



**NATIONAL OPEN UNIVERSITY OF NIGERIA**

*University Village, NnamdiAzikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja*

***Faculty of Agricultural Sciences, Dept. of Agricultural Economics and Extension,***

*PoP Examination Questions, 2021 Academic Session<sup>12345</sup>*

**Course Title: INTRODUCTION TO AIRLINE MANAGEMENT SYSTEMS**

**Course Code: HCM349**

**Credit Unit: 2 Units**

**Total Score: 70 Marks**

**Time Allowed: 2 Hrs**

**INSTRUCTION: Answer 3 Questions Only**

1. ai. What is meant by Institutional Frame work in transportation? (3 marks)  
a. ii. List any six prominent elements of institutional framework involved in traffic education in Nigeria. (9 marks)
- b. i. What are the elements of transportation? (4 marks)  
b. ii. With at least six examples, explain what terminal facilities are in transportation. (8 marks)
2. a. Discuss the functions of:  
(i) Board of Directors,  
(ii) Managing Director, and  
(iii) Secretary in an Airline enterprise (9 marks)
- b. Outline the factors that are responsible for variations in organizational structures of the various Airline enterprises in Nigeria. (6 marks)
- c. Discuss bird strike as a security issue in Air transport business. (3 marks )
- d. How would management control bird strike in Air transportation? (5 marks)
- 3a. What is customer service? 3 marks  
b. Discuss the services that passengers mostly need from the Airlines. (7 ½ marks)  
c. The International Air Transport Association (IATA) set prices for scheduled international services. What are their reasons for taking this approach? (4 ½ marks)  
d. What categories of person are guarded against at the airport premises. (3 marks)  
e. Mention any other five agencies, apart from the Federal Airport Authority of Nigeria (FAAN) that are entrusted with security of the Nigerian Airports? (5marks)

4a. What is marketing mix? 4 marks

b. Discuss security facilities mostly required for effective running of an Air transport business.  
(7 marks)

c. Discuss the four important variables of marketing mix. (12 marks)