

C-7645

Sub. Code

92011

M.B.A. DEGREE EXAMINATION, NOVEMBER 2022.

First Semester

Airline and Airport Management

MANAGEMENT PRACTICES

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. List the function of management.
2. Write any two ethics in management.
3. Define objectives.
4. What do you mean by strategies?
5. State the advantages of organization.
6. What are the sources of culture?
7. Define motivation.
8. What is the need of co-ordination?
9. What is MIS?
10. What are the factor affecting productivity?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the principles of administrative theory of management with suitable illustrations.

Or

- (b) Write short notes on social responsibility.

12. (a) Discuss the factors for planning premises.

Or

- (b) Describe the steps in rational decision making.

13. (a) Differentiate line and staff authority.

Or

- (b) Describe about various types of departmentation by different strategies?

14. (a) Explain Democratic type of leadership with examples.

Or

- (b) Describe about the group decision making.

15. (a) Explain in term operations management and the major managerial activities involved in it.

Or

- (b) Comparison of global controlling and global challenges.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the major tendencies favoring the development of a unified global theory of management.

Or

- (b) Explain the role of entrepreneuring in management.
17. (a) Briefly explain the factors determining the degree of decentralization of authority.

Or

- (b) Explain why management by wandering around considered as a effective communication. What are the barriers to effective communication?
18. (a) Explain the concept of MIS and the stages involved in establishing MIS.

Or

- (b) What are the principles of formulating policies in modern organizations? Explain the essentials of formulating policies.
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92012

M.B.A. DEGREE EXAMINATION, NOVEMBER 2022.

First Semester

Airline and Airport Management

ORGANIZATIONAL BEHAVIOUR

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. List the importance of studying OB.
2. Explain the word 'Personality'.
3. What is Emotional Intelligence?
4. What is Perception? Explain its importance to OB.
5. Define Group Dynamics.
6. Define Conflict Management.
7. Differentiate Organizational Culture and Climate.
8. What is the relationship between Power and Politics?
9. Write the scope of OB.
10. What do you mean by Homogeneity?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the importance of Organizational Behavior.

Or

- (b) Explain the factors that Influence Personality.

12. (a) Discuss the functions of Attitudes.

Or

- (b) Bring out the similarities between Attitudes and Values.

13. (a) Identify the Individual and Organizational Practices for Managing Stress.

Or

- (b) Why work teams are important to today's Organisation?

14. (a) Differentiate Organizational Culture from Climate.

Or

- (b) Discuss the methods of Transmitting Organizational Culture to Employees.

15. (a) Explain the importance of Cultural Diversity in Organization.

Or

- (b) Discuss the challenges of Work Force Diversity.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain how Personality is related to Organization Behavior. Explain the Trait Theory of Personality.

Or

- (b) Describe the various Determinants of Perception.

17. (a) Explain the sources of Conflict.

Or

- (b) Explain the ethical issues in Organizational Culture.

18. (a) Discuss the assumptions and nature of Organizational Development.

Or

- (b) Distinguish between Homogeneity and Heterogeneity.
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92013

M.B.A. DEGREE EXAMINATION, NOVEMBER 2022

First Semester

Airline and Airport Management

EXECUTIVE COMMUNICATION

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Organizational Communication.
2. What is Business Communication?
3. What is Circular Letter?
4. What do you mean by Quotation?
5. Define Report.
6. What do you mean by Circular?
7. Define Verbal Communication.
8. Give any two advantages of Face to Face Communication.
9. State any two objectives of Meeting.
10. What is Agenda?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the objectives of Communication?

Or

- (b) Discuss the nature of small Group Communication.

12. (a) Explain the structure of a Business Letter.

Or

- (b) What are the essential features in the layout of a business letter?

13. (a) What are the guidelines to be observed while writing a Report?

Or

- (b) Discuss different types of Reports.

14. (a) What are the devices used for Internal Communication?

Or

- (b) How can visual aids acts as a Great Support in Presentation?

15. (a) Explain the contents of the Minutes of Meeting.

Or

- (b) Write a minutes of first Annual General Meeting.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the Barriers to Communication. Explain the way in which overcoming the Barriers in a successful manner.

Or

- (b) Draft a resume along with the Covering Letter for the post of a Management Trainee in a reputed Airline.
17. (a) As a Sales Manager, prepare a report of five of your Salesmen Report to you to the CEO on various aspects.

Or

- (b) Draft a Memorandum to the Office Staff on how to conduct themselves while answering for the Office Telephone Calls.
18. (a) Explain various situation for writing a Circular Letter.

Or

- (b) Explain the Agenda, Meetings and some hints on the Writing of Minutes.
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92014

M.B.A. DEGREE EXAMINATION, NOVEMBER 2022

First Semester

Airline and Airport Management

FINANCIAL AND MANAGEMENT ACCOUNTING

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Financial Accounting.
2. What is Ledger?
3. What is Capital Employed?
4. State the Formula: Proprietary Ratio.
5. What is Non Current Account?
6. Define Cash Flow.
7. Classify the Elements of Cost.
8. What is meant by Prime Cost?

9. What do you mean by Absorption Costing?
10. Explain the term BEP.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the Fundamental Accounting Assumptions? Explain in detail.

Or

- (b) Prepare Trading Account of Guru for the year ending 31/12/2018.

Opening stock	-	4,00,000
Purchases	-	43,00,000
Carriage inwards	-	2,60,000
Wages	-	1,20,000
Credit sales	-	72,00,000
Cash sales	-	18,00,000
Sales returns	-	15,80,000
Purchase returns	-	50,000
Closing stock	-	5,00,000

12. (a) Find the Current Assets, Liquid Assets, Current Liabilities and Stock.

Current Ratio = 2.5

Liquid ratio = 1.5

Working capital = Rs. 1,12,140

Or

- (b) Critically examine the objectives of Financial Statements.

13. (a) Distinguish between Balance Sheet and Fund Flow Statement.

Or

- (b) Compute cash from operations from the following figures. Profit for the year 2004 is Rs.10,000 after providing depreciation of Rs.2,000. The current assets and current liabilities of Chennai Ltd for the year ending 31-12-2019 and 31-12-2020 are as follows:

	31-12-2019 Rs.	31-12-2020 Rs.
Sundry debtors	10,000	12,000
Provision for bad debts	1,000	1,200
Bills receivables	4,000	3,000
Bills payable	5,000	6,000
Sundry creditors	8,000	9,000
Inventories	5,000	8,000
Short-term inventories	10,000	12,000

	31-12-2019 Rs.	31-12-2020 Rs.
Outstanding expenses	1,000	1,500
Prepaid expenses	2,000	1,000
Accrued income	3,000	4,000
Income received in advance	2,000	1,000

14. (a) What are the techniques of Costing?

Or

(b) Compare and contrast Cost Control and Cost Reduction.

15. (a) What are the characteristics and assumptions of Marginal Costing?

Or

(b) Critically evaluate the limitations underlying the Budgetary Control System.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the major conventions followed in the preparations of Financial Statement.

Or

(b) "Cost Accounting has become the essential tool of Modern Management" Comment.

17. (a) From the following information, prepare a summarized balance sheet as at march 2020.

Stock velocity = 6
Fixed asset turnover ratio = 4
Capital turnover ratio = 2
Gross profit = 20%
Debt collection period = 2 months
Credit payment period = 73 days

The gross profit was Rs.60,000

Closing stock was Rs.5,000 in excess of opening stock.

Or

- (b) Explain the main differences between Cash Flow Statement and Fund Flow Statements.
18. (a) What do you understand by Contribution? How does it help Management in solving various problems?

Or

- (b) The cost of an article at capacity level of 50000 units is given below. For a variation of 20% in capacity above or below this level, the individual expenses vary as indicated expenses vary as indicated under B below:

	A Rs.	B Rs.
Material	25,000	Varying 100%
Labour cost	15,000	Varying 100%
Power	1,250	Varying 80%
Repairs and Maintenance	2,000	Varying 75%

	A Rs.	B Rs.
Stores	1,000	Varying 100%
Inspection	500	Varying 20%
Administration overheads	5,000	Varying 25%
Depreciation	10,000	Fixed 100%
Selling overheads	3,000	Varying 50%
Total	<u>62,750</u>	
Cost per unit	12.55	

Find out the unit cost of the product under each individual expenses at production levels of 4000 units and 6000 units.

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92015

M.B.A. DEGREE EXAMINATION, NOVEMBER 2022

First Semester

Airline and Airport Management

STATISTICAL METHODS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define linear function.
2. What is integration?
3. Differentiate between grouped and ungrouped?
4. What is meant by correlation?
5. State addition rule?
6. Write down the expression of mean and standard deviation of binomial distribution?
7. What are the types of index number?
8. Define production index.
9. What is meant by null hypothesis?
10. What are the two types of errors of decision that arise in testing a hypothesis?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the concept of differentiation with relevant examples.

Or

- (b) Describe the notion of consents.

12. (a) Explain the simple linear regression.

Or

- (b) Briefly explained the bivariate.

13. (a) Explain briefly about theoretical probability distributions.

Or

- (b) Describe the properties of normal distribution curve.

14. (a) Explain the problem involved in the construction of index numbers.

Or

- (b) Comparison of different methods of weighting.

15. (a) Explain the standard error to estimate hypothesis.

Or

- (b) Describe Chi-square test of goodness of fit.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain briefly about the use of differentiation in statistical methods.

Or

- (b) In a certain factory turning out fountain pens, there is a small chance $1/500$ for any pen to be defective. They are supplied in packets of 10. Use Poisson's distribution to calculate the approximate number of packets containing no defective, one defective, two defective and three defective pens, respectively in a consignment lot of 20,000 packets. ($e^{-0.02} = 0.9802$ approx.)?

17. (a) Describe about various mathematical tests to check whether the given index number is good or not?

Or

- (b) Explain the components of time series and also explain the mathematical models used in time series.

18. (a) The measuring properties of success in a sample of 25 is 0.5. (i) What is a 99% confidence interval for π ? (ii) What should be the sample size for width of this interval to be 0.02?

Or

- (b) Explain briefly about the one and two tail tests.

C-7650

Sub. Code

92016

M.B.A. DEGREE EXAMINATION, NOVEMBER 2022

First Semester

Airline and Airport Management

AIRPORT ECONOMICS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by Consumer Behavior?
2. Define Airport Governance.
3. What do you mean by Slot Trading?
4. Write any two functions of Airport Terminal Building.
5. Define Airport.
6. What are the sources of Airport Revenue?
7. What is Customer Satisfaction?
8. Write any two importance of Airport Performance System.
9. Write the principles of Air Navigation Charges.
10. What do you mean by term 'Privatization'?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain significance of Aviation Industry with suitable examples.

Or

- (b) Explain the importance of Airport Governance.

12. (a) Explain the financial losses arises due to Air Traffic Delay.

Or

- (b) Write a short notes on “Airport transformation”.

13. (a) Explain the importance of Non-Aeronautical Revenue.

Or

- (b) Describe the Hub and Spoke Airport Strategies.

14. (a) What are the various measuring standards of Airport Services?

Or

- (b) Explain Airport Pricing Principles.

15. (a) Explain the need of Regulatory Mechanism in Airport.

Or

- (b) Narrate about “Airport Ownership Models”.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the overview of Aviation Industry in India.

Or

- (b) Explain the various types of Runways.

17. (a) Describe the Compensatory Approach and Residual Approach of Airport Cost Methods.

Or

- (b) Explain the need and importance of Airport Charges and its types in detail.

18. (a) Explain the Key Performance Indicators to measure Airport Standards.

Or

- (b) Write a short notes on :

- (i) Airport Privatization.
(ii) Airport infrastructure Capacity.

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92021

M.B.A. DEGREE EXAMINATION, NOVEMBER 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. Write any two functions of HRM.
2. Define personnel management.
3. What is job evaluation?
4. Define Expatriates.
5. Define performance appraisal.
6. Define Vestibule training.
7. What is employee compensation?
8. What is Incentive?
9. Define Burnout.
10. What is whistle blowing?

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

11. (a) Write short notes on the role of personnel manager.
Or
(b) Explain the Line and staff aspects of HRM.
12. (a) Write brief notes on “Recruitment through Internet”.
Or
(b) Explain Job description and Job specification.
13. (a) What is transfer? Explain types of transfers.
Or
(b) Differentiate between training and development.
14. (a) Write short notes on Fringe Benefits and its types.
Or
(b) Explain different components of pay structure.
15. (a) Define trade union and explain various functions of trade Unions.
Or
(b) What are the forms, causes and effects of Grievances?

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

16. (a) Explain different methods of recruitment.
Or
(b) Write in detail on Human Resource Planning Process.

17. (a) What are the various methods of incentive plans? Explain.

Or

- (b) What is training? Explain the various methods of training.

18. (a) Write in detail about Collective bargaining, its types and process.

Or

- (b) What is industrial dispute? Explain its causes.

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92022

M.B.A. DEGREE EXAMINATION, NOVEMBER 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. Define Research.
2. What is "Variable" in Research?
3. What is H0 and H1?
4. What is the Rating Scale?
5. What do you understand about "Data Coding"?
6. Define Primary Data Collection.
7. What is Chi-Square?
8. What is the 'F' Test?
9. What is the Technical Report?
10. What is the Executive Summary?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Differentiate between Probability and Non-Probability Sampling.

Or

- (b) Write short notes on:
(i) Cross-sectional Research.
(ii) Longitudinal Research.

12. (a) Illustrate the research Design Process.

Or

- (b) What are the characteristics of a Good Hypothesis?

13. (a) Define Secondary Data. What are the different methods of collecting Secondary Data?

Or

- (b) What are the types of Data Analysis? Explain briefly.

14. (a) Describe T-test and its one tail and two tail Test.

Or

- (b) What is a Chi-Square Test? Explain the assumptions of the Chi-Square Test.

15. (a) Explain Bibliography and its importance in context of Research Report.

Or

- (b) Describe characteristics of good Research Report.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What do you mean by Research Problem? How is the Problem Identified? Give the process of Problem Definition.

Or

- (b) List out the types of Research. Explain any five types with example.
17. (a) Give the significance of Research Design. Also enumerate the process associated with Research Design.

Or

- (b) What is the ANOVA Test? Explain the use of one way and two way ANOVA in Data Analysis.
18. (a) What do you mean by Research Report? Explain the types of Research Report.

Or

- (b) Define Interview. Enumerate the characteristics and types of Interview.
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92023

M.B.A. DEGREE EXAMINATION, NOVEMBER 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. What is Linear programming?
2. What is decision model?
3. Explain vogel's approximation method.
4. What do you mean by transportation problem?
5. What is sequencing problem?
6. Define an assignment problem.
7. What do you mean by network?
8. Define critical path.
9. Define the term waiting line. Give the various types of queues.
10. What is capital recovery factor?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is the procedure for forming a LPP model?

Or

- (b) Draw graphically the following LPP.

$$\text{Maximize } Z = 2x_1 + 3x_2$$

Subject to

$$x_1 - x_2 \leq 2$$

$$x_1 + x_2 \geq 4 \text{ and}$$

$$x_1, x_2 \geq 0$$

12. (a) What are the various types of transportation problem? Explain with an example.

Or

- (b) Explain MODI method of revising a non-optimal solutions of a transportation problem.

13. (a) What are the assignment problems? Describe its mathematical formulation of an assignment problem.

Or

- (b) Explain the sequencing problem of "n job on m" machines.

14. (a) What are basic difference between PERT and CPM?

Or

- (b) Discuss forward pass method and backward pass method in critical path analysis.

15. (a) What are the classification of queueing models?

Or

- (b) What are situation which makes the replacement of items necessary?

Part C (3 × 10 = 30)

Answer ALL questions.

16. (a) What are the essential characteristics of a linear programming model?

Or

- (b) Use simplex method to solve the LPP

$$\text{Max } z = 4x_1 + 10x_2$$

Subject to

$$2x_1 + x_2 \leq 50$$

$$2x_1 + 5x_2 \leq 100$$

$$2x_1 + 3x_2 \leq 90$$

$$\text{and } x_1, x_2 \geq 0.$$

17. (a) Find the optimum solution to the following transportation problem in which cells contain the transportation cost in rupees.

	p	q	r	s	t	available
A	7	6	4	5	9	40
B	8	5	6	7	8	20
C	6	8	9	6	5	20
D	5	7	7	8	6	10
required	30	30	15	20	5	100 (total)

Or

- (b) Assign workers 1,2,3,4 to jobs A,B,C,D. Time taken by workers for different jobs are given in the table.

Workers	Jobs			
	A	B	C	D
1	45	40	51	67
2	55	40	61	53
3	49	52	48	64
4	41	45	60	55

18. (a) The cost patterns of 2 machines A and B when money value is not considered is given below.

Year	Machine A	Machine B
1	900	1400
2	600	100
3	700	700

Find the cost patterns for each machines when money is worth 10% per year, and hence find which machine is less costly.

Or

- (b) You are given the following data concerning a certain project.

Activity	Immediate preceding activity	Time (days) required)		
		Pessimistic	Most likely	Optimistic
A	—	5	4	2
B	—	9	6	4
C	A	6	5	3
D	C	6	4	3
E	E	9	7	5

- (i) Draw a network diagram and find the critical path.
 (ii) What is expected length of critical path.

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92024

M.B.A. DEGREE EXAMINATION, NOVEMBER 2022

Second Semester

Airline and Airport Management

PRINCIPLES OF AVIATION MANAGEMENT

(CBCS – 2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is meant by aerospace activity?
2. State the meaning of space of control.
3. Distinguish between strategic alliance and merger.
4. Name the three sides of an airport.
5. What is the meaning of Apron in airport?
6. State the meaning of immigration checking.
7. What is meant by dangerous goods?
8. What do you mean by fractional ownership of aircraft?
9. Define the term level bust.
10. Distinguish between nationalization and Privitisation.

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

11. (a) Explain the accounting procedure for frequent flyer award.

Or

- (b) List out the airside configurations of airport.

12. (a) What are functions of DGCA?

Or

- (b) Enumerate the passenger handling procedure adopted in airport.

13. (a) What are the mechanical methods maintaining airport security?

Or

- (b) Explain the types of General aviation airports.

14. (a) What are the forms of airport privatization.

Or

- (b) Describe the features of fractional ownership of aircraft.

15. (a) What are the uses of commercial and industrial aviation?

Or

- (b) List out the socio-economic benefits of air transportation.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the functions of National Aviation system.

Or

(b) Describe the phases of flight.

17. (a) Enumerate the causes and effects of airline privatization.

Or

(b) Describe the nature of General aviation support industry

18. (a) List out the uses of General aviation.

Or

(b) Explain organizational structure of an airline business with diagram.

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92025

M.B.A. DEGREE EXAMINATION, NOVEMBER 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 FAR.
2. What is Gracious private carrier?
3. List out requirements of crew members.
4. Mention the types of maintenance manual.
5. What is meant by certified land airports?
6. What is observer's seat?
7. Define airworthiness.
8. What is meant by WAT?
9. What is flight recorder in airplane?
10. What are the documents to be carried by pilot in command on the flight?

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

11. (a) Discuss about weight and control procedures.
Or
(b) Explain the organisation structure of air carrier.
12. (a) Explain line operating flight time.
Or
(b) Explain Advanced Qualification Program (AQP).
13. (a) Explain in detail about flight time limitations.
Or
(b) Briefly explain airworthiness requirements.
14. (a) Explain the flight dispatches functions under part 121.
Or
(b) Explain the duties and controls of flight crew member.
15. (a) Explain drug testing program.
Or
(b) Write the requirement of flight training in detail.

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

16. (a) Briefly discuss about flight operations quality assurance.
Or
(b) What are the training requirements for deck airman and flight instructors?

17. (a) Explain briefly about airplane performance and operating limitations.

Or

(b) Discuss about air carrier flight and duty time limitations.

18. (a) Explain in detail about ground proximity warning.

Or

(b) Explain airport security in detail.

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Sub. Code

92026

M.B.A. DEGREE EXAMINATION, NOVEMBER 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. What are Air Services Agreements?
2. What is the use of distribution channel in airline industry?
3. What do you mean by market segmentation?
4. What do you mean by fleet?
5. What is Revenue Management?
6. Define CRM.
7. What is meant by multi point alliance?
8. Define all cargo airport.
9. What is meant by ALP?
10. Define low cost airport?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the advantages and disadvantages of the travel agency distribution system?

Or

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

12. (a) Distinguish between uniform pricing and differential pricing.

Or

- (b) Explain marketing mix with reference to the airline industry.

13. (a) Explain the impact of technology factors on airline marketing.

Or

- (b) Discuss the importance of advertisement in marketing of airline services.

14. (a) What are the factors influencing the revenue of an airport?

Or

- (b) Write a brief note on catchment area.

15. (a) What are the gate guardian? Explain briefly.

Or

- (b) Briefly explain the four types of airport.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain Porter's five forces and their application in the airline industry.

Or

- (b) Explain the components of relationship marketing strategy.

17. (a) Enumerate the distribution channel strategies of airline marketing.

Or

- (b) What are the differences between air passenger market and air freight market?

18. (a) Explain in detail the roles of the actors involved in the air transport value chain.

Or

- (b) London Heathrow airport - A best in class provider in the airport business. Explain.

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92027

M.B.A. DEGREE EXAMINATION, NOVEMBER 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. State the meaning of logistics.
2. What are the objectives of logistics management?
3. Define the term packaging.
4. What is meant by 4 PL?
5. What do you mean by supply chain management?
6. Write short notes on inventory management.
7. Define the term logistics information system.
8. What do you mean by containerisation?
9. State the meaning of reverse logistics.
10. What is meant by freight management?

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

11. (a) Briefly discuss the recent trends in logistics with suitable example.

Or

- (b) State the role of logistics in supply chain management.

12. (a) Mention the functions of warehouse in logistics.

Or

- (b) What are the factors affecting transportation decision?

13. (a) State the importance of material handling system in logistics.

Or

- (b) Differentiate third party logistics from fourth party logistics.

14. (a) Briefly explain the role of technology in Logistics Management.

Or

- (b) Write note on
(i) Transport network
(ii) Route planning

15. (a) List out the problems and prospects of Global logistics.

Or

- (b) Write a note on warehouse decision models.

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

16. (a) Explain in detail about the functions of logistics management.

Or

- (b) 'Logistics is the key to the success of supply chain of a retail organization'. Explain.

17. (a) Describe the various transportation models and its importance.

Or

- (b) Explain the concept of "Ware house decision models"

18. (a) Explain the role of E-commerce in logistics operation.

Or

- (b) 'A transportation cost has got a great impact on the cost and management effectiveness towards operations'. Elaborate.
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C-7652

Sub. Code

92031

M.B.A. DEGREE EXAMINATION, NOVEMBER 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. Write about ICAO.
2. What do you understand by the term Deregulation?
3. What is Missiles?
4. What is Terrorism?
5. Define X-Ray Inspection.
6. Why Screening is needed in Airport?
7. What is Blast Management?
8. Write about Known and Unknown Shipper.
9. What do you mean by Biometric system?
10. Write about Runway Incursions.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the Aviation Regulation and air Law.

Or

- (b) Explain about Montreal — Bonn Agreement.

12. (a) Explain briefly about Sky Marshal Program.

Or

- (b) Explain the concept of profiling system of Hijacker in Airport.

13. (a) Explain the concept of facilities that are used for screening check Point Augmentation.

Or

- (b) Describe the about Potential Operator Concerns.

14. (a) Explain briefly about TSA Inspection of Airports

Or

- (b) Briefly state the functions of Foreign Airport Security.

15. (a) What are features of new generation Video Security System?

Or

- (b) Describe about the function of Biometric System used in Airport?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the function of Airport Security Operation.

Or

- (b) Explain the consequence of 9/11 event to the Aviation Industry.

17. (a) Explain briefly about the initial public response with regard to Hijacking.

Or

- (b) What is Hand Held Metal Detector? Explain the procedure for selecting Hand Held Metal Detector.

18. (a) Describe the cargo Carrier Responsibility and Aviation Safety.

Or

- (b) Briefly explain about Microwave Holographic Imaging used in Airport.

C-7653

Sub. Code

92032

M.B.A. DEGREE EXAMINATION, NOVEMBER 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 is Airport System?
2. Who are all the Stake Holders in Aviation Business?
3. What is Investment Strategies?
4. What are the sources of Airport Revenues?
5. What is Information Dissemination?
6. What is the role of National Government in Airport Planning and Business?
7. Write few Surveillance facilities provided to ATC.
8. Why Airfield Lighting required in Aerodrome?
9. What is Navigation?
10. Name few Environmental impacts of airports.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) State and explain the challenges to Traditional Planning Approach.

Or

- (b) Explain in detail about Market Imperfection in Airport Business.

12. (a) Describe about Community Response in relation to Airport Benefits and Dis-benefits.

Or

- (b) Write short notes on National Government roles on Airport Planning.

13. (a) Explain about Airport Planning Techniques and Practices.

Or

- (b) Write short notes on Airport System Design.

14. (a) What are the Weather Reporting facilities available in Airport and describes about their activities?

Or

- (b) Explain in detail about Air Traffic Control Surveillance Facilities.

15. (a) Write short Notes on Air Traffic Control Infrastructure.

Or

- (b) Explain about the Environmental Impact of Airport.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Briefly explain about the nature of Airport Strategic Planning.

Or

- (b) Explain in brief about development of Airport Planning Process.

17. (a) Explain about the duties and responsibilities of Airport Manager.

Or

- (b) List of Navigational Aids used in ATC and explain in detail of any two of them.

18. (a) Describe and briefly explain about the Airport Weather Reporting Facilities.

Or

- (b) Explain in detail about Air traffic Control and Surveillance.

C-7654

Sub. Code

92033

M.B.A. DEGREE EXAMINATION, NOVEMBER 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 Capital Budgeting?
2. Give any two intangible assets of Airlines.
3. What is mean by Aircraft Securitization?
4. What is Privatization?
5. What is Venture Capital?
6. What is mean by Financial Planning?
7. List out few methods of Airline Valuations.
8. What is Dividend?
9. What is meant by Merger?
10. What is meant by FOREX?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Enumerate the Scope of Finance.

Or

- (b) Write about the Time Value of Money.

12. (a) Explain the long term sources of Airline Finance.

Or

- (b) Explain the types of Venture Capital.

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

Or

- (b) Write short notes on airline start up Business Plan.

14. (a) Distinguish between Lease Vs Hire Purchase.

Or

- (b) Explain about types of Aircraft Securitization.

15. (a) Write about merits and demerits of Airline Privatization.

Or

- (b) Explain the functions of Foreign Exchange.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elucidate the external and internal source of Airline Finance.

Or

- (b) Discuss about Frequent Flyer Program Award in detail.

17. (a) Give an account of valuation methods of tangible and intangible assets in Airlines.

Or

(b) Describe briefly about Credit Rating Agencies in India.

18. (a) Enumerate the concepts of Mergers and Acquisition with examples.

Or

(b) Discuss about Fuel Exposure to Exchange Fluctuation.

C-7655

Sub. Code

92034

M.B.A. DEGREE EXAMINATION, NOVEMBER 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 are the responsibilities of Station Manager of Airport?
2. What is Cost Control?
3. What is Baggage Suitability?
4. What is SPT?
5. What is meant by Local Baggage Committee?
6. What is the difference between Baggage Loss and Baggage Theft?
7. What are rotatable equipments?
8. What is Food Composition?
9. Write about Safety Personal Protective Equipment (PPE).
10. Write about Aircraft Refueling.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about Airline Operation Committee (AOC).

Or

- (b) Discuss about the Occupational Health and Safety Hazards.

12. (a) Write short notes on Irregular Operations Handling (IROPS).

Or

- (b) Explain briefly Passenger ID and Document Verification.

13. (a) Write short notes on Baggage Loss in Airport.

Or

- (b) Discuss in detail about functions of License Plate Concept.

14. (a) Short notes on:

(i) The Hygiene Audit.

(ii) The Crew Food.

Or

- (b) Discuss in detail about Hygiene Audit and IATA Catering Quality Assurance (ICQA).

15. (a) What are the tools in Mitigating Safety Risk in Airside Safety System?

Or

- (b) Explain in detail about common causes of Ramp Accident.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about Station Manager's Coordination and Cooperation with other Organization.

Or

- (b) What are the types of Emergencies Arise in the Airport and how to curtail them?

17. (a) Explain about simple Passenger Travel Programme (SPT).

Or

- (b) Explain in detail about Baggage Management Systems.

18. (a) Discuss in detail about Standard In-flight Catering Agreement (SICA).

Or

- (b) Discuss about Foreign Object Damage in Aircraft Operation.

C-7656

Sub. Code

92035

M.B.A. DEGREE EXAMINATION, NOVEMBER 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. What is Air Cargo?
2. What are the facilities offered by Air Cargo ways?
3. Define Air Cargo Elasticity.
4. What is the role of Freight Forwarder in Air Cargo?
5. What is Unit Load Devices (ULD)?
6. What is Overland Transport Services?
7. What is Commercial Invoice?
8. What is SITA?
9. What is FIATA?
10. What is Cargo Warehousing?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about Air Suitability for different Cargo Innovative Schemes and facilities to popularize Air Cargo.

Or

- (b) Explain about Logistics in India.

12. (a) Explain about Major Air Cargo Crafts and their features.

Or

- (b) Explain in detail about Voyage and Time Charters.

13. (a) Explain the procedure of Air Craft Loading.

Or

- (b) Why Air Cargo needs special attention in Handling Live Animals? Explain.

14. (a) Explain the procedure of Airline Bookings.

Or

- (b) Explain briefly the Format Boxes of AWB (Air Way Bill).

15. (a) Write short notes on Cargo Warehousing.

Or

- (b) Explain about Customs Clearance.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the factors influencing growth in Air Logistics.

Or

- (b) Explain briefly about Air Cargo Freight Rates.

17. (a) Explain about mail acceptance procedures AV7 and AV8 Papers.

Or

- (b) Explain in detail about various types of Air Way Bills.

18. (a) Explain about role and responsibilities of Air Freight Forwarders Association.

Or

- (b) Explain in detail about formation and functions of ICAO.

C-7657

Sub. Code

92036

M.B.A. DEGREE EXAMINATION, NOVEMBER 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. Define Commercial Aircraft.
2. Define Synthesis.
3. Define CRM.
4. What is Crew Culture?
5. Define Traffic Flow Management.
6. What is the role of an Air Traffic Manager?
7. Expand FANS.
8. Explain the concept of Free Flight.
9. What is Ergonomics?
10. What are Special Zones in Interior Architecture?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the challenges faced in Asia / Pacific region?

Or

- (b) Explain the concept of Liberalization in Europe.

12. (a) Explain the Cultural Factors in the Airplane.

Or

- (b) Explain in detail about Cockpit Automation.

13. (a) What are the changes within Human Factors? Explain in detail.

Or

- (b) Explain briefly about Coding Flow.

14. (a) Explain about Air Traffic Control today.

Or

- (b) What are the benefits of Future Air Traffic Management System? Explain briefly.

15. (a) Write short notes on Ergonomic Principles?

Or

- (b) Explain briefly about the Architecture of Interior.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about Gate-to-Gate Concept.

Or

(b) Explain briefly about Designing for Security.

17. (a) Explain about the laws for Cockpit Instrument Design.

Or

(b) Explain the nature of Air Traffic Flow Management.

18. (a) Explain about Oceanic Operations and Free Flight.

Or

(b) Explain about the various stages of Interior Design.

C-7658

Sub. Code

92037

M.B.A. DEGREE EXAMINATION, NOVEMBER 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. Define Tourism.
2. Who are Tour Operators?
3. Give out the role of Travel Agency.
4. What is FOREX?
5. Bring out the meaning of the Cost Sheet.
6. List out the elements of the Tour Package.
7. Mention some of its important functions of UFTAA.
8. Write a notes on the latest trends in Tourism.
9. Construct a Tour Package of your own.
10. Write a short notes of the Sales Distribution System.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Briefly discuss the functions involved by the Ground Operators.

Or

- (b) Give a note on the contribution of “Thomas Cook” in the Indian Tourism Market.

12. (a) Distinguish between Travel Agency and Tour Operation Business. Also, describe the functions of a Travel Agency.

Or

- (b) Enumerate the steps involved in Setting-up the Travel Agency. What are the sources of income for a Travel Agency?

13. (a) Classify Tour Packages and explain the components of Tour Packages in detail.

Or

- (b) Explain the types and components of Tour Costing.

14. (a) Discuss in detail about the roles and functions of IATO, IRACTE and IAAI.

Or

- (b) Elaborate the aims and objectives of ICCA and IHRA.

15. (a) Give a brief note on the current trends of Air Transportation in India.

Or

- (b) Bring out the significance of the Ancillary Services provided by the Travel Industry.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe and discuss in detail the functions of a Travel Agent.

Or

- (b) Explain the different world travel agencies and give a brief account on a few.

17. (a) State the role of a Tourist Guide. How do you popularize the Temple Town Madurai through Advertisement?

Or

- (b) Explain Account on ITDC in detail.

18. (a) Elucidate in detail the types of Accommodation.

Or

- (b) Elaborate the rules, objectives and aims of UFTAA and TAAI.

C-2924

Sub. Code

92041

M.B.A. DEGREE EXAMINATION, NOVEMBER 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. What are the two types of maintenance?
2. Define maintenance intervals.
3. What is meant by overhaul shop?
4. What is material directorate?
5. What is the use of computer in airline industry?
6. Write the functions of technical publications.
7. What is aircraft logbook?
8. What is meant by line maintenance?
9. What are the types of reliability?
10. Define quality audit.

Part B

(5 × 5 = 25)

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

11. (a) Explain in detail about failure rate patterns.

Or

- (b) How to change the basic maintenance interval.
Explain.

12. (a) Explain about engineering order preparation in aircraft.

Or

- (b) Explain about manger level functions in aircraft maintenance.

13. (a) Explain about forecasting for production planning in aircraft maintenance.

Or

- (b) Discuss about airframe manufactures training.

14. (a) Explain ground support equipment.

Or

- (b) Explain about the types of shops.

15. (a) Briefly explain quality control organisation.

Or

- (b) Discuss other functions of reliability program.

Part C

(3 × 10 = 30)

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

16. (a) Discuss about goals and objectives of maintenance.

Or

- (b) Write about manufacture's documentation in detail.

17. (a) Explain in detail about engineering department functions.

Or

- (b) Explain about line management in aircraft maintenance.

18. (a) Explain about airline training courses in maintenance.

Or

- (b) Briefly explain about reliability program and its elements.

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.
-