

**C-0841**

**Sub. Code**

**92011**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023**

**First Semester**

**Airlines and Airport Management**

**MANAGEMENT PRACTICES**

**(2016 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Why evolution of management is important?
2. What is management and society?
3. Define planning
4. What is strategic planning process?
5. What is the nature of organization and management?
6. State the decision-making process?
7. How does co-ordination help an organization?
8. What are the human factors of motivation?
9. What is productivity in operation management?
10. What are the processes in controlling?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) List out organization role in the society.  
Or  
(b) What are the types of regulators in external environment of management?
12. (a) List out the objectives of planning.  
Or  
(b) Write the guidelines for effective policies.
13. (a) WSN on nature of organization structure.  
Or  
(b) What is a decision-making model?
14. (a) What is positive motivation and its examples?  
Or  
(b) List out the advantages of group decision making.
15. (a) List out the ways to improve productivity.  
Or  
(b) Write short notes on principles of TQM.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) List out the elements of management.  
Or  
(b) Describe the global management and its importance.

17. (a) Describe the various factors of nature of planning.

Or

(b) List out the steps for successful implementation of strategies.

18. (a) List out the consideration while designing organizational structure.

Or

(b) Describe the motivation importance and benefits.

---

**C-0842**

**Sub. Code**

**92012**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023**

**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. Define organizational behavior.
2. What is a personality referred to?
3. What do you mean by emotional intelligence?
4. Give the meaning of perception.
5. Mention the effects of stress.
6. How do conflicts arise?
7. Bring out the meaning of organizational development.
8. Why is self-monitoring necessary?
9. How does organizational behaviour face the challenges at the international level?
10. What is heterogeneity in national culture?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail the strategies for resolving interpersonal conflict.

Or

- (b) Briefly discuss the barriers to attitude.

12. (a) What is Organizational Behaviour? Discuss the challenges and opportunities for OB.

Or

- (b) Discuss the role of Organizational Behaviour for managers.

13. (a) Bring out the nature and scope of stress? Examine in detail.

Or

- (b) Describe in detail about the concept of organizational politics.

14. (a) Elucidate the approaches in managing the organizational change.

Or

- (b) How can organizational politics be managed? Explain.

15. (a) “Job stress can have physiological, psychological and behavioural effects” Explain.

Or

- (b) Analyse the various factors which affect personality development of an individual.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the impact of global and cultural diversity on OB.

Or

- (b) Examine the strategies for solving interpersonal problems. What are the skills through which one can prevent interpersonal problems?
17. (a) How does cultural insight help in understanding the behaviour of people in the Organization? Discuss in the context of institutional culture and subculture.

Or

- (b) Brief out the concept of interpersonal awareness. How can interpersonal awareness increase?
18. (a) How an understanding of attitudes is useful for the study of organizational behaviour? Comment on it.

Or

- (b) Discuss the functions of groups in detail.
-

**C-0843**

**Sub. Code**

**92013**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023**

**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. What is the meaning two-way communication?
2. What is informal communication?
3. Define enquiries.
4. Define correspondence.
5. What are the classifications of the reports?
6. Distinguish between formal and informal reports.
7. Differentiate verbal Communication from non-verbal communication.
8. Discuss the advantages of charts and diagrams.
9. What is the importance in drafting a speech?
10. What is agenda?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

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

Or

- (b) What are the types of communication?

12. (a) What are the important contents of the sales promotion letters?

Or

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

13. (a) Explain the different forms of reports.

Or

- (b) What are the contents of Technical Report?

14. (a) Explain the communication aids.

Or

- (b) Explain the significance of personal appearance posture.

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

Or

- (b) Enumerate the points to be considered while drafting speech.



**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) As the sales agent of Dell Ltd., you received a consignment of the laptops and 5 desktops. On receipt of the consignment, you found that 2 laptops and 1 desktop were damaged in transit. Draft a complaint letter to India Dell ltd. to take back the damaged items and adjust your account with them.

Or

- (b) Enumerate the steps in conducting meeting.

17. (a) Describe the types of non-verbal communication.

Or

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

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

Or

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

---

**C-0844**

**Sub. Code**

**92014**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023**

**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. What is Journal?
2. List out accounting concepts and conventions.
3. Who are all interested in Financial Statements?
4. What is contingent liability?
5. What is Fund flow statement?
6. Explain the "Sources of Funds".
7. State various elements of cost.
8. Define (a) Cost centre. (b) Cost Unit.
9. What is 'Marginal Costing'? What are its uses?
10. What is 'Profit Volume Ratio'? Also state its formula.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the functions of Financial Accounting.

Or

- (b) Shah Garden Centre is retail garden supplier. Record the transactions needed to journalize for October, 2020 :

Oct. 2 - Purchased inventory on credit terms of 1/10 net 30. FOB shipping point, for Rs.3,000. Freight charges on the purchase were Rs.150.

Oct. 9 - Sold garden supplies on credit terms 3/20 net 30, FOB shipping point, for Rs.4,000. The cost of the supplies sold was Rs.2,500.

Oct. 10 - Paid the amount owed on account for the Oct. 2 inventory purchase.

Oct. 15 - Received merchandise that was returned as defective, originally sold for Rs.500 on Oct. 9. The original cost of the supplies returned was Rs.275.

Oct. 25 - Received payment on account for the Oct. 9 sale less the appropriate sales discount.

Oct. 28 - Inventory lost by fire of cost Rs.350.

12. (a) What is Balance Sheet? What is its significance?

Or

- (b) The balance sheet of ABCD Ltd. shows the following figures.

	Rs.
Share capital	1,52,000
Cash in hand and at Bank	30,000
Fixed Assets	1,13,000
Creditors	20,000
5% Debentures	24,000
Bill Payables	4,000
Debtors	18,000
Stock	52,000
General reserve	8,000
Profit and Loss A/c	5,000

Calculate: (i) Current ratio and (ii) Liquid ratio.

13. (a) Describe the contents of Fund Flow Statement.

Or

- (b) Charles Ltd.. made a profit of Rs.1,00,000 after charging depreciation of Rs.20,000 on assets and a transfer to general reserve of Rs.30,000. The goodwill a mortised was Rs.7,000 and gain on sale of machinery was Rs.3,000. Other information available to you (changes in the value of current assets and current liabilities) are trade receivables showed an increase of Rs.3,000; trade payables an increase of Rs.6,000; prepaid expenses an increase of Rs.200; and outstanding expenses a decrease of Rs.2,000. Ascertain cash flow from operating activities:

Additional information :	March 31, 2020 (Rs.)	March 31, 2021 (Rs.)
Trade Receivables	20,00,000	40,00,000
Trade Payables	20,00,000	10,00,000
Other Expenses payable (administrative)	10,000	20,000
Prepaid Administrative Expenses	20,000	10,000

Additional information :	March 31, 2020 (Rs.)	March 31, 2021 (Rs.)
Outstanding Trading Expenses	20,000	40,000
Trading Expenses	40,000	20,000
Advance Provision for Taxation	10,00,000	12,00,000

14. (a) Explain Financial accounting and Cost accounting.

Or

(b) State and explain various elements of cost.

15. (a) Explain the assumptions, utility and limitations of Break-even analysis.

Or

(b) Calculate (i) P/V Ratio, (ii) Break Even Point, and (iii) Margin of Safety based on the following information :

	Rs.
Sales	1,00,000
Total cost	80,000
Fixed cost	20,000
Net profit	80,000

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What is Cash Budget? Explain its contents, giving a Performa for cash budget.

Or

(b) From the following particulars. Prepare trading and profit and loss a/c and balance sheet of Mr. Akshay as on 31<sup>st</sup> March 2021

	(Rs.)		(Rs.)
Land	1,00,000	Sales	3,00,000
Building	2,00,000	Purchases	1,75,000

	(Rs.)		(Rs.)
Sales returns	10,000	Stock (1.4.2020)	25,000
Purchase returns	5,000	Debtors	50,000
Bank overdraft	15,000	Cash in hand	5,000
Creditors	20,000	Salaries	10,000
Wages	12,000	Goodwill	15,000
General expenses	5,000	Selling expenses	12,000
Bad debts	1,000	Insurance	1,000
Capital	2,81,000		

Adjustments :

- (i) Closing stock is Rs.30,000
- (ii) Provide depreciation at 10% on buildings
- (iii) Write off further Bad debts – Rs.1,000
- (iv) Salaries yet to be paid – Rs.3,000.

17. (a) The following is the summarised Profit and Loss Account of Taj Products Ltd. for the year ended 31<sup>st</sup> December :

Profit and Loss A/C			
	Rs.		Rs.
Opening Stock of Materials	99,500	Sales	8,50,000
Purchase of Material	3,20,000	Stock of Materials (closing)	89,000
Direct Wages	2,25,250	Stock of Finished Goods (Closing)	60,000
Manufacturing Expenses	14,250	Non-operating Income Interest	3,000
Selling and Distribution Expenses	30,000	Profit on sale of Shares	6,000
Administrative Expenses	1,50,000		
Finance Charges	15,000		
Non-operating expenses :			
Loss on Sale of Assets	4,000		
Net Profit	<u>1,50,000</u>		
	<u>10,08,000</u>		<u>10,08,000</u>

Work out the following Ratios :

- (i) Gross Profit Ratio
- (ii) Net Profit Ratio
- (iii) Operating Ratio
- (iv) Cost Ratios (to cost of production)
- (v) Material Consumed Ratio
- (vi) Labour Cost Ratio
- (vii) Production Overhead Cost Ratio.

Or

(b) From the following Balance Sheets of X Ltd. make out :

(i) Statement of Changes in Working Capital

(ii) Fund Flow Statement :

Liabilities	2020	2021	Assets	2020	2021
Equity Share Capital	3,00,000	4,00,000	Goodwill	1,15,000	90,000
Redeemable preference share capital	1,50,000	1,00,000	Land and Building	2,00,000	1,70,000
General Reserve	40,000	70,000	Plant and machinery	80,000	2,00,000
Profit and Loss	30,000	48,000	Debtors	1,60,000	2,00,000
Proposed Dividend	42,000	50,000	Stock	77,000	1,09,000
Creditors	55,000	83,000	Bills		
Bills Payable	20,000	16,000	Receivable	20,000	30,000
Provision for Taxation	40,000	50,000	Cash in Hand	15,000	10,000
			Cash at Bank	10,000	8,000
	<u>6,77,000</u>	<u>8,17,000</u>		<u>6,77,000</u>	<u>8,17,000</u>

Additional Information :

Depreciation of Rs.10,000 and Rs.20,000 have been charged on plant and machinery and land and building respectively in 2021.

A dividend of Rs.20,000 has been paid in 2021.

Income Tax of Rs.35,000 has been paid in 2021.

18. (a) From the following particulars, prepare a cost statement :

	Rs.
Stock 1-1-2019: Raw materials	30,500
Finished goods	20,400
Stock, 31-1-2019: Raw materials	48,500
Finished goods	10,000
Purchase of raw materials	25,000
Work-in-progress, 1-1-2019	8,000
Work-in-progress, 31-1-2019	9,000
Sales	95,000
Direct wages	20,400
Factory expenses	10,500
Office expenses	5,400
Selling expenses	3,800
Distribution expenses	2,500

Also calculate the percentage of works expenses to direct wages and the percentage of office expenses to works cost.

Or

- (b) Prepare a flexible budget for overheads on the basis of the following data. Ascertain the overhead rates at 60% and 70% capacity levels.

At 60% capacity	(Rs.)
Variable overheads :	
Indirect Material	6,000
Indirect Labour	18,000



At 60% capacity	(Rs.)
Semi-variable Overheads :	
Electricity (40% Fixed 60% variable)	30,000
Repairs (80% fixed 20% Variable)	3,000
Fixed overheads :	
Depreciation	16,500
Insurance	4,500
Salaries	15,000
Total overheads	<u>93,000</u>
Estimated direct labour hours	1,86,000

**C-0845**

**Sub. Code**

**92015**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023**

**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. Write down a graphical representation of functions?
2. What are the variables?
3. Define data analysis.
4. What is meant by regression?
5. State poisson distribution.
6. What is the expected value concept?
7. What is simple index number?
8. Define the Sensex.
9. What is meant by a statistical hypothesis?
10. Why and when Chi-square test is used in research?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Discuss the notion of mathematical models.

Or

- (b) Explain in briefly the concept of optimization.

12. (a) Explain the major characteristics of univariate analysis.

Or

- (b) Distinguish between multiple and partial correlation.

13. (a) State and prove addition theorem expectation.

Or

- (b) Obtain the recurrence relation for central moment of a binomial distribution?

14. (a) Explain about the concept of weighted index number.

Or

- (b) Define Time series. Explain the uses of time series.

15. (a) Explain the testing of hypothesis.

Or

- (b) Discuss about the measuring power of hypothesis test.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) In an aptitude test administered to 900 college students, the mean is 50 and the standard deviation is 20. Find (i) the number of students securing between 30 and 70; (ii) the number of students exceeding the score of 65; (iii) the value of the score exceeding by the top 90 students.

Or

- (b) Explain about the types of correlation.

17. (a) Genetic theory states that children having one parent of blood type M and the other of blood type N will always be of one of the three types M, MN, N and that properties of these types will on average be 1:2:1 A report states that out of 300 children having one M parent and one N parent, 30% were found to be of type M, 45% type MN and the remainder of type N. Test the hypothesis by  $Z^2$  test.

Or

- (b) Write short note on : CPT, WPI.

18. (a) A and B play 12 games of chess. A wins 6, B wins 4 and two are drawn. They agree to play three games more. Find the probability that; (i) A wins all the three games, (ii) two games end in a tie, (iii) A and B win alternately, (iv) B wins at least one game, (v) A wins at least one game.

Or

- (b) Explain the concept of trade off and describe situation in everyday.

**C-0846**

**Sub. Code**

**92016**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023**

**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. Define Economics.
2. Write a short note on the aviation sector in India.
3. Mention the factors impeding airport capacity.
4. What are the measures of decongesting the airport mechanism slot?
5. Bring out the factors influencing airport competition.
6. Give your own examples of air charges provided by different airlines.
7. List out the airport pricing strategies.
8. Mention the principle of airport pricing.
9. What do you mean by regulation in the context of an airline?
10. Which are the forms of airport privatization?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Discuss the meaning and importance of Economics.

Or

- (b) Brief out the Principles of airport management.

12. (a) Explain the airport infrastructure capacity.

Or

- (b) Describe in detail the levels of airport activity.

13. (a) Examine the “Hub and Spoke Principles” of Airport Strategies.

Or

- (b) Give a detail on the airport competitive factors.

14. (a) Explain the principles of airport pricing and the factors determining pricing.

Or

- (b) Write a note in detail in the typical airport business plan and budget.

15. (a) State the objectives behind airport privatization in India.

Or

- (b) Explain the features of airport regulatory practices.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elucidate the history and development of airports in India.

Or

- (b) Elaborate about the importance of economics in the aviation sector in India.

17. (a) Comment on the Emerging trends in airport business activities in detail.

Or

- (b) Discuss the airport performance system in brief.

18. (a) How are airline services regulated in India? Explain it in detail.

Or

- (b) Briefly draw a note on the first private international airport in India.

---

**C-0847**

**Sub. Code**

**92021**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 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. Differentiate between Personnel management and HRM.
2. State the nature of HRM.
3. What is Human Resource Planning?
4. What is job description?
5. State the purpose of Employee orientation.
6. What are the benefits of transfer?
7. What is E-recruitment?
8. What is Career development?
9. What are Perquisites?
10. What is collective Bargaining?



**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Bring out the features of HRM.  
Or  
(b) Explain various challenges faced by HR manager.
12. (a) Explain the process of Employment planning.  
Or  
(b) Write in brief about the Recruitment process.
13. (a) What is E-Recruitment and how it's used recently?  
Or  
(b) Write about the stages in selection process.
14. (a) What is trade union and explain its importance?  
Or  
(b) Differentiate Transfer Vs Promotion,
15. (a) What are the uses the performance appraisal?  
Or  
(b) What are the characteristics of HR Audit?

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the functions of Human Resource Management.  
Or  
(b) Define Job Analysis. Explain the Process of Job Analysis.

17. (a) Discuss various steps in Selection process.

Or

(b) What is Training? Explain its various types.

18. (a) What are the Methods of Performance appraisal?

Or

(b) What is Collective Bargaining? Discuss the role of Trade union in collective Bargaining.

---

**C-0848**

**Sub. Code**

**92022**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 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. What do you understand about the Research Objective?
2. What is Judgmental Sampling?
3. Define Research Design.
4. What do you mean by Hypothesis?
5. What is the meaning of Case Study?
6. Write a note on the Interview Method.
7. What is a Sign Test?
8. What is the assumption for the Chi-Square Test?
9. What is Index?
10. Define Oral Presentation.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the characteristic of Good Research.

Or

- (b) Explain the features of Scientific Methods of Research.

12. (a) What do you mean by scaling? Explain its types.

Or

- (b) Discuss the various types of Measurement Scales.

13. (a) What is Data Processing? Explain its significance.

Or

- (b) Write short notes on the following:

- (i) Bi-variate analysis with example.
- (ii) Cross tabulation with example.

14. (a) Explain the steps in Testing Hypotheses.

Or

- (b) Define Multivariate Analysis? Explain its Statistical Techniques.

15. (a) What is an Executive Summary? State the need for Executive Summary.

Or

- (b) Explain the steps in Report Writing.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What do you mean by Business Research? What are the objectives of a general Business Research?

Or

- (b) Explain the details of the Research Process.

17. (a) Explain the procedure adopted in Data Processing.

Or

- (b) Discuss the applications and suitability of various types of tests in Statistical Analysis.

18. (a) What is Interpretation? Explain the Techniques of Interpretation.

Or

- (b) What do you mean by Observation? Enumerate the significance and limitations of Observation Method.

---

**C-0849**

**Sub. Code**

**92023**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023**

**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. List out the types of decision model.
3. What is Transportation Problem? Give the mathematical formula for it.
4. Explain Balanced and Unbalanced Assignment problem?
5. Explain the following terms in context in context of sequence of jobs:
  - (a) Total Elapsed Time
  - (b) No passing rule
6. Write any two assumptions which are made while solving a Sequencing problem.
7. If  $t_0 = 3$ ,  $tm = 6$ ,  $tp = 15$ , then find  $te$  and  $\sigma^2$ .

8. Explain the following terms:
- (a) Parallel Activity
  - (b) Dummy Activity
9. If  $\lambda = 0.5$ ,  $\mu = 0.67$  then find the average waiting time that a customer spends in the system.
10. Explain Individual and Group Replacement with an example.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is Decision model? Explain steps involved in decision modelling.

Or

- (b) Iniyar furniture firm manufactures tables (A) and chairs (B). The processing times are 3 hours and 4 hours per unit for A on operations one and two respectively and 4 hours and 5 hours per unit for B on operation one and two respectively. The available time is 18 hours and 21 hours for operations one and two respectively. The product A can be sold at Rs.3 profit per unit and B at Rs.8 profit per unit. Formulate the linear programming problem (LPP).

12. (a) Explain steps involved in solving Assignment Problem.

Or

- (b) Find the solution of the transportation problem using Northwest Corner Method.

				Demand	
	2	3	11	7	6
	1	0	6	1	1
	5	8	15	9	10
Supply	7	5	3	2	

13. (a) Explain Johnson's algorithm to solve sequencing problem.

Or

- (b) There are five jobs, each of which is to be processed through two machines  $M_1$ ,  $M_2$ , in the order  $M_1$ ,  $M_2$ . Processing hours are as follows:

Job	1	2	3	4	5
$M_1$	3	8	5	7	4
$M_2$	4	10	6	5	8

Determine the optimum sequence of the five jobs and minimum total elapsed time. Find also the ideal time of machines  $M_1$  and  $M_2$ .

14. (a) What is Float? Also explain the Types of Float.

Or



- (b) The following table gives the activities and duration of a construction project:

Activity	1-2	1-3	2-3	2-4	3-4	3-5	4-5
Duration (In Days)	20	25	15	12	11	8	10

- (i) Draw the network for the project
- (ii) Find the critical path
15. (a) People arrive at a theatre ticket booth in Poisson distributed arrival rate of 25/hour. Service time is constant at 2 minutes. Calculate the utilisation factor.

Or

- (b) Let  $V = 0.9$  and initial price be Rs.5,000. Running cost are as follows:

Year	1	2	3	4	5	6	7
Running Cost	400	500	700	1000	1300	1700	2100

What would be the optimum replacement interval?

**Part C** (3 × 10 = 30)

Answer **all** questions.

16. (a) Apply the principle of duality to solve the linear programming problem (LPP).

$$\begin{aligned} \text{Minimize } & Z = 2x_1 + 2x_2 \\ \text{Subject to } & 2x_1 + 4x_2 \geq 1 \\ & x_1 + 2x_2 \geq 1 \\ & 2x_1 + x_2 \geq 1 \text{ and } x_1, x_2 \geq 0 \end{aligned}$$

Or

- (b) Find the optimal assignment cost using Hungarian Method.

	1	2	3	4	5
A	13	8	16	18	19
B	9	15	24	9	12
C	12	9	4	4	4
D	6	12	10	8	13
E	15	17	18	12	20

17. (a) Explain the Algorithm to solve Transportation problem using Modified Distribution Method.

Or

- (b) Four jobs 1, 2, 3 and 4 are to be processed on each of four machines A, B, C and D in order ABCD. The processing lines in minutes are given below. Find the minimum elapsed time if no passing of job is permitted.

		Machines			
		A	B	C	D
	1	58	14	14	48
Jobs	2	30	10	18	32
	3	28	12	16	44
	4	64	16	12	42

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

Activity	1-2	1-6	2-3	2-4	3-5	4-5	6-7	5-8	7-8
Optimistic time	3	2	6	2	5	3	3	1	4
Most likely time	6	5	12	5	11	6	9	4	19
Pessimistic time	15	14	30	8	17	15	27	7	28

Or

- (b) The following guide rules has been observed for certain items.

End of Month	1	2	3	4	5
Probability of Failure of Date	0.1	0.2	0.55	0.85	1

The cost of replacing an individual item is Rs.1.25/-  
 The decision is made to replace all items simultaneously and also to replace items as and when they fail. If the cost of group replacement is 30p. What is the best replacement policy?

**C-0850**

**Sub. Code**

**92024**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 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. How is aviation industry classified?
2. What is NAFTA?
3. What is AMP?
4. What is the difference between runways and taxi ways?
5. What are the dangerous goods carried by the passengers?
6. What is the need of safety audit in airline?
7. What does AOPA stands for?
8. What are the tasks performed using commercial and industrial aircrafts?
9. What is meant by ATC?
10. Who bought the Air India last year?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Draw the Organizational chart.

Or

(b) What is the role of flight dispatch managers?

12. (a) What is meant by airport capacity? Explain the management of airport capacity.

Or

(b) Write a short note about terminal management.

13. (a) Explain the process of passenger handling in airport.

Or

(b) Enumerate the principles of airport protection.

14. (a) Explain briefly about the function of Fixed Base Operators (FBOs).

Or

(b) Write a short note about personal aviation.

15. (a) Explain about air transport slot trading.

Or

(b) Explain about the airspace congestion Issues.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe functions of personnel administration.

Or

(b) Describe the functions of line managers in airline organisation.

17. (a) Discuss the various types regulations enforced by governments on airports.

Or

- (b) Explain the measures adopted to maintain the infrastructure safety of airports.

18. (a) Explain the airport regulatory practices adopted in India.

Or

- (b) Briefly explain about the causes and remedies of airport congestion.

---

**C-0851**

**Sub. Code**

**92025**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 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. Pressurised cabins – Explain.
3. What is meant by law of torts?
4. Define clearway.
5. What is airworthiness?
6. What is sterile cockpit rule?
7. What is observer seat?
8. Expand the abbreviations:
  - (a) FAA
  - (b) CFR
  - (c) CASE
  - (d) AFM.

9. Mention three types of maintenance manual retrieval System.
10. What is 'flag operation'?

**Part B** (5 × 5 = 25)

Answer **all** questions.

11. (a) Explain instrument and equipment requirements for part 121 operations.

Or

- (b) Briefly explain about Inoperable instruments and equipment.

12. (a) Write a note on operating manuals.

Or

- (b) Explain the organizational structure of air carrier with a diagram.

13. (a) Describe inoperable instruments and equipments.

Or

- (b) What is meant by knot? What are the items calibrated and marked in knots?

14. (a) Explain the flight dispatcher functions under part 121.

Or

- (b) What are the four types of operating manuals? Briefly explain.

15. (a) Explain the type of drug test in detail.

Or

- (b) What are the management positions under FAR Part 135? Briefly explain.



**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Why you need a destination alternate airport – Explain in detail.

Or

- (b) What are the tests the FAA uses in determining if an individual or company is acting as a common carrier?

17. (a) What are the instruments and equipment should be operational for take-off?

Or

- (b) Explain the types of records and reports maintained by an air carrier under FAR Part 121.

18. (a) Briefly Explain about the airworthiness standards imposed by FAA on transport category aircrafts.

Or

- (b) Explain oxygen for medical use by passengers on board of the aircraft.

\_\_\_\_\_

**C-0852**

**Sub. Code**

**92026**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.**

**Second Semester**

**Airline and Airport Management**

**AIRLINE AND AIRPORT MARKETING**

**(2016 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define Leadership.
2. What do you mean by multi-point airline alliance?
3. What is product life cycle?
4. What is meant by commercial airport?
5. What is airline selling?
6. What is focus strategy?
7. Define airport marketing.
8. What are commercial service in an airport?
9. What is meant by airport enterprise business?
10. What do you mean by Sunday rule in airport marketing?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the bases for airline market segmentation?

Or

- (b) Explain about the environment factors in airline business.

12. (a) Enumerate the pricing and revenue management.

Or

- (b) Explain the types of focus strategies adopted by airlines.

13. (a) Who are all stake holders in airports? Explain their role in airport marketing.

Or

- (b) Explain the function of travel agency distribution system.

14. (a) Briefly state the functions of airport enterprise.

Or

- (b) List out non aviation business in airports.

15. (a) Explain briefly the types of low cost airports.

Or

- (b) Explain about the airport marketing plan.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the Function airline business and marketing strategies.

Or

- (b) Explain the key drivers impacting on the size of airport's catchment area.

17. (a) Briefly explain about the travel agency distribution system.

Or

- (b) Discuss the different types of pricing policies adopted by airline.

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

Or

- (b) Describe the strategies adopted to improve market share in airport business.

---

**C-0853**

**Sub. Code**

**92027**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 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. Define Logistics
2. What is meant by customer service?
3. Give a note on E- Business solutions to supply chain.
4. Mention the reasons for carrying inventories.
5. What is 4pl?
6. Why is there a need for logistics information?
7. What are types of Warehouses?
8. State the objectives of Logistics.
9. What is transportation?
10. Mention the importance of logistics to E-Commerce.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

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

Or

- (b) How information technology is playing an important role in warehousing and physical distribution?

12. (a) As a Logistics Manager of a Company; how would you consider Customer Service Logistics? Explain with examples.

Or

- (b) Explain role of Material Handling, Packaging and Transportation System in Logistics Management.

13. (a) Explain the role of logistics in customer service strategy.

Or

- (b) Differentiate between SCM and Logistics.

14. (a) Write down the Importance of Information technology in the logistics industry.

Or

- (b) Explain the types of logistics.

15. (a) Explain the components of physical distribution.

Or

- (b) Explain the components of supply chain.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the key drivers of reverse logistics.

Or

- (b) Discuss the functions of inventory. What are the different costs associated with inventory?

17. (a) What is global logistics? Explain strategic issues in global logistics.

Or

- (b) Explain the key drivers of reverse logistics.

18. (a) Write a brief on E-commerce? Explain the future trends

Or

- (b) Explain material requirement planning (MRP).

---

**C-0854**

**Sub. Code**

**92031**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 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 are the crimes against humanity?
2. Explain about aviation regulations.
3. What is the sky marshal program?
4. Explain about Palestinian Liberation Organization.
5. What is a metal detector?
6. What is a taggant?
7. Explain about loose ends in aviation security.
8. What is vacuum chamber?
9. What is Gore commission?
10. Explain about Flight Vu.



**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about the roles and functions of ECAC.

Or

- (b) Explain about security measures taken for hijacking.

12. (a) What are the causes of terrorism?

Or

- (b) Explain about the Defense Intelligence Agency.

13. (a) Explain about the different ergonomic solutions provided for screening.

Or

- (b) How are X-ray units selected? Explain about the details of X-ray Units.

14. (a) Explain about Balancing approach and lesser intrusive alternatives.

Or

- (b) Explain about bomb sniffing dogs and profiling.

15. (a) Explain about access control and media intrusion.

Or

- (b) Explain about the different types of metal detectors and its uses.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What is meant by hijacking? Explain in detail the security measures taken for hijacking.

Or

- (b) What is the aviation security improvement act of 1990? Explain in detail.

17. (a) Explain about terrorism and write about domestic and nuclear terrorism in detail.

Or

- (b) Explain about Flexible law enforcement response program in detail.

18. (a) Explain about blast management and blast containment in detail.

Or

- (b) Explain about the New Generation technological improvements in security measures in detail.

---

**C-0855**

**Sub. Code**

**92032**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023**

**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. Write a note on the context of the Airport system.
2. State the airport planning process.
3. Mention the Type of Aircraft operators.
4. What are the different Investment Strategies?
5. Why Airfield is needed?
6. Give the meaning of regulatory Policies.
7. Bring out the Types of airport Terminal.
8. What is a navigational system?
9. Define airport ground access.
10. List out the different types of role of airports.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about the Goal, Objective and nature of Strategic planning.

Or

- (b) Describe the airport Traditional roles.

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

Or

- (b) Discuss the benefits of Airport Economies.

13. (a) Examine the airport Planning techniques and practices.

Or

- (b) Enumerate the Principles of forecasting a System.

14. (a) Briefly state the functions of airport administration and the concept of airport organisation.

Or

- (b) Analyse the navigation aids in detail.

15. (a) What are the features of Political and social role of the airport?

Or

- (b) Explain about the environmental impact of the airport.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the Function of the airport organisation chart.

Or

- (b) Discuss in detail about the airports traditional planning approach.

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

Or

- (b) Expound the Economies of airport development.

18. (a) Comment on the concept of the Airfield and its development in detail.

Or

- (b) Briefly examine about the Airport weather reporting facilities.
-

**C-0856**

**Sub. Code**

**92033**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 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. Define Finance Management.
2. What is the difference between Cash flow and Fund flow statements?
3. Write any four points about Venture Capital.
4. How Public deposit differ from Commercial paper?
5. Discuss any four External Sources of Airline Finance.
6. What is Capital Budget?
7. How Rating Agencies are important in Aircraft?
8. What is meant by Aircraft Securitization?
9. Define Mergers.
10. How Fuel Exposure to Exchange Fluctuation?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write in Detail about Functions of Financial Management.

Or

- (b) Write the difference Balance Sheet and Profit and loss account.

12. (a) Explain about the Initial public offering.

Or

- (b) Explain about the Venture Capital.

13. (a) Explain the

- (i) Discounted cash flow method  
(ii) Ratio method.

Or

- (b) Discuss about the Sources of Internal Finance.

14. (a) Write the advantages and disadvantages of Leasing.

Or

- (b) Write in detail about BWR.

15. (a) Discuss about a Flexible Budget.

Or

- (b) Explain Exchange rate Volatility.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the Management in Efficiency ratios.

Or

- (b) Discuss about Working capital in Financing.

17. (a) Enumerate the ALPS 92-1 Securitization and ALPS 94-1 Securitization.

Or

- (b) Explain about the factors determining the value of Traffic Rights.

18. (a) Explain about the types of Mergers and Acquisitions.

Or

- (b) Explain in Detail about the need and man to Hedge fuel.

---



**C-0857**

**Sub. Code**

**92034**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.**

**Third Semester**

**Airline and Airport Management**

**AIRPORT OPERATIONS MANAGEMENT**

**(2016 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is meant by Airline Operators Committee?
2. What is meant by an emergency response plan?
3. Explain about Simplifying Passenger Travel Program.
4. What is meant by IROPS?
5. How do you identify baggage problems?
6. Expand the term MITA.
7. Explain about food assembly at the production units.
8. What is meant by cold storage?
9. What is an SMS in aviation?
10. Explain the use of PPE in airports.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about Budget and cost control at airports.

Or

- (b) Explain about the responsibilities of a station manager.

12. (a) Explain about unaccompanied minors and explain about the number of crew required for unaccompanied minors.

Or

- (b) Explain about inadmissible passengers and deportees in brief.

13. (a) What is meant by tracing of baggage at airports?

Or

- (b) What is the license plate concept and explain about baggage bar codes?

14. (a) What are the standards that are ensured for airline catering?

Or

- (b) Explain about food composition, hygiene and security.

15. (a) Explain about the risks involved near the aircraft at the airside.

Or

- (b) Explain about emergency situations at airports.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the skills and responsibilities for a station manager.

Or

- (b) Explain in detail the workings of CUTE AND CUSS.

17. (a) What are the problems that can occur at airports in regards to baggage handling?

Or

- (b) Explain about ICQA in detail and explain about hygiene audits in detail.

18. (a) Explain about Standard in-flight catering agreement in detail.

Or

- (b) What is meant by safety? Explain in detail about risk management system and the tools needed to mitigate safety risks.
-

**C-0858**

**Sub. Code**

**92035**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 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. Differentiate Air Cargo and Ship Cargo.
2. Define dangerous goods.
3. Define Air Cargo Freight rate.
4. Define prepaid shipments.
5. What are the categories in diplomatic mails?
6. Define oversized freight.
7. Define Certificate of Origin.
8. Define Electronic Data Interchange in Air Cargo.
9. Define OAG Cargo Guide.
10. What is the purpose of Air Freight Forwarders Association?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about the features and facilities provided by Air Cargo.

Or

- (b) Give a brief note about Air suitability for different Cargos.

12. (a) Explain in detail about Air Cargo Consolidation.

Or

- (b) Explain Voyage and Time Charters in Air Cargo.

13. (a) Explain Priority Overnight and Economy types of services in Air Cargo.

Or

- (b) Explain different types of Aircraft Loading Procedures.

14. (a) Explain in detail about Import License and Export License.

Or

- (b) Explain in detail about warehouse Receipt and Dock Receipt.

15. (a) Explain the differences in purpose of IATA and ICAO.

Or

- (b) Explain in detail about Cargo Warehousing.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the procedures in Custom Clearance and Special Services related to Cargo handling in Warehouses.

Or

- (b) Explain in detail about the Communication facilities provided in SITA for Air Cargo operations.
17. (a) With suitable diagrams, explain the procedure in packing, labelling and marking of Cargo goods.

Or

- (b) What are the procedures in transporting live animals, human remains, valuables and perishable items? Explain them clearly.
18. (a) List out the major Air Cargo liners and Air Cargo crafts in the world. Also mention their capacities and other uses briefly.

Or

- (b) Explain in detail about the share of airways in Cargo movement both in India and worldwide.
-

**C-0859**

**Sub. Code**

**92036**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.**

**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 Liberalization.
2. What is a commercial aircraft?
3. What is CRM?
4. What is off the shelf components?
5. What are the types of cargo?
6. What is free flight?
7. What are the objectives of ATC?
8. What is FANS?
9. Define Ergonomics.
10. What is meant by personalizing travel?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in brief about Gate-to-gate Concept.

Or

- (b) Explain in brief about Privatization of Airports and Commercial Aircrafts.

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

Or

- (b) Explain in brief the changes in air traffic control concepts.

13. (a) Explain about four R's for leadership in resource management.

Or

- (b) Explain in brief about the basic cognitive issues.

14. (a) What are the emerging concepts in Air Traffic Management?

Or

- (b) Explain about the FANS committee.

15. (a) Explain the various impacts of aircraft interior design.

Or

- (b) What are the ergonomic principles?



**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the
- (i) Role of airports in the airports in the worlds
  - (ii) Role of IT in aviation Industry.

Or

- (b) Explain in detail the attitudes towards security and the need to design for security.
17. (a) Explain about GRID theory for understanding different behavioral styles.

Or

- (b) Explain the laws of cockpit display design.
18. (a) Explain in detail the training issues in traffic flow management.

Or

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

**C-0860**

**Sub. Code**

**92037**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 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 are the roles of tour operators?
2. What are the importance of travel industry?
3. What is travel insurance?
4. Write short notes on MICE documentation.
5. What is SIT?
6. What is tour pricing?
7. What are the functions of IHRA?
8. What are the roles of ITDC?
9. What are the importance of ancillary services in travel industry?
10. What are the functions of sales distribution system?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain briefly about retail travel agency business.

Or

- (b) Write briefly about types of tour operators.

12. (a) Explain about tour operation business.

Or

- (b) Explain briefly about IATA accreditation.

13. (a) Explain briefly about tour packages.

Or

- (b) Explain about preparation of cost sheet.

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

Or

- (b) Explain about roles and functions of DOT.

15. (a) Explain about transportation sector.

Or

- (b) Explain briefly about accommodation sector.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the historical perspective in travel industry.

Or

- (b) Enumerate Travel insurance and FOREX.

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

Or

(b) Explain about the roles and functions of IATO and TAAI.

18. (a) Explain about functions of ancillary services in travel industry.

Or

(b) Explain about group tour planning and components.

---

**C-0861**

**Sub. Code**

**92041**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.**

**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 is meant by maintenance?
2. Explain about Aircraft certification.
3. What is the expansion of ATA standards?
4. Explain about TPPM.
5. What is control in PPC?
6. Explain the use of computers in aviation.
7. Give examples of support shops in maintenance.
8. Explain about Ground Support Equipment.
9. What is Quality Assurance?
10. Explain about ISO 9000 standards.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is the role of engineer and mechanic?

Or

- (b) Explain about Failure rate patterns.

12. (a) Explain about Technical Services Directorate.

Or

- (b) Explain about the functions of the Engineering department.

13. (a) What is meant by forecasting?

Or

- (b) Explain about computer program modules.

14. (a) Explain about maintenance control centre responsibilities.

Or

- (b) Explain the functions that control maintenance.

15. (a) What is the qualification of QC inspectors?

Or

- (b) What are the elements of reliability programs?

**Part C**

(3 × 10 = 30)

Answer **all** questions.

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

Or

- (b) Explain about Maintenance intervals and the goals of maintenance.

17. (a) What is Airline generated documents? Explain in detail.

Or

(b) Explain about PPC in detail.

18. (a) Explain about Hangar maintenance in detail.

Or

(b) Explain about

(i) Quality Control

(ii) Quality Assurance and

(iii) Quality Audit in detail

---

**C-1363**

**Sub. Code**

**92011**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023**

**First Semester**

**Airlines and Airport Management**

**MANAGEMENT PRACTICES**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. \_\_\_\_\_ is the process of appointing people for the positions formed in the organization.  
(a) Planning                      (b) Organizing  
(c) Staffing                      (d) Directing
2. \_\_\_\_\_ is the father of Scientific Management.  
(a) Fredrick F.W. Taylor  
(b) Henry Fayol  
(c) Max Weber  
(d) Elton Mayo
3. According to Mary Parker, \_\_\_\_\_ is an art of getting things done through others.  
(a) Job                      (b) Behaviour  
(c) Management              (d) Both (a) and (b)
4. Management skills applies to managers at \_\_\_\_\_  
(a) Middle levels in an organization  
(b) Top levels in an organization  
(c) Executive levels in an organization  
(d) All levels in an organization



5. Managerial skills involves \_\_\_\_\_
- (a) Technical skills
  - (b) Human skills
  - (c) Conceptual skills
  - (d) All of the above
6. Strategic planning as a broad concept consists of \_\_\_\_\_
- (a) Corporate strategy and business strategy
  - (b) Strategy formulation and strategy implementation
  - (c) Inputs and outputs
  - (d) Environmental analysis and internal analysis
7. What are functional managers responsible for?
- (a) They are only responsible for a single area of activity
  - (b) They hold the responsibility to the upper level of management and staff
  - (c) They are responsible for complex organizational sub-units
  - (d) They hold the responsibility of obtaining copyrights and patents for newly developed processes and equipment
8. Which of the following is true about managers within an organization?
- (a) Management skills apply to managers at top levels in an organization
  - (b) Management skills apply to managers at all levels in an organization
  - (c) Management skills apply to managers at middle levels in an organization
  - (d) Management skills apply to managers at executive levels in an organization

9. Which of the following is the correct meaning of concentration of decision-making authority?
- (a) Span of management
  - (b) Centralization
  - (c) Decentralization
  - (d) None of the above
10. In communications management, to assimilate through the mind or senses is the process of \_\_\_\_\_
- (a) Receiving                      (b) Decoding
  - (c) Comprehending              (d) Understanding

**Part B** (5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the functions of management in detail.
- Or
- (b) What is managerial ethics? Explain the ethical responsibility of manager?
12. (a) State Planning. Discuss the process of planning.
- Or
- (b) Differentiate the Strategy and policy.
13. (a) How to resolve conflict between line and staff authority?
- Or
- (b) List down the barriers to effective delegation.
14. (a) Elucidate the styles of leadership.
- Or
- (b) State the process of group decision making. Discuss briefly.

15. (a) What is feedback control? Explain it and state its advantages.

Or

(b) Explain the importance of controlling.

**Part C** (5 × 8 = 40)

Answer **all** questions.

16. (a) Describe the nature of management in detail.

Or

(b) Elucidate the Henry Fayol's principles of management.

17. (a) Define Decision making and explain the types of decision making.

Or

(b) Discuss the need for effective global planning.

18. (a) Explain in detail about the global organizing.

Or

(b) Discuss the scope of Entrepreneurship.

19. (a) What is co-ordination? Explain its principles.

Or

(b) Explain the Maslow's need hierarchy theory.

20. (a) Describe the modern techniques in controlling.

Or

(b) Discuss the difference between production and operations management.

**C-1364**

**Sub. Code**

**92012**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.**

**First Semester**

**Airlines and Airport Management**

**ORGANIZATIONAL BEHAVIOR**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. What is the primary focus of organizational behaviour?
  - (a) Profit maximization
  - (b) Understanding and managing individuals and groups within an organization
  - (c) Regulatory compliance
  - (d) Product development
  
2. The “Hawthorne Effect” is an example of what kind of factor influences organizational behavior.
  - (a) Psychological      (b) Economic
  - (c) Technological      (d) Sociological
  
3. What is the term for the psychological discomfort that occurs when there is an inconsistency between attitudes and behaviour?
  - (a) Cognitive dissonance
  - (b) Emotional intelligence
  - (c) Job satisfaction
  - (d) Self-actualization

4. Which of the following is a primary emotion commonly studied in organizational behaviour?  
(a) Gratitude                      (b) Contempt  
(c) Pride                              (d) Ambivalence
5. Which stress management strategy involves setting clear goals, prioritizing tasks and managing time effectively?  
(a) Procrastination  
(b) Avoidance  
(c) Time management  
(d) Stress amplification
6. What is the term for the positive form of stress that can motivate individuals to perform at their best and meet challenges?  
(a) Distress                      (b) Eustress  
(c) Hyperstress                  (d) Hypostress
7. What is organizational culture?  
(a) A set of formal rules and policies  
(b) The physical layout of an office  
(c) The shared values, beliefs and behaviors within an organization  
(d) Employee job titles
8. What is the primary goal of organizational change?  
(a) Maintaining the status quo  
(b) Adapting to external changes  
(c) Increasing employee turnover  
(d) Minimizing communication
9. In Vroom's Expectancy theory, Expectancy indicates  
(a) Probability of achieving that outcome  
(b) Advancement  
(c) Award  
(d) Accounting

10. Neo-classical Theory of Organisation consists  
(a) Decentralisation (b) Non-formal Organisation  
(c) Human-oriented (d) All of the above

**Part B** (5 × 5 = 25)

Answer **all** questions.

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

Or

- (b) Describe the personality and its nature.

12. (a) How does emotional intelligence help managers to make rational decisions?

Or

- (b) Define emotions. State its nature.

13. (a) Write the stages of development influence on team effectiveness.

Or

- (b) Explain the various sources of stress.

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

Or

- (b) Write a detailed note on corporate culture.

15. (a) State the significance of workforce diversity.

Or

- (b) Explain the challenges of organizational behavior in International level.

**Part C**

(5 × 8 = 40)

Answer **all** questions.

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

Or

- (b) Give a detailed description on 'Trait Theories of Personality'.

17. (a) Explain in detail about Managerial implications of perception.

Or

- (b) Briefly describe Emotional Intelligence as a tool for managers.

18. (a) Explain the various issues in managing the team.

Or

- (b) Explain the foundations of group behavior in detail.

19. (a) Define the change management. How can planned change be managed?

Or

- (b) Discuss in detail ethical issues in organizational culture.

20. (a) Define national culture. What are the antecedents of national culture?

Or

- (b) Briefly explain the different techniques of managing workforce diversity.

**C-1365**

**Sub. Code**

**92013**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.**

**First Semester**

**Airlines and Airport Management**

**PRINCIPLES OF AVIATION MANAGEMENT**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. A \_\_\_\_\_ defined area on land or water (including any buildings, installations, and equipment) intended to be used either wholly or in part for the arrival, departure, and surface movement of aircraft.
  - (a) Aircraft
  - (b) Airport
  - (c) Aviation
  - (d) Aerodrome
  
2. \_\_\_\_\_ is a marketing arrangement in which an airline places its designator code on a flight operated by another airline, and sells tickets for that flight.
  - (a) Flight Share
  - (b) Aircraft Share
  - (c) Code Share
  - (d) Inter Share
  
3. Air service agreements between two countries which provide different degrees of freedom of air is known as \_\_\_\_\_
  - (a) Aero-lateral
  - (b) Mono-lateral
  - (c) Multi-lateral
  - (d) Bi-lateral



4. ——— is defined as all civil aviation operations other than scheduled air services of air transport operations for hire.
  - (a) Civil Aviation
  - (b) General Aviation
  - (c) Commercial Aviation
  - (d) Military Aviation
5. A ——— system is an instrument that determines the position of a vehicle and the route to a particular place.
  - (a) Communication    (b) Pneumatic
  - (c) Navigation        (d) Air Space
6. ——— made solo transatlantic flight in 1927.
  - (a) Charles Willsmith    (b) Charles Clinton
  - (c) Charles Kingsford    (d) Charles Lindbergh
7. A ——— is an area beyond the paved runway, free of obstructions and under the control of the airport authorities.
  - (a) Stopway                (b) Clearway
  - (c) Airway                (d) Taxiway
8. The responsibilities of ——— include laying down standards and measures with respect to the security of civil flights at airports in India.
  - (a) BCAS                 (b) CISF
  - (c) BSF                 (d) AAI
9. The term ——— is given to a commercial enterprise that has been granted the right by an airport authority to operate on that airport and provide aviation services, such as fuel, parking and hangar space, to the General Aviation community.
  - (a) ATC                 (b) AAI
  - (c) FBO                 (d) DGCA

10. Expand NAS
- (a) Navigation System
  - (b) National Airport Services
  - (c) Non Aeronautical Service
  - (d) National Airspace System

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain any five benefits of Air Transportation.
- Or
- (b) Write briefly about the Line and Staff Department.
12. (a) Write briefly about any five freedoms of air with examples.
- Or
- (b) Explain in detail about the Runway capacity.
13. (a) Differentiate Aeronautical and Non-Aeronautical costs in Airport.
- Or
- (b) Explain about Dangerous goods carried by passengers and crew.
14. (a) Write briefly about the General Aviation with examples and uses of it.
- Or
- (b) Enumerate briefly about the General Aviation Market.
15. (a) Explain about Airport Privatization.
- Or
- (b) Discuss about Airports and Airspace congestion issues.

**Part C**

(5 × 8 = 40)

Answer **all** questions.

16. (a) Explain about History of Indian Aviation.

Or

- (b) Enumerate briefly about the Organization structure of an Airline.

17. (a) Explain briefly about the Large, Medium and Small scale airports.

Or

- (b) Write briefly about the Economic Features of Airport.

18. (a) Write all the needs and importance of regulatory management in civil Aviation.

Or

- (b) List all the Common Aviation Risks.

19. (a) Write all the functions of Ground Handling services in General Aviation.

Or

- (b) Discuss about Business Flying.

20. (a) Write briefly about the Air Space Management.

Or

- (b) Explain briefly about Departure and Arrival Phase of a flight.

**C-1366**

**Sub. Code**

**92014**

**M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.**

**First Semester**

**Airlines and Airport Management**

**AIRPORT ECONOMICS**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. What does ICAO stand for?
  - (a) International Cargo Aviation Organization
  - (b) International Commercial Airlines Organization
  - (c) International Civil Aviation Organization
  - (d) International Charter Airports Organization
  
2. Which part of the airport is responsible for overseeing the safe takeoff and landing of aircraft?
  - (a) Terminal                      (b) Runway
  - (c) Control Tower                (d) Parking Lot
  
3. Which airport feature is used by pilots to help guide their approach and landing?
  - (a) Runway lights                (b) Baggage carousel
  - (c) Duty-free shops                (d) Car rental counters

4. What is the term for an airport that handles a large volume of international flights and customs procedures?
  - (a) Domestic airport
  - (b) Regional airport
  - (c) International airport
  - (d) Private airport
  
5. What is the primary purpose of a runway at an airport?
  - (a) Parking and maintenance of aircraft
  - (b) Loading and unloading cargo
  - (c) Facilitating the takeoff and landing of aircraft
  - (d) Guiding passengers to their gates
  
6. What is the primary source of revenue for most commercial airports?
  - (a) Parking fees
  - (b) Airline fees and charges
  - (c) Rental income from airport facilities
  - (d) Government subsidies
  
7. What type of revenue does an airport generate from its rental of office spaces, retail outlets, and other facilities within the terminal?
  - (a) Aeronautical revenue
  - (b) Non-aeronautical revenue
  - (c) Ground transportation revenue
  - (d) Passenger Facility Charges (PFCs)
  
8. What is the term for a pricing strategy where fees are adjusted in real-time based on factors like demand and capacity?
  - (a) Static pricing
  - (b) Cost-based pricing
  - (c) Dynamic pricing
  - (d) Seasonal pricing

9. What is the main objective of an airport's pricing strategy?
- (a) To maximize airline profits
  - (b) To minimize passenger fees
  - (c) To cover operational costs and generate revenue
  - (d) To provide free services to travelers
10. Which financial benefit may result from airport privatization for the local government or authority?
- (a) Reduced government debt
  - (b) Increased control over airport operations
  - (c) Decreased revenue from the airport
  - (d) Higher public subsidies

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the various airport categories.
- Or
- (b) Explain the Importance of Airport Governance.
12. (a) Enumerate the various factors impeding airport capacity.
- Or
- (b) Explain the financial losses arising due to Air Traffic Delay.
13. (a) Explain the hub and spoke airport strategies
- Or
- (b) Describe the goal of airline finance.
14. (a) Enumerate the typical airport business plan and budget.
- Or
- (b) Explain the airport competitive strategies.

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

Or

(b) Explain the various forms of regulatory mechanism.

**Part C**

(5 × 8 = 40)

Answer **all** questions.

16. (a) Explain about airport charges and its types in details.

Or

(b) Explain the various types of Runways.

17. (a) Explain the concept of slot allocation at congested airports and its impact.

Or

(b) Explain details about airport infrastructure capacity.

18. (a) How does technology and digitalization influence passenger choices and airport competition in the modern aviation landscape?

Or

(b) Explain the goals of airport finance.

19. (a) Explain the key performance indicators to measure airport standards.

Or

(b) Enumerate the Key Elements of Airport Pricing Strategy.

20. (a) Describe in detail about the “Airport ownership model”.

Or

(b) Explain about the Airport privatization and its infrastructure capacity.