

Reading list for Digitalisation and Services (SEMA51), 7,5 credits

The reading list was approved by the Board of the Department of Service Studies 2023-05-24.

The reading list is valid from 2023-08-28.

- Bardhi, Fleura & Eckhardt, Giana M. (2017). Liquid consumption. *Journal of Consumer Research*, 44 (3), 582-597. <https://www.jstor.org/stable/26570413>
- Belk, R. (2014). Digital consumption and the extended self. *Journal of Marketing Management*, 30 (11-12), 1101-1118. (18 p.) [Doi.org/10.1080/0267257X.2014.939217](https://doi.org/10.1080/0267257X.2014.939217)
- Belk, Russel. (2014). You are what you can access: Sharing and collaborative consumption online. *Journal of Business Research*, 67(8), 1595-1600. [Doi.org/10.1016/j.jbusres.2013.10.001](https://doi.org/10.1016/j.jbusres.2013.10.001)
- Benckendorff, Pierre, J., Xiang, Zheng., Sheldon, Pauline. J. (red.) (2019). *Tourism information technology*. CABI Publishing. [ca 30 p. Selected chap., ISBN 9781786393449/ISBN 9781786393432]
- Castells, Manuel. (2009). *The rise of the network society*, 2nd Edition. Chichester: Wiley Blackwell. [Introduktion, p. 28, Electronic resource, ISBN: 9781444319514]
- Cochoy, F., Hagberg, J., Petersson McIntyre, M., & Sörum, N. (Ed.). (2017). *Digitalizing Consumption: How devices shape consumer culture*. Routledge. [270 p. ISBN: 9781315647883]
- Dredge, Dianne & Gyimóthy, Szilvia. (2015). The collaborative economy and tourism: Critical perspectives, questionable claims and silenced voices. *Tourism Recreation Research*, 40(3), 286-302. [Doi:10.1080/02508281.2015.1086076](https://doi.org/10.1080/02508281.2015.1086076)
- Fuentes, Christian, Samsioe, Emma & Östrup Backe, Josefine. (2022). Online food shopping reinvented: developing digitally enabled coping strategies in times of crisis, *The International Review of Retail, Distribution and Consumer Research*, 32:2, 130-150, [Doi: 10.1080/09593969.2022.2047758](https://doi.org/10.1080/09593969.2022.2047758) (20)
- Gössling, Stefan. (2021) Tourism, technology and ICT: a critical review of affordances and concessions, *Journal of Sustainable Tourism*, 29:5, 733-750, [Doi: 10.1080/09669582.2021.1873353](https://doi.org/10.1080/09669582.2021.1873353)
- Gössling, Stefan, Larson, Mia, & Pumputis, Aurimas. (2021). Mutual surveillance on Airbnb, *Annals of Tourism Research*, 91, 103314. [Doi: 10.1016/j.annals.2021.103314](https://doi.org/10.1016/j.annals.2021.103314)
- Hagberg, Johan, & Kjellberg, Hans. (2020). Digitalized markets, *Consumption Markets & Culture*, 23 (2), 97-109. [Doi: 10.1080/10253866.2020.1694209](https://doi.org/10.1080/10253866.2020.1694209)
- Hagberg, Johan, Sundstrom, Malin, & Egels-Zandén, Niklas. (2016). The digitalization of retailing: an exploratory framework, *International Journal of Retail & Distribution Management*, 44(7), 694-712. [Doi: 10.1108/IJRDM-09-2015-0140](https://doi.org/10.1108/IJRDM-09-2015-0140)
- Huang, Ming-Hui, & Rust, Roland. T. (2018). Artificial intelligence in service, *Journal of Service Research*, 21(2), 155-172. [Doi: 10.1177/109467051775245](https://doi.org/10.1177/109467051775245)
- Ilsøe, Anna. (2017). The digitalisation of service work – social partner responses in Denmark, Sweden and Germany. *Transfer: European Review of Labour and Research*, 23(3), 333–348. [Doi: 10.1177/1024258917702274](https://doi.org/10.1177/1024258917702274)
- Matzner, Martin, Büttgen, Marion, Demirkan, Haluk, Spohrer, Jim, Alter, Steven, Fritzsche, Albrecht, Ng, Irene. C. L., Jonas, Julia. M., Martinez, Veronica, Möslein, Kathrin. M. & Neely, Andy. (2018). Digital Transformation in Service Management, *Journal of Service Management Research (SMR)*, 2(2), 3–21. [Doi: 10.15358/2511-8676-2018-2-3](https://doi.org/10.15358/2511-8676-2018-2-3)
- Parent-Rocheleau, Xavier, & Parker, Sharon K. (2022). Algorithms as work designers: How algorithmic management influences the design of jobs, *Human Resource Management Review*, 32(3), 100838. [Doi: 10.1016/j.hrmr.2021.100838](https://doi.org/10.1016/j.hrmr.2021.100838)
- Perren, Rebeca, & Kozinets, Robert V. (2018). Lateral exchange markets: How social platforms operate in a networked economy, *Journal of Marketing*, 82(1), 20-36. [Doi: 10.1509/jm.14.0250](https://doi.org/10.1509/jm.14.0250)
- Prassl, Jeremias. (2018). *Humans as a Service: The Promise and Perils of Work in the Gig Economy*. Oxford University Press. [Introduction, Chap. 1, 3, epilogue, 34 p, electronic resource, ISBN: 9780191859458]

- Ritzer, George, & Jurgenson, Nathan. (2010). Production, consumption, prosumption: The nature of capitalism in the age of the digital 'prosumer', *Journal of Consumer Culture*, 10(1), 13-36. Doi: 10.1177/1469540509354673
- Valenduc, Gérard, & Vendramin, Patricia. (2017). Digitalisation, between disruption and evolution. *Transfer: European Review of Labour and Research*, 23(2), 121–134. Doi: 10.1177/1024258917701379 (13)
- Valenduc, Gérard. (2019). New forms of work and employment in the digital economy. In *The deconstruction of employment as a political question*. Cham: Palgrave Macmillan, 63-80
ISBN 9783319936178
- Wirtz, Jochen, So, Kevin Kam Fung, Mody, Makarand Amrishi, Liu, Stephanie Q., & Chun, Hae Eun Helen. (2019). Platforms in the peer-to-peer sharing economy, *Journal of Service Management*, 30(4), 452-483. Doi: 10.1108/JOSM-11-2018-0369

In addition to the specified literature, there are approximately 100 pages of selected literature on digitization in the service industries regarding the project work aspect.

Total amount of pages: approx. 800