M.B.A. DEGREE EXAMINATION, APRIL 2023

Second Semester

Airline and Airport management

HUMAN RESOURCE MANAGEMENT

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   What is Human Resource Management?

2.   What are the qualities of a Performance manager?

3.   What is E-recruitment?

4.   Define Selection.

5.   What is collective Bargaining?

6.   What is Training?

7.   List out the scope of Trade union.

8.   What do you mean by Performance appraisal?

9.   What are Industrial disputes?

10.   What is Grievance handling?

Answer **all** questions.

11. (a) Brief out the scope of Human resource planning.

Or

(b) Differentiate HRM vs Personnel Management.

12. (a) What is the scope of E-Recruitment?

Or

(b) What are the methods of off the job training?

13. (a) What is performance appraisal and explain its methods?

Or

(b) What are the skills required for HR managers?

14. (a) What is Management development and why it is required in business?

Or

(b) Explain Monetary and non-monetary benefits for an employee.

15. (a) What are Fringe benefits? Explain its purpose and benefits.

Or

(b) Explain the role of the trade union in organisation disputes.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the Functions of Human resource management in detail.

Or

(b) Distinguish between training and development. Explain the importance of on the job training.

17. (a) Discuss the various methods of Recruitment followed in private airline companies in India.

Or

(b) What is Promotion? Explain the relative merits and demerits of seniority and merits as the basis of promoting employees in the organisation.

18. (a) Explain in detail about Collective Bargaining and how far it supports the employer vs employees.

Or

(b) Discuss how a grievance be resolved empathetically in an organisation. Enumerate with suitable case study.

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M.B.A. DEGREE EXAMINATION, APRIL 2023.

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 Business Research.

2.   What is research objective?

3.   Write any two functions of a hypothesis.

4.   What is interval scale?

5.   What is validity of questionnaire?

6.   List any five sources of primary data.

7.   Define 'level of significance'.

8.   What is chi square test?

9.   What is cross Tabulation?

10.   What is bibiliography?

Answer **all** questions.

11. (a) Differentiate exploratory research design from desprictive research design.

Or

(b) While you define a research problem what do you try to do?

12. (a) In your opinion, what might be the uses of multidimensional scaling?

Or

(b) Explain the construction of Thurstone scale.

13. (a) What is secondary data? What are its limitations?

Or

(b) Discuss the different tools of data processing.

14. (a) What are parametric tests? Describe their significance in detail.

Or

(b) Explain the application of ANOVA test for testing the research hypothesis.

15. (a) Discuss the essentials of an Ideal research report.

Or

(b) Explain the style and layout of a research report.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain any three non probability sampling methods with suitable examples.

Or

(b) What is 'Concept of measurement'? Explain in detail about the tools of sound measurement.

17. (a) Prepare a questionnaire to study on job satisfication in a company.

Or

(b) Discuss the techniques of developing measurement tools.

18. (a) Give an account of the various parametric tests used for data analysis.

Or

(b) What is the criterion for a ideal oral report? Explain in detail.

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M.B.A. DEGREE EXAMINATION, APRIL 2023

Second Semester

Airline and Airport Management

QUANTITATIVE TECHNIQUES

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

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

Answer **all** questions.

1. What is decision model?

2. List out the components of linear programming.

3. What is Assignment Problem? Give the mathematical formula for it.

4. What is meant by degenerate and non-degenerate basic feasible solution of a transportation problem?

5. Explain the following terms in context in context of sequence of jobs:

    (a) Idle Time on a Machine

    (b) Total Elapsed Time.

6. Explain Job Sequencing.

7. What is Float? List out various types of Floats.

8. Give the mathematical formula for Expected Activity Time (t_e) and Variance.

9. Define Waiting Line. List out various types of Queues.

10. What is Replacement? State the types of replacement policies.

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

Answer **all** questions.

11. (a) What is Linear Programming? Explain its major assumptions and limitations.

Or

(b) A firm manufactures two types of products A and B and sells them at a profit of Rs. 2 on type A and Rs. 3 on type B. Each product is processed on two machines M_1 and M_2. Type A requires 1 minute of processing time on M_1 and 2 minutes on M_2. Type B requires 1 minutes on M_1 and 1 minute on M_2. Machine M_1 is available for not more than 6 hours 40 minutes while machine M_2 is available for 10 hours doing any working day. Formulate the problem as a Linear Programming Problem so as to maximize the profit.

12. (a) Explain steps involved in solving Vogel's Approximation Method.

Or

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(b) Solve the following Assignment Problem.

1	4	6	3
9	7	10	9
4	5	11	7
8	7	8	5

13. (a) Explain the principal assumptions made while dealing with sequencing problems.

Or

(b) A readymade garments manufacturer has to process 7 items through 2 stages, cutting and sewing. The time taken for each of these items at the different stages are given below in appropriate units:

Item:	1	2	3	4	5	6	7
Processing Time Cutting:	5	7	3	4	6	7	12
Sewing:	2	6	7	5	9	5	8

14. (a) Explain: (i) Optimistic Time (ii) Pessimistic Time (iii) Most likely Time.

Or

(b) Draw the critical path using network diagram and also find the total duration of the project given by

Activity	1-2	1-3	2-4	3-4	3-5	4-5	4-6	5-6
Duration (days)	6	5	10	3	4	6	2	9

15. (a) From the following data pertaining to a machinery, determine the optimum replacement policy. The purchase price is Rs. 18,000/-

Year:	1	2	3	4	5	6	7
Running cost:	800	950	1,150	1,400	1,700	2,100	2,600
Resale value:	16,000	14,300	12,850	11,600	10,500	9,500	8,550

Or

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(b) Customers arrive at a sales counter managed by a single person according to a Poisson process with a mean rate of 20 per hour. The time required to serve a customer has an exponential distribution with a mean of 100 seconds. Find the average waiting time of a customer.

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

Answer **all** questions.

16. (a) Solve the following Linear Programming Problem using graphical method.

Maximize $Z = 5x_1 + 3x_2$

Subject to

$3x_1 + 5x_2 \leq 15$
$5x_1 + 2x_2 \leq 10$

and $x_1, x_2 \geq 0$

Or

(b) Find the optimal transportation cost using Modified Distribution Method.

Demand

2	7	4	5
3	3	7	8
5	4	1	7
1	6	2	14

Supply 7 9 18

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17. (a) Explain the Algorithm for solving Assignment Problem using Hungarian Method.

Or

(b) Solve the following Sequencing problem and determine the idle time for all machines.

Jobs

		A	B	C	D	E
Machines	M_1	10	12	8	15	16
	M_2	3	2	4	1	5
	M_3	5	6	4	7	3
	M_4	14	7	12	8	6

18. (a) A project schedule has the following characteristics. Calculate the expected duration of each activity and draw the network. Also find the critical path and total duration of the project.

Activity	Most likely time	Optimistic time	Pessimistic time
1-2	2	1	3
2-3	2	1	3
2-4	3	1	5
3-5	4	3	5
4-5	3	2	4
4-6	5	3	7
5-7	5	4	6
6-7	7	6	8

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7-8	4	2	6
7-9	6	4	8
8-10	2	1	3
9-10	5	3	7

Or

(b) Find P_o, Pn, L_s for the information in queuing system $\lambda = 3$ units per hour, $\mu = 4$ units per hour, $M = 2$.

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		92024

M.B.A. DEGREE EXAMINATION, APRIL 2023

Second Semester

Airline and Airport Management

PRINCIPLES OF AVIATION MANAGEMENT

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. Write about Airline Management.

2. What are the benefits of Air Transportation?

3. What is meant by Aerodrome Reference Code?

4. Define Open Sky Policy.

5. What are the objectives of Aviation Regulation?

6. Why Surveillance and Monitoring is required in Aviation?

7. What are the uses of General Aviation?

8. What is called as Instructional Flying?

9. Define Navigation.

10. What are the duties and responsibilities of ATC Controller?

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

Answer **all** questions.

11. (a) Explain about the Economic Benefits of Air Transport.

Or

(b) Describe the functions of Staff Department in Airline Industry.

12. (a) Describe the factors influencing Airport Location.

Or

(b) Explain briefly about the Apron Management.

13. (a) Describe about Passenger and Freight Screening operation in Airport.

Or

(b) Explain about Surveillance and Monitoring activities in Airport.

14. (a) Write short notes on General Aviation Support industry.

Or

(b) Explain in detail the types of general aviation airports.

15. (a) What are the features of Infrastructure Safety? Explain them briefly.

Or

(b) Explain briefly about the objectives, causes and models of Airport Privatization.

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

Answer **all** questions.

16. (a) Describe the objectives and functions of Travel and Tourism.

Or

(b) Describe the structure and significance of Aviation Industry.

17. (a) Explain about Safety and Security Management.

Or

(b) Describe the various techniques used in Regulatory Management.

18. (a) Describe briefly about :

(i) Business Flying

(ii) Personal Flying

(iii) Instructional Flying.

Or

(b) Briefly explain about the causes and remedies of Airport Congestion.

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3   **C–8680**

C–8681		Sub. Code
		92025

M.B.A. DEGREE EXAMINATION, APRIL 2023

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. What is an Air carrier?

2. Expand the term FAA.

3. Who is a flight navigator?

4. What are the training requirements for check airman?

5. What is meant by Duty Time Limitation?

6. What is meant by Flag Operations?

7. What is meant by Ground proximity Warning?

8. What do you understand by Load manifest?

9. What is a proficiency check?

10. What is meant by record keeping requirements?

Answer **all** questions.

11. (a) Explain about the required management positions under FAR part 135.

Or

(b) Explain about route limitations and its procedures.

12. (a) What is meant by operational control in FAR part 135?

Or

(b) What is the role of a flight navigator?

13. (a) What is meant by Flag operations?

Or

(b) What are the supplemental operations done by pilots?

14. (a) Explain about various airplane instruments and Equipment.

Or

(b) Explain about IFR dispatching rules.

15. (a) What is meant by airplane flight recorder?

Or

(b) Explain about Drug testing program according to FAR 121.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) What is meant by an air carrier and explain about the tests and implications of a common carriage in detail.

Or

(b) Explain about weight and balance procedures in detail.

17. (a) Explain about the role of Flight attendants, flight dispatchers and also explain about emergency evacuation duties in detail.

Or

(b) Explain about En-route limitations and write about two engine inoperative condition in detail.

18. (a) Explain about Load manifest and write about flag and supplemental operations in detail.

Or

(b) Explain about Alcohol misuse prevention program in detail.

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M.B.A. DEGREE EXAMINATION, APRIL 2023

Second Semester

Airline and Airport Marketing

AIRLINE AND AIRPORT MANAGEMENT

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

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

Answer **all** questions.

1. What are the functions of marketing?

2. Write short notes on Porter's Five Forces?

3. How to control product quality in airline industry?

4. Difference between uniform pricing and differential pricing.

5. What are the channels in the distribution system?

6. Write short notes on promotional policy in airline marketing?

7. What are importance of airport marketing?

8. Write short notes on SBU of Airport enterprises?

9. What are the loyalty schemes in Airport?

10. What is ALP?

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

Answer **all** questions.

11. (a) What is Marketing Mix and explain?

Or

(b) Write briefly about differentiation strategy?

12. (a) Explain about product life cycle.

Or

(b) Explain about uniform and differential pricing in Airline industry.

13. (a) What is distribution channel and explain about GDS?

Or

(b) Explain about frequent flyer program.

14. (a) Write briefly about Airport Market Positioning.

Or

(b) Explain about the actors of Air Transport Value Chain.

15. (a) Write briefly about Airport Loyalty Schemes.

Or

(b) What are the benefits of ALP?

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

Answer **all** questions.

16. (a) Explain in detail about Market Segmentation.

Or

(b) Explain about fleet and scheduled related product features.

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17. (a) Explain about distribution channel strategy and types of channel.

Or

(b) Explain in detail about SBU's of airport enterprise

18. (a) Explain about the case study of Singapore airport.

Or

(b) Explain about PLC in aviation industry.

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M.B.A. DEGREE EXAMINATION, APRIL 2023

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.   What is logistics?

2.   Mention the objectives of logistics management.

3.   Give the meaning of supply chain management.

4.   How to handle an inventory?

5.   What is included in the transportation infrastructure?

6.   Expand 3PL.

7.   What do you mean by E-Commerce logistics?

8.   Write a note on IT in the development of logistics.

9.   What is inventory control?

10. List the different channels of distribution.

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

Answer **all** questions.

11. (a) Explain the concept of a warehouse and examine its functions.

Or

(b) Mention the functions of a logistics system.

12. (a) Describe the components of supply chain management.

Or

(b) Examine the meaning and Functions inventory management.

13. (a) How packaging plays a major role in transportation of logistics? Explain.

Or

(b) Discuss in detail about the concept of logistics outsourcing.

14. (a) Bring out the importance of logistics to E-Commerce.

Or

(b) Write a brief note on the concept of Reverse logistics.

15. (a) Comment on the role of the government in logistics.

Or

(b) Find out the need of communication on logistics.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) What do you understand about logistics management? Discuss the objectives and features of logistics management.

Or

(b) Explain the need and importance of inventory.

17. (a) Discuss the structure of drivers and obstacles of supply chain management.

Or

(b) Explain the key drivers of reverse logistics.

18. (a) What is the importance of logistics in a country like India?

Or

(b) Elucidate the technique and methods of material handling.

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3 **C–8683**

C–8684	Sub. Code
	92031

M.B.A. DEGREE EXAMINATION, APRIL 2023

Third Semester

Airline and Airport Management

AVIATION AND AIRPORT SECURITY

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1.   What is ICAO?

2.   What is Terrorism?

3.   Explain about Hijacking?

4.   What are Rival claims?

5.   Explain about Screening.

6.   What is meant by Criminal guards?

7.   What is the fourth amendment?

8.   What is meant by frisk search?

9.   What is a biometric system?

10. What is a control room?

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

Answer **all** questions.

11. (a) What are the new carrier rules explain in brief?

Or

(b) Explain about the conference on Air Law.

12. (a) Explain the use of a cockpit door in aircrafts.

Or

(b) How did hijackings take place and talk about its initial public responses?

13. (a) Explain about screening checkpoint augmentation.

Or

(b) Explain the duties of law officers at gates of airports.

14. (a) Explain about Ireland's Air Cargo Security Program.

Or

(b) What are the international Air cargo Standards?

15. (a) What are the foundations of security?

Or

(b) Explain about runway incursions.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) What are the crimes against humanity? Explain in detail about public law.

Or

(b) Explain about Sky Marshall Program in detail.

17. (a) Explain about the history of aircraft hijackings since 1972.

Or

(b) Explain about X-ray unit detection, tests and radiation exposure in detail.

18. (a) Explain about

  (a) Reasonableness.

  (b) Probable Cause.

  (c) Exclusionary Rules.

  (d) Non-Violent threats.

Or

(b) Explain about Microwave Holographic Imaging and Body orifice security scanner in detail.

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3 C–8684

C–8685	Sub. Code
	92032

M.B.A. DEGREE EXAMINATION, APRIL 2023.

Third Semester

Airline and Airport Management

STRATEGIC AIRPORT PLANNING

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

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

Answer **all** questions.

1. Who is a stakeholder?

2. Define goals.

3. List the different types of airlines.

4. What is airline decision?

5. Give a note on metropolitan airport system?

6. Define airport system design.

7. What do you understand by the word "surveillance"?

8. Define public relation.

9. What is ATC?

10. What is the social role of airport?

Answer **all** questions.

11. (a) Explain in detail about institutional change in the aviation sector.

Or

(b) Describe the risk and uncertainty of strategic planning.

12. (a) Bring out the benefits and dis-benefits airports.

Or

(b) What are the public investment priorities in the airport?

13. (a) Examine the regional airport system planning.

Or

(b) Explain the role of analysis in policy formulation of airport system.

14. (a) Explain the duties of airport managers.

Or

(b) Brief out the security infrastructure on the airfield.

15. (a) What are the future developments in ATC? Explain.

Or

(b) Examine the historical development of airport terminals.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate on the complete layout of the strategic plan.

Or

(b) Explain about the revenue and cost involved in airport.

17. (a) Comment of the rules and regulations of ATC.

Or

(b) Explain airport system design in detail.

18. (a) Enumerate the economic, social, political role of airport.

Or

(b) Briefly define a weather report. Explain the different types of Weather forecast.

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3 **C–8685**

C–8686		Sub. Code
		92033

M.B.A. DEGREE EXAMINATION, APRIL 2023

Third Semester

Airline and Airport Management

AIRLINE FINANCE MANAGEMENT

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. What are the elements of Finance Management?

2. Define Financial Planning.

3. Write the difference between bonds and debentures.

4. What is deferred income?

5. How Traffic Rights is used in Intangible Assets?

6. Discuss about the Rights to Airport Slots.

7. What is Airline Leasing?

8. Write any four Rating Agencies in India.

9. What are the Limitations of Budgets?

10. Define Acquisitions.

Answer **all** questions.

11. (a) Write in Detail about the objectives and importance of Financial Planning.

Or

(b) Explain about the users of financial statement Analysis.

12. (a) Explain about the Share Trading and Stock market Listings.

Or

(b) What are the types of Working Capital Financing?

13. (a) Explain the Institutions involved in Aircraft Finance.

Or

(b) Discuss about the Valuation of Tangible Assets.

14. (a) Write the difference between Financial Lease and Operating Lease.

Or

(b) Write in detail about Hire Purchasing.

15. (a) Discuss about the functions of Foreign Exchange Market.

Or

(b) Explain the methods in Airline Privatization.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the Time Value of Money.

Or

(b) Explain Equity Finance for startup Airline.

17. (a) Enumerate the External Sources of Finance.

Or

(b) Explain about the Rating methods and Rating Agencies in India.

18. (a) Explain about the Types of Budgets.

Or

(b) Explain in Detail about the methods of evaluating Investment Proposals.

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3   **C–8686**

C–8687	Sub. Code
	92034

M.B.A. DEGREE EXAMINATION, APRIL 2023

Third Semester

Airline and Airport Management

AIRPORT OPERATIONS MANAGEMENT

(2016 onwards)

Duration : 3 Hours　　　　　　　Maximum : 75 Marks

Part A　　　　　　$(10 \times 2 = 20)$

Answer **all** questions.

1. What is meant by Station?

2. Who is a Station manager?

3. What are the documents needed for verification at airports?

4. Expand CUTE & CUSS.

5. What is baggage tag?

6. Explain about damaged baggage.

7. How are the inflight meals stored?

8. What is SICA?

9. Give two examples of ground service equipment

10. What is FOD?

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

Answer **all** questions.

11. (a) What is the AOC and explain about skills required for a station manager?

Or

(b) Explain about the occupational, health and safety hazards involved at airports.

12. (a) What is passenger handling explain also the steps involved for the same?

Or

(b) Explain about irregular operations handling.

13. (a) What are the different types of baggage tags and what are its elements?

Or

(b) Explain about baggage claims in brief.

14. (a) Explain about Transportation of in-flight meals.

Or

(b) Explain about the flight production unit for catering.

15. (a) What are the threats to airside at an airport?

Or

(b) Explain about airport fire training in brief.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the organizational structure of an airline and explain the functions involved with the Airline Operators Committee.

    Or

    (b) Explain about Emergency planning for airports in detail.

17. (a) Explain about fast travel program and also write about delays and cancellations at airports.

    Or

    (b) Explain what is meant by baggage handling and explain about pilferage and baggage loss in detail.

18. (a) Explain about the development, production, assembly and storage process of inflight meals.

    Or

    (b) Explain about the various accidents that can happen at an airside and also talk about refueling of aircrafts with passengers on board.

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C–8688	Sub. Code
	92035

M.B.A. DEGREE EXAMINATION, APRIL 2023.

Third Semester

Airline and Airport Management

AIR CARGO MANAGEMENT

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. Define Logistics.

2. Define Air Cargo.

3. Define Air freight.

4. Differentiate Volume weight and Chargeable weight.

5. Define priority overnight.

6. Define Unit Load Devices.

7. Define Export License.

8. What is dock receipt?

9. Define Cargo Warehousing.

10. Differentiate ICAO and IATA.

Part B   (5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about the Significance of Air Cargo in Logistics.

Or

(b) Give a brief note about factors influencing the growth of Air Cargo.

12. (a) Explain in detail about Route Scheduling.

Or

(b) What are the major Air Cargo crafts? Explain their features?

13. (a) What is oversized freight? What is the procedure in transportation of such goods?

Or

(b) What are Diplomatic Mails? Explain the categories in it?

14. (a) Explain in detail about Shipper's Export Declaration form.

Or

(b) What are procedures involved in Inspection Certification of Air Cargo?

15. (a) Explain in detail about OAG Cargo Guide.

Or

(b) Explain in detail about TACT Rulebook.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the Air Cargo Logistics in India.

Or

(b) Give a brief note about the competition of Air Cargo with other modes.

17. (a) Explain in detail about handling of dangerous goods in Air Cargo.

Or

(b) Explain in detail about Airway Bill in Air Cargo.

18. (a) Explain the differences between Domestic and International Freight forwarders with suitable example.

Or

(b) Explain the role of Airport Authority of India and other governing bodies in Air Cargo Transportation

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M.B.A. DEGREE EXAMINATION, APRIL 2023.

Third Semester

Airline and Airport Management

FUTURE AVIATION SYSTEMS

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

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

Answer **all** questions.

1. Define Synthesis.

2. What is privatization?

3. What is crew culture?

4. What is CRM?

5. What are the data required for Air traffic Managers?

6. What is surveillance?

7. What is free flight?

8. What is FANS?

9. What is ergonomics?

10. What are Special Zones?

Answer **all** questions.

11. (a) Explain about privatization of Airports.

Or

(b) Explain about Gate-to-gate concept.

12. (a) Explain about Cockpit automation features and limitations.

Or

(b) Explain about the cultural factors in the cockpit.

13. (a) Explain about Air traffic flow management.

Or

(b) What are the four R's for leadership in resource management?

14. (a) Explain in brief about the FANS Committee.

Or

(b) What are the emerging concepts in Air traffic Management?

15. (a) What are the ergonomic principles?

Or

(b) What are the various stages of design?

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

Answer **all** questions.

16. (a) What is the role of Airports in the world? Explain in detail.

Or

(b) Explain the role of the IT industry in aviation? Explain in detail.

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17. (a) Explain about GRID theory for understanding different behavioral styles.

Or

(b) Explain about basic training issues in air traffic flow management.

18. (a) Explain in detail the emerging concepts in Air Traffic Control.

Or

(b) Explain in detail about cognitive issues in Traffic Flow Management.

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M.B.A. DEGREE EXAMINATION, APRIL 2023.

Third Semester

Airline and Airport Management

TRAVEL AND TOURISM MANAGEMENT

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. What is travel trade?

2. What is whole sale travel agency business?

3. What is FOREX?

4. Write short notes on IATA.

5. What is Itinerary planning?

6. What are the components of tour cost?

7. What are the functions of PATA?

8. What are the roles of WTTC?

9. What are the ancillary services in travel industry?

10. What is sales distribution system?

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

Answer **all** questions.

11. (a) Explain briefly about historical perspective in travel trade.

Or

(b) Write briefly about types of tour operators.

12. (a) Explain about functions of travel agency.

Or

(b) Explain briefly about cargo and MICE documentation.

13. (a) Explain briefly about DO's and Don't's of itinerary preparation.

Or

(b) Explain about pricing strategies in travel industry.

14. (a) Explain about roles and functions of UFTAA.

Or

(b) Explain about roles and functions of ICCA.

15. (a) Explain about ancillary services in travel industry.

Or

(b) Explain briefly about accommodation sector.

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

Answer **all** questions.

16. (a) Explain in detail about the emergence of Thomas Cook and American Express.

Or

(b) Enumerate the sources of income of travel agency.

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17. (a) Explain in detail about classification and components of tour operators.

Or

(b) Explain about the objectives and roles of travel trade association.

18. (a) Explain about sales distribution system.

Or

(b) Explain about the steps for Itinerary planning.

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M.B.A. DEGREE EXAMINATION, APRIL 2023.

Fourth Semester

Airline and Airport Management

AVIATION MAINTENANCE MANAGEMENT

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

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

Answer **all** questions.

1. What are the two types of maintenance?

2. Explain about Reliability.

3. Explain about technical Services in maintenance.

4. Explain about types of documentation.

5. What is production in PPC?

6. Explain about control of publications.

7. What are ramp operations?

8. Explain about the aircraft log book.

9. What is a Quality audit?

10. Who is a QC inspector?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) What is Aircraft Certification? Explain in brief.

Or

(b) What are the goals and objectives of maintenance?

12. (a) Explain about ATA documentation standards.

Or

(b) Explain about maintenance and engineering organization.

13. (a) Explain about airline libraries.

Or

(b) Explain about Airline training courses.

14. (a) What is hangar maintenance? Explain in Brief.

Or

(b) What is the make-up of line maintenance?

15. (a) What is a Maintenance safety program?

Or

(b) Explain about the administration and management of reliability programs.

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about Maintenance Steering Group approach with diagrams in detail.

Or

(b) Explain about Task Oriented Maintenance in detail.

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17. (a) What is the organization of PPC? Explain about technical publications in detail.

Or

(b) Explain about Maintenance Resource management in detail.

18. (a) Explain about maintenance that is carried off-aircraft and explain about material support and its functions.

Or

(b) What are technical records? Explain about reliability and its functions.

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M.B.A DEGREE EXAMINATION, APRIL 2023.

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. What is Human Factors?

2. What Rule Based behavior?

3. What is Perception?

4. What is Decision Making?

5. What is Gate Keeping?

6. What is Group Decision Making?

7. What is Stress?

8. What is Navigation?

9. Define PTSD.

10. What is organizational Culture?

Answer **all** questions.

11. (a) Explain in brief about the ways to manage human error.

Or

(b) Explain in brief about the various levels of behavior.

12. (a) Explain in brief about situational awareness and how it affects the role of ATC.

Or

(b) Explain in brief the factors that affect decision making in ATC environment.

13. (a) Explain in brief the various stages of team development.

Or

(b) Explain in brief about nonverbal communication.

14. (a) What is GNSS? What are the advantages of GNSS?

Or

(b) What is cognitive bias? Briefly explain the different types.

15. (a) Explain in brief about PTSD.

Or

(b) Explain in brief about the circadian rhythms.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail the information processing model with a neat diagram.

Or

(b) Explain in detail about the importance and the barriers to communication in ATC.

17. (a) Explain in detail about:

(i) Interruptions.

(ii) Listening.

(iii) Selecting.

(iv) Attending.

Or

(b) Explain in detail the cognitive and psycho — motor skills required in ATC.

18. (a) Explain in detail the cause and effects of stress in ATC.

Or

(b) Explain in detail about ADS and ADS-B.

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M.B.A. DEGREE EXAMINATION, APRIL 2023

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.   List out the type of Modification?

2.   Write about Aircraft Rules 1973.

3.   What is Aircraft Registration?

4.   Write the Categories of Aircrafts under which Certificate of Airworthiness is issued?

5.   What is Special Flight Permit?

6.   What is Weight Schedule?

7.   What is Aircraft Defect Recording?

8.   What is Aero Mobile License?

9.   What is Aircraft Flight Manual?

10. What is M.E.L?

Part B   (5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the various types of Modification.

Or

(b) Explain Indian Aircraft Rule 1937 and applicability of the Rules.

12. (a) Explain in detail about Restricted Type Certificate and Supplemental Type Certificate.

Or

(b) What is the procedure of registration for Change Of Ownership?

13. (a) Explain the various categories of organization and procedure for Initial Approval?

Or

(b) What is flight permit? Explain the procedure for the issue of Special Flight Permit by D.G.C.A.

14. (a) What is the procedure and conditions for Issue / Renewal and Privileges of Licenses?

Or

(b) What are the procedure and requirements for operation of Radio Equipment?

15. (a) Write the requirement, procedure and evaluation of Flight Testing of Aircraft.

Or

(b) What is an Exit Row in Passenger Aircraft? Explain the requirements and conditions for Allotment of Exit Row Seat.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) What is logbook? Explain the Purpose, Types, the Information contained and Preservation of log books.

Or

(b) Explain the Procedure, Rules and Requirements for Issue/Validation Certificate of Airworthiness(C of A)

17. (a) Explain the Procedure, Rules and Requirements for the issue of Certificate of Registration(C of R) of Aircraft.

Or

(b) Explain the Requirements, Procedure and Scope of Approval of CAR–145 Organization.

18. (a) Explain in detail about Reporting and Investigation Procedure of Aircraft Accident.

Or

(b) Write the description and requirements of Aircraft Flight Manual.

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		92044

M.B.A. DEGREE EXAMINATION, APRIL 2023

Fourth Semester

Airline and Airport Management

STRATEGIC AVIATION MANAGEMENT

(2016 Onwards)

Duration : 3 Hours   Maximum : 75 Marks

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

Answer **all** questions.

1.   Define Airport system.

2.   What is Macro environment?

3.   What is Fragmented industries?

4.   What is the need for SWOT analysis?

5.   Define Niche strategy.

6.   What is Directional policy matrix?

7.   Type of airport terminal.

8.   Write any two importance of TQM.

9.   Define knowledge management.

10.   Define E-Business.

Answer **all** questions.

11. (a) Explain strategic management process.

   Or

   (b) Describe the airport traditional roles.

12. (a) What does porter's five forces model convey?

   Or

   (b) Describe the importance of SWOT analysis.

13. (a) List out the factors influencing business ethics.

   Or

   (b) Enumerate the principles of forecasting in a system.

14. (a) Explain importance of ethics in detail.

   Or

   (b) Explain the process of strategic implementation and evaluation.

15. (a) Distinguish between E-commerce and E-business.

   Or

   (b) Explain about the environmental impact

   Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss strategy formation process in detail.

   Or

   (b) Explain the importance of strategic management process.

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17. (a) Discuss Mc Kinsey's 7s frame work.

Or

(b) Elucidate porter's five forces model.

18. (a) Briefly explain the TQM tools and techniques.

Or

(b) Explain Merits and De-merits of E-business.

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M.B.A DEGREE EXAMINATION, APRIL 2023

Fourth Semester

Airline and Airport Management

AIRPORT ENGINEERING

(2016 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 2 = 20)

Answer **all** questions.

1. What do you mean by Airport Engineering?

2. Write about the meaning of Green Field Airport.

3. What is LCN?

4. Write few main parts of an aircraft.

5. Define Apron.

6. Define Gate and Gate Capacity.

7. What is Aerodrome Beacon?

8. What are the Goods Prohibited for carriage by Air?

9. What are the purposes of Instrument Landing System (ILS)?

10. What are the objectives and Provisions of ATS?

Part B   (5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about the principles of Airport Management.

Or

(b) Explain briefly about Categories of Airport.

12. (a) Explain with neat sketch about Runway Markings and Taxiway Markings?

Or

(b) With neat sketch, explain about Aircraft parts and their functions.

13. (a) Differentiate between Holding Apron and Terminal Apron.

Or

(b) Explain briefly about Ramp Safety.

14. (a) What are the precautions taken during Fueling in case of Passengers On Board?

Or

(b) With neat sketch, explain about Airport Lightings.

15. (a) Explain with brief description and use of VOR.

Or

(b) Describe the Air Traffic Control and Surveillance Facilities.

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Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain briefly about AAI and its Functions.

    Or

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

17. (a) What are the sources of Airport Revenues? Explain briefly.

    Or

    (b) Explain about Terminal Configuration and Terminal Passenger Flows.

18. (a) Explain briefly about ILS and its uses in Airport, with neat sketches and mark the Location of their Main Components on Runway.

    Or

    (b) Explain about the Role of Telecommunication in Aviation.

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