



NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI-ABUJA.
FACULTY OF EDUCATION
EXAMINATION QUESTIONS
2024 1 EXAMINATION

COURSE CODE: EGC 805

COURSE TITLE:

CREDIT UNIT: 2

TIME ALLOWED: 2 HOURS

INSTRUCTION: ANSWER QUESTION 1 AND ANY OTHER TWO QUESTIONS

Question 1

- a. Discuss any five contributions of psychoanalysis according to Shertzer and Stone (1974) **(20 marks)**
- b. State any five criticisms against psychoanalytic theory of counseling. **(10 marks).**

Question 2

“The congruence between an individual’s personality and the environment in which he works becomes a determiner of vocational satisfaction, stability and achievement” (Horla, 1959). Discuss Horla’s personality and environmental models. **(20 marks)**

Question 3

- a. Explain five roles of psychological test in vocational guidance. **(15 marks)**
- b. State two reasons why Horla’s personality theory is applicable to Nigeria. **(5 marks)**

Question 4

- a. State any five objectives of Counselling Association of Nigeria upon its inauguration in 1976. **(10 marks)**
- b. Nwoye (1990), Tor-Anyiin (2008), outlined four tasks to portray modern vocational guidance beyond information provision and vocational choice. Discuss those tasks. **(10 marks).**

QUESTION 2 (20 marks):

- (a) Explore five essential qualities crucial for achieving success in Small Business. **(10marks)**
- (b) How does an effective marketing plan guide entrepreneurs in embarking on their journey to establish a business? **(10marks)**

QUESTION 3 (20 marks):

Managing service-based operations involves overseeing and optimizing the delivery of services to customers. In line with the above statement, you are expected to:

- (a) Discuss 5 key components of managing service-based operations. **(10marks)**
- (b) Advance five reasons on how service-based operations are practicable in Small scale businesses. **(10marks)**

QUESTION 4 (20marks):

- (a) (i) Analyze the challenges that small businesses may encounter when monitoring performance; **(6marks)**; and
 - (ii) How these challenges can impact their decision-making and growth. **(4marks)**
- (b) Discuss strategies and best practices that small businesses can employ to overcome the challenges and improve their performance monitoring processes. **(10marks)**.