

C-6409

Sub. Code

92021

M.B.A. DEGREE EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

HUMAN RESOURCE MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is HRM?
2. Write any two functions of HR Managers.
3. What is job design?
4. Define MPDQ.
5. Define Separation.
6. What is Cross functional training?
7. Define Fringe benefits.
8. Write the components of Remuneration.
9. What is Attrition rate?
10. What is arbitration?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the Manpower planning process.

Or

- (b) Briefly write about Strategic Human Resource Management.

12. (a) What are the different methods of recruitment? Explain any two methods.

Or

- (b) Write short notes on Job specification.

13. (a) Explain the Performance Appraisal Process.

Or

- (b) What is On the Job training? Explain different methods.

14. (a) What are the components of Employee compensation?

Or

- (b) Write short notes on Piece rate system of incentive plans.

15. (a) Write short notes on safety Management.

Or

- (b) What is collective bargaining? Explain its characteristics.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Define Selection and explain the steps of selection process.

Or

- (b) Explain the different role of HR Manager.

17. (a) Discuss the different methods of Management development programmes.

Or

- (b) Write in detail about different methods of Job Evaluation.

18. (a) Explain the various types of Fringe benefits availed by the employees.

Or

- (b) Discuss in detail the objectives and functions of trade union in India.

C-6410

Sub. Code

92022

M.B.A. DEGREE EXAMINATION, APRIL 2022

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. Explain 'Ex post Facto Research'.
2. Define 'hypothesis'.
3. What is case study?
4. What are errors in measurement?
5. What is meant by pilot study?
6. State the meaning of Likert's scale.
7. Differentiate between parametric and non-parametric test.
8. What are the assumptions under ANOVA test?
9. What do you mean by semantic differential scale?
10. What is meant by 'Index' and 'Bibliography'?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the characteristics of good sample?

Or

- (b) What is research problem? How is it identified?

12. (a) What is meant by altitude measurement? Explain the tests of sound measurement.

Or

- (b) Explain the procedure to construct measurement scale.

13. (a) What is case study? List the merits and demerits.

Or

- (b) Distinguish between questionnaire and interview schedule.

14. (a) Describe the process of data processing.

Or

- (b) Distinguish between personal interview and postal interview.

15. (a) What are the different kinds of research reports?

Or

- (b) What is layout of a report? Discuss the features of good report.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the research process.

Or

(b) Explain the different types of measurement scale.

17. (a) Enumerate the types of questions used in questionnaire.

Or

(b) Explain the methods of data collection.

18. (a) Describe the steps used in report writing.

Or

(b) What is the layout of a report? Discuss the features of a good report.

C-6411

Sub. Code

92023

M.B.A. DEGREE EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

QUANTITATIVE TECHNIQUES

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Linear programming.
2. What is simplex method?
3. Define Vogel's Approximation method.
4. What is North-West Corner method?
5. Define sequencing.
6. Write any two merits of replacement theory.
7. Define critical path method.
8. What is EFT and LFT?
9. Define Queing model.
10. What do you mean by waiting line system?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the major limitations in a linear programming model?

Or

- (b) Maximize $z = 40x_1 + 30x_2$; Subject to the constraints
 $2x_1 + x_2 \leq 1000$, $x_1 + x_2 \leq 800$, $0 \leq x_1 \leq 400$,
 $0 \leq x_2 \leq 700$.

12. (a) Explain the concept of “North-West Corner” rule.

Or

- (b) Three jobs P, Q and R are to be assigned to three machines X, Y and Z. The processing cost (in Rs. per unit) for each job – machine combination is shown in the matrix given below. Determine the allocation that minimizes the over all processing cost

		Machines		
		X	Y	Z
Jobs	P	17	25	31
	Q	10	25	16
	R	12	14	11

13. (a) Explain the sequencing problem of “n” jobs and ‘3’ machines.

Or

- (b) A book binder company has one printing machine and one binding machine. There are manuscripts of a number of different books. Processing times for printing and binding are given in the following table.

Book	Time (in hours)	
	Printing	Binding
A	5	2
B	1	6
C	9	7
D	3	8
E	10	4

Determine the sequence in which books should be processed on the machines so that the total time required is minimized.

14. (a) Differentiate between PERT and CPM.

Or

- (b) Find critical path method.

1-2	2-3	3-4	3-5	3-6	6-7	7-8
10	05	08	07	06	05	20

15. (a) The shopping mall has decided to investigate the use of two employees on the information desk.

(i) Find the average number of people waiting in this system.

(ii) Find the expected time a person spends waiting in this system.

Or

- (b) The cost of a bike is \$3000. The salvage value (resale value) and the running cost are given as under. Find the most economical replacement age of the truck.

Year:	1	2	3	4	5	6	7
Running cost:	600	700	800	900	1000	1200	1500
Resale value:	2000	1333	1000	750	500	300	300

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Solve the following LPP:

Maximize $z = 3x_1 + 2x_2$

Subject to the constraints :

$$x + y \leq 4, 2x + y \geq 10; x \geq 0, y \geq 0.$$

Or

- (b) Give outlines of simplex method in linear programming.
17. (a) Obtain an optimum basic feasible solution to the following transportation problem using North-West corner method and least cost method.

		Warehouse				
		W1	W2	W3	W4	
Factory	F1	19	30	50	10	7
	F2	70	30	40	60	9
	F3	40	8	70	20	18
		5	8	7	14	
					Factory capacity	

Or

- (b) Explain the difference between a transportation problem and an assignment problem.
18. (a) Briefly explain the uses of queuing theory in Aviation industry.

Or

- (b) Draw a network diagram to represent the project and find the minimum time of completion of the project in days of each task is as follows:
- | | | | | | | | | | | |
|-------|----|----|----|----|----|----|----|----|----|----|
| Task: | A | B | C | D | E | F | G | H | I | J |
| Time: | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 85 |

Also identify the critical path.

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92024

M.B.A. DEGREE EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

PRINCIPLES OF AVIATION MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Aviation.
2. Write about Organizational Chart.
3. What is AMP?
4. What is Apron? Why it is need in Airport?
5. What is the need for safety in Aviation?
6. List out few dangerous goods not permitted in Aviation.
7. What is FBOs?
8. Classification of commercial aircraft.
9. What do you mean by Air Transport Slot?
10. What are the types of National Airspace System?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about growth of Aviation Industry in the Economics Development of Country.

Or

- (b) Explain about functions of Airline Management.

12. (a) Explain about Terminals of Airport and list out their operation.

Or

- (b) Enumerate the Functional Management Activities in Airports.

13. (a) Describe about principles of good Regulatory Practices in Airports.

Or

- (b) Enumerate the principles of Airport Protection.

14. (a) Briefly state the functions of General Aviation.

Or

- (b) Explain briefly about the function of Fixed Base Operators (FBOs).

15. (a) Explain the forms of Privatizing Airports.

Or

- (b) Explain about the Airspace Congestion Issues.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the Function of Airport Organization.

Or

- (b) Describe the organizational chart of Airline Organization.

17. (a) Describe about Runways and Taxiways regarding its purpose and operation.

Or

- (b) Briefly explain about the Aviation Regulatory Mechanism in India.

18. (a) Briefly explain the Airport Navigation System.

Or

- (b) Describe Air Traffic Control Operation in the three phases of Flight.

C-6413

Sub. Code

92025

M.B.A. DEGREE EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

AIR CARRIER OPERATIONS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define 'Rest period'.
2. What is dry lease and wet lease?
3. Explain what is CURS?
4. What is load manifest?
5. What is meant by duty to care?
6. Define HAZMAT training.
7. What is meant by certificated land airports?
8. What is meant by WAT? Who prepares it?
9. Mention the types of maintenance manual.
10. Expand the following: (a) LAHSO (b) CASE.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write a note on IFR dispatching rules.

Or

- (b) Explain the different types of operations performed by air carriers.

12. (a) What are the flight time limitations and rest requirements for domestic operations?

Or

- (b) Describe people express exemption 3585.

13. (a) Explain alcohol prevention programme.

Or

- (b) Narrate about the Airworthiness requirement.

14. (a) What are the five mandate management positions for a Part 121 air carrier and Part 135?

Or

- (b) Write briefly about the flight dispatcher and his/her functions under Part 121.

15. (a) Explain En-route limitations when two engines in operative.

Or

- (b) Distinguish between dispatcher release document and flight release document.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail 'briefing of passengers' before take-off.

Or

- (b) Explain the required management position under FAR Part 121.

17. (a) What do you understand by the term 'dispatch release document'? What are the contents of this document?

Or

- (b) What is alcohol prevention programme? Explain in detail.

18. (a) Write in detail the cockpit check procedure, passenger information and public address system.

Or

- (b) Explain briefly about airplane security programme.

C-6414

Sub. Code

92026

M.B.A. DEGREE EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

AIRLINE AND AIRPORT MARKETING

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term Strategic Business Unit.
2. Who is 'Gate guardian of value chain'?
3. State the meaning of Airport Loyalty Programme.
4. Define revenue management.
5. Define the term PESTE.
6. Types of strategies channel.
7. What do you mean by bench marking?
8. Define all cargo airports.
9. Who is an Air Charter broker?
10. What do you mean by airline market segmentation?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the role of travel agents in airport enterprise.

Or

- (b) Explain the variables in the air passenger traffic.

12. (a) Explain the concept of 'Airport Value Proposition'.

Or

- (b) Describe the functional customer service related product features.

13. (a) Explain the three approaches to develop congressional facilities in airport.

Or

- (b) Explain the impact of technology factors on airline marketing.

14. (a) What are conditions adopted by airlines to fix discount fare for air travel?

Or

- (b) What are the factors influencing the revenue of an airport?

15. (a) What are the benefits of airport loyalty programme?

Or

- (b) Briefly explain the types of low cost airports.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the sources of revenues to airports?
Explain how airports enhance their revenue?

Or

- (b) Briefly explain about the airline pricing uniform and differentiated pricing.
17. (a) Explain components of customers relationship marketing strategies.

Or

- (b) Describe the channel strategies of airline marketing.
18. (a) London airport is the best in class airport - Comment.

Or

- (b) Describe the Function of air passenger market and air freight market.
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C-6415

Sub. Code

92027

M.B.A. DEGREE EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

PRINCIPLES OF LOGISTICS MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define logistics.
2. What is procurement logistics?
3. What is the objective of a supply chain?
4. Define Bonded warehouse.
5. Why is out sourcing necessary for a firm?
6. Define third party logistics.
7. Define reverse logistics.
8. Define E-commerce.
9. What do you mean by logistics Audit?
10. Define team work.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain functions of logistics system.

Or

- (b) Explain the role of government in logistics.

12. (a) What is warehousing? Explain different functions for which ware house can be used other than the storage.

Or

- (b) Write short note on inventory management.

13. (a) What are the different modes of transport? Give their comparison.

Or

- (b) What is 3PL? How does it differ from 4 PL? Explain their importance for global logistics.

14. (a) Write short note on logistics Resource management.

Or

- (b) Explain the functions of various intermediaries facilitating global logistics.

15. (a) Explain the importance of logistics audit in aviation industry.

Or

- (b) Explain various logistics performance levels with examples.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the goal of a supply chain and explain how supply chain decisions affect the success of a firm.

Or

- (b) Explain the different models of inventory used by warehouses to effectively stock the goods.

17. (a) Explain logistics management with its significance.

Or

- (b) Consider any mode of transportation of your choice and apply hub-spoke model.

18. (a) Discuss the role of IT can play in enabling E-logistics.

Or

- (b) Discuss the challenges faced by logistics managers to manage logistics as a process rather than a function.
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C-6416

Sub. Code

92031

M.B.A. DEGREE EXAMINATION, APRIL 2022

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. What do you understand by the term Emergency Funding?
2. Define Aviation security.
3. What do you mean by Hijackings?
4. What is Counter Terrorism?
5. What is Taggants?
6. What are the various detection technology used in Airport for screening?
7. What is Container Hardening in Aircraft?
8. What do you understand by the term Frisk Search?
9. What is Media Intrusion?
10. What do you mean by Body Orifice Security Scanner?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain briefly about Tokyo convention.

Or

- (b) Explain about development on protecting Public Air Transportation.

12. (a) Describe the function of Federal Air Marshal Program.

Or

- (b) Explain briefly about significant Air Hijackings since 1972.

13. (a) Describe the principles of Metal Detectors.

Or

- (b) Explain briefly about duties and responsibilities of Law Enforcement Officers at the gate.

14. (a) Explain in detail about Selectee Class Stop.

Or

- (b) Explain briefly about International Air Cargo Standards.

15. (a) Explain about the Airspace Alarm Sensors.

Or

- (b) Explain the operation of Flight Vu Aircraft Data Scanner.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail with example about Crimes against Humanity.

Or

- (b) Explain briefly about New Carrier Rule and New Airport Operator Rules in terms of Airport Security.

17. (a) Briefly explain about the Defense Intelligence Agency.

Or

- (b) Briefly explain about the Hand-Held Body scanners and X-Ray used in Airport.

18. (a) Differentiate Blast Containment and Blast Management.

Or

- (b) Describe briefly about principle and operation of FACEIT access control in Airport.

C-6417

Sub. Code

92032

M.B.A. DEGREE EXAMINATION, APRIL 2022

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. What are the objectives of Airport Planning?
2. Define Traditional Planning Approach.
3. What are the sources of Airport Revenues?
4. List out the Jurisdictional issues in Airport Planning.
5. What are the major role of Analysis in Policy Formulation?
6. Write short notes on principles of Airport System Design.
7. What is Air field Lighting? What is the need for it?
8. Define Navigation.
9. What is Air Traffic Control?
10. What is Airport Ground Access?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about the Institutional Changes in Airport Sector.

Or

- (b) How the System Performance is measured in Airport Strategic Planning?

12. (a) Explain about the airport Revenues and Costs.

Or

- (b) Explain the process of Managing Capacity Constraints of an Airport.

13. (a) Explain about Planning Principles and Process of an Airport.

Or

- (b) Explain in detail about Metropolitan Airport System in relation to Airport System Planning.

14. (a) Briefly state the functions of Airport Administration.

Or

- (b) Explain about Security Infrastructure on Airfields.

15. (a) What are the features of Political and Social Role of Airport?

Or

- (b) Explain the components of Airport Terminals.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the Environmental Concerns of Aviation Industry that have global impact.

Or

- (b) Explain in detail about Jurisdictional Issues on the Development of Airport Planning.

17. (a) Briefly explain about the National Government roles in airport System Planning.

Or

- (b) Explain the requirement and functions of various types Airfield Lighting System.

18. (a) Describe the Function of Airport Organization Chat.

Or

- (b) Explain about Environmental Impacts of Airports in detail.

C-6418

Sub. Code

92033

M.B.A. DEGREE EXAMINATION, APRIL 2022

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 is Business Finance?
2. Mention the objectives of Financial Management.
3. What is Capital Structure?
4. What is mean by Present Value?
5. What is Investment Decision?
6. What is mean by Financial Planning?
7. List out few methods of Airline Valuations.
8. What is Dividend?
9. Mention the types of Venture Capital.
10. What is meant by Traffic Rights?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Who is Finance Manager? Write about his roles and responsibilities.

Or

- (b) Explain the importance of Financial Planning.

12. (a) Enumerate the Sources of Airlines Internal Finance.

Or

- (b) Describe the need for working Capital In Airline Business.

13. (a) Write a notes on institution involved in Airline Finance.

Or

- (b) Explain start up Airline Business Plan.

14. (a) Write a notes on advantages of Aircraft Leasing.

Or

- (b) Explain Airport Securitization.

15. (a) Explain different types of Airline Budget.

Or

- (b) Distinguish between Merger and Acquisition.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the Frequent Flyers Programs in detail with examples.

Or

- (b) Elucidate the source of long term Finance for Airline Business.

17. (a) Explain the methods of valuing Airline Assets.

Or

(b) Describe the European Leveraged Lease in detail.

18. (a) Give a brief account of International Credit Rating Agencies and its function.

Or

(b) Enumerate the significance between Fuel Exposure and Exchange Fluctuation.

C-6419

Sub. Code

92034

M.B.A. DEGREE EXAMINATION, APRIL 2022

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 Station?
2. Name the types of Emergency in Aircraft.
3. Define Drop Off.
4. What is Fast Travel Programme?
5. What is Claim Area?
6. What is Baggage Allowance?
7. What is Food Hygiene?
8. What is meant by Cost Control Measures?
9. What is Aircraft Damage Reporting?
10. Write about Safety Around the Aircraft.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about the different types of Emergencies Faced in Airports.

Or

- (b) What are the role and responsibilities of Airport Station Manager?

12. (a) Explain about simplifying Passenger Handling.

Or

- (b) Write short notes on CUTE and CUSS.

13. (a) Explain about the different types of Baggage Tags.

Or

- (b) Write short notes on Damaged Baggage.

14. (a) Write short notes on Catering Equipment.

Or

- (b) Explain about Standard In-flight Catering Agreement (SICA).

15. (a) Explain about safety precaution on checking Ground Service Equipment (GSE).

Or

- (b) Explain about Risk Management System.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the Emergency Medical Assistance at Airport.

Or

- (b) Discuss about Budgets and Airport Revenue in Airline Management.

17. (a) Explain in detail about handling Blind Passengers and Unaccompanied Minors in Airport.

Or

- (b) Discuss in detail about Roles and Responsibilities of Baggage Service Staffs.

18. (a) Discuss in detail about Hygiene Audit and IATA Catering Quality Assurance (ICQA).

Or

- (b) What are the tools in Mitigating Safety Risk in Airside Safety System?

C-6420

Sub. Code

92035

M.B.A. DEGREE EXAMINATION, APRIL 2022

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. Define logistics.
2. List out the dangerous goods that must not be permitted in Air Transportation.
3. Define Freight Levels.
4. What is air cargo consolidation?
5. What are the uses of AV8 papers?
6. What is Load Control?
7. What is MAWB?
8. Why Insurance Certificate need for Air Cargo Logistics Movement?
9. What is OAG?
10. What is Customs Clearance?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about Air Cargo Ways.

Or

- (b) Explain about features and facilities offered by Air Cargo Ways?

12. (a) Compare and contrast the different modes of Air Cargo Logistics.

Or

- (b) Explain about the Route Scheduling Procedures of Air Cargo Logistics.

13. (a) Explain about Airline Scores in the range of Air Cargo Services.

Or

- (b) Explain about Air Cargo Loading Limitations.

14. (a) Explain about the Export License.

Or

- (b) Explain about procedure of Airline Booking.

15. (a) Write short notes on Freedom of Air.

Or

- (b) Write short notes on
(i) Airport Authority of India
(ii) Air Cargo Guide (OAG).

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe about Significance of Air Transportation in Logistics.

Or

- (b) Discuss in detail about the role of responsibilities of Freight Forwarders Association.

17. (a) Explain in detail about A, B and C categories of Diplomatic Mails.

Or

- (b) Explain about the major documents required for Air Cargo Logistics.

18. (a) Explain about Airway Time Calculation in IATA.

Or

- (b) Explain in detail about Formation and Functions of IATA.

C-6421

Sub. Code

92036

M.B.A. DEGREE EXAMINATION, APRIL 2022

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. What are Interfaces?
2. Define Privatization.
3. What is the Gap in CRM Implementation?
4. What do you mean by Resource Management?
5. What is the importance of Coding Flow?
6. What is the caveat of the nature of Traffic Flow Management?
7. What is the purpose of the FANS committee?
8. What are the emerging concepts in ATM?
9. What is the functional impact of Interior Design?
10. Define Ergonomics.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What the role of Airports in the world?

Or

(b) Explain about Screening Hold Baggage.

12. (a) Explain in detail about the Cockpit Display Objective.

Or

(b) Explain briefly the changes in Air Traffic Control concepts.

13. (a) What is the nature of Air Traffic Flow Management?

Or

(b) Explain in detail about Automation Impacts.

14. (a) Explain briefly about Oceanic Operations.

Or

(b) Explain in detail about the Asia / Pacific Implementation.

15. (a) Explain briefly about the various stages of Design.

Or

(b) Explain briefly about the Psychological Impact of Interior Design.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What is Synthesis? Explain about Top Level Synthesis.

Or

- (b) Explain in detail about the Attitudes towards Security.

17. (a) Explain briefly about Grid Theory in understanding Behavioral Styles.

Or

- (b) Describe briefly about the Basic Training Issues.

18. (a) Explain about the benefits of Future Air Traffic Management System to Airlines and General Aviation Community.

Or

- (b) Explain in detail about the Architecture of Interior.

C-6422

Sub. Code

92037

M.B.A. DEGREE EXAMINATION, APRIL 2022

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. Why is it important to know about Travel Trade?
2. Who are the players in the Wholesale and Retail Travel Agency?
3. Who is a Travel Agent?
4. Mention the procedures in setting up a Full-Fledged Travel Agency?
5. State the do's and don'ts in Itinerary Preparation.
6. What are the Gravel Formalities in Tourism?
7. List out the objectives of UNWTO.
8. Give out the Tourism Trend in India.
9. What are the Ancillary Services provided in Tourism?
10. Give a few words in the Travel Industry Sector.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the duties of a Travel Agent.

Or

(b) Write a detailed notes on the Tourist Guide.

12. (a) State and explain the Benefits of Tours.

Or

(b) What are the factors that Attract Tourists? Explain in detail.

13. (a) Explain the steps involved in Itinerary planning.

Or

(b) Enumerate the steps involved in the determination of a Tour Price.

14. (a) Discuss in detail the roles and functions of WTTC and IAPA.

Or

(b) Elaborate the aims and objectives of TTDC and DOT.

15. (a) Discuss in detail the components of Tour Packages.

Or

(b) Describe the various Tour Pricing Strategies with relevant examples.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the history of Tourism around different Ages.

Or

- (b) Elucidate the business of Cargo and MICE in India.

17. (a) Account on the things to be considered while Costing a Tour. What are the different kinds of services provided in a Tour?

Or

- (b) Write in detail about the tour Formulation and Designing Process.

18. (a) Discuss on the linkages and Integration with the Principal Service Providers with suitable illustrations.

Or

- (b) Describe in detail the needs of Eco Hotels and Eco Resorts. Also explain how they are different from Standard Accommodation.

C-6423

Sub. Code

92041

M.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Airline and Airport Management

AVIATION MAINTENANCE MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Explain about Reliability.
2. What is MSG?
3. What are the Additional Maintenance Program Requirements?
4. What are the functions of a Manager in a Maintenance Organization?
5. Give examples of three types of Technical Publications.
6. How would you select a computer system for a Maintenance Organization?
7. What is Line Maintenance?
8. What is an Overhaul Shop?
9. Explain the terms Accident and Incident.
10. What are the requirements for Quality Assurance?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the goals and objectives of Aircraft Maintenance?

Or

- (b) What are Failure Rate Patterns? Explain in detail.

12. (a) Explain about:

- (i) Technical services directorate
- (ii) Aircraft maintenance directorate

Or

- (b) What is a M&E Organization? What kind of a role they play in Maintenance?

13. (a) Explain about Airframe Training and Airline Training Courses.

Or

- (b) What are the functions of P.P.C?

14. (a) Explain about Hangar Maintenance for Aircrafts.

Or

- (b) What are Ramp and Terminal Operations?

15. (a) Write detailed notes on:

- (i) Quality assurance
- (ii) Quality audit
- (iii) Quality Auditor
- (iv) Quality Control.

Or

- (b) Explain about Maintenance Safety and its regulations.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about Process Oriented Maintenance.

Or

- (b) Explain about MSG 2 and MSG. What are the difference in its characteristics? Why MSG 3 was formed?

17. (a) Explain about the important documents for Aircrafts Maintained during Maintenance in detail.

Or

- (b) What is Material Support? Explain in detail about its Organisation and functions.

18. (a) What is Reliability? Explain about its types, elements, and functions in detail.

Or

- (b) Write detailed notes on:
- (i) Maintenance Resource Management,
 - (ii) Feedback for Planning.
 - (iii) Technical Training in Maintenance.

C-6424

Sub. Code

92042

M.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Airline and Airport Management

AIR TRAFFIC CONTROL

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Criticism
2. Define Ergonomics.
3. What is Visual Sensation?
4. Define Perception
5. Define Decision Making.
6. Name four Communication Styles.
7. What is Group Polarization?
8. What is ADS?
9. Define Situation Awareness.
10. What is CNS?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain Modelling Errors.

Or

(b) Explain Communication Barriers in ATC.

12. (a) Explain four kinds of Visual Illusion.

Or

(b) Explain briefly the type of Skills required for ATC.

13. (a) Explain various types of Non-Verbal Communication.

Or

(b) Explain the stages of Group Discussion.

14. (a) What is Cognitive Bias? Explain the various types.

Or

(b) What are the applications of Secondary Radar?

15. (a) Explain ways of Managing Stress.

Or

(b) Explain the Human Factor issues in CNS Environment.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain Shell Model with neat diagram.

Or

- (b) Explain briefly about the ways of Managing Human Errors.

17. (a) Explain Levels of Behavior in ATC.

Or

- (b) Why Human are better in their abilities than Machines? Explain.

18. (a) What is RADAR? Explain briefly about primary and Secondary RADAR.

Or

- (b) Explain Stress and its causes and effects in ATC.

C-6425

Sub. Code

92043

M.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Airline and Airport Management

AVIATION RULES AND REGULATIONS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Expand :
 - (a) AIC
 - (b) AAC
 - (c) CAR
 - (d) DGCA
2. Define Airworthiness.
3. What is Type Certificate?
4. What is C of R?
5. Write about Approval Organization.
6. What are the occasions of issue of Special Flight Permit by DGCA?

7. What is the difference between Incident and Accident of an Aircraft?
8. What is the purpose of issuing RTR License?
9. What is Flight Testing of Aircraft?
10. What is the requirement of Exit Row Seat?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write short notes on Indian Aircraft Act 1934.
Or
(b) Explain the various types of Log Books.
12. (a) What are the requirements and procedure for the Issue / Validation of Certificate of Airworthiness (C of R).
Or
(b) Write the occasion for the cancellation of Certificate of Registration (C of R).
13. (a) Explain the categories of Aircraft Maintenance Engineers (AME) License.
Or
(b) What are the requirements and procedure for the approval of C.A.R. — M Organization?
14. (a) Explain about the reporting and investigating procedure of Aircraft Accidents.
Or
(b) Write about aircraft defect recording, reporting and Investigation Procedure.

15. (a) What are the Qualification and Experience requirements of pilot carrying out a Test Flight?

Or

- (b) What is MEL? What are the categories of M.E.L item and Approval Procedure by Operators?

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the procedure for issue and Revision / Amendment of Civil Aviation Requirements (CAR) by DGCA.

Or

- (b) What is modification? Explain various Types of Modification and the procedure for issue of Mandatory Modification.

17. (a) Explain the procedure of registration for Change of Ownership.

Or

- (b) Explain the requirements, occasions, procedure and preparation of Weight Schedule.

18. (a) Explain in detail about the requirements and procedure for Aerodrome Licensing.

Or

- (b) Explain the procedure and requirements for Operation of Radio Equipment.

C-6426

Sub. Code

92044

M.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Airline and Airport Management

STRATEGIC AVIATION MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Strategic Management.
2. What do you mean by Objectives?
3. Expand PESTLE.
4. What is meant by Core Competencies?
5. What is Turnaround Strategy?
6. What is Conglomerate Diversification?
7. Expand ETOP.
8. What do you mean by Resource Allocation?
9. What is Conflict?
10. What is E-Commerce?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the importance of Strategic Management.

Or

- (b) Describe the steps in Strategic Process.

12. (a) Write a note on industry Analysis.

Or

- (b) Give the procedure of external Analysis.

13. (a) Explain the miles and snow Typology.

Or

- (b) What is Corporate Portfolio analysis?

14. (a) State the factors affecting Resources Allocation.

Or

- (b) What is power? Discuss the various sources of Power.

15. (a) Write a note on the techniques of Strategic Evaluation and Control.

Or

- (b) What is Benchmarking? Explain in detail.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the process of Envisioning. State the guidelines for developing a vision.

Or

- (b) Write a detailed note on Stability Strategies.

17. (a) Explain Porter Generic Strategy in detail.

Or

- (b) Explain GE 9 cell Multi Factor Matrix.

18. (a) Write a short notes on Portfolio Analysis.

Or

- (b) Explain the various types of Organizational structure in detail.

C-6427

Sub. Code

92045

M.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Airlines and Airport Management

AIRPORT ENGINEERING

(2016 onwards)

Duration: 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is ARP?
2. What is LCN?
3. Define Apron.
4. What is an X-ray unit? Why it is installed in an airport?
5. Define Delay and its types.
6. Define Gate and Gate Capacity.
7. What is obstruction lighting?
8. Expand VASI and PAPI.
9. What is Marker Beacon?
10. Why NDB is required in airport?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain DGCA and its functions.

Or

- (b) Explain the principles of Airport Layout with neat sketch.

12. (a) Explain Runway configuration and Taxiway configuration.

Or

- (b) Draw a neat diagram of Aeroplane and their parts.

13. (a) Explain the different types of airport charges.

Or

- (b) Explain the sources of Airport Revenue.

14. (a) Explain Airport Security System.

Or

- (b) Explain VFR and IFR.

15. (a) Explain Flight plan and its content.

Or

- (b) Explain about precautions taken during fueling and refueling.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the principles of Airport Layout with neat sketch.

Or

- (b) Explain VASI and PAPI with neat sketch.

17. (a) Explain Runway markings and Taxiway markings with neat sketch.

Or

- (b) Explain ICAO and its functions.

18. (a) Explain the objectives and features of Air Traffic Services.

Or

- (b) Explain briefly about the function of Airport.
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