



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, CADASTRAL ZONE, UNIVERSITY VILLAGE, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
2025_2 EXAMINATIONS

COURSE CODE: ENT 833

CREDIT UNIT: 2

COURSE TITLE: SMALL BUSINESS MANAGEMENT

TIME ALLOWED: 3 HOURS

INSTRUCTION:

- 1. Indicate your matriculation number clearly**
- 2. Answer question one (1) & attempt any other two (2) questions**
- 3. Question one (1) is compulsory and carries 30 marks. While any other two (2) answers attract 20 marks each. With total of 70 marks**
- 4. Present all your points in coherent and orderly manner**

QUESTION 1 (30 marks)

As a consultant, you have been hired to evaluate the feasibility of a fast-growing travel agency, Fast-Travel Agency (FTA), based in Kaduna. Plans are underway to establish new regional offices in Yola (Northeast), Sokoto (Northwest), and Lafia (North Central). Originally launched with only 12 employees three years ago, FTA now needs to expand its workforce across these new locations to meet the demands of this thriving business. FTA is looking for a thorough analysis covering the characteristics of a small business, its advantages, challenges, and potential growth opportunities within the travel industry. Additionally, the financial impact of each expansion decision must be carefully examined.

1. (a) What are the benefits of setting up new regional offices for FTA in Yola, Sokoto, and Lafia? (7 marks)
2. (b) Discuss the possible challenges or disadvantages that FTA may face in establishing these new regional offices. (8 marks)
3. (c) What growth opportunities could FTA pursue within the travel industry? (7 marks)
4. (d) Identify and explain eight financial considerations associated with opening new regional offices for FTA. (8 marks)

QUESTION 2 (20 marks)

1. (a) In small business management, what does a technical plan entail? (3 marks)
2. (b) Why is a technical plan significant for the success of small businesses? (6 marks)
3. (c) What are the main elements or components included in a technical plan? (4 marks)
4. (d) How can small businesses effectively develop and implement a technical plan? (7 marks)

QUESTION 3 (20 marks)

1. (a) Describe the role of managing manufacturing operations within a business context. (4 marks)
2. (b) What are the primary challenges encountered in managing manufacturing operations? (5 marks)
3. (c) What strategies and best practices can enhance the effective management of manufacturing operations? (4 marks)

4. (d) In what ways can technology and automation boost efficiency in manufacturing operations? (7 marks)

QUESTION 4 (20 marks)

1. (a) Define 'accounting records' and explain why they are important for small businesses. (7 marks)
2. (b) List and describe the essential components of accounting records for small businesses. (6 marks)
3. (c) What are the recommended practices for maintaining accurate and organized accounting records in small businesses? (7 marks)