



LUND UNIVERSITY
Faculty of Social Sciences

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

Confirmation

The syllabus was approved by the Board of the Department of Service Management and Service Studies 20 May 2014 and valid from 1 August 2014.

General information

The course is part of semester 1 of the Master's programme in Service Management.

Language of instruction: English

Main field

Service management

*Depth of study relative to the
degree requirements*

A1N, Second cycle, requiring only
first cycle courses for admission

Course goal

On completion of the course, the student shall demonstrate

Knowledge and understanding

- understanding of past and present social sciences perspectives on epistemology, theory and criticism,
- a specialised ability to critically analyse social sciences theories of service studies within retail, logistics or tourism,
- the ability to use these theories in academic and/or professional contexts in order to address complex issues, questions and situations in speech and writing.

Course content

The course combines basic insights into the theory of science and methodology with theories of service studies in general and theories of retail, logistics and tourism in particular in order to demonstrate the contextual dependence of the latter areas. Furthermore, the course highlights how the contextually dependent theories relate to professional practice in the respective areas. Emphasis is placed on how the ability to work actively with service studies theories, as well as with theories within the theory of science and methodology, is of value not only within academia but in professional practice involving people, the environment and financial resources.

Course implementation

The teaching consists of lectures, seminars and workshops.

Course examination

The assessment is based on oral and written examinations.

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

Grading scale

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 and about the grading scale and how it is applied in the course.

Entry requirements

To be admitted to the course, students must be admitted to the Master's programme in Service Management (SASMA), 120 credits.