



Name:

Enrolment No:

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2022

Course: BBA AVM

Program: AIRPORT CAPACITY MANAGEMENT

Course Code: TRAV 2008P

Semester: V

Time: 03 hrs

Max. Marks: 100

Instructions:

**SECTION A
10Qx2M=20Marks**

S. No.		Marks	CO
Q 1	Statement of question		CO1
1	The space over land or sea area occupied by a certain state or country is known as _____.	02	CO1
2	Direct flight means that the flight number will not change, but in many cases, flight may have a transit stop. You may even need to change planes completely. A. TRUE B. FALSE	02	CO1
3	The following departments do not perform technical activities. A. Engineering B. Ground Handling C. Operation D. Inflight service	02	CO1
4	In which year, did ICAO's 'The Open Skies Policy' come into effect globally A. 1971 B. 1963 C. 1944 D. 1954	02	CO1
5	Charter flights and special flights performed for remuneration other than those reported under scheduled flights are known as A. Non-Scheduled Revenue flights B. Non-revenue flights C. Leased Flights D. None of the above	02	CO1

6	_____ is defined as the maximum number of operations (arrivals and departures) that can be performed during a fixed time interval.	02	CO1
7	The objectives and goals of Airport capacity Management comprises of A. Airside, Terminal, and Landside Capacity B. Airspace, and Runway Capacity C. Taxiway System Capacity D. All the above	02	CO1
8	The Airline Industry Market structure can be described as A. Oligopoly market structure B. Monopoly market structure C. Monopsony and Oligopsony market structure D. Monopolistic Competition market structure	02	CO1
9	The full form of UDAN - the regional connectivity scheme spearheaded by the Government of India is _____	02	CO1
10	An airport master plan is a comprehensive, long-range study of every physical aspect of an airport. A. TRUE B. FALSE	02	CO1
SECTION B 4Qx5M= 20 Marks			
Q	Statement of question		CO4
11	Describe the stakeholder's goals and objectives at airports.	05	CO4
12	Explain 05 differences between Internal and External Stakeholders.	05	CO4
13	Elaborate on any three types of airport terminal design.	05	CO4
14	India is expected to overtake China and the United States as the world's third-largest air passenger market in the next ten years. Mention any 05 key investments and developments initiated by the government.	05	CO4
SECTION-C 3Qx10M=30 Marks			
Q	Statement of question		CO5
15	Explain in detail, the different types of transfers at an airport.	10	CO5
16	Capacity seems to be a dynamic, interactive concept that is influenced by many factors or drivers. Identify and explain the technological and societal drivers that will determine the capacity of an airport system.	10	CO5

17	What are the types of Imperfect markets and in what imperfect market type does the Airline Industry fall under.	10	CO5
SECTION-D 2Qx15M= 30 Marks			
Q	Statement of question		CO2
	<p>Emirates Airlines was established in 1985 in the United Arabs Emirates (UAE) and it has become the largest airline companies in the Middle East. The firm is wholly owned by the UAE government through the Dubai Investment Corporation, and it has established its presence in different markets across the world.</p> <p>Emirate Airlines is cognizant of the significance of developing a strong level of customer loyalty by providing customers with high quality services. Subsequently, the firm has adopted flight catering as one of its customer service tools in its business model. Furthermore, the industry is characterized by a high degree of complexity. Despite this aspect, airline companies are increasingly using flight catering as a marketing tool.</p> <p>Optimal operations management is vital in an airline's efforts to stimulate its productivity.</p> <p>Therefore, operations managers should understand the link between various management aspects such as capacity management and organizational performance.</p>		
18	Explain in detail, the ways and importance of integrating effective capacity management in Emirates' flight catering processes.	15	CO2
19	Consider and design, the most effective strategy in human / manpower capital to adopt in order to provide optimal flight catering services.	15	CO2