

Indian Maritime University
(A Central University, Govt of India)
End Semester Examinations – December 2022
Programme Name: B Sc (NS)
Semester: I
Subject Code: UG21T5101
Subject Name: English & Human Factors

Date: 24.12.2022

Max Marks: 70

Duration: 03 Hrs

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 Objective Questions [MCQ / True –False / Fill up the blanks] of 01
Mark each (10 x 01 Mark)**

Choose the correct answer.

1. An _____ communicator will often try to dominate others and use humiliation to control others.
 - (a) Aggressive-passive
 - (b) Assertive
 - (c) Aggressive-assertive
 - (d) Aggressive
2. The main purpose of technical communication is to show the beauty of language and to impress with an extensive vocabulary.
 - (a) True
 - (b) False
3. Change the voice (Passive to Active): 'All the necessary precautions were taken by them.'
 - (a) They have taken all the necessary precautions.
 - (b) They take all the necessary precautions.
 - (c) They took all the necessary precautions.
 - (d) They had taken all the necessary precautions.
4. The sentence given below is grammatically incorrect. Pick out the best suitable option to correct the sentence.
'If the cab would have started on time, she would have reached the office on time.'

- (a) If the cab would have been started on time, she had reached the office on time.
 - (b) If the cab started on time, she would have reached the office on time.
 - (c) If the cab would have started on time, she had reached the office on time.
 - (d) If the cab had started on time, she would have reached the office on time.
5. Empathetic listening means to listen
- (a) to derive pleasure.
 - (b) to get some specific information.
 - (c) to evaluate the speaker's messages.
 - (d) to the speaker's feelings, emotions and state of mind.
6. The SQ3R Reading technique means
- (a) Survey-Quality-Response-Recall-Revise
 - (b) Survey-Question-Read-Response-Revise
 - (c) Survey-Question-Read-Recall-Revise
 - (d) Supervise-Quality-Read-Recall-Refresh
7. Purposeless repetition is called _____.
- (a) relevancy
 - (b) deservedness
 - (c) brevity
 - (d) redundancy
8. Writing a letter with "you-attitude" means writing:
- (a) using the word "you" repeatedly
 - (b) from the point of view of the writer
 - (c) from the point of view of other persons not concerned
 - (d) from the point of view of the reader
9. The best way to apply for a job is to submit a résumé that is:
- (a) specifically written for that particular job
 - (b) suitable for any job
 - (c) self-recommending
 - (d) full of personal information
10. Pertaining to the primary duties of deck cadets, which of the following options is not correct:
- (a) Deck Cadets follow a structured training programme with academic studies ashore coupled with practical experience afloat.
 - (b) Whilst onboard, they are required to complete various assignments towards their first Competency Certificate.
 - (c) Deck cadets are trained under the guidance of the ship's Chief Officer.
 - (d) Deck cadets are responsible to ensure that the mooring lines and gangway of the ship are properly secured.

(iii) With what topic is the passage primarily concerned?

20. You are the secretary of the Planning Department of G. R. EduTech Pvt. Ltd. Your department is planning to offer a new study-abroad course. The course will be held in Japan for three months in the summer of 2023. To discuss the plan, a departmental meeting was held on 15th December 2022. Prepare the narrative minutes of the meeting. The minutes must include:
- Company's name, date, time and venue,
 - Members present and members absent,
 - Announcements, suggestions, recommendations, action points, etc. (use at least 4 agenda points)
- Assume suitable data wherever necessary.
21. Imagine that you are the manager of a branch of Asian Shipping Company Ltd. One of your long-standing customers Mr Y. Kumar, has written a strongly worded complaint expressing his total dissatisfaction with your services in recent times. Probably this was due to the hiring of a few temporary hands who did not receive much training before manning the counters. Write a letter (in 120-150 words) to the customer to assuage his feelings and to restore his confidence in your company. (Assume suitable data wherever necessary.)
22. Make a diagram of the shipboard organisational chart and explain the functions of the deck department onboard in 150-200 words. (4+6 Marks)



Section B
Five Questions of 02 Marks each
SHORT ANSWER TYPE QUESTIONS (5 x 02 Marks)

11. What is Downward Communication?
12. What are the different steps involved in the process of listening?
13. Describe the Scanning Reading Technique.
14. What are the objectives of a cover letter?
15. Write a note on the emotional demands of a career in the merchant navy.

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

16. Explain the following terms (in 100-120 words each) of nonverbal communication with appropriate examples of each: (5+5 marks)
 - (i) Kinesics
 - (ii) Paralinguistics
17. Do as directed:
Change the voice:
 - (a) The requests will be approved by one of the supervisors.
 - (b) This free flow of information enables maximum cooperation among all team members.
 - (c) The Department of Defense has established this institute.
 - (d) The ideas discussed in the meeting have been recorded by our department.
 - (e) In the next meeting, the committee will introduce some amendments to the procedure.

Each of the following sentences has one grammatical error/ inappropriate word. Identify the error and correct the sentences:

- (f) The proposal to offer an additional allowance to all the employees were opposed by the workers.
 - (g) They have been working on this project since two hours.
 - (h) You will loose your advance if you cancel the order.
 - (i) The container was stationery for at least half an hour.
 - (j) One of the student has scored above 95% in this test.
18. Explain any four types of listening in 200-250 words with suitable examples of each. (2.5 marks on each type)

19. Read the following passage carefully and answer the question given after the passage. (5 x 2 Marks)

Recent technological advances in manned and unmanned undersea vehicles, along with breakthroughs in satellite technology and computer equipment, have overcome some of the limitations of diverse and diving equipment for scientists doing research on the great oceans of the world. Without a vehicle, divers often became sluggish, and their mental concentration was severely limited. Because undersea pressure affects their speech organs, communication among divers has always been difficult or impossible.

But today, most oceanographers avoid the use of vulnerable human divers, preferring to reduce the risk to human life and make direct observations by means of instruments that are lowered into the ocean, from samples taken from the water, or from photographs made by orbiting satellites. Direct observations of the ocean floor can be made not only by divers but also by deep-diving submarines in the water and even by the technology of sophisticated aerial photography from vantage points above the surface of the water.

Some submarines can dive to depths of more than seven miles and cruise at depths of fifteen thousand feet. In addition, radio-equipped buoys can be operated by remote control in order to transmit information back to land-based laboratories via satellite. Particularly important for ocean study are data about water temperature, currents, and weather. Satellite photographs can show the distribution of sea ice, of slicks, and cloud formations over the ocean. Maps created from satellite pictures can represent the temperature and the colour of the ocean's surface, enabling researchers to study the ocean currents from laboratories on dry land. Furthermore, computers help oceanographers to collect, organize, and analyze data from submarines and satellites.

By creating a model of the ocean's movement and characteristics, scientists can predict the patterns and possible effects of the ocean on the environment. Recently, many oceanographers have been relying more on satellites and computers than on research ships or even submarine vehicles because they can supply a greater range of information more quickly and more effectively. Some of humankind's most serious problems, especially those concerning energy and food, may be solved with the help of observations made possible by this new technology.

From the above paragraph, with your own words explain the following:

- (i) How is a radio-equipped buoy operated?
- (ii) The word 'cruise' in the given passage could best be replaced by