

INDIAN MARITIME UNIVERSITY
(A Central University, Government of India)
End Semester Examination Dec 2019/Jan 2020
B.Sc. (Nautical Science)
Semester -VI

UG21T3605- Human Resource Management, Development & Leadership

Date: 09-01-2020
Time: 3 Hrs

Max Marks: 70
Pass Marks: 35

Note: Question No. 1 is compulsory.

Answer any 6 questions from remaining 8 questions (each of 10 marks).
Scientific Calculator is permitted if required.

- Q.1. **(2 x 5 = 10 marks)**
- (a) Describe the duty of Fleet Personnel Department.
 - (b) What are the barriers to communication?
 - (c) List Maslow's Hierarchy of Needs.
 - (d) How are drugs classified based on availability and social acceptability?
 - (e) List any 5 contents of the 'Articles of Agreement' as per MS Act.
- Q2. What difficulties may one encounter when working in a cross-cultural environment?
How might one overcome these? **(10 marks)**
- Q3. What are the causes of stress onboard? How will you deal with it? **(10 marks)**
- Q4. How can one develop effective communication skills? What are the fundamental rules for effective communication? **(10 marks)**
- Q5. (a) What are the basic components of Herzberg's motivator-hygiene theory? **(5 marks)**
(b) What are the characteristics of effective teamwork? **(5 marks)**
- Q6. (a) What are the duties of Chief Officer? **(5 marks)**
(b) What are the duties of Second Engineer? **(5 marks)**
- Q7. Sketch and label the Shipboard Organizational Structure. **(10 marks)**
- Q8. Describe the art of being a skillful listener. What are the advantages of being a good listener? **(10 marks)**
- Q.9. (a) List any *five* provisions mentioned in Section 95 of MS Act 1958. **(5 marks)**
(b) List any *five* social responsibilities of a shipping company. **(5 marks)**
