



FINAL EXAMINATION

Semester	:	JANUARY 2024 SEMESTER
Programme Name	:	DIPLOMA IN TRAVEL AND TOURISM MANAGEMENT
Course Code & Name	:	TTM2243 PASSENGER TRANSPORT SERVICE
Duration	:	2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**.
2. The question paper consists of **FOUR (4)** questions.
3. Answer **ALL** questions in the question paper.
4. Answers to the questions are to be written into the examination booklet.
5. Electronic dictionaries, lecture notes, files or any unauthorised materials except writing equipment are strictly prohibited.

This question paper must be submitted along with all used and/or unused rough papers and/ or graph papers (if any). Candidates are **NOT ALLOWED** to take any examination paper(s) used or unused out of the examination hall.

WARNING:

The Examination Board of Peninsula College Georgetown regards cheating as a very serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from Peninsula College Georgetown.

(This booklet contains 2 printed pages including this page)

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE ALLOWED TO DO SO

Answer **ALL** questions on the separate sheet provided.**[100 marks]**

1. a) Briefly describe **FIVE (5)** key aspects of the development of passenger transport in the tourism industry. (10 marks)
- b) Briefly discuss any **FIVE (5)** aspects employed in the airline industry to differentiate products and services for economy, business, and first-class passengers. (10 marks)
- c) Identify the airlines that are present in Malaysia, Indonesia, Australia, Japan, and India. (5 marks)
- Total: [25 marks]

2. a) Briefly explain **FIVE (5)** technology's impact on trains for the tourism industry. (10 marks)
- b) Differentiate between MRT, LRT, ERL, commuter and monorail by their purpose with examples. (15 marks)
- Total: [25 marks]

3. a) List out names of **FIVE (5)** cruise lines that serve Malaysian tourists. (5 marks)
- b) Briefly describe **FIVE (5)** infrastructures and facilities in Malaysian ports that cater to cruise tourism. (10 marks)
- c) Briefly explain **FIVE (5)** types of accommodations found on cruise ships. (10 marks)
- Total: [25 marks]

4. a) Briefly discuss **FIVE (5)** initiatives that can be implemented to promote the use of eco-friendly transportation modes, such as electric vehicles or public transportation, within the context of passenger tourism in Malaysia. (10 marks)
- b) Briefly explain **FIVE (5)** ways in which technology can be leveraged to enhance sustainable management in passenger transportation tourism in Malaysia. (10 marks)
- c) State **FIVE (5)** examples in which the tourism industry in Malaysia incorporates community engagement into its passenger transportation management to ensure the well-being of local communities. (5 marks)
- Total: [25 marks]

- END OF QUESTIONS -