



LUND
UNIVERSITY

Faculty of Social Sciences

**SMMP10, Service Management: Theory of Science and Research Fields,
15,0 credits**

**Service management: Vetenskapsteori och forskningsfält, 15.0
högskolepoäng**

Second Cycle / Avancerad nivå

Confirmation

The course syllabus was confirmed by the board of the Department of Service Management on 2013-08-20 to be valid from 2013-09-01.

General Information

Teaching languages: English

Main field of studies

Service Management

Specialization

A1N, Second cycle only has course/s for first-cycle studies as entry requirements

Outcomes

On completion of the course, the student shall

- demonstrate an understanding of historical and present-day social sciences perspectives on epistemology, theory and criticism,
- demonstrate an advanced ability to analyse social sciences perspectives on service studies within retail, logistic or tourism critically,
- demonstrate an understanding of the fact that theories in service studies are not isolated from but are rather a part of a dominant social order (capitalist, post-colonial, patriarchal),
- demonstrate an ability to use these theories in academic and/or professional contexts, with the ability to handle complex subjects, questions and situations presented orally and in writing.

Course content

The course treats the contextual nature of theory in social sciences. Theory and criticism are regarded as performative actions central for performance of services. The course particularly emphasises that the perspective of theory construction as a socially constructed process in a dominant social order (capitalist, post-colonial, patriarchal).

In the course, the mutual dependency between theory, method and methodology is emphasised, and that it is important to be able to work actively with theory: not only in the university domain but in all higher vocational education and training.

The limits of the disciplines, and thematic contents of the scientific fields of tourism, retail, and logistic are also discussed in the course. The fact that these fields of knowledge are developed in close relation with the surrounding the society is emphasized.

Assessment

The teaching is given as lectures, seminars and workshops.

Examination takes place in the form of workshop and written examination.

In connection with the course, three examination sessions being offered; regular test 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 contents.

After that, the student is offered further examination sessions but in accordance with then current course syllabus

Grading scale

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 students performance is assessed with reference to the learning outcomes of the course.

For the grade of E, the student must show

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 a 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 and about the grading scales and how it is applied in the course.

Entry requirements

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

Required reading

See appendix.

Reading list for Service Management: Theory of Science and Research Fields, 15 credits (SMMP10)

The reading list was approved by the Board of the Department of Service Management and Service Studies 20 August 2013.

The reading list is valid from 1 September 2013.

- Corvellec, Hervé. (2013). *What is Theory?: Answers from the Social and Cultural Sciences*. Stockholm: Liber. [336 pp. ISBN 978-91-47-09736-4]
Hardin, Sandra.(2006). *Science and Social Inequality: Feminist and Postcolonial Issues*. Urbana: University of Illinois Press. [205 pp. ISBN 0-252-07304-5]
Smith, Mark J. (1998). *Social Science in Question*. London: SAGE. [364 pp. ISBN 0-7619-6040-6]

For specialisation Logistics

- Levinson, Mark. (2008). *The Box: How the Shipping Container Made the World Smaller and the World Economy Bigger*. [9. print., and 1. paperback print, with a new preface by the author]. Princeton, NJ [u.a.]: Princeton Univ. Press. [376 pp. ISBN 978-0-691-13640-0]

For specialisation Retail

- Williams, Christine L. (2006). *Inside Toyland: Working, Shopping, and Social Inequality*. Berkeley, Calif.: University of California Press. [254 pp. ISBN 0-520-24716-7]

For specialisation Tourism

- Otis, Eileen M. (2012). *Markets and Bodies: Women, Service Work, and the Making of Inequality in China*. Stanford, California: Stanford University Press. [213 pp. ISBN 978-0-8047-7648-6]

Articles about service studies is added to the reading list (approx. 450 pp).

Total: approx. 1600 – 1730.

Litteraturlista för Service Management: Vetenskapsteori och forskningsfält, 15 hp (SMMP10)

Litteraturlistan är fastställd av styrelsen för institutionen för service management och tjänstevetenskap 2013-08-20.

Litteraturlistan gäller fr o m 2013-09-01.

- Corvellec, Hervé. (2013). *What is Theory?: Answers from the Social and Cultural Sciences*. Stockholm: Liber. [336 sidor. ISBN 978-91-47-09736-4]
Hardin, Sandra.(2006). *Science and Social Inequality: Feminist and Postcolonial Issues*. Urbana: University of Illinois Press. [205 sidor. ISBN 0-252-07304-5]
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För inriktning Logistics

- Levinson, Mark. (2008). *The Box: How the Shipping Container Made the World Smaller and the World Economy Bigger*. [9. print., and 1. paperback print, with a new preface by the author]. Princeton, NJ [u.a.]: Princeton Univ. Press. [376 sidor. ISBN 978-0-691-13640-0]

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Artikelkompendium om ca 450 sidor om tjänstvetenskap tillkommer.

Totalt antal sidor: ca 1600 - 1730