

## Reading list for Digitalization and Services (SMAB35), 15 credits.

The reading list was approved by the Board of the Department of Service Management and Service Studies 30 August 2019, latest revised 2021-05-26.

The reading list is valid from 2021-08-30.

- Belk, Russel. (2014). You are what you can access: Sharing and collaborative consumption online. *Journal of Business Research*, pp. 67. Doi:1595-1600. 10.1016/j.jbusres.2013.10.001
- Belk, Russel W. & Llamas, Rosa. (Ed (2013). *The Routledge companion to digital consumption*. New York: Routledge. [100 p. Selective chapters. ISBN 9781136253379]
- Benckendorff, Pierre, J., Xiang, Zheng., Sheldon, Pauline. J. (Ed.) (2019). *Tourism information technology*. CABI Publishing. [about 30 p. Selective chapters, ISBN 9781786393449 or Electronic resource ISBN 9781786393432].
- Castells, Manuel. (2009). *The rise of the network society*, 2nd edition. Chichester: Wiley Blackwell. [Introduction and chapter 1, 77 p. Electronic resource ISBN 9781444319514]
- Dredge, Dianne & Gyimóthy, Szilvia. (2015). The collaborative economy and tourism: Critical perspectives, questionable claims and silenced voices. *Tourism Recreation Research*, 40(3), pp. 286-302. Doi:10.1080/02508281.2015.1086076
- Fuchs, Christian. (2014). *Social Media: a critical introduction*. London: Sage. [293 p. ISBN 9781446257319]
- Fuentes, Christian, Hagberg, Johan & Kjellberg, Hans. (2019). Soundtracking: music listening practices in the digital age. *European Journal of Marketing*, 53(3), pp. 483-503. Doi: 10.1108/EJM-10-2017-0753
- Gössling, Stefan, Hall, C. Michael & Andersson, Ann-Christin. (2018). The manager's dilemma: a conceptualization of online review manipulation strategies. *Current issues in tourism*, 21(5), pp. 484–503. Doi.org/10.1080/13683500.2015.1127337
- Hagberg, Johan & Fuentes, Christian. (2018). Retail formations: Tracing the fluid forms of an online retailer. *Consumption Markets & Culture*, 21(5), pp. 423-444. Doi.org/10.1080/10253866.2018.1462168
- Hagberg, Johan, Sundstrom, Malin, & Egels-Zandén, Niklas. (2016). The digitalization of retailing: an exploratory framework. *International Journal of Retail & Distribution Management*, 44(7), pp. 694-712. Doi: 10.1108/IJRDM-09-2015-0140
- Ilsøe, Anna. (2017). The digitalisation of service work – social partner responses in Denmark, Sweden and Germany. *Transfer: European Review of Labour and Research*, 23(3), pp. 333–348. Doi: 10.1177/1024258917702274
- Makrides, Anna, Vrontis, Demetris & Christofi, Michael. (2019) The Gold Rush of Digital Marketing: Assessing Prospects of Building Brand Awareness Overseas. *Business Perspectives and Research*, 8(1), pp. 4–20. Doi.org/10.1177/2278533719860016
- Maslen, Sarah & Lupton, Deborah. (2019). 'Keeping It Real': women's Enactments of Lay Health Knowledges and Expertise on Facebook. *Sociology of Health and Illness*, 41(8), pp. 1637–1651. Doi.org/10.1111/1467-9566.12982
- Matzner, Martin, Büttgen, Marion, Demirkan, Haluk, Spohrer, Jim, Alter, Steven, Fritzsche, Albrecht, Ng, Irene. C. L., Jonas, Julia. M., Martinez, Veronica, Möslin, Kathrin. M. & Neely, Andy. (2018). Digital Transformation in Service Management. *Journal of Service Management Research (SMR)*, 2(2), pp. 3–21. Doi.org/10.15358/2511-8676-2018-2-3
- Reid, Stuart. R. M., & Ek, Richard. (forthcoming). The Coming Plague of the Fugue and the Blind Tourist? In I. Yeoman, U. McMahon-Beattie, & M. Sigala (Ed.), *Science Fiction, Disruption and Tourism: Channel View Publications*. The text is handed out by the teacher in class.
- Sigala, Marianna. (2018). New technologies in tourism: From multi-disciplinary to anti-disciplinary advances and trajectories. *Tourism Management Perspectives*, 25, pp. 151–155. Doi.org/10.1016/j.tmp.2017.12.003
- Sousa, M. J., & Wilks, D. (2018). Sustainable skills for the world of work in the digital age. *Systems Research and Behavioral Science*, 35(4), pp. 399-405. Doi.org/10.1002/sres.2540

- Sveningsson, Malin. (2012). 'Pity There's So Few Girls!' Attitudes to Female Participation in a Swedish Gaming Context (425-441). In: Fromme J., Unger A. (Ed.) Computer Games and New Media Cultures. Springer, Dordrecht, [16 p. ISBN 9789400727762]
- Turkle, Sherry. (2011). *Alone together: why we expect more from technology and less from each other*. Basic Books, [384 p. Electronic resource ISBN 9780465022342]
- Valenduc, Gérard, & Vendramin, Patricia. (2017). Digitalisation, between disruption and evolution. *Transfer: European Review of Labour and Research*, 23(2), pp. 121–134. Doi: 10.1177/1024258917701379
- Valenduc, Gérard. (2019). *New forms of work and employment in the digital economy*. In *The deconstruction of employment as a political question*. Cham: Palgrave Macmillan. Pages: 63-80. [344 p. Elektronisk resurs ISBN 9783319936178] Doi: 10.1007/978-3-319-93617-8\_3
- Warhurst, Chris & Hunt, Wil. (2019). The digitalisation of future work and employment: Possible impact and policy responses (No. 2019/05). *JRC Working Papers Series on Labour, Education and Technology*. (tillgänglig på: <https://www.econstor.eu/handle/10419/205265>)
- Wirtz, Jochen, Patterson, Paul. G., Kunz, Werner. H., Gruber, Thorsten, Lu, Vinh. Nhat, Paluch, Stefanie & Martins, Antje. (2018). Brave new world: service robots in the frontline. *Journal of Service Management*, 2018, Vol. 29, Issue 5, pp. 907-931. Doi: 10.1108/JOSM-04-2018-0119

200 pages of selectable literature focusing on digital retail, digital tourism and digital service management and marketing. 100 pages of other elective literature on the subject.

Total amount of pages: Approx. 1 600.