

Work environment and collegiality

At the department, we contribute collectively to creating an attractive and inclusive work environment. As employees, we participate, show engagement and take responsibility for the department's work and development in both teaching and research, as well as in the department's working groups. Both management and staff encourage and support the development of each other's expertise and careers, to ensure that our education and research rest on a stable foundation and maintain high quality. As part of this, employees regularly take part in seminars and internal and external conferences aimed at reinforcing commitment and expertise. Employees receive open and clear information through regular information meetings and conferences. An important goal for the department is also to create a balance between research and teaching for teaching staff members.

The infrastructure required to facilitate our work and create a positive work environment, such as premises that are fit for purpose, technical equipment and administrative support, are given high priority. This serves to create a work environment that stimulates good collaboration and continuous quality development.

The Department of Service Management and Service Studies

An interdisciplinary department at the Faculty of Social Sciences, we teach Service Management at basic and advanced levels. Eleven doctoral theses in Service Studies have been successfully defended to date.

The department was founded in 2000 and is part of Lund University at Campus Helsingborg.

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Strategic guiding principles

DEPARTMENT OF SERVICE MANAGEMENT
AND SERVICE STUDIES



Introduction

The mission of the Department of Service Management and Service Studies is to conduct education and research to understand, problematise and contribute to the development of services and the service society. Our activities are based on the methods and theories of social sciences. Critical societal perspectives are of particular importance to the department's education and research. Teaching staff and researchers represent different disciplinary fields and perspectives which combine to form the basis of our interdisciplinary education and research.

Work at the department shall move forward according to these strategic guiding principles, which summarise what we already do, what we shall continue to do and what we need to develop. Separate action plans determine how we are to implement the work.

Education

Our study programmes offer students specific knowledge of services and their conditions and development in organisations and in society.

This is done by focusing on disciplinary fields of significant relevance to areas such as managing, organising, governing and developing service activities as value-generating, consumption, innovation, leadership, organisation, finance, organisational governance and marketing. The programmes apply various approaches to services, such as social, economic, environmental, ethical, historical, spatial and cultural perspectives. These combine to provide our students with a broad understanding of and a critical approach to the service society while ensuring they gain specialised skills for the analysis and development of services in the private, public and non-profit sectors. This results in our students being well-equipped and attractive for leadership functions and specialised positions related to services and service development.

The programmes maintain high quality thanks to lecturers conducting current research, which in turn permeates teaching. Our teaching staff are also interested in develo-

ping teaching methods and tools to facilitate students' learning. Continuous initiatives are taken to highlight, utilise and develop the educational expertise of teaching staff as a component in the quality enhancement of education.

Research

Service studies is a young and interdisciplinary research field focusing on investigating and problematising services. We shall be a research-intensive department at the forefront of various fields relating to services. The task of our research is to understand and explain the complex service society. The department's research is therefore active within both public and private service consumption and service production. The research should have an impact in societal debate and influence decision-makers at various levels. We publish in channels of recognised scholarly quality and with respect for the publishing traditions of each subject. In order to ensure a strong research environment, the department strives to achieve a continuously high number of submitted applications for external research funding.

The department's research is connected to our study programmes through students being offered insight in current research on services and contemporary phenomena in the service society. Moreover, we consider it important to offer students the opportunity to learn from our collective research expertise beyond a specific research field, e.g. in terms of theoretical argumentation, and analytical and methodological expertise. This is important not least with regard to essay-writing.

Research studies

The aim of research studies at the department is to provide specialised knowledge in the field of service studies and to educate independent researchers with a broad knowledge of social sciences theory and methodological expertise. Those we educate in service studies should acquire broad expertise enabling them to work within and outside higher education.

A PhD graduate in service studies should have the ability to implement and communicate research projects focused on services from several perspectives. Besides being able to conduct service studies research, they are to develop their teaching

expertise in service studies and related fields, to be able to apply for external funding and to present and explain their research to other researchers and interested parties beyond academia.

Collaboration

As the University's leading interpreter of the complexity in service production and service consumption, the department shall strive for its research to have a societal impact. Service studies is a subject that not only problematises the service society on the basis of theoretical premises, it also identifies concrete issues as defined by the sectors and organisations we study and with which we collaborate.

Together with public, private and non-profit organisations, we strive to increase knowledge about services. We therefore collaborate with wider society in a number of different ways. We organise and contribute to scholarly conferences, offer contract education and public seminars, and we take part in media debates. In addition, we collaborate with societal stakeholders in our programmes and courses. We see collaboration as a mutual exchange between us and other stakeholders and an important part of our work in communicating and contributing to wider society.