

C-5278

Sub. Code

92011

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Airline and Airport Management

MANAGEMENT PRACTICES

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is comparative management?
2. What do you mean by classical theory?
3. Explain MBO.
4. What are the objectives of planning?
5. What is functional departmentation?
6. What are the advantages of decentralization?
7. What is the difference between motivation and satisfaction?
8. Define motivation.
9. Write the importance of six sigma methodology.
10. What is zero based budgeting?

Part B

(5 × 5 = 25)

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

11. (a) Explain in detail the evolution of management thoughts by different experts in management.

Or

- (b) Explain the rules and social responsibilities of managers.

12. (a) Discuss about strategic planning and operational planning.

Or

- (b) Explain about managerial decision making.

13. (a) Explain the need and importance of departmentation.

Or

- (b) Explain the nature and purpose of organization.

14. (a) What are the essential qualities of a good leader?

Or

- (b) Write about McGregor's Theory X and Theory Y in detail.

15. (a) Describe the process of controlling.

Or

- (b) What is budgetary control? Explain the different techniques to control budget.

Part C

(3 × 10 = 30)

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

16. (a) Enumerate Fayol's principles of management. How are they different from Taylor's principles? Comment on them in brief.

Or

- (b) What are the objectives of planning? Illustrate how you will set the objectives for a manufacturing organization.
17. (a) Explain any two theories of motivation.

Or

- (b) Explain the importance of planning and the steps involved in planning process.
18. (a) Explain in detail about MBO. Also discuss about the advantages and limitations.

Or

- (b) Identify the barriers to effective interpersonal communication and how to overcome them?

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Sub. Code

92012

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Airline and Airport Management

ORGANIZATIONAL BEHAVIOUR

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by “Psychometrics”?
2. Why should organization behaviour be studied? Give two reasons.
3. What are rational and emotional behaviour models?
4. Differentiate between job enrichment and enlargement.
5. What do you mean by Team building?
6. Write about team decision making.
7. What is organizational change?
8. Explain about political behaviour in organization.
9. Define Homogeneity.
10. What is work force diversity?

Part B

(5 × 5 = 25)

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

11. (a) Explain the role and skills set required for an organizational manager.

Or

- (b) What is the modern approach to organization behaviour?

12. (a) Enumerate on the factors influencing perception.

Or

- (b) How does emotional intelligence help managers to take rational decisions?

13. (a) Analyse the issues in managing different groups in organization.

Or

- (b) Write the stages of development influence on team effectiveness.

14. (a) What are the steps to taken by the management to overcome the resistance to change?

Or

- (b) What are the ethical issues in organizational culture?

15. (a) Explain the challenges of organizational behaviour in International level.

Or

- (b) How do you manage the workers from different cultures?

Part C

(3 × 10 = 30)

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

16. (a) “Human behaviour is more complex than what people believe”. Do you agree with this? What are the factors that add complexity in human behaviour?

Or

- (b) How does personality relate to organizational behaviour? Explain the various personality theories.
17. (a) What do you understand by organizational politics? Discuss the causes of politics in an organization with example.

Or

- (b) Explain the foundations of group behaviour in detail.
18. (a) What is perception? Discuss the process involved in perception.

Or

- (b) Explain the methods of assessing personality while recruiting a HR manager.

C-4003

Sub. Code

92013

**M.B.A. DEGREE EXAMINATION
AIRLINE AND AIRPORT MANAGEMENT
NOVEMBER 2021 EXAMINATION**

First Semester

EXECUTIVE COMMUNICATION

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the types of communication?
2. Define communication.
3. What is personalized standard letters?
4. What is formal communication?
5. What is long reports?
6. What is verbal communication?
7. Write about dyadir communication.
8. Discuss the advantages of charts of diagrams.
9. What is agenda?

10. Describe group discussion.

Part B (5 × 5 = 25)

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

11. (a) What are the principles of effective communication?

Or

(b) What are the kinds of a media used for communication?

12. (a) Explain the significance of customer complaint letter.

Or

(b) What are the advantages of writing the business letter?

13. (a) Explain the significance of research reports.

Or

(b) Distinguish between formal and informal reports.

14. (a) Explain the significance of body language.

Or

(b) What is interview? What are all the stages involved? Explain the importance of communication.

15. (a) What are the procedure to be followed while conducting on conference /seminar?

Or

(b) Write the notes about agenda and minutes.

Part C (3 × 10 = 30)

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

16. (a) Write the advantages of writing business letter. Also list out the stages involved.

Or

- (b) What are the principles of communication?

17. (a) Explain the various kinds of reports. Also write its importance.

Or

- (b) What are the norms for including exhibits and appendices?

18. (a) Explain the procedure of regulation speech.

Or

- (b) What are the barriers to communication? How can barrier be removed?

C-5280

Sub. Code

92014

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Airline and Airport Management

FINANCIAL AND MANAGEMENT ACCOUNTING

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define management accounting.
2. What is ledger?
3. What is financial planning?
4. What is liquidity?
5. What is working capital?
6. What is cash flow?
7. What do you mean by cost centre?
8. What is target costing?
9. Define budget.
10. What is mean by break even point?

Part B

(5 × 5 = 25)

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

11. (a) Explain the various accounting concepts and conventions which are used in accounts.

Or

- (b) Explain the method of preparing income and balance sheet.

12. (a) Explain the use and importance of financial statements.

Or

- (b) From the following information calculate:
- (i) Current assets
 - (ii) Current liabilities
 - (iii) Inventory current ratio = 2.8, liquid ratio = 1.5
working capital = Rs. 90,000.
13. (a) Distinguish between fund flow statement and cash flow statement.

Or

- (b) Calculate funds from operations from the following

Profit and Loss A/c			
Particulars	Rs.	Particulars	Rs.
To rent	10,000	By gross profit	9,86,000
To salary	25,000		
To depreciation on furniture	3,000		
To discount on issue of share	10,000		
To good will written of	5,000		
To preliminary expenses	6,000		
To net profit	<u>9,27,000</u>		
	<u>9,86,000</u>		<u>9,86,000</u>

14. (a) What are the objectives of cost accounting?

Or

- (b) Explain the term 'sunk cost', 'opportunity cost' and standard cost.

15. (a) From the following, you are required to find out

- (i) Contribution
- (ii) BEP in units and
- (iii) Margin of safety

	Rs.
Total fixed cost	4,500
Total variable cost	7,500
Total sales	15,000
Units sold	5000 units

Or

(b) What is master budget? What is its purpose?

Part C (3 × 10 = 30)

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

16. (a) Describe contingent liabilities and fictitious assets.

Or

(b) From the following information, you are required to prepare a balance sheet

	Rs.
Working capital	75,000
Reserves and surplus	1,00,000
Bank overdraft	60,000
Current ratio	1.75 : 1
Liquid ratio	1.15 : 1
Fixed assets to proprietor's fund	0.75

there is no long term liability.

17. (a) **Balance sheet**

Liabilities	2017	2018	Assets	2017	2018
	Rs.	Rs.		Rs.	Rs.
Share capital	1,00,000	1,25,000	Building	1,00,000	95,000
General reserve	25,000	30,000	Machinery	75,000	85,500
P and L a/c	15,250	15,300	Stock	50,000	37,000
Bank loan	35,000	–	Debtors	40,000	31,100
Creditors	75,000	67,600	Cash	250	300
Provision for tax	15,000	17,500	Bank	–	4,000
			Investment	–	2,500
	<u>2,65,250</u>	<u>2,55,400</u>		<u>2,65,250</u>	<u>2,55,400</u>

- (i) Dividend of Rs. 11,000 was paid
(ii) Machinery was purchased for Rs. 15,000
(iii) Income tax paid during the year Rs. 16,500
prepare cash flow statement.

Or

- (b) Describe the various classification of costs.

18. (a) What are the recent trends in budgeting?

Or

- (b) The following figures of sales and profits for two periods

	Sales	Profit
Period I	1,00,000	15,000
Period II	1,20,000	23,000

Calculate

- (i) P/V ratio
(ii) Fixed cost
(iii) BEP
(iv) Profit for estimated sale Rs. 1,25,000.

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92015

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Airline and Airport Management

STATISTICAL METHODS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is linear function?
2. What is optimization?
3. If in a moderately asymmetrical frequency distribution, the values of median and arithmetic mean are 72 and 78 respectively, estimate the value of the mode.
4. Write any two merits of median.
5. In how many ways can 4 men and 4 women be seated at a round table if each women is between two men?
6. Two coins are tossed simultaneously. What is the probability of getting a head and a tail?
7. What is an index number?
8. What is Nifty?
9. Define hypothesis.
10. What is Chi-square tests?

Part B

(5 × 5 = 25)

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

11. (a) Explain basic concept of differentiation.

Or

- (b) Ms. Yashwitha invested an amount of Rs. 13,900 divided in two different schemes A and B at the simple interest rate of 14% per annum and 11% per annum respectively. If the total amount of simple interest earned in 2 years was Rs. 3,508, what was the amount invested in scheme B?

12. (a) An average rainfall of a city from Monday to Saturday is 0.3 inch. Due to heavy rainfall on Sunday, the average rainfall for the week increased to 0.5 inch. What was the rainfall on Sunday?

Or

- (b) Calculate H.M from the following data.

Size of items : 6 7 8 9 10 11

Frequency : 4 6 9 5 2 8

13. (a) A salesman has a 60% chance of making a sale to each customer. The behaviour of successive customer is independent. If two customers A and B enter, what is the probability that the sales man will make a sale to A or B?

Or

- (b) Show that the mean of the Binomial distribution is np .

14. (a) Fit a poisson distribution to the following data and calculate the theoretical frequencies.

x :	0	1	2	3	4
f :	123	59	14	3	1

Or

- (b) Fit a straight line trend by the method of least square to the following data, relating to the net profits of a public concern.

Year :	2009	2010	2011	2012	2013	2014
Profits (Rs.) :	300	700	600	800	900	700

15. (a) A sample of 1000 students from Bombay university was taken and their average weight was found to be 112 lbs with a standard deviation of 20 lbs. Could the mean weight of students in the population be 120 pounds?

Or

- (b) Explain the concept of sampling distribution and standard error.

Part C

(3 × 10 = 30)

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

16. (a) Calculate the mean and standard deviation from the following data.

x below :	20	20-25	25-30	30-35	35-40
f	20	26	44	60	101
x	40-45	45-50	50-55	above 55	
f	109	84	66	10	

Or

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- (b) Calculate Pearson's coefficient of correlation from the following data. Take 65 and 70 as the assumed average of the variate X and Y respectively :

X : 45 55 56 58 60 65 68 70 75 80 85

Y : 56 50 48 60 62 64 65 70 74 82 90

17. (a) "An index number is a special type of average". Discuss.

Or

- (b) You note that your officer is happy on 60% cases of your calls. You have also noticed that if he is happy, he accedes your request with a probability of 0.4, whereas if he is not happy he accedes to your request with a probability of 0.1. You call on him one day and he accedes to your request. What is the probability of his being happy?

18. (a) Explain concept of trade off in detail.

Or

- (b) Based on information on 1000 randomly selected fields about the tenancy status of the cultivators if these fields and use of fertilizers, collected in an Agro-economic survey, the following classification was noted :

Particulars	Owned	Rented	Total
Using Fertilizers	416	184	600
Not using fertilizers	64	336	400
Total	480	520	1000

Would you conclude that owner cultivators are more towards the use of fertilizers at 5% level?

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92016

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Airline and Airport Management

AIRPORT ECONOMICS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Mention the significance of aviation industry.
2. List out the airport categories.
3. What are the factors affecting the delay of airline?
4. Define airport congestion.
5. Brief about the competitive strategies involved in airport market.
6. What is meant by Airport Revenue?
7. Define airport operating costs.
8. What are the pricing objectives in airport pricing?
9. Define airport privatization.
10. Write about the principles of regulatory practices.

Part B

(5 × 5 = 25)

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

11. (a) Narrate the importance of airport economics.

Or

- (b) Explain the airport governance and organizational structure.

12. (a) What are the factors impeding airport capacity?

Or

- (b) Enumerate the financial losses of air traffic delay.

13. (a) Illustrate the emerging trends in airport business activities.

Or

- (b) Explain about the sources of airport revenue.

14. (a) Describe the factors determining the airport pricing.

Or

- (b) Detail the measuring standards for airport services.

15. (a) Explain the objectives of airport privatization.

Or

- (b) Describe the forms of airport privatization.

Part C

(3 × 10 = 30)

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

16. (a) Detail about the economics of aviation sector in India.

Or

- (b) Explain about airport charges and its types in detail.

17. (a) Explain in detail about the airport strategic direction methods.

Or

- (b) Narrate about Air freedom rights.

18. (a) Describe about the airport costs and airport operating costs.

Or

- (b) Explain airport performance system and the performance indicators.

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92022

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

Second Semester

Airline and Airport Management

BUSINESS RESEARCH METHODS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term Empirical Research.
2. Define sampling design.
3. What are the characteristics of hypothesis?
4. Define questionnaire.
5. List out any three types of Research Report.
6. What is test of significance?
7. Define Research Report.
8. What is Bibliography?
9. What is multidimensional scaling?
10. What is appendix?

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

11. (a) Explain the scope and objectives of research in business.

Or

- (b) Write a short note on probability sample.

12. (a) Classify the different factors affecting external validity and construct validity.

Or

- (b) Explain the various steps in constructing a structural questionnaire?

13. (a) Explain the various methods of data collection.

Or

- (b) Write the importance of T-test?

14. (a) Discuss the criteria you use for a good questionnaire.

Or

- (b) Discuss the procedure for computing one way ANOVA.

15. (a) Explain the points to be covered in a research report.

Or

- (b) Discuss the need for preparing Rough Draft.

Part C

(3 × 10 = 30)

Answer **all** questions

16. (a) Explain in detail about the steps in Research Process.

Or

- (b) Explain in detail about the major types of Research designs.

17. (a) Distinguish between probability and non-probability sampling methods.

Or

- (b) “Interpretation is fundamental component of Research Process” – Explain.

18. (a) What is meant by analysis of variance? Describe the technique of analysis of variance for one way and two way classifications.

Or

- (b) Discuss the steps involved in Report writing.

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92031

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

Third Semester

Airline and Airport Management

AVIATION AND AIRPORT SECURITY

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Hijacking.
2. What is ICAO?
3. What is a cockpit door?
4. Brief about Federal Air Marshal Program.
5. What do you mean by metal detectors?
6. Differentiate between passive and active millimeter.
7. Define airmail security.
8. What is foreign airport security?
9. What is the use of biometric systems in air?
10. Mention some of the imaging technologies.

Part B

(5 × 5 = 25)

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

11. (a) Explain in detail about the security measures against hijacking.

Or

- (b) Detail about the new airport operator rules.

12. (a) Discuss about the causes of terrorism.

Or

- (b) Explain briefly about the Hezbollah terrorist group and their mode of operation.

13. (a) Describe the X-ray Inspection Units working principle.

Or

- (b) Briefly explain about tagging.

14. (a) Write about the TSA inspection of airports.

Or

- (b) Give a short notes on known and unknown shippers.

15. (a) Discuss about the Gore commission.

Or

- (b) Brief about the Airport and Runway incursions.

Part C

(3 × 10 = 30)

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

16. (a) Elaborate on the consequences of 9/11 to the Aviation industry.

Or

- (b) Explain in detail on the Civil Aviation Security and the research and development process.

17. (a) Write short notes on
(i) Domestic terrorism.
(ii) Nuclear terrorism.

Or

- (b) Elaborate on the facilities on screening and the screening checkpoint Augmentation.

18. (a) Briefly explain the (i) Stop and Frisk exception
(ii) Individual stop and Frisk search.

Or

- (b) Detail on the new generation of video security systems.

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Sub. Code

92032

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

Third Semester

Airline and Airport Management

STRATEGIC AIRPORT PLANNING

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the nature of strategic planning.
2. What are the constraints associated with strategic airport planning?
3. Write the implication for airport planning.
4. Mention the benefits of an airport
5. What is the role of analysis in policy formulation?
6. Define airport system design.
7. What is airport beacon?
8. What are the navigational aids in an airport?
9. Define ATC.
10. What is the economic role of airports?

Part B

(5 × 5 = 25)

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

11. (a) Explain in detail about the traditional institutional roles.

Or

- (b) Describe the goals and objectives of airport planning process.

12. (a) Mention the benefits and disbenefits of having an airport.

Or

- (b) What are the comparative programme measures of airport?

13. (a) Explain about the airport system design process.

Or

- (b) Detail the implementation strategies in an airplane.

14. (a) Illustrate the airport organisation chart.

Or

- (b) Explain about the navigational aids in an airfield.

15. (a) Enumerate the future development in ATC.

Or

- (b) Detail about the airport ground access.

Part C

(3 × 10 = 30)

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

16. (a) Explain in detail about the economic considerations in airport planning.

Or

- (b) Write short notes on
- (i) Public investment priorities
 - (ii) Managing capacity constraints.
17. (a) Discuss about the Metropolitan Airport Systems.

Or

- (b) Describe the Air Traffic control and the surveillance.
18. (a) Explain on the weather reporting facilities and security infrastructure on airfields.

Or

- (b) Detail on the role of forecasting in a system planning context.

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Sub. Code

92033

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

Third Semester

Airline and Airport Management

AIRLINE FINANCE MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the methods of analysis in financial management statement?
2. State the assets of airlines.
3. Define Term Loan.
4. What are the sources of long term funds?
5. Differentiate the internal and external sources of airline finance.
6. Brief about the techniques of capital budgeting.
7. Define aircraft securitization.
8. Mention the merits and demerits of leasing.
9. What are the types of budgets?
10. What do you mean by foreign exchange?

Part B

(5 × 5 = 25)

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

11. (a) Explain in detail about the financial statement analysis.

Or

- (b) Describe the funds flow statements.

12. (a) Enumerate the source of long term funds.

Or

- (b) Write a short note on
(i) Preference capital
(ii) Equity Capital.

13. (a) Narrate the methods of valuation in an airline.

Or

- (b) Elaborate the internal and external sources of airline finance.

14. (a) Explain the types of aircraft leasing.

Or

- (b) Differentiate between lease and hire purchase.

15. (a) What are the types of airline privatization?

Or

- (b) Describe the steps and methods of valuing assets.

Part C

(3 × 10 = 30)

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

16. (a) Explain in detail the objectives and limitations of financial statements.

Or

- (b) Give short notes on
(i) Bank overdraft.
(ii) Public deposit.

17. (a) What is capital budgeting? Explain in detail with its types.

Or

- (b) Detail about the institutions involved in airline finance.

18. (a) Discuss about foreign exchange and its function in detail.

Or

- (b) Enumerate the contribution of fuel exposure to exchange fluctuation.

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M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

Third Semester

Airline and Airport Management

AIRPORT OPERATIONS MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is a station?
2. Explain the de-icing operations.
3. What are the basic management skills a station manager should process?
4. Explain CUTE and CUSS.
5. Who is termed as PRM?
6. What is an interim expenses?
7. Write a short note on ICQA.
8. What is PPE? Explain its uses.
9. Explain FOD.
10. What is SPT? Explain.

Part B

(5 × 5 = 25)

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

11. (a) What do you mean by airport operations?

Or

- (b) List the primary objectives of an airline and a station.

12. (a) Explain ERP.

Or

- (b) Describe the responsibilities for ensuring airside safety.

13. (a) How does the station manager contribute to the airport revenue?

Or

- (b) Carry out an analysis of baggage mishandlings.

14. (a) What are the main elements of passenger handling?

Or

- (b) Describe the cargo handling activities at the airport.

15. (a) Explain the passenger and the baggage reconciliation.

Or

- (b) What is the aim of IATA's SPT program?

Part C

(3 × 10 = 30)

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

16. (a) Write in detail the roles and responsibilities of a station manager.

Or

- (b) Describe specific threats to raw safety and appropriate precautions to be taken.

17. (a) Define the purpose of Airline operating committee and the station managers role in this committee.

Or

- (b) List and explain the passengers who may need special assistance at the airport.

18. (a) How many stages of baggage handlings are there? Explain in detail.

Or

- (b) Detail the elements involved in airline catering process.

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92035

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

Third Semester

Airline and Airport Management

AIR CARGO MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by logistics?
2. Define air transportation.
3. What is air cargo freight rate?
4. What is the purpose of time charter?
5. Mention few dangerous goods which need special attention in cargo.
6. Differentiate between before and after hour service.
7. Write the contents of air way bill.
8. What is bill of entry?
9. Expand FIATA.
10. What is the function of IATA?

Part B

(5 × 5 = 25)

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

11. (a) Brief about the significance of air transportation in logistics.

Or

- (b) Explain the air suitability for different cargo.

12. (a) Give short notes on a chargeable weight.

Or

- (b) Explain about air cargo freight rate.

13. (a) Explain in detail about the aircraft loading procedure.

Or

- (b) Brief about the national and international freight.

14. (a) Write a note on the commercial invoice.

Or

- (b) Explain the format, contents and completion of airway bill.

15. (a) Describe the air freight forwarders association.

Or

- (b) Discuss the formation and functions of ICAO.

Part C

(3 × 10 = 30)

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

16. (a) Elaborate on the share of airways in cargo movement in India.

Or

- (b) Explain about the major air cargo crafts and their features.
17. (a) Explain in detail about the cargo needing special attention.

Or

- (b) What are the types of airway bills? Explain in detail.
18. (a) Discuss about the role and responsibility of air freight forwarders association.

Or

- (b) Detail about
- (i) Tact Rule Book
 - (ii) TACT Rate Books.

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Sub. Code

92036

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

Third Semester

Airline and Airport Management

FUTURE AVIATION SYSTEMS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Discuss the role of airports in the world.
2. Define FANS.
3. What is crew culture?
4. What are the objectives of cockpit display?
5. Define caveat.
6. List out the data needed for air traffic manager.
7. What is meant by free flight?
8. Write some benefits of future air traffic management.
9. Define ergonomics.
10. List the stages of design.

Part B

(5 × 5 = 25)

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

11. (a) Describe the attitudes to security and need for designing the security.

Or

- (b) Write the support of IT in support of business development.

12. (a) Describe the cultural factors in the cockpit.

Or

- (b) Discuss the changes in air traffic control aspects.

13. (a) List out the automation impacts in aviation.

Or

- (b) List some basic training issues and explain in detail.

14. (a) Describe the scenario of air traffic control.

Or

- (b) What are the benefits of future air traffic management?

15. (a) Explain the various impacts factors related towards aircraft interior design.

Or

- (b) Discuss the various stages of design.

Part C

(3 × 10 = 30)

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

16. (a) Explain synthesis, top level synthesis and sub system synthesis.

Or

- (b) Discuss briefly about changes in technology and changes in air traffic control concepts.

17. (a) Narrate the role of airports in the world and the role of IT in aviation industry.

Or

- (b) Explain about FANS committee in detail.

18. (a) Explain the nature of air traffic flow management.

Or

- (b) Describe the four 'R's of leadership in resource management.

C-5289

Sub. Code

92037

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021.

Third Semester

Airline and Airport Management

TRAVEL AND TOURISM MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is the need of passport?
2. List the types of tour operators.
3. What is the need for IATA accreditation?
4. Define : MICE.
5. What are the three leading travel agencies in the world?
6. What is meant by travel formalities?
7. What is meant by travel trade?
8. Write the role of PATA.
9. Name the common equipments of customers seeking accommodation.
10. List the principal sectors in the tourism industry.

Part B

(5 × 5 = 25)

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

11. (a) Discuss the historical perspectives of travel management.

Or

- (b) Write short notes on the types of transportation.

12. (a) What are the functions of travel agency?

Or

- (b) Discuss in brief on the aims and objectives of UFTAA.

13. (a) Write short notes on Special Interest Tours (SIT's).

Or

- (b) Write about the types of passports and the documents required for acquiring a passport.

14. (a) Write about the role and functions of IATO.

Or

- (b) What are the roles and responsibilities of ground operators?

15. (a) Write short notes on accommodation sector.

Or

- (b) Explain the role of geography in planning travel itinerary.

Part C

(3 × 10 = 30)

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

16. (a) Discuss about “Travel Trade” in India.

Or

- (b) What are the sources of income of travel agency?
Explain briefly.

17. (a) What are the requirements for setting up full fledged agency?

Or

- (b) Explain in detail about tour packages.

18. (a) Explain tour formulation and designing process in detail.

Or

- (b) Discuss in detail about recent trends in tourism.
