C–5668	**Sub. Code**
	11F

B.Sc./B.B.A. DEGREE EXAMINATION, APRIL 2022

First Year – First Semester

Part – I – LANGUAGE FRENCH

(Common for all UG)

(2016/2018 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   Comment allez-vous traduire en Français :

     (a)   English

     (b)   French

2.   Comment allez-vous traduire en anglais :

     (a)   Grammaire

     (b)   Nom

3.   Qu'est-ce que le Français?

4.   Quelle est la différence entre l'anglais et le Français

5.   Deux types de lettre commerciale?

6.   Qu'est-ce quine lettre?

7.   définir la communication?

8. Type de communication?

9. Ecrivez en Français.

   (a) 100

   (b) 200

10. Ecrivez en anglais :

   (a) Quarante

   (b) Cinquante

Part B $(5 \times 5 = 25)$

Answer **all** questions.

11. (a) Présentez votre famille en Français.

   Ou

   (b) Parler de vois loisirs en Français.

12. (a) Écrire des jours dans une semaine en Français.

   Ou

   (b) D'ecrire votre ville natale.

13. (a) Traduire les articles indéfinis an anglais :

   (i) un garçon

   (ii) des garçons

   (iii) une fille

   (iv) un homme

   (v) une femme

   Ou

2 | C–5668

(b)   Traduire les articles définis en anglais :

    (i)   Lepére

    (ii)   le Frére

    (iii)   la mére

    (iv)   l'homme

    (v)   l'oiseau

14.   Remplir les banques avec le, la, l'et les :

(a)   (i)   ——————— hommes

    (ii)   ——————— oreille

    (iii)   ——————— femme

    (iv)   ——————— filles

    (v)   ——————— garcon.

Ou

(b)   (i)   ——————— sœur

    (ii)   ——————— père

    (iii)   ——————— mère

    (iv)   ——————— frères

    (v)   ——————— horloge

15.   Lister les signes en français :

(a)   (i)   .   →

    (ii)   ,   →

    (iii)   ;   →

    (iv)   :   →

    (v)   ?   →

Ou

3   **C–5668**

(b) (i) - →

(ii) – →

(iii) " " →

(iv) ( ) →

(v) ! →

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) D'ecrivez l'autre fête que vous savez.

Ou

(b) D'ecrivez votre journée

17. (a) Formater une lettre de congé

Ou

(b) rédiger une lettre d'excuse.

18. (a) Écrire l'alphabet en français.

Ou

(b) Écrire les nombres de 1 á 20 en Français

————————————

4

B.Sc./B.B.A. DEGREE EXAMINATION, APRIL 2022

First Year – First Semester

Part I – Hindi

STORY, NOVEL, GRAMMAR AND TRANSLATION

(Common for all U.G. Degree Courses)

(2016 to 2018 onwards)

Duration : 3 Hours   Maximum : 75 Marks

<div align="center">

खंड – क $(10 \times 2 = 20)$

सभी प्रश्नों के उत्तर संक्षेप में लिखिए।

</div>

1. प्रेमचन्द के उपन्यासों में किन्हीं चार का नाम लिखिए।

2. लहनासिंह ने बोधासिंह को कैसे बचाया?

3. मोहनलालजी महता 'वियोगी' का संक्षिप्त परिचय दीजिए।

4. कौन किस के लिये क्या प्रायश्चित करता हैं?

5. उदयभानुलाल को किसने मार डाला और क्यों?

6. भुवनमोहन सिन्हा का संक्षिप्त परिचय दीजिए।

7. कृष्णा का संक्षिप्त परिचत दीजिए।

8. भालचन्द्र सिन्हा का संक्षिप्त परिचय दीजिए।

9. लिंग किसे कहते हैं? उनके कितने प्रकार हैं?

10. वचन कैसे कहते हैं? उनके कितने प्रकार है?

<div align="center">

खंड – ख (5 × 5 = 25)

सभी प्रश्नों के उत्तर दीजिए। उत्तर संक्षेप में हो।

</div>

11. (a) लाल बिहारी का संक्षिप्त परिचय दीजिए।

<div align="center">(या)</div>

(b) 'प्रायश्चित्त' कहानी की शीर्षक की सार्थकता पर विचार कीजिए।

12. (a) 'उसने कहा था' इस कहानी में कौन किससे क्या कहा था?

<div align="center">(या)</div>

(b) पाँच मिनट की मुलाकात में गोपाल ने बाबूजी से क्या कहा?

13. (a) तोताराम के साथ निर्मला की शादी किस हालत में हुई?

<div align="center">(या)</div>

(b) जियाराम ने आत्महत्या क्यों की?

14. (a) सियाराम किसके साथ भाग गया और क्यों?

<div align="center">(या)</div>

(b) कल्याणी और उदयभानुलाल के बीच में झगडा क्यों हुआ?

15. (a) 'कारक' किसे कहते हैं? उनके भेदों को उदाहरण सहित समझाइए।

<div align="center">(या)</div>

(b) संज्ञा किसे कहते हैं? उनके भेदों को उदाहरण सहित समझाइए।

<div align="center">2   C–5669</div>

किन्हीं **तीन** प्रश्नों के उत्तर दीजिए। उत्तर विस्तार से हो।

16. (a) कहानी कला के तत्वों के आधार पर 'उसने कहा था' कहानी का सारांश लिखिए।

(या)

(b) 'निर्मला' का चरित्र–चित्रण कीजिए।

17. (a) 'निर्मला' उपन्यास में चित्रित सामाजिक समस्याओं पर विचार कीजिए।

(या)

(b) सर्वनाम किसे कहते हैं? उनके भेदों को उदाहरण सहित समझाइए।

18. (a) अंग्रेज़ी में अनुवाद कीजिए।

अक्सर लड़के अपने से बड़ों की नकल करते हैं। बचपन में लड़के अधिक समय माता–पिता के पास रहते हैं। इसलिए वे उनकी अच्छाइयों और बुराइयों का अनुकरण करने लगते हैं। यह मानी हुई बात है कि अच्छाई की अपेक्षा बुराई का अनुकरण लोग आसानी से करते हैं। जो बात बचपन से लड़के सीख लेते हैं, आगे चलकर वही आदत बन जाती है। इसलिए जो अपने बाल–बच्चों का चरित्र बिगाड़ना नहीं चाहते, उनको चाहिए कि वे खुद भी अच्छा आचरण करें। शिक्षा का असली उद्देश्य चरित्र का निर्माण ही है।

(या)

(b) कृष्णा का चरित्र–चित्रण कीजिए।

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C–5669

C–5667		**Sub. Code** **11T**

B.Sc./B.B.A. DEGREE EXAMINATION, APRIL 2022.

First Year / First Semester

Part – I

தமிழ்ச்செம்மொழியும் தமிழர்களின் பன்முகத்திறனும்

(Common for all U.G. Degree Courses)

(2016 to 2018 onwards)

Duration : 3 Hours   Maximum : 75 Marks

<div align="center">

பகுதி அ   (10 × 2 = 20)

</div>

அனைத்து வினாக்களுக்கும் விடையளிக்கவும்.

1. ஓட்டுநிலை மொழி என்றால் என்ன?

2. தமிழின் செம்மொழித் தகுதிகளைச் சான்றுகளுடன் எடுத்துக் காட்டி விளக்கியவர் யார்?

3. செம்மொழி தகுதிபெற்றக் காப்பியங்கள் கூறுக.

4. தழை ஆடை என்பதென்ன?

5. கழல் என்னும் அணிகலன் பண்டைகாலத்தில் இருந்தமைக்கு இலக்கியச் சான்று ஒன்று காட்டுக.

6. குகை காவியங்கள் பற்றிக் குறிப்புரைக்க.

7. களிமண் சிற்பங்கள் பற்றிக் கூறுக.

8. பண்டைக் காலத்தில் காணப்பட்ட வாணிபப் போக்குவரத்து முறைகள் இரண்டினைக் சுட்டுக.

9. மருந்துகளால் பெயர்பெற்ற இரண்டு அறநூல்கள் தருக.

10. விருந்தோம்பல் குறித்த வள்ளுவரின் சிந்தனை ஒன்றைத் தருக.

அனைத்து வினாக்களுக்கும் விடை தருக.

11. (அ) இந்தியச் செம்மொழிகள் பற்றி எடுத்துரைக்க.

    (அல்லது)

    (ஆ) தமிழ்ச் செம்மொழி இலக்கியங்கள் வரிசைப்படுத்தி அத்தகுதி பெற்றமைக்கானச் காரணங்களை சுருக்கி விளக்குக.

12. (அ) நடலாடை , பட்டாடைக் குறித்த இலக்கியப் பதிவுகளைத் தருக.

    (அல்லது)

    (ஆ) ஆடைக்கும் பண்பாட்டிற்கும் உள்ள தொடர்பு குறித்து எடுத்துரைக்க.

13. (அ) காப்பியங்கள் காணலாகும் அணிகலன்கள் பற்றிய பதிவுகளைத் தருக.

    (அல்லது)

    (ஆ) பெண்கள் அணியும் அணிகலன்களாக இலக்கியங்கள் வழி அறியப்படுவனவற்றைச் சான்றுடன் தருக.

14. (அ) இலக்கியங்கள் வழி அறியலாகும் சிற்பக்கலை குறித்து எடுத்துரைக்க.

    (அல்லது)

    (ஆ) கட்டடக்கலைக்கும் காப்பியங்கள் சான்றுகளை எடுத்துரைக்க.

C–5667

15. (அ) பண்டை இலக்கியங்கள் வழி அறியப்படும் மருத்துவக் குறிப்புகளைத் தருக.

(அல்லது)

(ஆ) பண்டைத் தமிழ் மக்கள் போற்றிய விருந்தோம்பலை விரித்துரைக்க.

பகுதி இ (3 × 10 = 30)

அனைத்து வினாக்களுக்கும் விடை தருக.

16. (அ) தமிழின் சிறப்புகளையும், அதன் இலக்கிய வளமை குறித்தும் கட்டுரை வரைக.

(அல்லது)

(ஆ) தமிழ்ச் செம்மொழி நூல்களின் தனித்தன்மைகளை விளக்கி ஆராய்க.

17. (அ) ஆடை வகைகளை இலக்கியச் சான்று காட்டி விரித்துரைக்க.

(அல்லது)

(ஆ) தமிழர்களின் அணிகலன் பயன்பாடு குறித்துக் கட்டுரைக்க.

18. (அ) இசைக்கலை குறித்துச் செம்மொழிச் இலக்கியக் பதிவுகள் சான்றுடன் விளக்கியுரைக்க.

(அல்லது)

(ஆ) இலக்கியங்கள் வழி அறியலாகும் பண்பாடு பழக்க வழக்கங்கள் பற்றிக் கட்டுரை வரைக.

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3

C–5667

Common for all U.G. B.Sc./B.B.A. DEGREE EXAMINATION, APRIL 2022

First Year/First Semester

English

Part II – ENGLISH PROSE AND COMMUNICATION SKILLS

(2016 to 2018 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. What is vocational education?

2. What it is it that Indira Gandhi does not demand?

3. What did Stevenson ride on?

4. What was the boy's reaction to the punishment?

5. What was remarkable about Ernest Thompson Seton's *Wild Animals I have Known*?

6. What are the tree visions that Sarojini Naidu talks of?

7. He _____ my uncle yesterday. (Use correct form of verb)

8. Define Noun.

9. Seenu is a boy _____ poor family. (use appropriate preposition)

10. _____ you like to have tea or coffee? (Use correct auxiliaries)

Part B   (5 × 5 = 25)

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

11. (a) Write a short note on how to attain Excellence I education emphasized by Livingstone.

Or

(b) Substantiate Indira Gandhi's view that the youth are the backbone of India.

12. (a) What is the usefulness of forming habits?

Or

(b) How does the teacher try to repair the damage done and with what result?

13. (a) What books did Margaret Atwood enjoy reading?

Or

(b) What does Sarojini Naidu say about the vision of patriotism?

14. (a) Write a short note on types of sentences.

Or

(b) Fill in the blanks using Present Perfect Continuous Tense:

(i) The _____ (work) all day.

(ii) He eyes were red because she _____ (cry).

(iii) She _____ (sing) upto that morning.

(iv) They _____ (wait) for her since 8 0' clock.

(v) Mani _____ (read) this book for the past three hours.

2   C–5670

15. (a) Write the correct sentence pattern.

    (i) I finished the work.

    (ii) She worked in a reputed company.

    (iii) Our headmaster Sideline was a lending library.

    (iv) They made David Chairman of the Rotary Club.

    (v) We wish you happy new year.

Or

(b) Fill in the blanks using appropriate Prepositions:

    (i) He came _____ the office _____ a big hurry.

    (ii) We drove _____ the store.

    (iii) Four armed men held _____ the bank.

    (iv) We finally lived _____ that incident.

Part C $(3 \times 10 = 30)$

Answer **all** questions.

16. (a) What, according to Livingstone, are the essentials of education?

Or

(b) Write an essay on personality of Indira Gandhi as revealed in her speeches.

17. (a) What are Gardiner's views on the desirability or otherwise of forming habits?

Or

(b) Write an essay in 500 words about the relationship between the rich student and the poor teacher.

3   **C–5670**

18. (a) Write an essay on present tenses.

Or

(b) Fill in the blanks with correct preposition.

Nehru was called _____ to say a few words _____ the occasion _____ the assassination _____ Gandhi _____ an utter sense _____ shame, Nehru expressed his regret _____ the failure out country _____ give protection _____ the life _____ this great man, as well as that _____ many an innocent man, woman and child.

_____

4

B.Sc./B.B.A. DEGREE EXAMINATION, APRIL 2022

Second Year — Second Semester

Part 1 — FRENCH

(Common for all UG Degree courses)

(2016 to 2018 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   Que savez-vous du français ?

2.   Trouvez les réponses :

    (a)   Comment tu t'appelles ? —————

    (b)   Comment allez-vous ? —————

3.   Dites les nombres :

    (a)   les filles dans la classe : —————

    (b)   les garçons dans la classe : —————

4.   C'est quoi les accents ?

5.   Quels sont les trois types d'accents ?

6.   C'est quoi les articles ?

7.   Types d'articles ?

8. Types de pronoms.

9. La monnaie de la France est :

10. Le drapeau français est :

Part B $(5 \times 5 = 25)$

Answer **all** questions.

11. Donnez les mots français :

(a) (i) Hello :

(ii) Good Morning :

(iii) Good Evening :

(iv) Fine Thank You :

(v) How are you ? :

Ou

(b) (i) See You Tomorrow :

(ii) What is Your Name :

(iii) Goood Afternoon :

(iv) Excuse Me :

(v) Madam :

C–5672

12. Ecrivez les nombres suivants en chiffres :

    (a)   (i)   seize :

           (ii)   dix-neuf :

           (iii) douze :

           (iv) neuf :

           (v)   treize :

Ou

    (b)   (i)   cinq :

           (ii)   quinze :

           (iii) vingt :

           (iv) onze :

           (v)   quatre :

13. Ecrivez les nombres en lettres :

    (a)   (i)   39 -

           (ii)   46 -

           (iii) 41 -

           (iv) 64 -

           (v)   25 -

Ou

3   **C–5672**

(b) (i) 62 -

(ii) 70 -

(iii) 53 -

(iv) 48 -

(v) 37 -

14. Ecrivez le nomdes couleurs en français :

(a) (i) Black :

(ii) White :

(iii) Rose :

(iv) Blue :

(v) Grey :

Ou

(b) (i) Green

(ii) Yellow

(iii) Violet

(iv) Purple

(v) Orange.

15. (a) Décrivez votre mère en 5-6 lignes.

Ou

(b) Décrivez votre famille.

4   C–5672

Answer **all** questions.

16. Give the French Equivalent for the following countries.

    (a) (i) England →

      (ii) Africa →

      (iii) America →

      (iv) China →

      (v) Egypt →

      (vi) Iran →

      (vii) India →

      (viii) France →

      (ix) Italy →

      (x) Rome

                    Ou

    (b) (i) Dubai →

      (ii) Muscut →

      (iii) Norway →

      (iv) Switzerland →

      (v) Mascow →

      (vi) Singapore →

      (vii) Spain →

      (viii) London →

      (ix) Paris →

      (x) Japan →

C–5672

17. (a) Ecrivez dix noms de Legumes en Français.

Ou

(b) Ecrivez n'importe quel nom de dix fruits en Français.

18. (a) Presentez - vous en français.

Ou

(b) Décrire une station de montagne en français.

_____

U.G. DEGREE EXAMINATION, APRIL 2022

Second Year – Second Semester

Part I – Hindi

HINDI II – PROSE, GRAMMAR AND TRANSLATION – II

(Common for all UG Degree courses)

(2016/2018 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

सभी प्रश्नों के उत्तर संक्षेप में लिखिए।

1. वैज्ञानिक युग में भारत का दायित्व क्या है?

2. घृणा और भय में क्या सम्बन्ध है?

3. रजिया ने लेखक को पहली मुलाकात में क्यों प्रभावित किया?

4. मक्रील के वातावरण पर प्रकाश डालिए।

5. भ्रमण के लिए नक्शे से क्या मदद मिलती है?

6. राष्ट्रपिता महात्मा गाँधी पाठ का लेखक कौन है और यह पाठ किस विधा की रचना है?

7. किसी विदेशी को भारत अनेक देशों का समूह क्यों प्रतीत होता है?

8. घृणा का समाज में क्या महत्व है?

9. लेखक ने रजिया को अन्तिम बार किस रूप में देखा?

10. 'बहता पानी निर्मला पाठ का निष्कर्ष क्या है'?

<div align="center">

Part B (5 × 5 = 25)

सभी प्रश्नों के उत्तर दीजिए।

संदर्भ सहित व्याख्या कीजिए।

</div>

11. (a) हमारी सामूहिक चेतना ऐसे नैतिक आधार पर ठहरी हुई है, जो पहाड़ों से भी मजबूत, समुद्रों से भी गहरी और आकाश से भी अधिक व्यापक है।

<div align="center">(या)</div>

   (b) जिस वस्तु का जीवन में इतना मूल्य है, उसे शिथिल होने देना, अपने पाँव में कुल्हाड़ी मारना है।

12. (a) फिर जरा–सा रुककर बोली–सुना था, आप यहीं रहते हैं। कहाँ रहते हैं मालिक? मैं तो अकसर आया करती हूँ।

<div align="center">(या)</div>

   (b) मेरे सुख को बाँटनेवाला कोई नहीं, इसलिए वह विकास न या, तीव्र दाह बन जाता है।

13. (a) ''जनाब, अपना बोरिया–विस्तर समेटिए और जरा चलते–फिरते नजर आइये''। यह आपका अपमान नहीं है।

<div align="center">(या)</div>

   (b) जहाँ स्त्रियों को वही अधिकार है जो पुरुषों को, यह मेरे स्वप्नों का भारत है।

<div align="center">2   C–5673</div>

व्याकरण :

14. (a) 'ने' विधि का प्रयोग समझाइए।

(या)

(b) वर्तमानकाल के भेदों को उदाहरण सहित समझाइए।

15. (a) भूतकाल के भेदों को उदाहरण सहित समझाइए।

(या)

(b) भविष्यत्काल के भेदों को उदाहरण सहित समझाइए।

Part C (3 × 10 = 30)

किन्हीं **तीन** प्रश्नों का उत्तर दीजिए।

उत्तर विस्तार से हो।

16. (a) 'भारतीय संस्कृति' पाठ का सारांश लिखिए।

(या)

(b) 'बहता पानी निर्मला' पाठ का सारांश लिखिए।

17. (a) क्रिया विशेषण किस कहते हैं? अर्थ के अनुसार इसके कितने भेद हैं? उदाहरण सहित समझाइए।

(या)

(b) कारक किसे कहते हैं? उनके भेदों को उदाहरण सहित समझाइए।

3 C–5673

18. (a) हिन्दी में अनुवाद कीजिए।

One day Prince Siddhartha was playing in the palace-garden. He saw some wild swans flying in the sky. He loved these fine birds very much. Suddenly one of the swans dropped down form the sky and fell at his feet. there was an arrow in its side. Blood was coming out of its body. The prince felt very unhappy. He took the arrow out of the bird gently. He puts some green leaves on the wounded part.

(या)

(b) King Dasaratha had three queens, Kausalya, Kaikeyi and Sumithra. Rama was the son of the eldest queen Kausalya, Bharata was the son of Kaikeyi; while Sumitra had two sons, Lakshmana and Sathrughna. Lakshmana was devoted to Rama and was always in his company; while Sathrughna was specially devoted to Bharatha. The four brothers lived in great friendship, and the three younger brothers worshipped their eldest brother Rama.

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4

C–5673

Common for B.Sc./B.B.A DEGREE EXAMINATION, APRIL2022

Second Year / Second Semester

Common for all U.G. Degree Course

Part – I இலக்கணமும், படைப்பிலக்கியமும்

(2016-2018 onwards)

Duration : 3 Hours   Maximum : 75 Marks

பகுதி அ

ஒரிரு வரிகளில் விடை தருக.   (10 × 2 = 20)

1. மெய்யெழுத்துக்களின் வகைகளைக் கூறுக.

2. உடம்படுமெய் என்றால் என்ன?

3. மு.மேத்தா எதன்மூலம் எதையும் அடைந்துவிட முடியும் என்கிறார்?

4. வைரமுத்துவின் விதைச்சோளம் கவிதையின் அடிநாதமாக விளங்குவது யாது?

5. அசோகமித்ரன் 'பள்ளியில் ஒரு நாய்க்குட்டி' எனச் சுட்டுவது யாது?

6. 'தந்தை மகனுக்கு ஆற்றும் நன்றி' என்னும் சிறுகதையின் கரு யாது?

7. இணைய முகவரி என்றால் என்ன?

8. இணைய இதழ்கள் இரண்டின் பெயர்களைச் சுட்டுக.

9. புதுக்கவிதை உத்திகளுள் இரண்டினைக் கூறுக.

10. தமிழ்ச் சிறுகதைகளின் முன்னோடி எது? அதனை எழுதியவர் யார்?

ஒரு பக்க அளவில் விடை தருக.

11. (அ) மொழி முதலெலுத்துக்களை எழுதுக.

(அல்லது)

(ஆ) சார்பெழுத்துக்களின் வகைகளைக் கூறுக.

12. (அ) புத்தகசாலை நாட்டில் ஏற்படுத்தும் மாற்றங்களாகப் பாரதிதாசன் கூறுவனவற்றை விளக்குக.

(அல்லது)

(ஆ) மீராவின் கவிதை உத்திகளை 'சாகாதவானம்' கவிதை கொண்டெழுதுக.

13. (அ) புராணத்தைப் புதிய கண்ணோட்டத்தில் படைத்துக் காட்டும் புதுமைப்பித்தனின் போக்கை விளக்குக.

(அல்லது)

(ஆ) அர்ச்சனை ரூபாய் சிறுகதையில் கு.ப.ரா. வெளிப்படுத்தும் வாழ்வியல் உண்மையை எழுதுக.

14. (அ) மின்னஞ்சல் முகவரி உருவாக்கும் முறை குறித்தெழுதுக.

(அல்லது)

(ஆ) தமிழ் வளர்ச்சித் துறையின் இணையதளம் பற்றி எழுதுக.

15. (அ) மரபுக்கவிதை என்றால் என்ன? விளக்குக.

(அல்லது)

(ஆ) சிறுகதை வடிவம் குறித்தெழுதுக.

கட்டுரை வடிவில் விடை தருக.

16. (அ) மொழியிறுதி எழுத்துக்களை விவரி.

(அல்லது)

(ஆ) வல்லினம் மிகும் இடங்களைத் தொகுத்துரைக்க.

17. (அ) சிறுகதையின் தோற்றமும் வளர்ச்சியும் குறித்துக் கட்டுரைக்க.

(அல்லது)

(ஆ) மின்நூலகங்கள் தமிழ் வளர்க்கும் பாங்கை விவரி.

18. (அ) "மனிதநேயம் போற்றுவோம்" என்னும் தலைப்பில் கவிதை
இயற்றுக.

(அல்லது)

(ஆ) சுற்றுச்சூழலைப் பேணுதல் என்னும் கருவை மையமிட்டு
சிறுகதை படைத்திடுக.

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C–5671

B.Sc./B.B.A. DEGREE EXAMINATION, APRIL 2022

Second Year/Second Semester

Common for all UG Degree Courses

Part II – ENGLISH - PROSE, EXTENSIVE READING AND COMMUNICATION SKILLS

(2016 to 2018 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. Kalam is proud of having worked with three great men. Who are they?

2. What kind of society did we have in the pre-war period?

3. What are the two ways in which science benefits man?

4. Why does Nehru regard Gandhi as the sun?

5. What experiences do students in schools and colleges have in arguing?

6. What was the agreement between Bob and Jimmy twenty years before, when they parted?

7. How did the Quick man explain it away?

8. What did the stranger want to know?

9. What are the types of adjective clause?

10. What is Sub-ordinate Conjunctions? Give example.

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) What does Kalam say about the passivity of Indians?

Or

(b) What are the contradictory views of Plato on the artist's role in society?

12. (a) How does Nehru reconciles himself with Gandhi's death?

Or

(b) What is Lynd's conversion to socialism and nationalism?

13. (a) How does the true friendship reflect in *After Twenty Years*?

Or

(b) How did the conjuror take his revenge on the Quick Man?

14. (a) How did the father test the skills of his sons?

Or

(b) How do Phrase help in making of Simple sentence?

2

15. (a) Jot down the changes/ rules while transforming the Exclamatory sentences of Direct speech into Indirect speech.

Or

(b) Write a paragraph on the 'Formation of Positive and Superlative Degrees'.

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Write an essay on Kalam's three visions.

Or

(b) What does Holt say about ballet training? What does he deduce from it?

17. (a) How are the two friends contrasted?

Or

(b) Elucidate how the conjuror's tricks and the Quick Man's deflationary comments for it.

18. (a) What are the kinds of Conjunctions? Explain in detail.

Or

(b) What are the Degrees of comparison? Explain with examples.

———————

3 C–5674

C–5675	Sub. Code
	31

B.Sc./B.B.A. DEGREE EXAMINATION, APRIL 2022

Third Semester

Part II — ENGLISH — COMMUNICATIVE SKILLS

(Common for all U.G. Degree Courses)

(2016 to 2018 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. Mention two barriers to communication.

2. Give two examples for negative gestures.

3. What are homonyms? Give an example.

4. Replace the infinitives in the given sentences with gerunds:

   (a) Bheema loves to eat.

   (b) Sandhya's hobby is to make dolls.

5. Choose the right adjectives to fill in the blanks:

   (a) There isn't ——————— milk, left in the fridge. (much/many)

   (b) Karkuzhazhi is a ——————— girl. (handsome/ beautiful)

6. Choose the right prepositions to fill in the blanks:

   (a) The discussion was ——————— politics.(on/ about)

   (b) Isai is junior ——————— Arun. (than/to)

7.   What is primary stress?

8.   What are the kinds of intonation?

9.   What is SQ3R?

10. What is scanning?

<div align="center">

Part B $(5 \times 5 = 25)$

Answer **all** questions.

</div>

11. (a)   Write briefly on the ways of challenging the barriers
           of communication.

<div align="center">Or</div>

     (b)   Define communication and mention the types of
           communication.

12. (a)   Distinguish between active voice and passive voice
           with examples.

<div align="center">Or</div>

     (b)   What are phrasal verbs and prepositional phrases?
           Give examples.

13. (a)   Write   briefly   on   unnecessary   articles   and
           prepositions with examples.

<div align="center">Or</div>

     (b)   Put the adverbs in the given sentences in the right
           position:

           (i)   Jenny cries without sometimes a reason.

           (ii)   Selvi comes often early to office.

           (iii) The lark sings in the morning happily.

           (iv)   Do not forget regularly to take your medicines.

           (v)   Dr. Salim Ali lovingly spoke to his students.

<div align="center">

2   **C–5675**

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14. (a) Distinguish between primary and secondary stress with examples.

Or

(b) Use appropriate intonation symbols for the given expressions.

   (i) Where do you live?

   (ii) Thanks, my friend,

   (iii) Are you happy?

   (iv) What a beautiful picture!

   (v) God is love.

15. (a) Write a paragraph on the characteristics of good handwriting.

Or

(b) Write briefly on the mechanics of hand-writing.

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Write in detail on the kinds of verbal and non-verbal communication.

Or

(b) Frame questions to suit the following responses:

   (i) There are twenty- nine states in India

   (ii) May is the hottest month in our country.

   (iii) I would like to have some coffee.

   (iv) Raji is my friend.

   (v) Kodai is my favourite tourist location.

   (vi) My mother is a doctor.

   (vii) This chair costs Rs. 500.

3

C–5675

(viii) Rithika works in a dance school.

(ix) Ameer's father is a famous poet.

(x) The Quran is the holy book of the Muslims.

17. (a) Identify the sentences as simple, compound and complex:

(i) I believe that God exists.

(ii) Seeing the snake, Ravi shouted.

(iii) Tell me the truth and you won't be punished.

(iv) He worked, while I sang.

(v) When Shree came in, Gautam was playing the piano.

(vi) Pravin and Valli are working on a new project.

(vii) The bird cannot fly unless it has wings.

(viii) Rahul loves dancing, therefore he has joined a dance school.

(ix) Nikil hates garlic, but his mother forces him to eat it.

(x) Being slim and agile, Krishil climbs the mango tree easily.

Or

(b) How are nouns, verbs, adjectives and adverbs often confused? Explain in detail and give examples.

18. (a) Write an essay on 'the importance of reading'.

Or

(b) Write in detail on vowel and consonant sounds.

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4

C–5675

C–5676	Sub. Code
	41

COMMON FOR ALL U.G. DEGREE COURSES
B.Sc./B.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

EMPLOYABILITY SKILLS

(2016 to 2018)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   What is meant by telephone etiquettes?

2.   What are the different types of interview?

3.   Mention few techniques for formal letter writing.

4.   What are the key elements for writing resume?

5.   Why do we great people / others?

6.   What is meant by review writing?

7.   What are the different types of composition?

8.   How do we develop our creative competency?

9.   What is meant by non-verbal communication?

10. How does personal appearance help non – verbal communication?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) What are the different ways to express our opinions?

Or

(b) Write a short note on techniques of interview.

12. (a) Describe the steps to be followed while filling a bank challan.

Or

(b) What are the steps to be followed to write a resume?

13. (a) What are the different types of greetings? Write short note on it.

Or

(b) Write a short note on developing topic sentences into paragraph.

14. (a) Write a paragraph on controlled composition.

Or

(b) Write a note on different steps to develope creative competency.

15. (a) Write a short note on different types of non-verbal communication.

Or

(b) What are the uses of visual aids?

2 **C–5676**

Answer **all** questions.

16. (a) Describe in detail on interview skills and its techniques.

Or

(b) Write a letter to your father about your health issues at the hostel

17. (a) Write a short note on the following

   (i) Note-making.

   (ii) Note-taking.

Or

(b) Prepare a report of your annual project.

18. (a) Write an essay on different kinds of composition.

Or

(b) Write an essay on merits and demerits of visual aids.

—————

B.B.A. DEGREE EXAMINATION, APRIL 2022.

First Semester

Airline and Airport Management

MANAGEMENT PROCESS

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   What is partnership firm?

2.   List out the public utilities.

3.   Define company.

4.   What is prospectus?

5.   Define Directing.

6.   What is meant by Recruitment?

7.   Mention the requirements of successful businessmen.

8.   What do you meant by HUF business?

9.   What is staffing?

10.   Define control.

Part B $(5 \times 5 = 25)$

Answer **all** the questions.

11. (a)   Write about the characteristics of co-operative society.

                              Or

    (b)   Explain the various clauses in memorandum of association.

12. (a)   Discuss-Is management is a since of an art.

                              Or

    (b)   Write down the features of scientific management.

13. (a)   Discuss the importance of planning in a business concern.

                              Or

    (b)   Explain the main characteristics of public sector enterprises.

14. (a)   What are the factors which determine the extent of decentralisation?

                              Or

    (b)   What are the important features of functional organisation?

15. (a)   Discuss in brief the responsibilities of a supervisors.

                              Or

    (b)   Describe the steps involved in controlling process.

              Part C $(3 \times 10 = 30)$

Answer **all** the questions.

16. (a)   Explain in detail about the kinds of companies.

                              Or

    (b)   Enumerate the techniques followed to control the management process.

              2   C–5860

17. (a) Discuss the modern trends in management process.

Or

(b) What are the various functions of management with examples?

18. (a) What is training? What are the various methods to be followed in training process?

Or

(b) What is span of control and indicate the reasons why a proper span of control is necessary?

———————

3

C–5861		Sub. Code
		91514

B.B.A. DEGREE EXAMINATION, APRIL 2022

First Semester

Computer Application

AIRLINE AND AIRPORT MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   What are the characteristics of computers?

2.   List out any four Computer Languages.

3.   How will you edit a document in MS-WORD?

4.   What is use of tab in MS-WORD?

5.   How will you insert a row in Excel?

6.   Differentiate between workbook and worksheet.

7.   How will you insert a new slide in PowerPoint?

8.   What is the use of slide sorter view in PowerPoint?

9.   What are the components of a table?

10. Name the different datatypes that can be used to declare a data.

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Write short notes on Computer Hardware.

Or

(b) Discuss about Disk Operating System(DOS).

12. (a) Write down the steps in creating a table in WORD.

Or

(b) Discuss the contents of Edit menu in WORD.

13. (a) Describe the steps to insert various functions in a Excel cell.

Or

(b) How will you use Filter option in Excel? Explain.

14. (a) How will you rearrange the order of existing slides? Explain the steps.

Or

(b) What is the use of Design Template? Explain.

15. (a) Write down the steps in creating a table and adding records to it.

Or

(b) Write short notes on Database reports.

2 **C–5861**

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the history and generation of computers.

Or

(b) Discuss the various functions of Operating System.

17. (a) Describe the steps in creating Mail merge in MS-WORD.

Or

(b) Describe the steps to create a chart in MS-Excel.

18. (a) How will you establish relationships using query to extract information? Explain.

Or

(b) Discuss the steps in creating and using database forms.

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C–5861

C–5862		Sub. Code
		91515

B.B.A. DEGREE EXAMINATION, APRIL 2022.

First Semester

Airlines and Airport Management

ACCOUNTING FOR MANAGERS

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. Define accounting.
2. Define management accounting.
3. What is meant by Revenue loss?
4. List out the two forms of a balance sheet.
5. What are the advantages of weighted average cost?
6. What is meant by store control?
7. What are the applications of LIFO method?
8. What is deferred compensation?
9. What is cost volume profit?
10. What are the various budget?

Part B   (5 × 5 = 25)

Answer **all** questions.

11. (a) Write short notes on Ledger account.

Or

    (b) What are the advantages of accounting system?

12. (a) A seven years lease has been purchased for a sum of Rs. 60,000 and it is proposed to depreciate it under the annuity method charging 4% interest. Reference to the annuity table indicates that the required result will be brought about by charging annually Rs.9996.55 to depreciation account. Show how the lease account will appear in each of the seven years.

Or

(b) Prepare a Trial Balance for Shining Brothers Pvt. Ltd. at March 31st, 2017?

Description	Amount	Description	Amount	Description	Amount
Bank Loan	14,000	Insurance expense	7,300	Equipments	40,000
Marketable security	6,500	Owner's investments	95,000	Maintenance Exp.	5,000
Bill payable	1,000	Rent and Rates expense	400	Miscellaneous expenses	4,800
Unearned revenue	3,500	Acc. Dep. Equipments	14,000	Accrued expenses	1,500
Sundry debtors	12,000	Accrued revenue	15,000	Dep. Exp. Equipments	2,000
Outstanding salaries	2,500	Machinery	25,000	Unexpired insurance	8,500
Prepaid rent	2,000	Drawings	3,500	Vendor's payables	500

13. (a) What are the elements of Cost?

Or

(b) Explain about accounting period concept.

2

C–5862

14. (a) Three batches of material received in quantities of 1,000 units @ Rs. 15, 1,300 units @ Rs. 16 and 800 units @ Rs. 14. Calculate weighted average price.

Or

(b) The following transactions took place in respect of material *x* during the month of January 2010.

1/01/2010   Opening stock 50 tons at Rs. 1000 per ton

2/01/2010   Issued 30 tons

6/01/2010   Received 60 tons at Rs. 1100 per ton

9/01/2010   Issued 25 tons (Stock verification reveals loss of one ton)

10/01/2010   Received back from orders 10 tons (previously issued at Rs. 990 per ton)

11/01/2010   Issued 40 tons

22/01/2010   Received 22 tons at Rs. 1200 per ton 31

31/01/2010   Issued 33 tons

You are required to write up the stores ledger Account under the (i) FIFO method (ii) LIFO method.

15. (a) The Delta company uses a periodic inventory system. The beginning balance of inventory and purchases made by the company during the month of July, 2016 are given below :

(i) July 01 : Beginning inventory, 500 units @ $20 per unit.

(ii) July 18 : Inventory purchased 800 units @ $24 per unit.

(iii) July 25 : Inventory purchased 700 units @ $26 per unit.

The Delta Company sold 1,400 units during the month of July. Compute inventory on July 31,2016 and cost of goods sold for the month of July using simple average method.

Or

(b) Explain about the Limitations of Variance analysis

3

C–5862

Answer **all** questions.

16.   (a)   Describe in detail about the rules of Double entry system.

Or

(b)   Enter the following transactions in the Petty cash book of Sonia Manzoor; Rs. 100 was given to cashier on 1st March, 2017 on the imprest system :

March		Rs.
2	Paid for postage stamps	8
2	Paid for stationary	10
3	Paid for cartage	4
3	Paid for postage stamps	6
8	Paid for paper	1
12	Paid for cartage	6
23	Paid for ink and nibs	4
26	Paid for train fair	5
28	Paid for bus fair	4
29	Envelopes and letter reads	6
30	Printing address	4
31	Taxi fare to manager	10

C–5862

17. (a) Pondicherry roadways Ltd. Which depreciates its machinery at 10% p.a. On written down value desires to change the basis to straight line method, the rate remaining the same. The decision is taken on 31st December 2005 to be effective from 1st January 2003. On 1st January 2005, the balance in the machinery account is Rs. 29,16,000. On 1st July 2005, a part of machinery purchased on 1st January 2003 for 101 Rs. 2,40,000 was sold for Rs. 1,35,000. On the same day a new machine is purchased for Rs. 4,50,000 and installed at a cost of Rs. 24,000. Analyze the above case and answer the following questions :

   (i) What was the loss incurred on the machine sold?

   (ii) What was the book value of unsold machinery on 1-1-2003?

   (iii) What would be the additional depreciation due to change in method?

   (iv) What should be the depreciation to be charged for 2005?

   Or

(b) What is Activity Based Costing? Why it is needed? What are the basic steps required for Activity Based Costing?

5

C–5862

18. (a) Apply AVCO method of inventory valuation on the following information, first in periodic inventory system and then in perpetual inventory system to determine the value of inventory on hand on Mar 31 and cost of goods sold during March.

Mar 1 Beginning inventory 60 units @ $15.00 per unit

5 Purchase 140 units @ $15.50 per unit

14 Sale 190 units @ $19.00 per unit

27 Purchase 70 units @ $16.00 per unit

29 Sale 30 units @ $19.50 per unit

Or

(b) Using the information provided, calculate :

Material cost variance

Material price variance

Material usage variance

A summary of the information needed to complete this task is given as follows :

Quantity of material purchased = 3,000 units

Value of material purchased = $9,000

Standard quantity of material required per tonne of output = 30 units

Standard rate of material = $2.50 per unit

Opening stock of materials = Nil

Closing stock of material = 500 units

Output during the period = 80 tons

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C–5862

C–5863	Sub. Code 91523

B.B.A. DEGREE EXAMINATION, APRIL 2022

Second Semester

Airlines and Airport Management

BUSINESS LAW

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A $(10 \times 2 = 20)$

Answer **all** questions.

1. Define Contract.

2. Define Offer and acceptance.

3. State the meaning of Coercion and Undue influence.

4. Write about Sale of Goods act.

5. Define Quasi Contract.

6. What is Law of Agency?

7. What do you understand by Memorandum of Association?

8. What is SEBI?

9. What is Patent Act?

10. Distinguish between valid and invalid Contracts?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Write the difference between Contract and Agreement.

Or

(b) Define consideration. Explain various kinds of consideration.

12. (a) Who is Principal in Agency contract? List out his rights.

Or

(b) Write short notes on

(i) FOB

(ii) C.I.F

(iii) Ex-ship contract of sale.

13. (a) Write short notes on meaning and importance of Prospectus.

Or

(b) Distinguish between Private Company and public company.

14. (a) What are the objectives of MRTP Act.

Or

(b) Write short notes on the role of SEBI.

15. (a) Explain the features of Consumer protection Act.

Or

(b) What is an Agreement? What are the essentials of Agreement?

2 C–5863

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about "free consent".

Or

(b) Describe the capacity of parties to create enter into contracts.

17. (a) Explain Transfer of properties in goods and its classification.

Or

(b) Define breach of contract and explain its types.

18. (a) Explain different modes of creating agencies.

Or

(b) Explain the rights and duties of Consumers.

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C–5863

B.B.A. DEGREE EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

MATHEMATICS FOR MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A $(10 \times 2 = 20)$

Answer **all** questions.

1.   Explain Cordiality of a set and Empty set.

2.   Find AB from $A = \begin{bmatrix} 1 & 2 \\ 3 & 4 \end{bmatrix}$ and $B = \begin{bmatrix} 2 & 1 \\ 1 & 2 \end{bmatrix}$.

3.   The Compound interest on a sum of Rs. 625 in 2 years is Rs. 51. Find the Rate of interest.

4.   Solve the equations $4x + y = 8;\ x + 2y = 9$.

5.   What are the uses of scope?

6.   What is meant by statistics?

7.   Write the two regression lines formula?

8.   Find harmonic mean of 1,2 and 4.

9.   What is meant by time series analysis?

10. Write about index numbers and its types.

Part B $(5 \times 5 = 25)$

Answer **all** questions.

11. (a) Find $(AB)^T$ where $A = \begin{bmatrix} 1 & -2 & 1 \\ 2 & 1 & 3 \end{bmatrix}$ and $B = \begin{bmatrix} 2 & 1 \\ 3 & 2 \\ 1 & 1 \end{bmatrix}$.

Or

(b) Using Venn Diagrams to verify Demorgan's Law.

12. (a) What is the value of an investment of 3500 after 2 years if it earns 1.5% compounded quarterly?

Or

(b) The sum of the 4th and 8th terms of an A.P is 24 and the sum of the 6th and 10th terms is 44. Find the first three terms of the A.P?

13. (a) Write a short notes on statistical enquiries.

Or

(b) Write a short notes on Presentation of data.

14. (a) Compute Quartile deviation and its coefficient from the following data :

X	15	25	35	45	55	65	75
F	3	2	7	9	12	6	3

Or

(b) Calculate the coefficient of skewness for the following data :

C.F.	0-10	10-20	20-30	30-40
F	5	6	11	21

C.F.	40-50	50-60	60-70	70-80
F	35	30	22	11

2

C–5864

15. (a) Describe the method of semi average.

Or

(b) For the Following data find the index number using any method.

Commodities	1987		1988	
	Price	Quantity	Price	Quantity
A	2	8	4	6
B	5	10	6	5
C	4	14	5	10
D	2	19	2	13

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Find A^{-1} where $A = \begin{bmatrix} 2 & -1 & 3 \\ -5 & 3 & 1 \\ -3 & 2 & 3 \end{bmatrix}$.

Or

(b) A Proof reads through 73 pages manuscript. The number of mistakes found on each of the pages are summarized in the table below. Determine the mean number of mistakes found per page.

No. of mistakes	1	2	3	4	5	6	7
No. of pages	5	9	12	17	14	10	6

C–5864

17. (a) Write short notes about scatter diagram and explain.

Or

(b) Calculate coefficient of correlation from the data.

X   12   9   8   10   11   13   7

Y   14   8   6   9   11   12   3

18. (a) Write basic rules for constructing diagrams.

Or

(b) Write a notes on Components of time series.

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C–5864

C–5865	Sub. Code
	91525

B.B.A. DEGREE EXAMINATION, APRIL 2022

Second Semester

Airline and Airport Management

ORGANIZATIONAL BEHAVIOUR

(2019 onwards)

Duration : 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 are group norms?

10. What is job enlargement?

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 factor influencing organisatioal effectiveness.

C–5865

Part C   (3 × 10 = 30)

Answer **all** questions.

16. (a)   Briefly explain the theories of motivation.

Or

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

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.

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3   **C–5865**

C–5866	Sub. Code
	91532

B.B.A. DEGREE EXAMINATION, APRIL 2022

Third Semester

Airlines and Airport management

AVIATION INDUSTRY

(2019 onwards)

Duration : 3 Hours　　　　　　　　　　Maximum : 75 Marks

Part A　　　　　　　　(10 × 2 = 20)

Answer **all** questions.

1.　Who is the father of Aircraft?

2.　Classify the aircraft based on Structure.

3.　What is the role of National aviation authorities?

4.　What are the functions of Aircraft Authority of India?

5.　What is Airport safeguarding?

6.　Give four Guidelines used in Airline catering

7.　What are the functions of Freight Warehouse Management?

8.　What are the particulars checked during ticket check in?

9.　What is meant by Aircraft Hijacking?

10.　What is crisis Management?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Describe about Aviation growth drivers with example.

Or

(b) What are the challenges faced in Aircraft industry in India?

12. (a) Write short notes on IATA.

Or

(b) What are the roles and functions of National Aviation Authorities?

13. (a) How to handle stretcher cases in Airport?

Or

(b) Give the Guidelines of human remains/handing given by IATA.

14. (a) Explain about the functions of Airline Terminal management.

Or

(b) Write short notes on Baggage clearance in Airport.

15. (a) What are the counter measures taken during Hijack?

Or

(b) Explain about prevention measures in unlawful interference.

C–5866

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the types of Aircraft.

Or

(b) Describe about the inspection/Airside safety of Runway.

17. (a) Explain in details about Corona Pandemic situation faced by Aviation industry. How to deal with this crisis?

Or

(b) Explain in details about Airport Resource Allocation System.

18. (a) Explain about the formalities followed for issuing boarding pass.

Or

(b) Explain about the types of Investigation methods.

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C–5867		Sub. Code
		91533

B.B.A. DEGREE EXAMINATION, APRIL 2022

Third Semester

Airlines and Airport management

AVIATION ANCILLARY SERVICE

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. List the categories of Ground Handling?

2. What are the roles of IATA ground handling council?

3. How to handle physically challenged passenger?

4. What are the items can be handle by IATA?

5. What are the characteristics of air cargo?

6. Distinguish between structural and non-structural igloo.

7. What do you understand by escorting?

8. What is meant by airport unit terminal?

9. What is meant by guard station?

10. What do you understand by in-flight safety and security?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) What are the Selection Procedure for Ground Handling Companies?

Or

(b) Describe about Ramp Handling.

12. (a) What do you mean by baggage handling? Discuss the types of baggage handling.

Or

(b) Explain how Persons with Disabilities are handled?

13. (a) Discuss container arrangements in wide- and narrow-bodied aircraft.

Or

(b) Explain about Perishable Cargo.

14. (a) What are the major classifications of accommodations available in India?

Or

(b) Differentiate between airport management and airlines management.

15. (a) Write a short note on Biometric reader.

Or

(b) Define the standards and recommendations given by SARPs.

2 **C–5867**

Answer **all** questions.

16. (a) Discuss the composition of IATA tires.

Or

(b) Explain about the role and responsibilities of inside and outside of airport.

17. (a) Explain in detail about the medical services of Indian airports.

Or

(b) Tabulate the security area and describe its base requirements.

18. (a) What do you understand by wet cargo? Does wet cargo and perishable cargos are same? Explain

Or

(b) Explain about the flowchart of passenger arrival and departure.

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C–5867

C–5868		Sub. Code
		91534

B.B.A. DEGREE EXAMINATION, APRIL 2022

Third Semester

Airline and Airport Management

AIRLINE AND AIRPORT ORGANISATION

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A $(10 \times 2 = 20)$

Answer **all** questions.

1.   Define Supply factor.

2.   Write short notes on future aspects of airline industry.

3.   What do you meant by Baggage claim?

4.   Write short note on At-gate processing.

5.   What are off-airport terminals?

6.   Differentiate Accident and incident.

7.   What are the limitations of Air tourism in India?

8.   What are the role of Travel agent?

9.   Write short note on Runway marking.

10.   What are the primary objectives of the airport master plan?

Part B   (5 × 5 = 25)

Answer **all** questions.

11. (a) Give SWOT analysis in airline industry with an example.

Or

(b) Explain about the Airline traffic performance.

12. (a) What are the types of data required for the collection of Airline data?

Or

(b) What are the roles of caterers?

13. (a) Explain the cargo terminal.

Or

(b) What is meant by Nose in parking?

14. (a) Write a short note on tourist attractions.

Or

(b) Explain about your Tourism/Air tourism.

15. (a) What are the primary objectives of the airport master plan?

Or

(b) Write a short note on Socioeconomic Factors.

C–5868

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the market potential of Indian airline industry.

Or

(b) Explain the unit and linear terminal concepts.

17. (a) What is meant by an airport planning horizon? What is the typical planning horizon for an airport master plan?

Or

(b) Write short notes on: (i) Ticketing (ii) Security screening (iii) At-gate processing.

18. (a) Explain in detail about the types of Airport planning.

Or

(b) Explain the role of travel agents in planning a tour.

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3 $\boxed{\textbf{C--5868}}$

B.B.A. DEGREE EXAMINATION, APRIL 2022

Third Semester

Airlines and Airport Management

ECONOMICS FOR EXECUTIVES

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. What do you meant by Franchise?

2. What is Uncertainty theory?

3. Distinguish between real cost and money cost?

4. What is diseconomies scale?

5. List out the features of monopoly.

6. What is long run price determination?

7. What is LS and LM curve?

8. Define Rent.

9. Define exchange value.

10. Give your view on Indian government on business.

Answer **all** questions.

11. (a) Explain about risk theory of profit.

Or

(b) What is elasticity of demand and write its formula? Find elasticity of demand for P1 = $10 P2 = $8 Q1 = 30 Q2 = 50.

12. (a) Explain about the internal economies scale.

Or

(b) Explain the reason for using law of proportion with graph.

13. (a) Explain about oligopoly with exam.

Or

(b) Explain about price determination under short period.

14. (a) Write a short note on loanable fund theory of interest.

Or

(b) What is wage theory of profit?

15. (a) What is meant by competition act why it is implemented?

Or

(b) Explain about any one pricing policy of public utilities.

C–5869

Part C   (3 × 10 = 30)

Answer **all** questions.

16. (a) Why does demand curve slope downwards?

Or

(b) Explain in detail about the concepts of cost.

17. (a) What are the various methods in controlling monopoly? And explain it.

Or

(b) How does liquidity preference theory works?

18. (a) Explain about the forms of price discrimination with graph.

Or

(b) Write the assumptions of Marginal Productivity Theory of Wage.

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3

C–5871	Sub. Code
	91537

B.B.A. DEGREE EXAMINATION, APRIL 2022

Third Semester

Airline and Airport Management

YOGA FOR HUMAN EXCELLENCE

(2019 onwards)

Duration : 3 Hours　　　　　　　Maximum : 75 Marks

Part A　　　　　$(10 \times 2 = 20)$

Answer **all** questions.

1. Define Patanjali's Yoga Sutra.

2. Write any two aims of Yoga

3. List down the Paths of Yoga.

4. Define Hatha Yoga.

5. What is Yogasanas?

6. List down any two Principles of Yogic Practices.

7. Define Bandhas.

8. What is Suryanamaskar?

9. Define Tamil Siddha Meditation.

10. What is the Concept of Meditation?

Answer **all** questions.

11. (a) Explain in detail about the Origin of Yoga.

    Or

    (b) Write down the Misconception of Yoga.

12. (a) List down the Paths of Yoga and explain any two.

    Or

    (b) Narrate Jnana Yoga.

13. (a) Discuss about the Teaching techniques of Yoga in Physical Education.

    Or

    (b) Narrate the importance of Yoga in Physical Education.

14. (a) Narrate Asanas and explain the classification of Asanas.

    Or

    (b) List down the types of Pranayama and explain any Two.

15. (a) Narrate

    (i) Vedhathiri Maharishi Meditation.

    (ii) Vallar Meditation

    Or

C–5871

(b)   Narrate

   (i)   Tamil Siddha Meditation

   (ii)   Vipasana Meditation.

Part C   (3 × 10 = 30)

Answer **all** questions.

16.   (a)   Write down the benefits of Meditation in Sports.

Or

(b)   Write down the messages about Yoga in Bhagavagita, Bible and Kuran.

17.   (a)   Write down the Patanjali's Eight Limbs of Yoga with example.

Or

(b)   Write down the Precautions, methods and uses of doing Pranayama.

18.   (a)   Narrate the Principles of doing Yogic Practices.

Or

(b)   Explain some of the Yogasanas with example for Better Living.

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3   **C–5871**

C–5872	Sub. Code
	91542

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Airline and Airport Management

PRINCIPLES OF AIRLINE AND AIRPORT MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   Explain major player in airline industry.

2.   Name two airlines in the Indian aviation industry.

3.   Explain the function of IATA.

4.   Explain the role of ICAO.

5.   What is Terminal Design?

6.   Explain about DGCA.

7.   What is check in process?

8.   Give two examples of Special passengers.

9.   What is PPP?

10. Explain about environmental regulations.

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the market potential of Indian Airline Industry.

Or

(b) Explain about the current challenges in airline industry.

12. (a) Explain the roles of IATA.

Or

(b) Explain in detail the functions of ICAO in detail.

13. (a) What is the airport operational area?

Or

(b) Explain about global and Indian scenario of airport management.

14. (a) Explain about airline terminal management information.

Or

(b) Explain about how boarding pass is issued and the process after.

15. (a) Explain about Emerging Indian trends in PPP.

Or

(b) Explain about airport fees, rates and charges.

C–5872

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the history of INDIAN aviation in detail.

Or

(b) Explain about the development of air transportation in India.

17. (a) Explain in detail about PICAO and the role of ICAO in international air transportation.

Or

(b) Explain about DGCA in detail and write about its directorates.

18. (a) Explain about special passengers in detail.

Or

(b) Explain about Public — Private Partnership in detail.

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3 **C–5872**

C–5873	Sub. Code
	91543

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Airline and Airport Management

AIR TRAVEL MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   What do you understand about PESTE analysis?

2.   Define Marketing.

3.   What is meant by VISA?

4.   What is Air Freight?

5.   Define flying time.

6.   Expand: TIM, OAG

7.   Who are all ultimate customers? Why?

8.   Write about Approach Area.

9.   What do you understand about Travel Agency?

10.   Define Differential Pricing.

Part B $(5 \times 5 = 25)$

Answer **all** questions.

11. (a) Explain briefly on the various transportation types.

Or

(b) Explain in detail about Airline Business.

12. (a) Describe briefly the procedure to obtain Passport.

Or

(b) Discuss briefly on Fleet and Schedules – Related product features.

13. (a) Discuss briefly on "TIM is an important resources of information for travel professionals".

Or

(b) Explain the calculation of Elapsed time, Ground time and flying time with suitable Illustration.

14. (a) Write short notes on Air traffic zones and approach areas.

Or

(b) Write briefly on the development of Airport system planning process.

15. (a) Explain briefly on the components of Relationship marketing strategy.

Or

(b) Explain the Brand building strategies in the Airline industry with suitable examples.

2 **C–5873**

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss briefly about the application of Marketing principles to Airline Management.

Or

(b) Explain in detail on the implication of Michel Poster's five factors application to Airline.

17. (a) Elaborately explain on the significance of passport, VISA and Health documents for International travel.

Or

(b) Discuss elaborately on the significance and growth of air transport and also on the roles and responsibilities of various Airport Associations.

18. (a) Define Travel Agency and Explain in detail on the travel agency distribution system.

Or

(b) Write in detail on the various selling and distribution channel strategies.

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3 **C–5873**

C–5874		Sub. Code
		91544

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Airline and Airport Management

LOGISTICS AND AIR CARGO MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. What is supply chain management?

2. Define customer service.

3. Define Logistics channel.

4. What do you mean by commodity warehouses?

5. Define global logistics.

6. What is TQM?

7. What do you mean by perishable cargo?

8. What is cargo zone?

9. What is airway bill?

10. What do you mean by tariffs?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Explain advantages of Logistics.

Or

(b) Write short notes on Production Planning.

12. (a) Explain various levels of Packaging.

Or

(b) State the benefits of Warehouses.

13. (a) Explain the factors motivating Global Logistics.

Or

(b) Bring out the differences between Domestic and Global Logistics.

14. (a) Write a short notes on types of cargos.

Or

(b) Discuss the procedure for handling valuable cargos.

15. (a) Explain commercial invoice.

Or

(b) Give an account of ocean bill of lading.

2 C–5874

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the major growth drivers of Logistics business.

Or

(b) Enumerate the environmental and marketing challenges facing by Indian logistics.

17. (a) Describe the transportation system model.

Or

(b) Elucidate the government rules and initiatives in logistics sector.

18. (a) Explain air cargo logistics process in detail.

Or

(b) Explain the importance of documentation in air transportation.

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3 **C–5874**

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Airlines and Airport management

CUSTOMER RELATIONSHIP MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. Define customer relationship management.

2. List the stages of customer life cycle?

3. What is customer information data base?

4. What is relationship network?

5. What is core benefits?

6. How can we identify customer satisfaction?

7. Define customer alignment.

8. How integrated business is validated?

9. Write a short note on online analytical processing.

10. What is data warehouse?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) What are the properties of relationship manager?

Or

(b) Describe in detail about the six market model in relationship marketing.

12. (a) Write the evolution of CRM.

Or

(b) What are the benefits of diversity of customer in company?

13. (a) What are the functions of contact management?

Or

(b) Explain the concept of sale force automation.

14. (a) What are the merits of integrated business management?

Or

(b) Explain about the concept of value chain.

15. (a) Explain in detail about data mining.

Or

(b) Write about advanced data and information systems.

2 C–5875

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about external and internal relationship management.

Or

(b) Explain about any three components of Data mining.

17. (a) Explain about the stages in build the customer relationship.

Or

(b) Explain in detail how vendor selection will leads to success.

18. (a) Explain about the development of marketing management in India.

Or

(b) Explain about the techniques in data base marketing.

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C–5875

C–5876	Sub. Code
	91546

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Airline and Airport Management

TRAVEL AGENCY OPERATIONS

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   What are the objectives of airport privatization?

2.   What is the role of international civil aviation organization in air travel?

3.   Why should you provide a quality service?

4.   Define buying power?

5.   How have threats to aviation security evolved since the beginning of civil aviation?

6.   What is the trusted traveler program?

7.   What are the role of public sector in tourism development?

8.   Define ramp handle?

9.   Which are the two ways baggage fraud?

10. Define passport.

Answer **all** questions.

11. (a) Trace out aviation growth and development.

Or

(b) Explain the airport handling functions of IATA.

12. (a) Describe the operating conditions for tour packages.

Or

(b) Explain the procedure to preparation of tour brochures.

13. (a) Discuss about the formalities of domestic and international airports.

Or

(b) What are the goods restricted in baggage and why it is restricted?

14. (a) Explain social and economic benefits from tourism.

Or

(b) Describe about the ramp handling procedure.

15. (a) What is called ordinary passport? Briefly explain.

Or

(b) Explain the legal liability for passengers and baggage.

C–5876

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) What is called ICAO and write freedom air agreement flamed by ICAO.

Or

(b) Write a note on standard time zones of IATA geography.

17. (a) What are the handling procedure for delayed passengers?

(i) When the flight delay is known well in advance?

(ii) When the flight delay is cancelled after a prolonged delay?

Or

(b) What are the travel documents required for a passenger?

18. (a) What is extra baggage? Write a detailed note on in flight aids in an international flight?

Or

(b) Explain the new fare construction rules mandated by IATA.

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C–5876

B.B.A. DEGREE EXAMINATION, APRIL 2022.

Fourth Semester

Airlines and Airport Management

RETAIL MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   What are the characteristics of Retailing?

2.   What is electronic data interchange?

3.   What is meant by market penetration?

4.   Differentiate between organised and unorganised Retailing.

5.   Define planogram.

6.   What is retail merchandising?

7.   What is NON store retailing?

8.   What is FDI?

9.   Who are pedlers and Hawkers?

10. What is Global Retailing?

Answer **all** questions.

11. (a) What are the Issues and challenges of a career in Retail?

Or

(b) Enumerate the functions of Retailing?

12. (a) What are the classification of Retail Business?

Or

(b) Explain in detail about the strategic planning process.

13. (a) Discuss the role of atmospherics in store Design.

Or

(b) Explain the visual merchandising techniques.

14. (a) Discuss the size of Retail in India.

Or

(b) What are the benefits of FDI in India Retail?

15. (a) List out the opportunities and threads in global Retailing.

Or

(b) Write short notes on global Retail markets.

Part C $(3 \times 10 = 30)$

Answer **all** questions.

16. (a) Explain the nature of Retail trade in foreign markets.

Or

(b) Discuss about customer database management.

C–5877

17. (a) Discuss the factors that affect the retail location decisions.

                                Or

    (b) Distinguish between supermarkets and hypermarkets.

18. (a) Explain the environment and legislation for retailing in India.

                                Or

    (b) Enumerate the benefits and limitations of globalisation of retail trade.

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3   **C–5877**

C–5878		Sub. Code
		91551

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fifth Semester

Airline and Airport Management

AIRCRAFT MAINTENANCE AND CREW MANAGEMENT

(2019 onwards)

Duration : 3 Hours Maximum : 75 Marks

Part A (10 × 2 = 20)

Answer **all** questions.

1. What is the role of an engineer?

2. What is a failure rate pattern?

3. What is the full form of PPC?

4. What are the advantages of forecasting?

5. What are the elements of CRM?

6. Explain about CRMIE and CRMI.

7. What is the full form of HFACS?

8. What is James reason's Swiss cheese model?

9. What are the skills needed to train in CRM?

10. What are some poor skills that lead to unsafe supervision?

Part B $(5 \times 5 = 25)$

Answer **all** questions.

11. (a) What is Reliability and Redesign? Explain in detail.

Or

(b) What is POM? Explain with appropriate guidelines.

12. (a) What does PPC handle and mention its functions?

Or

(b) What are airline libraries and explain its uses?

13. (a) What is CRM and explain about the impact of CRM in aviation safety?

Or

(b) What are defined maintenance intervals and explain about the trainers involved in CRMI and CRMIEs.

14. (a) Explain about the Evaluation of CRM skills by the trainer.

Or

(b) Explain about SOPs.

15. (a) What are automation and up gradation skills involved in CRM?

Or

(b) Explain about CRM training factors involved and how are they monitored.

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C–5878

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about MSG and its process.

Or

(b) Explain about Control of publication and computers used in aviation.

17. (a) Explain about the organization of PPC and talk about Feedback.

Or

(b) What is MRM and what are the desired skills needed for proper CRM management?

18. (a) What is Human performance analysis and how is it carried out?

Or

(b) How are accidents and incidents reported and the data from it been analyzed and collected?

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3 **C–5878**

C – 5879	Sub. Code
	91552

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fifth Semester

Airline and Airport Management

AIRLINE MARKETING AND AVIATION SAFETY MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. Define market segmentation.

2. What is SWOT Analysis?

3. What are the fundamentals of marketing strategy?

4. What is Airline promotion?

5. Define FFP- Frequent flyer programme.

6. List the source of financial benefits.

7. What factors affect the labor cost in aviation?

8. What are the two accidents / incident prevention program?

9. What is SOP?

10. What is MEL?

Part B $(5 \times 5 = 25)$

Answer **all** questions.

11. (a) Elaborate and explain PESTE Analysis.

          Or

     (b) What are the seven common mistakes in airline
          marketing strategies? Explain.

12. (a) What is Media relation? Explain in detail.

          Or

     (b) Define and explain MARCOMM.

13. (a) Composition of professional mix and define the
          factors it depends on.

          Or

     (b) Explain market leader strategy in aviation
          industry.

14. (a) Explain aircraft accident/incident investigation.

          Or

     (b) Explain briefly about mid-air collision.

15. (a) What is aircraft maintenance? Why is this
          procedure performed? Explain the procedure in
          detail.

          Or

     (b) What is flight safety system? Explain in detail.

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) What are the stages of marketing principles to airline management?

Or

(b) What are the components of relationship marketing strategy?

17. (a) What are the major costs involved in airline operating cost? Display in a graph.

Or

(b) What is runway incursions and explain its different categories?

18. (a) Discuss on airline accident with help of a case study.

Or

(b) What are the procedures to be followed after a bird strike incident?

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3   **C – 5879**

C–5880		Sub. Code
		91553

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fifth Semester

Airline and Airport Management

AIR TRAFFIC CONTROL

(2019 onwards)

Duration : 3 Hours　　　　　　　Maximum : 75 Marks

Part A　　　　　　(10 × 2 = 20)

Answer **all** questions.

1.　Explain the classification of ATS airspaces.

2.　What are the different kinds of separation?

3.　What is Area Control Service?

4.　Expand RNAV and explain in brief.

5.　Explain about Approach Control Service.

6.　What is Secondary Radar?

7.　What is Aerodrome Reference Code?

8.　Explain about Aerodrome Reference Temperature.

9.　What are the general requirements for Marking?

10.　What is a Wind Direction Indicator?

Answer **all** questions.

11. (a) What are the classification of airspaces by ATS?

    Or

    (b) Explain about Division of responsibility of control.

12. (a) Explain about RNP.

    Or

    (b) Explain about the conditions for raising minimum flight level.

13. (a) What are Flight information alerting services?

    Or

    (b) What is the rule of air and explain about emergency procedures?

14. (a) Explain about Aerodrome reference point.

    Or

    (b) Explain about instrument runway.

15. (a) Explain about visual aids for navigation.

    Or

    (b) What are markings? Explain about the various aerodrome markings.

C–5880

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the parts of ATC service in detail.

    Or

    (b) Explain about the scope and provision of ATC in detail.

17. (a) Explain about RADAR and explain about the use of Secondary radar in detail.

    Or

    (b) Explain about vertical, Lateral and Longitudinal Separation in detail.

18. (a) Explain about Aerodrome Reference Temperature and ARP in detail.

    Or

    (b) Explain about Wind Direction Indicator and Landing direction Indicator in detail.

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3   **C–5880**

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fifth Semester

Airline and Airport Management

AIR TRANSPORT IN TOURISM

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. What is meant by Tourism?

2. What is security?

3. Who can be called a travel agent?

4. Define types of room.

5. What is the expansion of ICAO?

6. What are the different forms of tourism?

7. List the various meal plans offered by hotels.

8. Define customer service.

9. Give the meaning of hotel.

10. What is group tourism?

Part B   (5 × 5 = 25)

Answer **all** questions.

11. (a) Write a short note on the perception of tourism, worldwide.

Or

(b) Explain the scope and operations of travel and tourism.

12. (a) Briefly classify hotels and describe star ratings.

Or

(b) Explain the aim and objectives of ICAO.

13. (a) Define Itinerary. Discuss the steps involved in Itinerary preparation by citing relevant examples.

Or

(b) Explain Transportation Commercial Aviation.

14. (a) Discuss the early days of IATA in detail.

Or

(b) Explain the impact of currency fluctuations and commission policies in the travel agency business.

15. (a) Briefly explain how destination management companies work?

Or

(b) Explain the supplier relationships.

2   **C–5881**

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate in detail the various aspects of the Hotel industry.

Or

(b) Enumerate important travel agents and tour operators and explain their activities.

17. (a) Prepare a draft plan to make 'India a medical tourist destination'.

Or

(b) Briefly discuss in detail the festivals of India.

18. (a) Discuss in detail about the important tourist attractions in India.

Or

(b) Write an essay on training and development of travel agents.

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3 **C–5881**

C–5882		Sub. Code
		91555

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fifth Semester

Airline and Airport Management

SERVICE MARKETING/PUBLIC RELATIONS IN AVIATION

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. What is service marketing?

2. What is strategy?

3. What do you mean by word of mouth communication?

4. Why communication is important in Business?

5. List out the 7Ps of Marketing.

6. What is Hospitality?

7. What is Media Handling?

8. What is Empathy?

9. Define sustainability.

10. Define crisis.

Part B   (5 × 5 = 25)

Answer **all** questions.

11. (a) What is marketing mix? How companies formulate
        of take a marketing mix decisions?

        Or

    (b) Elaborate the contents of marketing plan.

12. (a) What are customer complaints and how it can be
        resolved'?

        Or

    (b) Differentiate travel and tourism.

13. (a) Write about the role of Advertising in business.

        Or

    (b) Explain the process of determining the Positioning
        strategy.

14. (a) Brief out the duties and responsibilities of PR.

        Or

    (b) List out the seven steps in crisis management.

15. (a) List out the steps involved in Media Handling.

        Or

    (b) What are the smart ways to approach crisis
        situations?

C–5882

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the types and importance of service marketing.

Or

(b) Elaborate the features, Scope and characteristics of tourist and tourism.

17. (a) Write in brief about Marketing challenges in aviation.

Or

(b) Define Relationship Marketing. Explain its importance scope and how it flourishes the business to an extent.

18. (a) Elaborate the role of Media Handling and its impact on business.

Or

(b) Write short notes on

(i) Tirthatana

(ii) Paryatana

(iii) Deshatana

(iv) Credibility

(v) Clout.

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C–5882

C–5883		Sub. Code
		91556

B.B.A. DEGREE EXAMINATION, APRIL 2022

Fifth Semester

Airline and Airport Management

CONSUMER BEHAVIOR

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A $(10 \times 2 = 20)$

Answer **all** questions.

1. What is Customer retention?

2. What is Price skimming?

3. Define observation in research.

4. What is a consumer motive?

5. What is Cognitive Learning?

6. Mention two methods of consumer attitude.

7. What is a group?

8. What do you mean by family?

9. Who is the Opinion Leader?

10. What is Problem Recognition?

Part B $(5 \times 5 = 25)$

Answer **all** questions.

11. (a) Explain the factors influencing consumer behaviour.

       Or

    (b) What is customer value? State its characteristics?

12. (a) What are the methods of conducting consumer research?

       Or

    (b) What are the different types of motivation? Elucidate.

13. (a) What do you mean by consumer attitude? Also discuss its nature.

       Or

    (b) Describe the Classical Conditional theory in consumer attitude.

14. (a) Construct and explain a family life cycle.

       Or

    (b) Enumerate any four features of social class.

15. (a) Which are the situational factors affecting the purchase decision?

       Or

    (b) Comment on the concept of opinion leadership and its types.

2   C–5883

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) What are the drivers of change in Indian consumer behaviour? Elucidate.

Or

(b) Discuss the various ethical issues in marketing in brief.

17. (a) Analyze consumer decision making in detail.

Or

(b) Write a brief note on the behavioural learning theories of consumer learning?

18. (a) Explain the meaning of sub-culture. Explain their types and Impact of sub-culture.

Or

(b) Briefly discuss Maslow's and McClelland's need theory.

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3 **C–5883**

C – 5884		Sub. Code
		91561

B.B.A. DEGREE EXAMINATION, APRIL 2022

Sixth Semester

Airlines and Airport management

AIR TRANSPORTATION SAFETY AND SECURITY

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. Write the objectives of Air Transportation safety.

2. Write the screening procedure for passengers at the airport

3. How has airline travel been affected by terrorism?

4. What is the meaning of nuclear terrorism?

5. What is the point of hijacking a plane?

6. What is airport security program?

7. Which are the major international organizations dealing with the regulations and policies of the air transportation around the world?

8. What does biological warfare mean?

9. What is the body scanner at airports?

10. What is biometric system in aviation?

Answer **all** questions.

11. (a) Write and explain Detection techniques used in screening process.

Or

(b) Explain the role and function of metal detector at airport security process.

12. (a) Mention any two examples of Aerial Terrorism and its causes.

Or

(b) Explain briefly about 9/11 terrorist attack.

13. (a) Explain the primary objectives of public relations in airport operators.

Or

(b) Explain about the role and design of cockpit door after 9/11.

14. (a) Differentiate between biological and chemical warfare.

Or

(b) Write steps taken by India to combat terrorism.

15. (a) What resources does airport security have to check a person for explosives? Explain.

Or

(b) Write a short note on recent technological improvements on aviation safety and security operations.

C – 5884

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) What were in aviation safety and security practices before and after 9/11 incident?

Or

(b) Explain the difference between safety and security in airline industries.

17. (a) Explain international air transportation safety assessment program.

Or

(b) Explain the importance of sky Marshal programme.

18. (a) How new generation video surveillance technology boosts airport security and operations. Explain?

Or

(b) Which ICAO Convention was the first to address aviation security? Explain.

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C – 5884

C – 5885		Sub. Code
		91562

B.B.A. DEGREE EXAMINATION, APRIL 2022

Sixth Semester

Airlines and Airport Management

AIR REGULATION

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. What is civil aviation requirements?

2. Write short note on national legislation.

3. What is Indian airport authority act?

4. Give the punishment for hijacking.

5. What is the need of air corporation act?

6. Why national authority of aviation is started?

7. Define Airworthiness condition.

8. What are the requirements of Pilot for flying?

9. What is the purpose of Rome convention?

10. Who are all involved in Geneva Convention?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the role of DGCA in Airline.

Or

(b) Explain about Function of Indian civil aviation.

12. (a) What are the functions of airport authority act 1994?

Or

(b) Explain the procedure for releasing the damage.

13. (a) Briefly explain the power of corporation in expenditure.

Or

(b) What are the changes that happens because of air corporation act 1953?

14. (a) What are the procedure for Issue/ Cancellation of Letter of Type Acceptance?

Or

(b) Explain about renewal procedure for pilot.

15. (a) What are the things retracted in the Geneva Convention?

Or

(b) How does decision making change because of change in purchase involvement?

2 C – 5885

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the regulatory bodies in DGCA.

Or

(b) Explain in detail about the jurisdiction for hijacking.

17. (a) Explain about the types of consumer buying decision.

Or

(b) Explain in detail about the suppression of unlawful act against the safety of civil aviation with example.

18. (a) Explain in detail about the Provision given by the air corporation act.

Or

(b) Explain about the International Air Services Transit Agreement.

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C – 5885

C – 5886	Sub. Code 91563

B.B.A. DEGREE EXAMINATION, APRIL 2022

Sixth Semester

Airlines and Airport management

AIRLINE AND AIRPORT MARKETING MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   State the importance of Air transportation in the current market?

2.   What are the modes of marketing communications

3.   Define product Market analysis.

4.   Write Porter's Generic Strategies in airline industry.

5.   What is revenue management in the airline industry?

6.   What are the key capabilities of airline revenue management?

7.   Write the scope of airport enterprise.

8.   How do you market an airport?

9.   What are the changes made in the conventional airport?

10.   What services do consultants provide in airline industry?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the marketing principles of airline management.

Or

(b) Define market segmentation and how it is being practiced in airline industry.

12. (a) Describe marketing strategies in airline industry.

Or

(b) Discuss the effect of cost leadership in airline industry.

13. (a) Write the advantages of uniform and differential pricing strategy.

Or

(b) What is the global distribution system in the travel industry?

14. (a) Explain retail Airport enterprises.

Or

(b) Explain evolution of airport management enterprises.

15. (a) Describe the elements of airport marketing planning.

Or

(b) Explain non-aviation revenue in the airport business.

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C – 5886

Answer **all** questions.

16. (a) Explain Briefly Marketing mix with suitable examples.

    Or

    (b) Discuss about cost leadership strategies with suitable example.

17. (a) Briefly explain about pricing strategies in airline industry.

    Or

    (b) Discuss Airline industry value chain.

18. (a) Explain the seven steps of marketing application.

    Or

    (b) Explain in detail about the evolution of Indian airport.

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C – 5886

C – 5887	Sub. Code 91564

B.B.A. DEGREE EXAMINATION, APRIL 2022

Sixth Semester

Airlines and Airport management

AIRCRAFT MAINTENANCE MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   What is meant by maintenance?

2.   Define task orientated maintenance?

3.   What is the importance of documentation in maintenance?

4.   What is inspection manual?

5.   What is are the importance of planning in production?

6.   What is rapid production?

7.   What are the objective of Maintenance control centre?

8.   What are the activities of Hamper maintenance?

9.   Define Quality control.

10. List some safety rules.

Part B   (5 × 5 = 25)

Answer **all** questions.

11. (a) Why we need to do on time for maintenance?

        Or

   (b) What are limitations of establishing the maintenance?

12. (a) Write short note on ATA document standards.

        Or

   (b) What is technical policies and procedure manual?

13. (a) What are the function of technical publications?

        Or

   (b) What are the characteristics of Continuous/Mass production?

14. (a) What are the requirements of crew skill?

        Or

   (b) Explain in detail about line maintenance.

15. (a) Write short notes on ISO 9000 quality standards.

        Or

   (b) What are the types of Reliability?

C – 5887

Answer **all** questions.

16. (a) Explain briefly types of maintenance.

    Or

    (b) Explain in detail about ATA document standards.

17. (a) Explain four major fatigue variation that affect crew maintenance.

    Or

    (b) Explain and how Production and planning helps in the aviation maintenance.

18. (a) Explain about overall maintenance shops.

    Or

    (b) Explain in detail about Maintenance safety.

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C – 5887

C – 5888	Sub. Code
	91565

B.B.A. DEGREE EXAMINATION, APRIL 2022

Sixth Semester

Airlines and Airport management

AIVIATION RESOURCE MANAGEMENT

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   What is CRM?

2.   State the importance of crew resource management.

3.   What are the steps needed to improve the communication in cabin crew?

4.   What is the importance of teamwork in customer service?

5.   What is fatigue management?

6.   How does fatigue affect flight crew aboard an aircraft?

7.   What are the requirements to become an airline pilot?

8.   What is the eligibility criteria for pilot?

9.   List some aviation management company.

10.   What do you meant by aviation structure?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) What are the important issues in CRM implementation?

Or

(b) Explain the role of CRM in Aviation industry.

12. (a) Why communication is important in cabin crew?

Or

(b) How to self-evaluate the fight attendants.

13. (a) Explain fatigue types in aviation industry.

Or

(b) Explain stress management in aviation.

14. (a) Explain about the selection process for Pilot.

Or

(b) Mention the activities of training unit.

15. (a) Briefly describe operational management.

Or

(b) Write about future aviation operation.

2　　　　　C – 5888

Part C   (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain maintenance and it types.

Or

(b) Discuss why it is important to establish an effective and proper maintenance program in aircraft maintenance.

17. (a) Explain the functions of engineering organization in aircraft maintenance.

Or

(b) Why aircraft engineer need maintenance manual. Explain the functions of technical publication.

18. (a) Explain about the various factors in pilot training.

Or

(b) Explain in detail about user interface in aviation.

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3   **C – 5888**

C–5664	Sub. Code 16/17/23/25/ 26/27/29

Common for All U.G. B.Sc./B.B.A. DEGREE EXAMINATION, APRIL 2022

First/Second Semester

ENVIRONMENTAL STUDIES

(2019/2020 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** the questions.

1.   ZSI.

2.   WII.

3.   What is renewable energy?

4.   Food web.

5.   Pyramid of numbers in aquatic ecosystem.

6.   Red data book.

7.   List out any five Endemic species of India.

8.   List out marine pollutants.

9.   *Ex Situ* Conservation.

10.   Enlist Option Values of Biodiversity.

Part B $(5 \times 5 = 25)$

Answer **all** the questions.

11. (a) Write notes on definition, scope and importance of environmental studies.

Or

(b) Write notes on soil erosion and desertification.

12. (a) Write notes on energy flow in the ecosystem.

Or

(b) Write notes on threads to biodiversity.

13. (a) Write notes on Biodiversity at Global, National and Local levels.

Or

(b) Write notes on various strategies of conservation of Biodiversity.

14. (a) Write notes on ecological pyramids.

Or

(b) Write notes on air pollution.

15. (a) Write notes on noise pollution.

Or

(b) Write notes on effects and control measures of nuclear hazards.

C–5664

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Write an essay on the multidisciplinary nature of Environmental Studies.

Or

(b) Write an essay on the following resources with special emphasis to how they are overexploited/utilized which in turn damage the environment, (i) Forest Resources and (ii) Food Resources.

17. (a) Write an essay on "India is a mega-diversity nation".

Or

(b) Write an essay on Biodiversity and their values.

18. (a) Write an essay on causes, effects and control measures of (i) Marine Pollution and (ii) Water Pollution.

Or

(b) Write an essay on concept, structure and function of ecosystem.

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C–5664