COURSE OUTLINE

1. GENERAL INFORMATION

FACULTY	ECONOMY AND MANAGEMENT		
DEPARTMENT	ORGANIZATIONS MANAGEMENT, MARKETING AND TOURISM		
LEVEL OF STUDY	UNDERGRADUATE		
COURSE CODE	**1605-210526**	**SEMESTER**	**5th (dir. Tourism)**
TITLE	**TERRITORIAL SERVICES ADMINISTRATION**		

Autonomous Teaching Activities	**WEEKLY TEACHING HOURS**	**CREDITS**
Lectures	3	5

COURSE TYPE	SPECIAL BACKGROUND
PREREQUISITE COURSES	NONE
TEACHING LANGUAGE	GREEK AND ENGLISH
COURSE OFFERED TO ERASMUS STUDENTS	YES
COURSE WEBPAGE (URL)	

2. LEARNING OUTCOMES

Learning outcomes
1. KNOWLEDGE: Being able to identify key roles in Ground Services 2. UNDERSTANDING: The student will be able to distinguish the various Departments of Ground Services 3. IMPLEMENTATION: Classification of the role and mission of Ground Services at an Airport 4. ANALYSIS: The student will be able to conduct the customer segmentation of Ground Services Companies, Learning CAA, IATA, and ICAO Regulations in Ground Services 5. COMPOSITION: The student will be able to compose and organize the Management of Ground Services Personnel 6. EVALUATION: The student will be able to support Ground Services Fleet Management, will be able to compare Joint Operations of Ground Services Companies and Airport Authorities.
General Skills
✓ Search, analysis, and synthesis of data and information, using the necessary technologies ✓ Adaptation to new situations ✓ Decision making ✓ Autonomous work ✓ Teamwork ✓ Work in an international environment

- ✓ Work in an interdisciplinary environment
- ✓ Production of new research ideas
- ✓ Project design and management
- ✓ Respect for diversity and multiculturalism
- ✓ Respect for the natural environment
- ✓ Demonstration of social, professional, and moral responsibility and sensitivity in gender issues
- ✓ Exercise criticism and self-criticism
- ✓ Promotion of free, creative, and inductive thinking
- ✓ Interest in the Aviation Sector

3. COURSE CONTENT

The content of the course discusses the following topics:
1. Departments and Positions of Employees in Land Service Companies
2. Operations of Ground Service Companies and Airports
3. Technologies and Systems in Ground Services
4. Fleet and Personnel Management
5. Customer segmentation of Ground Services Companies
6. CAA, IATA, and ICAO Regulations on Ground Services
7. Land Services and Freight Management
8. Future Trends in Ground Services
9. Airport Organization
10. Operations of airport departments
11. Travel Document Control Department
12. Operation of CLOSE-UP section
13. Track Organization

4. TEACHING AND LEARNING METHODS - ASSESSMENT

TEACHING METHOD	Face to Face, Online
ICT USE	Use of Information and Communication Technologies (ICT) in Teaching. Namely: • Personal Computer • Microsoft Office • MULTIMEDIA • Email

TEACHING ORGANIZATION

Activities	*Working Load per Semester*
Lectures	80
Individual/Group Assignment	25
Bibliographic study and analysis	15
Self-study/practice	30
TOTAL	150

ASSESSMENT	Evaluation methods: Short answer and multiple-choice questions. Written paper with a public presentation. Final written examination. Evaluation criteria: Participation in the course. Success in test answers and final exam. Written assignment and successful presentation based on the following details: A. Title and originality of the theme. B. Summary of the topic. C. Importance of research (topic). D. Definition of the research problem. E. definition of hypotheses and research questions. F. Research design. G. Bibliographic review. H. Bibliography and references. I. successful public presentation with a critical analysis of the arguments and findings. J. Managing questions from the audience. The criteria are published on the course website

5. REFERENCES

-Suggested bibliography:

- Bevilacqua, M., Ciarapica, F., Mazzuto, G. and Paciarotti, C., 2014. The impact of business growth in the operation activities: a case study of aircraft ground handling operations. Production Planning & Control, 26(7), pp.564-587.
- Marintseva, K., Yun, G. and Kachur, S., 2015. RESOURCE ALLOCATION IMPROVEMENT IN THE TASKS OF AIRPORT GROUND HANDLING OPERATIONS. Aviation, 19(1), pp.7-13.
- Garcia Ansola, P., Garcia Higuera, A., Otamendi, F. and de las Morenas, J., 2014. Agent-Based Distributed Control for Improving Complex Resource Scheduling: Application to Airport Ground Handling Operations. IEEE Systems Journal, 8(4), pp.1145-1157.
- Andreatta, G., Capanna, L., De Giovanni, L., Monaci, M. and Righi, L., 2013. Efficiency and Robustness in a Support Platform for Intelligent Airport Ground Handling. Journal of Intelligent Transportation Systems, 18(1), pp.121-130.
- Alonso Tabares, D. and Mora-Camino, F., 2017. Aircraft Ground Handling: Analysis for Automation. 17th AIAA Aviation Technology, Integration, and Operations Conference,
- Fitouri-Trabelsi, S., Cosenza, C. and Mora-Camino, F., 2013. Ground Handling Management at Airports with Fuzzy Information. IFAC Proceedings Volumes, 46(24), pp.373-378.
- Shen, Peng, and Tu, 2019. Multi-Criteria Decision-Making Techniques for Solving the Airport Ground Handling Service Equipment Vendor Selection Problem. Sustainability, 11(12), p.3466.
- Schmidberger, S., Bals, L., Hartmann, E. and Jahns, C., 2009. Ground handling services at European hub airports: Development of a performance measurement system for

benchmarking. International Journal of Production Economics, 117(1), pp.104-116.

- Studic, M., Majumdar, A., Schuster, W. and Ochieng, W., 2017. Systemic modeling of ground handling services using the functional resonance analysis method. Transportation Research Part C: Emerging Technologies, 74, pp.245-260.
- Soames, T., 1997. Ground handling liberalization. Journal of Air Transport Management, 3(2), pp.83-94.

Related scientific journals

- *European Journal of Operational Research*
- *Journal of Revenue and Pricing Management*
- *Journal of Air Transport Studies*
- *Transportation Research Part A*
- *Transportation Research Part B*
- *Research in Transportation Economics*
- *Journal of Air Transport Management*
- *Journal of Transport Economics and Policy*
- *Research in Transportation Business & Management*
- *Economics of Transportation*