



**MBA 044**

**IV Semester M.B.A. in Aviation Examination, October 2011**  
**STRESS MANAGEMENT IN AVIATION**  
**(July 2009 Batch) and Re-sit (January 2009 Batch)**

Time : 3 Hours

Max. Marks : 80

- Instructions :** Section – 1 : Answer **any 10** questions out of 15.  
Max. marks in this Section are **30** (3 marks for **each** right answer).
- Section – 2 : Answer **all 10** questions.  
Max. marks in this Section are **20** (2 marks for **each** right answer).
- Section – 3 : Attempt **any 2** out of 3 questions.  
Max. marks in this Section are **30** (15 marks for **each** right answer).

**SECTION – 1**

Answer **any 10** out of 15 : **(10×3=30)**

1. What are the two broad categories of stress ? Explain.
2. State and explain physical stressors that induce physical stress and strain.
3. Explain the 4 P's of Cockpit operation.
4. What are the errors at different performance levels introduced by Rasmussen's model ?
5. Explain the concept of critical incident stress management and state its working principles.
6. What do you mean by critical incident stress ? State its various types.
7. Explain the structure of CISM programme through three prime pedestals.
8. State and explain the three phases of crisis with a diagram.
9. What are the three important components in threat and error management model ? Explain.

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10. What is NOSS ? State its benefits.
11. State and explain the five important ways of combating fatigue.
12. State and explain the incident reporting programmes in maintenance.
13. Explain the error management system and state the key principles in maintenance error.
14. State and explain the common causes for Air Accidents.
15. Explain the concept of Chronic Fatigue Syndrome and state its symptoms.

### SECTION – 2

Answer **all** the questions.

**(10×2=20)**

Decode or explain the following :

1. CISM
2. FADEC
3. Hypersensitivity
4. LOSA
5. CFS

Choose an appropriate answer from the alternatives given below

6. TCAS stands for
  - a) Total Control Air Traffic System
  - b) Traffic Alert and Collision Avoidance System
  - c) Traffic Civil Aviation System
7. MSAW stands for
  - a) Maximum Safety Audit Watch
  - b) Minimum Safe Aviation Warning
  - c) Minimum Safe Altitude Warning



8. NOSS stands for
  - a) Normal Operation Safety Survey
  - b) Never Open Safety System
  - c) National Offer Synchronized System
9. NTSB stands for
  - a) National Time Stress Bureau
  - b) National Transportation Safety Board
  - c) National Transportation Safety Bureau
10. Ergonomics means
  - a) Study of Human performance with relation to his work
  - b) Study of Human performance with relation to stress
  - c) Study of Human Fatigue with relation to his environment

SECTION – 3

Answer **any 2** out of 3 questions :

**(15×2=30)**

1. What are the different types of stress in aviation as per the job profile of the personnel in the aviation world ?
  2. Explain ten different types of aviation accidents.
  3. What is fatigue and state its general causes and factors ?
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