



**LUND**  
UNIVERSITY

Faculty of Social Sciences

## **KSMC52, Leadership in Service Organisations, 15 credits**

*Ledarskapsrollen i serviceverksamheter, 15 högskolepoäng*

**First Cycle / Grundnivå**

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### **Details of approval**

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2017-09-15 to be valid from 2017-10-01, autumn semester 2017.

### **General Information**

The course is a compulsory component of all specialisations of the Bachelor of Science programme in Service Management and is included in semester 5. It is an elective component of semester 5 of the Bachelor of Science programme in Equality and Diversity Management.

*Language of instruction:* English

*Main field of studies*

Service Management

*Depth of study relative to the degree requirements*

G2F, First cycle, has at least 60 credits in first-cycle course/s as entry requirements

### **Learning outcomes**

For a Pass on the course, students shall

#### **Knowledge and understanding**

- demonstrate knowledge of leadership in service organisations from different theoretical perspectives
- demonstrate knowledge of the emergence of leadership research and of key challenges to the understanding of leadership as a phenomenon

### Competence and skills

- demonstrate the ability to critically reflect on leadership practice and leadership as a theoretical field
- demonstrate the ability to reflect critically on how leadership in practice can be examined and described
- demonstrate the ability to reflect critically on leadership in service organisations
- demonstrate the ability to reflect critically on leadership from a diversity perspective
- demonstrate the ability to plan and lead discussions and seminars

### Judgement and approach

- demonstrate insight into the consequences of leadership and theories of leadership for the development of organisations and individuals

### Course content

The aim of the course is to enable students to develop knowledge of different theoretical perspectives on leadership. Furthermore, the students are to develop their ability to interrogate and take a critical position on theories of leadership. Another aim is to enable students to acquire specialised knowledge of the conditions of service organisations and the requirements of leadership caused by these conditions. The course will discuss and analyse situations and problem areas related to leadership and management roles. It provides students with broadened and specialised knowledge of the theories of organisation and leadership introduced in the previous main field course "Organising and Marketing in Service Organisations". The course includes the following components:

**Component 1 and 2** (7 credits): Focus on classical (component 1) and modern (component 2) theoretical perspectives of leadership. Discussions are pursued from the point of view of the impact of the different theoretical perspectives on an understanding of the leadership phenomenon.

**Component 3** (4 credits): Focus on the impact of leadership practices and theories on individuals and organisations from a diversity perspective.

**Component 4** (4 credits): Focus on management and leadership in service organisations, and the special conditions of management and leadership prevailing in such activities.

## Course design

The teaching includes several different forms such as lectures, guest lectures and seminars.

Compulsory participation is required in guest lectures and seminars. Students who have been unable to participate due to circumstances such as accidents or sudden illness will be offered the opportunity to compensate for or re-take compulsory components. This also applies to students who have been absent because of duties as an elected student representative.

## Assessment

The assessment of the components is based on:

Component 1 (2 credits)

Content: Classical theories of leadership

Assessment: Individual written exam.

Component 2 (5 credits)

Content: Modern theories of leadership

Assessment: Seminars and individual written assignments.

Component 3 (4 credits)

Content: Leadership and diversity

Assessment: Seminars and written group assignments.

Component 4 (4 credits)

Content: Service perspectives on leadership

Assessment: Take-home exam to be completed in pairs of students.

Three opportunities for examination are offered in conjunction with the course: a first examination and two re-examinations. Two further re-examinations on the same course content are offered within a year of the end of the course. After this, further re-examination opportunities are offered but in accordance with the current course syllabus.

The examiner, in consultation with Disability Support Services, may deviate from the regular form of examination in order to provide a permanently disabled student with a form of examination equivalent to that of a student without a disability.

*Subcourses that are part of this course can be found in an appendix at the end of this document.*

## **Grades**

Marking scale: Fail, Pass, Pass with distinction.

- For the grade of Pass, the student must fulfil the learning outcomes specified for the course. For the grade of Pass with Distinction, the student must also show particular theoretical awareness and analytical ability.

Component 1701 is exempted from the grading scale above. The grades awarded for this component is Pass or Fail.

For the grade of Pass, the student must have passed all components. For the grade of Pass with Distinction, the student must have been awarded this grade on two components.

At the start of the course, students are informed about the learning outcomes stated in the syllabus and about the grading scale and how it is applied on the course.

## **Entry requirements**

To be admitted to the course, students must have at least 90 credits in the main field of Service Management from the two first years of the programme, including at least 15 credits from the courses Organising and Marketing in Service Organisations, KSMB31, and Financial Accounting and Management Accounting in the Service Sector, KSMB32.

For students on the Bachelor of Science programme in Equality and Diversity Management: To be admitted to the course, students must have at least 45 credits from the first year of the programme, including EDMA11 Introduction to Equality and Diversity Management, EDMA21 Theories of Gender Studies, and EDMA22/EDMB22 Method and Analytical Skills.

## **Further information**

This course replaces Leadership in Service Organisations, KSMB52, 15 credits, and may not be included in a degree together with this course.

## Subcourses in KSMC52, Leadership in Service Organisations

Applies from H17

- 1701 Individual Written Exam, 2,0 hp  
Grading scale: Fail, Pass
- 1702 Seminars, 5,0 hp  
Grading scale: Fail, Pass, Pass with distinction
- 1703 Seminars, 4,0 hp  
Grading scale: Fail, Pass, Pass with distinction
- 1704 Written Home Exam, 4,0 hp  
Grading scale: Fail, Pass, Pass with distinction