

CP-9485

Sub. Code

91513

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Airline and Airport Management

MANAGEMENT PROCESS

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define business.
2. Define management.
3. Give two differences in business and professions.
4. Define planning.
5. What is centralisation?
6. Define staffing.
7. What is budgetary control?
8. Define decision making.
9. Define selection.
10. What is partnership deed?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the nature of business.
- Or
- (b) Explain the characteristics of business organization.
12. (a) Define partners. Discuss the various kinds of partners.
- Or
- (b) Explain the role of public utilities.
13. (a) Management a science or an art?
- Or
- (b) Explain the nature of planning.
14. (a) Explain the types of policies.
- Or
- (b) Explain the importance of decision making.
15. (a) Outline the important principles of direction.
- Or
- (b) Explain the principles of delegation.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the merits and demerits of Joint Stock Company.
- Or
- (b) Explain the responsibilities of manager.

17. (a) Explain the functions of management.

Or

(b) Explain the evolution of management theory.

18. (a) Explain the methods of training.

Or

(b) Explain the methods of controlling.

CP-9486

Sub. Code

91514

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Airlines and Airport Management

COMPUTER APPLICATIONS

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define the term software and give examples.
2. What do you mean by the term directory? Name few directories found in your computer.
3. Write the command to set tab stop position at every 5 c.m in a Word document.
4. What do you mean by the term column? What is its purpose?
5. What is the purpose of autofill handle in a cell pointer? What is its use?
6. How will you select a cells in the range A1:A300? Write the mouse operation.
7. How will you make duplicate copies of a slide in powerpoint presentation? Write command.

8. Write command to add custom animation to the contents of a slide.
9. What is meant by primary key in a data table? Give an example.
10. Write the purpose of Form in Database.

Part B

(5 × 5 = 25)

Answer **all** the questions, choosing either (a) or (b).

11. (a) Describe the generations of computers.

Or

- (b) Explain the use of any five disk operating system commands.

12. (a) Write different ways of formatting paragraph text.

Or

- (b) Explain the use of find and replace command and options in it.

13. (a) Explain about formatting options to format text in cells.

Or

- (b) Explain any five functions in Excel and their use.

14. (a) Explain any five options to animate objects on a slide.

Or

- (b) Explain the ways to change the width, height, delete, insert rows and columns in a worksheet.

15. (a) Write the procedural steps to relate two tables using a common key. Assume your own tables.

Or

- (b) Write the procedural steps to create a report using student data table.

Part C (3 × 10 = 30)

Answer **three** questions.

16. (a) Explain the characteristics and applications of computers.

Or

- (b) Explain in detail about mail merge feature and its use.

17. (a) Illustrate the step by step procedure to add student data with five subject marks, write functions to find sum, average of marks and draw a line graph between student names and total marks of all the five subjects in Excel with your own data.

Or

- (b) Illustrate the steps in creating a powerpoint presentation and setup a slide show with multimedia contents.

18. (a) Write steps to create report using sales data table with summaries. Assume your own data.

Or

- (b) Write steps to create employee table and add queries. Generate a report containing data of all female employees.

CP-9487

Sub. Code

91515

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Airlines and Airport Management

ACCOUNTING FOR MANAGERS

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Dual aspect Concept.
2. Define Suspense Account.
3. What is trial Balance?
4. Write the proforma of trading account.
5. Define Cost unit.
6. Distinguish between Cost accounting and Management Accounting.
7. What is Inventory Control?
8. Define re-order level.
9. What is budgeting?
10. How does Marginal cost differ from total cost?

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Explain different types of subsidiary books.

Or

- (b) Pass the necessary journal entries in the books of Mr. Raghav

Date

Particulars

2014

Mar. 1st Raghav started business with cash Rs. 10,000
and plant and machinery 20,000

Mar. 2nd Bought the furniture from Raj Rs. 2,000

Mar. 8th Purchased goods worth Rs. 6,000

Mar. 12th Sold goods Rs. 1,000

Mar. 16th Purchased goods from Vaibhav on account Rs. 500

Mar. 18th Sold goods to Rajesh Rs. 2,000

Mar. 20th Returned damaged goods to Vaibhav Rs. 100

Mar. 27th Received cheque from Rajesh Rs. 1,000

12. (a) What are different types of errors?

Or

- (b) Write in detail about subsidiary books.

13. (a) What are the merits and demerits of cost accounting?

Or

- (b) What are the elements of Cost?

14. (a) Explain different methods of inventory control / Stores control.

Or

- (b) What are the different types of remuneration and incentive methods?

15. (a) What are the types of cost Variance analysis?

Or

- (b) Write short notes on Marginal costing.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain various accounting concepts and conventions in detail.

Or

- (b) From the following trial balances prepare trading and profit and loss A/c and balance sheet.

Particulars	Dr. (Rs.)	Cr. (Rs.)
Capital	–	40,000
Sales	–	25,000
Purchases	15,000	–
Salaries	2,000	–
Rent	1,500	–
Insurance Premium paid	300	–
Drawings	5,000	–
Machinery	28,000	–
Cash	4,500	–
Bank	2,000	–
Stock (1. 1.2016)	5,200	–
Debtors	2,500	–
Creditors	1,000	–

Adjustments:

- (i) Closing stock — Rs. 4,900
- (ii) Outstanding salary — Rs. 3,300
- (iii) Rent prepaid — Rs. 200
- (iv) Prepaid insurance premium — Rs. 90.

17. (a) Explain in detail about Cost classification.

Or

(b) Explain the preparation of Cost sheet.

18. (a) Define variance analysis. Explain different types of variance analysis.

Or

(b) What is budgeting? Explain different types of budgets.

CP-9488

Sub. Code

91523

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Second Semester

Airlines and Airport Management

BUSINESS LAW

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. What is meant by offer and acceptance?
2. What is breach of contract?
3. What is a public limited company?
4. Write short notes on prospectus.
5. Who is agent?
6. What do you mean by auction sale?
7. What are the functions of work committee?
8. What is lay-off?
9. Give the objectives of patent act.
10. Mention the need for central Excise act.

Part B

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Describe the legal rules of a valid contract.

Or

- (b) Explain the Remedies for breach of contract.

12. (a) Define consideration. Explain the legal rules regarding consideration.

Or

- (b) Discuss the various modes of discharge of contract.

13. (a) Explain the differences between Sale and Agreement to sell.

Or

- (b) Describe the roles and functions of the consumer redressal agencies.

14. (a) How does a contract gets discharged by impossibility of performance? Explain.

Or

- (b) Describe the circumstances under which agency stands terminated.

15. (a) Who is surety? Explain the ways in which a surety is discharged.

Or

- (b) What are the duties and liabilities of promoters? How he is remunerated?

Part C

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Define contract. Explain the essentials of a valid contract.

Or

- (b) Explain with examples, the various agreements opposed to public policy.

17. (a) What are the general powers of central government under the environment protection Act 1986? Explain.

Or

- (b) Elaborate on the rights and duties of consumers.

18. (a) Describe the legal rules and conditions of Intellectual Property Rights Act.

Or

- (b) Explain the documents to be filed with the registrar of companies prior to incorporation.

CP-9489

Sub. Code

91524

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018.

Second Semester

Airlines and Airport Management

MATHEMATICS FOR MANAGEMENT

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Set and Set Operation.
2. What are the elements of Co-ordinate System?
3. Explain Simple Interest?
4. Define Geometric Progression.
5. What is statistics?
6. What is the diagrammatic presentation of data?
7. Define Arithmetic Mean.
8. What do you mean by Simple Correlation?
9. Define Cost of living Index.
10. What is unweight indices?

Part B

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) Prove that $A \cap (B \cap C) = (A \cap B) \cap C$.

Or

- (b) Prove that $A \Delta (B \Delta C) = (A \Delta B) \Delta C$.

12. (a) If the A. M. between p^{th} and q^{th} terms of an A. P., be equal and to the A. M. between r^{th} and s^{th} terms of the A. P., then show that $p + q = r + s$.

Or

- (b) Find the sum of the G.P.: 0.6, 0.06, 0.006, 0.0006, to n terms.

13. (a) Explain the scope and limitations of Statistics.

Or

- (b) Illustrate the uses and advantages of Pie diagrams.

14. (a) For the following frequency table, find the mean

Class :	100-120	120-140	140-160	160-180
Frequency :	10	8	4	4
Class :	180-200	200-220	220-240	
Frequency :	3	1	2	

Or

- (b) Find the median of the following frequency distribution.

x :	5	7	9	12	14
f :	6	5	3	6	5
x :	17	19	21		
f :	3	2	4		

15. (a) What is a time series? What are the components of a time series?

Or

- (b) Discuss the need for time series analysis and its applications for management.

Part C (3 × 10 = 30)

Answer the following questions

16. (a) Calculate Karl Pearson's coefficient of Skewness from the following data :

Annual Income (in lakhs)	:	70-80	80-90	90-100	100-110
No. of Persons	:	12	18	35	42

Or

- (b) From the following data find mean, median, and mode. Verify the empirical Relation

Marks :	0-20	20-40	40-60	60-80	80-100
Frequency :	3	17	27	20	9

17. (a) Explain the principles and procedures of index number.

Or

- (b) Explain briefly the various methods of determining trend in a time series.

18. (a) Discuss about the Types of Correlation.

Or

(b) (i) Calculate Spearman's Rank Correlation for the following data :

Ranks of X : 1 8 3 8 10 5 4 7 7 3

Ranks of Y : 6 5 9 3 6 3 4 1 9 10

(ii) Calculate the regression equations of x on y and y on x for the following data :

X: 10 12 13 17 18

Y: 5 6 7 9 13

CP-9490

Sub. Code

91525

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Second Semester

Airlines and Airport Management

ORGANISATIONAL BEHAVIOUR

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define organizational behavior.
2. What is intelligence?
3. Define motivation.
4. Define morale.
5. What is attitude?
6. Give a two difference between financial and non financial incentives.
7. What is brain storming?
8. Define counseling.
9. What is a group norm?
10. What is job enlargement?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the importance of organizational psychology.

Or

- (b) Explain comparison of theories *X* and *Y*.

12. (a) State the advantage and disadvantages of brainstorming.

Or

- (b) Describe the different types of conflicts.

13. (a) State the compare and contrast job enrichment and job enlargement.

Or

- (b) Discuss the methods available for the measurement of morale of employees.

14. (a) Define group cohesiveness. What are the factors responsible for it?

Or

- (b) Describe the determinants of organizational climate.

15. (a) Explain the various stages of organizational development process.

Or

- (b) Explain the factors influencing organisational effectiveness.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Define personality. Discuss Freud's approach to personality development.

Or

- (b) Briefly explain the theories of motivation.

17. (a) Explain the transactional analysis and its components and advantages and disadvantages.

Or

- (b) Explain the factors contributing to group cohesiveness and its merits and demerits.

18. (a) Explain the theories of leadership.

Or

- (b) Explain the resolution of conflict and its relationship between conflict and performance.

CP-9491

Sub. Code

91532

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Airline and Airport Management

AVIATION INDUSTRY

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Aviation.
2. What are the types of aircraft?
3. What is civil airport?
4. Who are consider as unaccompanied minors?
5. Define airport security.
6. What is ground handling?
7. What is RAMP?
8. What are the uses of flight information counter?
9. What are the various crisis at airport?
10. What is meant by Hijacking?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the issues and challenges in aviation industry.

Or

- (b) Explain the significance of aviation industry in India.

12. (a) Explain IATA and its functions.

Or

- (b) Write a brief note on airports authority of India.

13. (a) Describe the handling of disabled passenger and stretcher passenger.

Or

- (b) Explain aircraft security necessary in detail.

14. (a) Describe the customs and immigration formalities.

Or

- (b) Write a brief note on airside safety.

15. (a) Explain how to mitigate hijack crisis situations.

Or

- (b) Describe the crisis investigation methods and procedures.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the evolution of aviation in detail.

Or

(b) Describe about the various aircraft manufactures.

17. (a) Narrate the layout of an airport.

Or

(b) Explain the functions of ICAO.

18. (a) Explain airline terminal management in detail.

Or

(b) Narrate the various crisis at airport.

CP-9492

Sub. Code

91533

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Airline and Airport Management

AVIATION ANCILLARY SERVICES

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the role of Ground Handlers?
2. Name any four ground handling companies in India.
3. What is departure concourse?
4. What is Transit?
5. List out the perishable cargo.
6. What is Airway bill?
7. What is meant by Information Dissemination?
8. List out the goods prohibited for carriage by air.
9. Define Airport security.
10. What are the uses of baggage scanner in airports?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the advantage of outsourcing ground handling.

Or

- (b) Narrate the ground handling duties at an airport.

12. (a) Describe the passenger Baggage handling in detail.

Or

- (b) Explain the Handling of Physically challenged passengers.

13. (a) Describe the Booking of perishable cargo and live animals.

Or

- (b) Explain Airway Bill and its content.

14. (a) Write a brief note on Airline catering.

Or

- (b) Describe about Medical services and Hospitality provided at airport.

15. (a) Explain the significance of access control in Aviation security.

Or

- (b) Describe the security screening Infrastructure and procedures.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the role and Responsibilities of Ground Handlers.

Or

- (b) Describe the passenger handling process in detail.

17. (a) Explain the types of cargo.

Or

- (b) Narrate the equipments used for cargo handling in aircraft.

18. (a) Explain planning and design consideration for security at airports.

Or

- (b) Describe the methods and techniques for security at airports.
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CP-9493

Sub. Code

91534

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Airline and Airport Management

AIRLINE AND AIRPORT ORGANISATION

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. List out the major players in Indian Airline Industry.
2. What are the challenges in airline industry?
3. What is meant by aircraft fleet?
4. What is RAMP?
5. What are the airside system of an airport?
6. List out the role of tour operator.
7. What are the purpose of cargo terminal?
8. How are disabled passengers are handled?
9. Write the scope of airport planning.
10. List out the importance of flight safety.

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Describe about competition in Indian Airline Industry.

Or

- (b) Explain the functions of IATA.

12. (a) Explain the ground handling duties at an airport.

Or

- (b) Describe the airline crew management.

13. (a) Narrate the international departure formalities in the terminal.

Or

- (b) Describe the significance of flight safety.

14. (a) Explain the role of travel agents.

Or

- (b) Write a short note on handling of unaccompanied minors and stretcher passengers.

15. (a) Explain the organization structure of an airline.

Or

- (b) Describe the functions of airport.

Part C**(3 × 10 = 30)**Answer **all** questions.

16. (a) Explain ICAO and its functions.

Or

- (b) Describe the history of aviation.

17. (a) Explain aircraft handling process in detail.

Or

(b) Narrate the terminal passenger flows in departure and arrival terminals.

18. (a) Explain the roles and responsibilities of DGCA.

Or

(b) Narrate the benefits and disbenefits of airport operations.

CP-9494

Sub. Code

91535

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Airlines and Airport Management

ECONOMICS FOR EXECUTIVES

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Business Economics.
2. What is demand?
3. What is Production function?
4. What is Marginal revenue?
5. What is mean by Market structure?
6. Define Monopoly.
7. Define factor pricing.
8. What is called wages?
9. What is called social responsibility?
10. Define MRTP Act.

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Write the Nature of Business economics.

Or

- (b) Write the objectives of Demand analysis.

12. (a) Explain the factors of production.

Or

- (b) Distinguish between law of variable proportions and Return to scale.

13. (a) Write the pros and cons of perfect market.

Or

- (b) What is oligopoly? Define the features.

14. (a) What is called marginal productivity theory? Write the criticism.

Or

- (b) Define Risk bearing theory. Write the criticism.

15. (a) State the role of government in business.

Or

- (b) What are the salient features of public utilities?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the determinants of demand? Explain the Law of demand in detail.

Or

- (b) Define Law of variable proportions. Explain their three stages.

17. (a) Elaborate Break-even point analysis.

Or

- (b) Explain the features, benefits and limitations of Monopolistic Competition.

18. (a) Explain the liquidity preference theory. What are the criticisms of this theory?

Or

- (b) Distinguish between Private and public companies.
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CP-9495

Sub. Code

91536

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Airlines and Airport Management

PERSONALITY DEVELOPMENT

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is communication?
2. Define Positive outlook.
3. What do mean by Emotional Intelligence?
4. Define Creativity.
5. What is leadership?
6. Define Motivation.
7. Define Steward.
8. What is interviewing?
9. Define the term Professionalism.
10. What is Resume?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write short notes on Observation.

Or

- (b) Explain the stages and barriers of Listening.

12. (a) Write short notes on Emotional Intelligence.

Or

- (b) What are the basic methods to improve creativity?

13. (a) What are the types of leadership styles?

Or

- (b) Explain the seven rules of Motivation.

14. (a) What are the five steps of effective interview preparation?

Or

- (b) Write a thank you letter for the interview attended for the post of cabin crew.

15. (a) Explain training and certification with examples.

Or

- (b) Write short notes on Presentation, Seminars and Projects.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain communication process and barriers of communication.

Or

- (b) What are the 10 blocks that affect creativity? Explain.

17. (a) Explain in detail time management and time wasters.

Or

- (b) What are the ten rules of interviewing? Explain.

18. (a) Write a resume with cover letter for the application of Cabin crew.

Or

- (b) Explain the following
- (i) Mock interview
 - (ii) Group discussion
 - (iii) Grooming and personal appearance.
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CP-9496

Sub. Code

91537

B.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Airlines and Airport Management

YOGA FOR HUMAN EXCELLENCE

(2017 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. How to make practicing of yoga?
2. Who is founder of yoga?
3. What is 4 7 8 breathing technique?
4. Define Mudras.
5. What is kriya Meditation?
6. Write any five uses of yoga.
7. Define the concept of meditation.
8. Define Tamil siddha meditation.
9. Write few lines about karma yoga.
10. Bhakti yoga — the path of devotion or divine love-
Explain.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the origin, meaning, need and scope of yoga.

Or

- (b) Simply describe yoga with Kuran, Bible and Bhagavat Gita.

12. (a) Explain in details about importance and benefits of yoga.

Or

- (b) Explain the role of yogic practices on Asthma.

13. (a) How to apply the yogic procedure for Anxiety?

Or

- (b) Describe the benefits of physical exercise.

14. (a) Explain in details about subconscious mind.

Or

- (b) List down the benefits of Vajrasana and Gomugasana.

15. (a) Explain the characteristics of Bandhas.

Or

- (b) Explain the types of Pranayama.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Define yoga. Explain in details about yogic practices on Arthritis and Back pain.

Or

- (b) Describe environment for meditation place and also write about method of performing meditation.

17. (a) What are the benefits of pranayama and kriyas?

Or

- (b) Explain ten principles of yogic practices.

18. (a) Describe schools of Meditation.

Or

- (b) Explain about the Suryanamaskar.
