



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF MANAGEMENT SCIENCES
MARCH/APRIL 2015 EXAMINATION**

COURSE CODE: MBA883

CREDIT UNIT: 3

COURSE TITLE: SMALL BUSINESS MANAGEMENT

TIME ALLOWED: 2 HOURS 30 MINUTES

Instructions: 1. Attempt question number one (1) and any other three(3) questions.

2. Question number 1 carries 25 marks, while the other questions carry 15 marks each.

3. Present all your points in coherent and orderly manner.

1.
 - (a) Explain why people engage in small business.
 - (b) Discuss the budgeting process?
 - (c) What do you understand by liabilities and explain the categories of liabilities.
2.
 - (a) Explain in summary the functions of income statement.
 - (b) What do you understand by liabilities and explain the categories of liabilities.
3.
 - (a) Elaborate on the benefit of budgeting.
 - (b) Explain the various dimensions of service quality.
4.
 - (a) Discuss the standard requirements for efficient manufacturing operations.
 - (b) Discuss the role of operations manager
5.
 - (a) With examples, explained the management functions in manufacturing.
 - (b) Write short notes on the following economic plan:
 - (i) Transfer payment
 - (ii) taxes
 - (iii) subsidies
6.
 - (a) With examples, explained the management functions in manufacturing.
 - (b) Lists and elaborate on the steps in evaluating market size.