



MUEO

MOI UNIVERSITY

OFFICE OF THE DEPUTY VICE CHANCELLOR, ACADEMIC AFFAIRS, RESEARCH
& EXTENSION

MOI UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

SPECIALS/SUPPLEMENTARY EXAMINATIONS

FOR THE DEGREE OF EXECUTIVE MASTER OF BUSINESS ADMINISTRATION

COURSE CODE: MBA 829

COURSE TITLE: AIRPORT OPERATIONS MANAGEMENT

DATE: 14TH NOVEMBER 2023

TIME: 9AM – 12NOON

INSTRUCTIONS TO CANDIDATES

Answer **Question One** and any other *three* questions

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TURN OVER

Question One

Despite the efforts by the air transport industry worldwide to eliminate safety incidents, serious occurrences involving loss of safety continue to face the aviation industry.

- a. Explain the meaning of the term “safety” in the aviation context. **(10 Marks)**

- b. Discuss 5 pilot factors that can lead to an occurrence of a runway incursion incident.

(10 Marks)

Question Two

Discuss any three components of the air transport system and the role of each component.

(15 Marks)

Question Three

- a) Explain the meaning of the term “Airport Technical Services”. **(05 Marks)**

- b) Describe any two airport technical services and their importance to the overall growth of the air transport business.

(10 Marks)

Questions Four

Occasionally, passenger flights witness cases of disruptive passengers.

- a) Explain the meaning of the term “a disruptive passenger”. **(04 Marks)**

- b) Discuss 3 actions that can be taken to manage a disruptive passenger.

(06 Marks)

Question Four

- a) Explain the difference between internal controls and external controls in error management. **(05 Marks)**

- b) Discuss two ways in which automation has contributed to errors that lead to loss of safety in air transport.

(10 Marks)

Question five

- a) Explain the meaning of the term “Runway Excursion”. **(05 Marks)**

- b) Discuss 2 common types of runway excursions and their causes.

(10 Marks)

Question Six

- a) Explain the difference between airport capital improvement expenses and operations and maintenance expenses. **(05 Marks)**

- b) Propose two strategies that can be used to minimize both capital improvement and operations and maintenance expenses in an airport. **(10 Marks)**