

**M.B.A. DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**AVIATION MAINTENANCE MANAGEMENT**

Duration : 3 Hours

Maximum : 75 marks

**Part - A**

(10 x 2 = 20)

Answer ALL Questions

1. What are the need for maintenance of airplanes in aviation ?
2. What are the purposes served by 'TASK CARD' and aircraft 'LOG BOOKS' ?
3. Briefly state airplane 'TURN AROUND' activities.
4. What is meant by 'INVENTORY CONTROL' ?  
Briefly state its functions.
5. Differentiate between 'DEDICATED' inspector and 'DELIGATED' or 'DESIGNATED' inspector in airplane maintenance.
6. How 'OPERATIONAL' checks and 'FUNCTIONAL' checks are interrelated in airplane maintenance activities ?

7. State the important role of AIRWORTHINESS Directive.
8. What is called 'RELIABILITY' in aviation? State the different approaches to reliability in airplane maintenance.
9. What are the functions of 'MAINTENANCE CONTROL CENTER'?
10. What are the 'REGULATORY' documents in aviation industry?

**Part - B**

(5 x 5 = 25)

Answer ALL Questions

- 11.a. What are the process oriented approaches in airplane maintenance activities? Explain 'HARD TIME PROCESS' briefly.

OR

- b. What do you understand by 'LINE MAINTENANCE' of airplanes? Briefly explain the activities during Line maintenance of airplane.

- 12.a. Explain the functions of 'MATERIAL SUPPORT' in aviation industry.

OR

- b. What are the essential elements in Aviation Maintenance Programme?

13.a. Briefly state the functions of 'PRODUCTION PLANNING CONTROL' .

OR

b. What is meant by 'RELIABILITY' ? Explain any two types of Reliability processes.

14.a. Explain the functions of 'QUALITY CONTROL' in airplane maintenance.

OR

b. What are 'SUPPORT SHOPS' and 'OVERHAUL SHOPS' attached with hangar maintenance activities. Briefly state their functions.

15.a. Explain 'FAILURE RATE PATTERN' with suitable diagrams.

OR

b. Explain airplane maintenance techniques in aviation.

**Part - C**

(3 x 10 = 30)

Answer ALL Questions

16.a. Explain in detail the types of training imparted to 'AIRCREW' and 'MAINTENANCE CREW' in airlines industry.

OR

b. Explain 'AVIATION MAINTENANCE SAFETY', Safety regulations, Safety programmes and responsibilities of safety in aviation industry.

17.a. What are the important documents maintained in maintenance activities of airplanes. Explain in brief.

OR

b. Analyse HUMAN FACTORS in aviation industry.

18.a. Explain 'PRODUCTION PLANNING CONTROL' functions and procedures.

OR

b. Explain 'RELIABILITY' approaches to the airplane maintenance activities.

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**M.B.A. DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**EXECUTIVE COMMUNICATION**

Duration: 3 Hours

Maximum: 75 Marks

**Section - A** (10 x 2 = 20)

Answer ALL Questions

1. What is Executive Communication?
2. What is Semanti Barrier?
3. Differentiate enquiry letter from customer complaint letter.
4. What are the objectives of sales promotion letters?
5. Differentiate Research reports from Technical reports.
6. What are the norms available to include Appendices in reports?
7. What is Dyadic communication?

8. What is non-verbal communication?
9. What are the various criteria used for evaluating oral presentation?
10. How will you prepare Agenda for meetings?

**Section - B**

(5 x 5 = 25)

Answer ALL Questions

11. a. Explain the process of communication.

(OR)

- b. What are the significance of executive communication for management?

12. a. What are the various norms used for writing business letters?

(OR)

- b. What are the different types of collection letters?

13. a. What are the principles of writing a good report?

(OR)

- b. What are the different types of reports?

14.a. Explain the significance of Body Language.

(OR)

b. What are the Do's and Dont's in telephonic conversation?

15.a. What is the procedure used for conducting a meeting?

(OR)

b. What are the principles used in drafting a speech?

**Section - C**

(3 x 10 = 30)

Answer any THREE Questions

16.a. Discuss in detail the different types of communication and their purposes.

(OR)

b. Write a letter to the target customers to promote a new offer from Highfly Airways. You are free to make assumptions.

17.a. Explain in detail the structure of a report.

(OR)

b. Discuss in detail the different techniques adopted in Verbal Communication.

18. a. Critically evaluate the steps involved in conducting Seminars and Conferences.

(OR)

b. Briefly explain the different barriers that affect communication.

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**M.B.A. DEGREE EXAMINATION, APRIL 2010****AIRLINE AND AIRPORT MANAGEMENT****Management Accounting****( UPTO 2007 BATCH )**

Duration : 3 Hours

Maximum : 75 marks

**PART - A****( 10 x 2 = 20 )**Answer **ALL** Questions

1. State the types of accounts and its ruler.
2. What are the causes for depreciation.
3. What are short term solvency ratios ?
4. What is ROI ?
5. What is working capital ?
6. Name the sources of funds
7. What is cost centre ?
8. What do you know about targets costings ?
9. What is meant by profit volume ratio ?
10. List down the importance of standard costing

**PART - B**  
Answer ALL Questions

( 5 x 5 = 25 )

11. a. What is master budgets ? How do you prepare its ?

OR

b. From the following, prepare production budgets

| <b>Particulars</b>      | <b>P</b> | <b>Q</b> | <b>R</b> | <b>S</b> |
|-------------------------|----------|----------|----------|----------|
|                         | Units    | Units    | Units    | Units    |
| Desired closing stocks  | 10000    | 16000    | 17000    | 25000    |
| Estimated opening stock | 7000     | 9000     | 12000    | 15000    |
| Estimated sales         | 200000   | 250000   | 180000   | 190000   |

12. a. What is common-size statements ? How do you prepare its?

OR

b. From the following compute average collection period

|                         | <b>Rs.</b> |
|-------------------------|------------|
| Total Sales             | 1,00,000   |
| Cash Sales              | 20,000     |
| Sales returns           | 7,000      |
| Total debtors           | 9,000      |
| Bills receivable        | 2,000      |
| Provision for bad debts | 5,000      |
| Creditors               | 10,000     |

13.a. Compute material cost variable, price variance and usage variable.

| Materials | Standard price of material per Kg (Rs.) | Standard quantity per unit of (Kg)out put | Actual quantity Kg. | Actual Price per Kg of Material |
|-----------|---|---|---------------------|---------------------------------|
| X         | 5                                       | 3   | 300                 | 9                               |
| Y         | 4                                       | 5   | 250                 | 3                               |
| Z         | 10                                      | 4   | 218                 | 8                               |
|           |   | 12  | 768                 |                                 |

OR

b. What is activity based costing ? Explain the statements features of this costing.

14.a. Distinguish between financial accounting and cost accounting

OR

b. From the following prepare funds from operation

|                                    |              |
|------------------------------------|--------------|
| Dividend                           | Rs.15,000    |
| Tax refund                         | Rs.2,00,000  |
| Profit & Loss A/c.in the beginning | Rs.41,00,000 |
| Profit & Loss A/c at the end       | Rs.55,00,000 |
| Subsidy written off                | Rs.12,00,000 |
| Loss on sale of plant              | Rs.1,00,000  |
| Depreciation                       | Rs.7,00,000  |

15.a. Describe the methods of computing depreciation

OR

b. From the following prepare trial balance :

|                  | <b>Rs.</b> |
|------------------|------------|
| Opening Stock    | 50,000     |
| Purchases        | 90,000     |
| Carriage         | 10,000     |
| Discount ( Cr )  | 5,000      |
| Interest ( Dr )  | 3,000      |
| Sales            | 1,30,000   |
| Debtors          | 75,000     |
| Bills Payable    | 25,000     |
| Sundry expenses  | 4,000      |
| Wages            | 6,000      |
| Advertisements   | 2,000      |
| Bills receivable | 20,000     |
| Bank overdraft   | 15,000     |
| Capital          | 1,00,000   |

**PART - C**  
Answer **ALL** Questions

( 3 x 10 = 30 )

16.a. Elucidate briefly the different types of budgets

OR

b. From the following information, prepare balance sheet:

|                             | <b>Rs.</b>                  |
|-----------------------------|-----------------------------|
| Fixed Assets                | 6,00,000                    |
| Working capital             | 5,00,000                    |
| Current ratio               | 2 : 1                       |
| Fixed assets turnover ratio | 4 : 1                       |
| Gross profit ratio          | 25 %                        |
| Debtors velocity            | 1.5 months                  |
| Creditors velocity          | 2 months                    |
| Stock                       | 2 months                    |
| Net profit                  | 5 % of turnover             |
| Reserve                     | $\frac{2}{3}$ of net profit |
| Capital gearing             | 1:1                         |

17.a What is cost sheet ? How do you prepare it ? Give specimen by using immaginary figure.

OR

b. From the following prepare final accounts for the year ended  
31st Dec. 2009

|                     | <b>Rs.</b> |                       | <b>Rs.</b> |
|---------------------|------------|-----------------------|------------|
| Capital             | 1,00,000   | Bank                  | 4,000      |
| Cash in hand        | 1000       | Building              | 60000      |
| Wages               | 30000      | Salaries              | 20000      |
| Rent                | 3600       | Printing & Stationery | 2400       |
| Opening stock       | 16000      | Insurance             | 1600       |
| Purchases           | 140000     | Drawings              | 16000      |
| Machinery           | 24000      | Sales                 | 250000     |
| Land                | 27000      | Gas                   | 4400       |
| Carriage            | 1600       | Debtors               | 30000      |
| Creditors           | 24400      | Sales Returns         | 3000       |
| Purchase Return     | 4000       | Discount ( Cr )       | 800        |
| Bills receivable    | 8000       | Furniture             | 6000       |
| Discounts allowed   | 1000       | Loans                 | 20000      |
| Travelling Expenses | 3600       |                       |            |

Adjustments :

1. Prepaid insurance Rs.400
2. Depreciation on machinery @ 10 % p.a. and  
furniture @ 5 % p.a
3. Interest on capital            5 %
4. Outstanding wages                      Rs.5000
5. Outstanding Salaries                      Rs.2000
6. Write off bad debts Rs.1000 and create a  
reserve for bad debts @ 5 % on debtors.
7. Closing Stock Rs. 20,000

18.a. Following are the Balance of Sheet of Naveen Ltd for the year 2008 and 2009.

| <b>Liabilities</b> | <b>2008</b>    | <b>2009</b>    | <b>Assets</b> | <b>2008</b>    | <b>2009</b>    |
|--------------------|----------------|----------------|---------------|----------------|----------------|
| Share capital      | 700000         | 740000         | Cash          | 90000          | 78000          |
| Debentures         | 120000         | 60000          | Debtors       | 149000         | 177000         |
| Creditors          | 103600         | 118400         | Stock         | 492000         | 427000         |
| Profit & Loss      | 107400         | 113600         | Goodwill      | 100000         | 50000          |
|                    |                |                | Land          | 200000         | 300000         |
|                    | <b>1031000</b> | <b>1032000</b> |               | <b>1031000</b> | <b>1032000</b> |

Additional Information

- a) Dividend paid Rs.10,000
- b) Land was purchased for Rs.80,000

You are required to prepare a statement showing changes in working capital and funds flow statement.

OR

- b. The P/V ratio of a firm dealing in precision instruments is 50 % and the margin of safety is 40 %.

You are required to work out the following

- i) Profit if the sales volume is Rs.50,00,000
- ii) Break even sales
- iii) Sales when profit is Rs.1,00,000
- iv) Fixed cost

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**M.B.A DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**ORGANIZATIONAL BEHAVIOUR**

Duration: 3 Hours

Maximum: 75 Marks

**Section - A** (10 x 2 = 10)

Answer ALL Questions

1. What are the contributing disciplines to O.B.?
2. What do you mean by job-fit?
3. What do you mean by value system?
4. Define Emotional Intelligence.
5. What is a group and how is it different from team?
6. What is unplanned change?
7. What do you mean by organizational politics?
8. What is cultural dynamics?
9. What do you mean by a national culture?
10. What is selective perception?



**Section - B**

(5 x 5 = 25)

Answer ALL Questions

11. a. Explain how the study of O.B. is relevant to different functions of management.

(OR)

b. Explain the Trait Theories of Personality.

12. a. Compare the cognitive and affective components of attitude.

(OR)

b. Explain classical conditioning and operant conditioning.

13. a. Describe the effects and influence of stress on personality.

(OR)

b. Describe the characteristics and functions of self-managed work teams and cross functional teams.

14. a. Explain Kurt-Lewin's Force Field Model.

(OR)

b. Enumerate the components of corporate culture.

15.a. Explain the critical issues of managing a diverse work force.

(OR)

b. Describe the characteristics of any two national cultures (other than India).

**Section - C** (3 x 10 = 30)

Answer ALL Questions

16.a. Discuss the advantages and disadvantages of using regular attitude surveys to monitor employee job satisfaction.

(OR)

b. Explain the major personality attributes that influence organizational behaviour.

17.a. Illustrate the dimensions of emotions and their constraints.

(OR)

b. Enumerate the link between perception and individual decision making. Give suitable examples.

18. a. "The source of most conflicts is lack of communication" - Analyze this statement and express your views in detail.

(OR)

b. Explain the process, issues and challenges in creating an ethical organizational culture.

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**M.B.A DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**BUSINESS RESEARCH METHODS**

Duration: 3 Hours

Maximum: 75 Marks

**Section - A** (10 x 2 = 20)

Answer ALL Questions

1. Define descriptive research.
2. What do you mean by scope of research?
3. What is the use of observation method?
4. What is sampling?
5. Why pilot study is made?
6. What are the different types of questions used in a questionnaire?
7. Differentiate between primary data and secondary data.
8. How can we identify the test to prove the hypothesis?

9. What are the precautions for writing the report?
10. What are the contents of Appendix in a report?

**Section - B** (5 x 5 = 25)

Answer ALL the Questions

11. a. Discuss the problems in doing a research.

(OR)

- b. Describe the steps in research process.

12. a. What are the criteria to be considered for a good sampling design?

(OR)

- b. Describe the reliability and errors in tests of measurement?

13. a. Explain the methods of data processing in research.

(OR)

- b. What are the tools for data collection in research? Explain them with examples.

14.a. Discuss the importance of using tests of significance in research.

(OR)

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

15.a. What are the norms in using tables, charts and diagrams?

(OR)

b. Explain the steps in research report writing.

**Section - C**

(3 x 10 = 30)

Answer ALL Questions

16.a. Describe the different sampling methods used for research.

(OR)

b. What are the features of a good research design? Explain the types of research design.

17.a. What are the various types of scales? Discuss the construction of scales for research.

(OR)

b. Give an account of the various parametric tests used for data analysis.

18.a. Describe the layout of report. Explain the contents to be included in the research report.

(OR)

b. Prepare a research proposal to study the stress level of pilots in airlines.

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**M.B.A DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**HUMAN RESOURCE MANAGEMENT**

Duration: 3 Hours

Maximum: 75 Marks

**Section - A** (10 x 2 = 10)

Answer ALL Questions

1. Define “Strategic Human Resource Management”.
2. Draw the organizational structure of HR departments.
3. What is ‘job description’?
4. Define ‘Employee commitment’.
5. Explain ‘Keyfactors for success’.
6. What is ‘Performance Appraisal’.
7. Define ‘Job Evaluation’.
8. What is ‘non-statuary benefits’?
9. Explain the term collective bargaining.
10. Define ‘Separation’.



**Section - B**

(5 x 5 = 25)

Answer ALL Questions

11. a. How will you use HRM to attain competitive advantage?

(OR)

b. Explain the line and staff functions.

12. a. Discuss the selection techniques.

(OR)

b. Write short notes on recruitment.

13. a. Explain training via internet.

(OR)

b. Discuss the objectives of orientation of employees.

14. a. Explain the factors affecting pay rate.

(OR)

b. Give short note on statutory benefits.

15. a. Describe discipline administration.

(OR)

b. How will you manage dismissals and separation?

**Section - C**

(3 x 10 = 30)

Answer ALL Questions

16.a. Discuss the recent trends of HRM.

(OR)

b. Briefly explain on Job analysis Methods.

17.a. Explain performance appraisal methods.

(OR)

b. Elaborately explain orientation and training.

18.a. Write an essay on Incentive practices in Indian organizations.

(OR)

b. Write short note on:

i. Grievance handling procedure

ii. Future of HRM functions.

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**M.B.A. DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**QUANTITATIVE TECHNIQUE**

Duration: 3 Hours

Maximum: 75 Marks

**Section - A**

(10 x 2 = 20)

Answer ALL Questions

1. What do you mean by Quantitative Technique ?
2. Define the term Decision models.
3. What is simplex method ?
4. What is sequencing ?
5. What do you mean by optimal solution ?
6. What is loops in the transportation table ?
7. What do you mean by Least Cost Method ?
8. What is Hungarian Assignment Method (HAM) ?
9. What is finite loading ?
10. What do you mean by processing  $n$  jobs through 2 machines ?

**Section - B**

(5 x 5 = 25)

Answer ALL Questions

11. a. Explain the important operation research techniques.

OR

b. What are the limitations of quantitative techniques ?

12. a. What is linear programming ? Explain its significance.

OR

b. Briefly describe the graphic and simplex method.

13. a. Explain the merits of PERT.

OR

b. What do you mean by critical path method ? Explain its significance.

14. Use the graphical method to solve the following LP problem.

$$\text{Minimise } z = 20x_1 + 10x_2$$

$$\text{subject to } x_1 + 2x_2 \leq 20$$

$$2x_1 + x_2 \leq 10$$

$$x_1 \leq 5$$

$$x_2 \leq 7$$

$$x_1, x_2 \geq 0$$

OR

b. What are the terms commonly used in Queuing Theory?

15. a. What is finite loading?

OR

b. Solve the following problem by least cost method.

|        | To        |           |           |            |
|--------|-----------|-----------|-----------|------------|
| From   | D         | E         | F         | Supply     |
| A      | 6         | 4         | 1         | 50         |
| B      | 3         | 8         | 7         | 40         |
| C      | 4         | 4         | 2         | 60         |
| Demand | <b>20</b> | <b>95</b> | <b>35</b> | <b>150</b> |

**Section - C**

(3 x 10 = 30)

Answer ALL Questions

- 16.a. Point out the differences between CPM and PERT.

OR

- b. What are the various types of Transportation Model ?

- 17.a. Find the optimal assignment for the following cost matrix.

|                | Areas          |                |                |                |
|----------------|----------------|----------------|----------------|----------------|
| Salesmen       | A <sub>1</sub> | A <sub>2</sub> | A <sub>3</sub> | A <sub>4</sub> |
| S <sub>1</sub> | 11             | 17             | 8              | 16             |
| S <sub>2</sub> | 9              | 7              | 12             | 10             |
| S <sub>3</sub> | 13             | 16             | 15             | 12             |
| S <sub>4</sub> | 14             | 10             | 12             | 11             |

OR

- b. A company has six jobs on hand, coded A to F. All the jobs have to go through two machines MI and MII. The time required for the job on each machine in hours is given below.

| Machines | A | B | C | D | E | F |
|----------|---|---|---|---|---|---|
| M I      | 1 | 4 | 6 | 3 | 5 | 2 |
| M II     | 3 | 6 | 8 | 8 | 1 | 5 |

Draw a sequence table scheduling the six jobs on the two machines.

18.a. Write explanatory note on:

- i. Multiple time estimate
- ii. Slack
- iii. Network diagram

OR

- b. A certain type of machines break-down at an average rate of 5 per hour. The breakdowns are in accordance of Poisson process. Cost of idle machine hour comes to Rs. 15 per hour. Two repairmen A and B have been interviewed. A charges Rs. 8 per hour and he services break down machines at the rate of Rs. 7 per hour whereas B charges Rs. 10 per hour and he services the said machines at an average rate of Rs. 9 per hour. Which repairman's services should be used and why ?

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**M.B.A. DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**AIRPORT MARKETING**

Duration : 3 Hours

Maximum : 75 marks

**Part - A**

(10 x 2 = 20)

Answer ALL Questions

1. Who is 'Gate guardian of value chain' ?
2. Define the term Strategic Business Unit.
3. What do you mean by multi-point airline alliance ?
4. State the meaning of Airport Loyalty Programme.
5. What is meant by commercial airport ?
6. State the meaning of vertical alliance.
7. What do you mean by Sunday rule in airport marketing ?
8. What is the meaning of Greenfield airport ?
9. What is meant by Traffic right ?
10. Who is an Air Charter broker ?



Answer ALL Questions

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

Or

b. Explain the nature of management contract in airport marketing.

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

Or

b. What are the sources of non-aviation related revenue for airports ?

13. a. List out the commercial and service outlets located in airport arrival hall.

Or

b. Explain the three approaches to develop congressional facilities in airport.

14. a. Explain the steps involved in Airport Marketing Plan.

Or

b. 'The London city airport is the best-in-class provider of Airport Business'. - Elucidate.

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

(OR)

b. What are the recommendations of ICAO international conference?

**Part - C**

(3 x 10 = 30)

Answer ALL Questions

16.a. Explain the characteristics of primary actors in Transport value chain.

Or

b. Enumerate the major stake holders in airport enterprise.

17.a. Explain the strategies of airport market positioning.

Or

b. Enumerate the main elements involved in the choice of airport.

18.a. Describe the strategies adopted to improve market share in airport business.

Or

b. Analyse the recent trends in airport marketing strategies in international level.

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**M.B.A. DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**HUMAN PERFORMANCE IN GENERAL AVIATION**

Duration : 3 Hours

Maximum : 75 marks

**Part - A** (10 x 2 = 20)

Answer ALL Questions

1. Explain the concept of 'Circadian Rhythms' .
2. What do you mean by 'Ergonomic Cockpits' ?
3. What are the different type of 'Errors" ?
4. Define the term 'CRM'.
5. What is Cognitive Vs Non-cognitive appraisal ?
6. Explain 'Psychomotor Skill Development' .
7. What are Human Factors Principles ?
8. Define the term 'CAL' in general aviation.
9. Explain Pilot attitudes and behaviour.
10. Which are the various attention forms ?

**Part - B**

(5 x 5 = 25)

Answer ALL Questions

11. a. Write a note on the cognitive skills required to manage a flight in GA Industry.

OR

- b. What are the various elements of information processing ?

12. a. Write a note on risk factors for involvement in aviation accidents.

OR

- b. In general aviation, what do you mean by 'Variety is the spice of flight' ?

13. a. Explain what is 'Stress' in general aviation.

OR

- b. How accidents among GA pilots can be reduced?

14. a. Explain what is AB Initio Flight Training and how it helps in human factors training.

OR

- b. How to facilitate the development of skilled decision making ?

15. a. Differentiate between problem based learning and traditional teaching.

OR

- b. Write a note on environmental factors in aviation accidents.

Answer ALL Questions

16.a. Taking stress into consideration, explain how pilots really make decisions.

Or

b. Explain on implementation of Human Factors Training in general aviation.

17.a. 'A pilot for all seasons' - Explain.

Or

b. Briefly explain the innovative trends in general aviation.

18.a. Briefly explain the role of accident investigation in general aviation.

Or

b. Explain briefly the human performance and issues that affect cabin safety.

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**M.B.A. DEGREE EXAMINATION, APRIL 2010**

**Airline and Airport Management**

**AIRLINE FINANCE**

**(Upto 2007 Batch)**

Duration : 3 Hours

Maximum : 75 Marks

**Part - A**

( 10 × 2 = 20 )

Answer **All** Questions.

1. Explain Airline Finance.
2. Define Cash Flow Statement
3. What are the advantages of Ratio
4. Give the methods to evaluate Intangible assets
5. What is Privatization ?
6. Define Budget.
7. How to manage airline foreign exchange risk ?
8. What are the source of internal and external finance ?

9. What are the main objectives of Leasing ?
10. How would you forecast the Airline financial requirement ?

**Part - B**

(5 × 5 = 25)

Answer **All** questions.

11. a. Explain the Need and Importance of world airline financial results

*(Or)*

- b. Briefly give the Uses and Demerits of Cash Flow Statement.

12. a. From the following prepare the Balance Sheet of the firm concerned Stock velocity 6 Capital Turnover Ratio, 2 Fixed Assets turnover ratio 4 G/P ratio 20% debt collection period 2 months, creditors payment period 73 days. The Gross profit was 60,000/- closing stock was 5,000/- excess of the opening stock.

*(Or)*

- b. Explain the Rating agencies with examples

13. a. What are different types of Privatization

*(Or)*

b. Give the uses and applications of Financial Planning.

14. a. How do Airline analyse the Balance Sheet with regard to currency movements and Exchange Rates.

*(Or)*

b. How an airline manage fuel price exposure due to foreign exchange risk.

15. a. Give the Difference between Financial Lease and Operating lease.

*(Or)*

b. Explain the purpose and advantage of Securitization of Aircraft.



**Part - C****( 3 × 10 = 30)**Answer **All** Questions.

16. a. From the following particular Extracted from the Books of Geetha Traders, prepare Final Account, for the year ended 31<sup>st</sup> March 2009.

| Particulars            | Debit Balances | Credit Balances |
|------------------------|----------------|-----------------|
| Capital                |                | 2,00,000        |
| Cash at bank           | 8,000          |                 |
| Cash in Hand           | 2,000          |                 |
| Buildings              | 1,20,000       |                 |
| Wages                  | 60,000         |                 |
| Salaries               | 40,000         |                 |
| Rent up rates          | 7,200          |                 |
| Printing up Stationary | 4,800          |                 |
| Stock                  | 32,000         |                 |
| Purchases              | 2,80,000       |                 |
| Insurances             | 3,200          |                 |
| Machinery              | 48,000         |                 |
| Drawings               | 24,000         |                 |
| Land                   | 54,000         |                 |
| Sales                  |                | 5,00,000        |
| Carriage in - wards    | 3,200          |                 |
| Power                  | 8,800          |                 |

|                     |          |          |
|---------------------|----------|----------|
| Sundry creditors    |          | 48,800   |
| Sundry Debtors      | 60,000   |          |
| Purchase returns    |          | 8,000    |
| Sales returns       | 6,000    |          |
| Bills receivables   | 16,000   |          |
| Discount received   |          | 1,600    |
| Discount allowed    | 20,000   |          |
| Furniture           | 12,000   |          |
| Travelling Expenses | 7,200    |          |
| Loans               |          | 40,000   |
|                     | <hr/>    | <hr/>    |
|                     | 7,98,400 | 7,98,400 |
|                     | <hr/>    | <hr/>    |

#### Adjustments

- (1) Prepaid insurance Rs.800/-
- (2) Depreciation on machinery @ 10 %, furniture @ 5 %
- (3) Interest on cap @ 3 %
- (4) Outstanding wages Rs.3200 and salaries Rs.2400
- (5) Write off bad debts Rs.4000/- Create a reserve for bad debts @ 5% on Drs. Also create reserve for discount on Drs and Crd. @ 1 %.
- (6) Closing stock Rs.40000

(Or)

b. What are the objectives of Leasing and give the different types of leasing ?

17. a. From the following information, prepare a Balance Sheet. Show the workings

|                                       |             |
|---------------------------------------|-------------|
| (i) Working Capital                   | Rs.75,000   |
| (ii) Reserves and Surplus             | Rs.1,00,000 |
| (iii) Bank Overdraft                  | Rs.60,000   |
| (iv) Current ratio                    | 1.75        |
| (v) Liquide ratio                     | 1.15        |
| (vi) Fixed assets to proprietors fund | 0.75        |
| (vii) Long - term liabilities         | nil         |

(Or)

b. What is Working capital management ? Give its uses and Format of working capital management.

18. a. Explain in detail airline capital expenditure projections and its financial forecasts.

(Or)

b. Define Budget with its types

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**M.B.A. DEGREE EXAMINATION, APRIL 2010**

**Airline and Airport Management**

**AIRLINE OPERATION AND SCHEDULING**

Duration : 3 Hours

Maximum : 75 marks

**Part - A**

( 10 × 2 = 20 )

Answer **All** Questions.

1. What is meant by undirected flow ?
2. Define a cycle in network
3. What is decision variable ?
4. What is meant by hub & spoke?
5. Explain RPM ( Revenue Passenger Miles )
6. What is passenger spill cost?
7. Define crew scheduling process
8. What is meant by expected Marginal Revenue?

9. What is nesting?
10. What are the functions of a Line Maintenance Department?

**Part - B** ( 5 × 5 = 25 )

Answer **All** questions.

11. a. With suitable example explain Minimum Cost Flow problem.

(Or)

- b. Solve the following integer programming problem

$$\text{Maximize } z = 3x_1 + 2x_2 + 5x_3$$

Subject to constraints

$$5x_1 + 3x_2 + 7x_3 \leq 28$$

$$4x_1 + 5x_2 + 5x_3 \leq 30$$

$$x_1, x_2, x_3 \geq 0$$

12. a. What are the different costs associated with Airline industry?  
Explain briefly.

(Or)

- b. Explain Air balance with suitable example.

13. a. Explain the maintenance requirements need for the Airlines.

*(Or)*

- b. Explain the Mathematical model of B757 - 200 Fleet.

14. a. Explain non-nested model with suitable example.

*(Or)*

- b. Explain the Mathematical model of a Gate Assignment

15. a. What is meant by Air line irregular operations?

*(Or)*

- b. What is simulation modelling? Explain

**Part - C**

( 3 × 10 = 30 )

Answer **All** Questions.

16. a. What is Optimization ? What are the different types of optimization techniques used in Air line industry?

*(Or)*

- b. Explain briefly the Route development process.

17. a. Explain briefly Air line Revenue Management

(Or)

b. A small Air line company maintains 2 daily flights between salt lake city and Dallas. How should the company schedule the crews to minimize cost?

| From           | To             | Departure | Arrival | Departure | Arrival |
|----------------|----------------|-----------|---------|-----------|---------|
| Salt lake city | Dallas         | 9.00AM    | 12.00PM | 2.00PM    | 5.00PM  |
| Salt lake city | Chicago        | 10.00AM   | 2.00PM  | 3.00PM    | 7.00PM  |
| Dallas         | Salt lake city | 8.00AM    | 11.00AM | 2.00PM    | 5.00PM  |
| Dallas         | Chicago        | 9.00AM    | 11.00AM | 3.00PM    | 5.00PM  |
| Chicago        | Salt lake city | 8.00AM    | 12.00PM | 2.00PM    | 6.00PM  |
| Chicago        | Dallas         | 10.00AM   | 12.00PM | 4.00PM    | 6.00PM  |

A crew must leave and arrive in the same city. It is possible to fly the crew back aboard another line. This would always be on an 8.00pm flight. There are 6 airplane in use. When the crew is actually flying a plane, the entire crew is \$200 per hour. The time spent cost of company \$75 per hour.

18. a. Explain the Man power planning for continental airlines

(Or)

- b. Develop a simulation Model for the maintaince practices in air line industry with feed back received from personnel and maintaince departments.

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**M.B.A. DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**HUMAN RESOURCE PRACTICES IN AIRLINE**  
**INDUSTRY**

Duration : 3 Hours

Maximum : 75 marks

**Part - A** (10 x 2 = 20)

Answer ALL Questions

1. Define 'TQM'.
2. List the stakeholders in airlines industry.
3. Define 'HRM'.
4. Who constitute 'Suppliers' in Airlines industry ?
5. Define : Business. Also define : Organisation.
6. List the major Indian players in airline industry.
7. Write a note on 'BA'.
8. Enumerate the role of ground staff.
9. Identify the difference between line and staff function.

10. What are the components of skill inventory ?

**Part - B**

(5 x 5 = 25)

Answer ALL Questions

11. a. What do you understand by 'End of the Golden Age'?

OR

b. Highlight the criticisms on TQM.

12. a. Explain how CRM and HRM relations with general public differ from each others ?

OR

b. Detail the scope of HRM relations with suppliers.

13. a. Discuss various planning issues related to operating an airline.

OR

b. Highlight the importance of 'leadership in business'.

14. a. Describe the special features of Air France Management.

OR

b. Describe 'Virtual Strike'.

15.a. Explain various common interviewing mistakes.

OR

b. Detail the steps involved in the process of recruiting on the internet.

**Part - C**

(3 x 10 = 30)

Answer ALL Questions

16.a. Illustrate and explain how the HRM strategies can be used to attain competitive advantages in airline industry.

OR

b. 'Recent Union activity in airline industry is laudable' Critically examine.

17.a. Enumerate and explain the impact of the factors influencing the decisions on the alternatives adding to outsourcing.

OR

b. Discuss how the TQM help in developing strategies to bring in a 'Win-Win' situation in airline industry.

18.a. Explain the incremental strategic change at France ? Will it hold water in India ?

OR

b. Trace the recent developments in the HR practices in airline industry in India.

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**M.B.A. DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**MANAGING STRATEGIC AIRLINE ALLIANCES**

Duration : 3 Hours

Maximum : 75 marks

**Part - A**

(10 x 2 = 20)

Answer ALL Questions

1. Define ASA
2. Describe 5th freedom of AIR
3. Local champion - Define
4. Growth strategy - describe
5. Code Share - write short note.
6. Joint venture - explain.
7. Define RDP.
8. Qualifyer - explain.
9. Wings.
10. Star Alliance

**Part - B**

(5 x 5 = 25)

Answer ALL Questions

11.a. 1978 Carter's Deregulations package. Describe

OR

b. Objectives of alliances arrangement between six leading airlines between 1990-1999.

12.a. Alliancing aptitudes of an airline. Describe.

OR

b. Explain the criteria for business and market attractiveness.

13.a. Principle of lowest cost strategy. Explain.

OR

b. Identify the cost sources in airline business.

14.a. Generalist Vs Specialist. Describe.

OR

b. September 11, 2001.

15.a. Frequent Flyer Programme. Explain.

OR

b. Multi lateral alliances.

Answer ALL Questions

16.a. Marketing driven objectives for alliances.

Or

b. Economic characteristic of airline industry. Describe.

17.a. Three categories of major objectives for airline in alliance arrangement. Explain.

Or

b. Strategic options for independent airlines. Discuss.

18.a. Identify the major reasons for alliances failures and propose the key determinants for success.

Or

b. Illustrate the boundaries within which the future of alliance is likely to develop.

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**M.B.A DEGREE EXAMINATION, APRIL 2010**  
**AIRLINE AND AIRPORT MANAGEMENT**  
**MANAGEMENT PRACTICE**

Duration: 3 Hours

Maximum: 75 Marks

**Section - A** (10 x 2 = 20)

Answer ALL Questions

1. Who is called manager?
2. Bring out the different meanings of the term management.
3. Describe derivative plans.
4. Define decision-making.
5. What is meant by planning premises?
6. What is organization structure?
7. What is matrix organization?
8. What do you mean by formal communication?
9. Explain any two types of verbal communication?
10. What is meant by control technique?



**Section - B**

(5 x 5 = 25)

Answer ALL the Questions

11.a. Distinguish between administration and management.

(OR)

b. Explain the functions of management.

12.a. What are the major steps in planning?

(OR)

b. What are the important characteristics of planning?

13.a. What are the various types of organisation?

(OR)

b. What do you mean by global organising?

14.a. What is meant by global leading?

(OR)

b. Explain the importance of motivation.

15.a. Explain the process of controlling.

(OR)

b. What do you mean by JIT? Explain its significance.

**Section - C**

(3 x 10 = 30)

Answer ALL the Questions

16.a. Analyse Fayol's theory of management.

(OR)

b. Briefly discuss the main elements of scientific management.

17.a. Explain the various types of strategies adopted by the business organisations.

(OR)

b. What do you mean by departmentation? Explain its merits and demerits.

18.a. What are all the qualities of a leader?

(OR)

b. Write short notes on:

(i) TQM

(ii) Six Sigma

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