Details of approval

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2014-11-11 to be valid from 2015-01-01, spring semester 2015.

General Information

The course is part of semester 2 of the Master's programme in Service Management and may not be included in a main field of study.

Language of instruction: English

Main field of studies

Depth of study relative to the degree requirements
- AXX, Second cycle, in-depth level of the course cannot be classified

Learning outcomes

On completion of the course, the student shall be able to demonstrate

Knowledge and understanding

- specialised understanding of the choice of method in order to perform a scientific study

Competence and skills

- specialised ability to carry out surveys, interviews, observations and document studies
• the ability to convert an abstract theoretical objective into a concrete investigation, and
• the ability to produce, analyse and present research results on the basis of research methodology

Judgement and approach
• specialised ability to critically assess the usefulness of different methods for social sciences subjects.

Course content

The course is to provide the student with methodological skills that can be used within social sciences research. Focus is on aim formulation, research design and research process. The course uses lectures, seminars and workshops to communicate relevant knowledge of social sciences methods and its respective fields of use.

The course intends give the student skills to understand the relation between qualitative and quantitative method in relation to their validity, and their ability to contribute to an understanding of a specific research issue.

During the course, the student will practice the ability of preparing and carry out interviews, observations, document analyses and surveys. The student will also practice the analysis of results that have been collected by means of the chosen method(s). Also the ability to reflect upon the process of acquiring relevant information will be trained.

The course contains the following parts: Quantitative method (7 credits). The part treats basic quantitative method, such as correlation analyses and questionnaire construction. Further, an introduction is given to the statistical programme SPSS. The part starts with an introduction to the course, which treats general method issues with a focus on research design, research process, research issues and ethics.

Qualitative method (in all 8 credits). The part treats observation, interview, various types of document analyses and other examples of qualitative methods and consists of two subparts (4 plus 4 credits).

Course design

The teaching is given as lectures, method exercises, computer-based laboratory sessions and seminars. Teaching is given in qualitative and quantitative methodology.

Attendance in method exercises, computer-based laboratory sessions and seminars are compulsory unless there are special grounds. An alternative form or date for compulsory components is offered to students who are not able to complete a compulsory component owing to circumstances beyond their control, e.g. accident, sudden illness or similar. This also applies to students who have missed teaching because of activities as a student representative.
Assessment

The assessment is based on an individually written exam, oral presentations and written assignments.

Three opportunities for examination are offered in conjunction with the course: a first examination and two re-examinations.
Within a year after the end of the course are offered at least two additional examination sessions on the same course content.
After this, further re-examination opportunities are offered but in accordance with the current course syllabus.
Subcourses that are part of this course can be found in an appendix at the end of this document.

Grades

Marking scale: Fail, E, D, C, B, A.
The grades awarded are A, B, C, D, E or Fail. The highest grade is A and the lowest passing grade is E. The grade for a non-passing result is Fail.

The student’s performance is assessed with reference to the learning outcomes of the course. For the grade of E the student must show acceptable results. For the grade of D the student must show satisfactory results. For the grade of C the student must show good results. For the grade of B the student must show very good results. For the grade of A the student must show excellent results. For the grade of Fail the student must have shown unacceptable results.

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

Entry requirements

The student should be admitted to the Master's programme in service management (SASMA).

Further information

The course replaces SMMP21.
Subcourses in SMMR21, Methods in Social Sciences

Applies from V15

1401   Written Examination, 7,0 hp
       Grading scale: Fail, E, D, C, B, A
1402   Report, 4,0 hp
       Grading scale: Fail, E, D, C, B, A
1403   Oral Examination, 4,0 hp
       Grading scale: Fail, E, D, C, B, A