven questions. (10 Marks Each)

16. Explain the incident that shattered Maanji's faith in 'The Refugee'. (10 marks)
17. Describe the Nature of the job at sea in about 150 words.(10 marks)
18. Explain the styles of communication with examples. (10 marks)
19. Prepare a report on some damage which has taken place on board due to fire.(10 marks)
20. What are the values described by Christie Craig in the story 'A Garden So Rich'.(10 marks)
21. Write a short note on any two of the following (5+5 marks)
(a) Physical Fitness (b) Leadership & Teamwork (c) Anger Management
22. Write an email to your uncle thanking him for his timely help by paying your exam fees.(10 marks)

