



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF MANAGEMENT SCIENCES
MAY/JUNE 2012 EXAMINATION

MBA 883: SMALL BUSINESS MANAGEMENT

TIME ALLOWED: 2 Hours

- 1(a) Define Small Business with examples from your vicinity.
(b) How does small business act as a catalyst to the economy of a developing nation like Nigeria.
(c) State and differentiate the features of Small Business form and that of Limited Liability firm.
2. State and explain 3 critical skills that are necessary for entrepreneurial success in a developing economy.
3. What are the three significant characteristics for success of small business?
4. (a) What is business plan and how does it differ from technical plan?
(b) Can entrepreneurial start a business without a formal business plan?
(c) Write short notes on the following?:
 - i. Management plan
 - ii. Marketing plan
 - iii. Financial plan
 - iv. Economic plan
5. (a) What do you understand by quality concept and what is total quality management?
(b) Outline and discuss the six dimensions of service quality.
(c) List and explain any of Edward Deming's seven (7) points that can improve total quality management?

