



REFORMED CHURCH UNIVERSITY

FACULTY OF COMMERCE

**BACHELOR OF COMMERCE HONOURS DEGREE IN
LOGISTICS AND SUPPLY CHAIN MANAGEMENT**

PASSENGER AND CARGO MANAGEMENT

HLSM 233

PART 2 SEMESTER 1

TOTAL MARKS [100]

DATE: DECEMBER 2024

Time: 3 Hours

INSTRUCTIONS

1. This paper has *six (6)* questions
2. Answer question *one (1)* and *any* other *three (3)*
3. Each question carries *25 marks*
4. Start each question on a new page

1. Discuss the impact of security protocols, customs regulations, and differing passenger needs in Air Zimbabwe. [25 marks]
2. Analyse the impact of e-commerce on traditional cargo management practices, highlighting both the challenges and opportunities it presents in Zimbabwe. [25 marks]
3. Citing relevant examples, explain how automated loading systems and digital ticketing platforms, have improved efficiency and safety in cargo and passenger management in developing countries. [25 marks]
4. Discuss how sustainable practices can be integrated into both cargo and passenger management, paying particular emphasis on fuel efficiency and resource optimization in emerging economies. [25 marks]
5. Analyse the impact of COVID-19 pandemic, and the lessons learned that may be applied to future disruptions on cargo and passenger management in Zimbabwe. [25 marks]
6. Discuss how fair trade practices, labour rights, and environmental responsibility play a role in ethical decision-making within the passenger and cargo management domain. [25 marks]

END OF PAPER