



DEPARTMENT OF TOURISM STUDIES
FACULTY OF SOCIAL SCIENCES
NATIONAL OPEN UNIVERSITY OF NIGERIA
University Village, Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi Abuja
2025_1 EXAMINATION...

Course Title: Introduction to Airline Management

Course Code: TSM 349

Course Unit: 2

Time Allowed: 2:00hrs

Instruction: Answer any three (3) questions

Question 1

- a. Enumerate five (5) variables internal to an airline as an organisation. **(7.5 marks)**
- b. Draw distinctions between productivity, efficiency and effectiveness. **(9.3 marks)**
- ci. What do you understand about an airline organisation's structure? **(2 marks)**
- ii. Itemise three (3) basic functions of control **(4.5 marks)**

Question 2

- a. Differentiate between air traffic, cargo traffic and passenger traffic. **(6.3 marks)**
- b. As a professional, enlighten Mr Dede, who is a prospective air passenger, on passenger market segmentation by aircraft operators. **(3 marks)**
- ci. Highlight the four (4) dependent variables by air freight market. **(8 marks)**
- ii. State any three (3) functions of ticket and freight agents **(6 marks)**

Question3

- a. i. Enumerate two (2) categories of the cost involved in air transport. **(3 marks).**
- ii. Give three (3) examples of each of the 2 (two) categories of the cost stated above. **(9 marks)**
- b. Explicitly discuss the following items:
 - i. Low traffic density
 - ii. Excessive competition
 - iii. Enhancing profitability
 - iv. Capacity Cost Control **(8 marks)**
- c. State three (3) possible measures against aircraft noise by airlines. **(3.3 marks)**

Question 4:

- a.
 - i. Highlight three (3) major safety issues of concern to airports and airlines **(4.5 marks)**
 - ii. Discuss each of the safety issues identified above **(6.3 marks)**
- b. Enumerate three (3) important aviation security issues in this modern time **(4.5 marks)**
- c. State four (4) possible bird strikes control measures by airport authority **(8 marks)**