



LUND UNIVERSITY

Faculty of Social Sciences

## SMMP31 Sustainability in Service Organisations, 15 credits

### Second cycle

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#### Confirmation

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

#### General information

The course is part of semester 3 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*

Service management

#### *Depth of study relative to the degree requirements*

A1F, Second cycle, requiring second cycle courses for admission

#### Course goal

On completion of the course, the student shall demonstrate the ability to

#### *Knowledge and understanding*

- account for and explain the responsibility of organisations for sustainability with regard to the environment, quality and social issues,
- understand the methods and techniques available to service companies to minimise environmental impact,
- understand the management of current climatic “global change” processes, global cycles, and ecology concepts related to sustainable development in the service sector,
- understand the impact of legislation and financial governance on the management of current processes towards sustainability.

### *Competence and skills*

- independently formulate issues based on published research on “sustainability in service organisations”, and analyse, discuss and argue for them in speech and writing,
- independently design and carry out a qualitative and quantitative study and communicate the findings in speech and writing,
- produce academic writing in the form of a project report,
- perform an academically correct peer review,
- evaluate different environmental measures in service organisations through scientifically appropriate analyses and justifications.

### *Judgement and approach*

- adopt a fundamental environmental mindset and understand how sustainability is an important aspect of service enterprises of the future.

### **Course content**

The course is to provide students with a broad interdisciplinary foundation for work on sustainability issues in service organisations. The overall aim is to enable students to understand, explain and analyse the meaning of sustainability in the service sector, including cultural, social, financial, environmental and ecological conditions and implications.

The students acquire knowledge about sustainability issues related to the service sector and are introduced to the methods and tools available to achieve sustainable and environmentally friendly service provision. The course will provide students with general knowledge of ecological processes and the environmental problems associated with service organisations.

The course will provide students with knowledge of actual sustainability projects related to service organisations and their impact.

### **Course implementation**

The teaching consists of lectures, seminars, role play, case studies and individual projects. Seminars, study visits, role play, case studies and the project, including reporting and peer reviewing, require compulsory participation.

Attendance at seminars is 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.

### **Course examination**

The assessment is based on a written exam and project work. The written exam corresponds to 9 credits and the project to 6 credits.

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.

The final grade will be based on a weighting of the student's performance in the written exam and the project in accordance with the scale A–E above. The compulsory role play will only be awarded the grade pass or fail. 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 have passed 30 credits in the Master's programme in Service Management (SASMA), 120 credits.