

## Reading list for Service Work (SEMA52), 7,5 hp

The reading list was approved by the Department of Service Studies 2023-05-24, revised 2023-06-21.

The reading list is valid from 2023-09-27.

Högskolan i Borås (latest). Guide till Harvardsystemet. Borås: Högskolan i Borås. [51 p.].

<https://www.hb.se/biblioteket/akademiskt-sprak/referera-till-kallor/guide-till-harvardsystemet/>

Brook, Paul (2009). The Alienated Heart: Hochschild's 'emotional labour' thesis and anticapitalist politics of alienation. *Capital & Class*, vol. 33(2), 7-31.

Danielsson, Pernilla. & Westrup, Ulrika. (2022). User-orientation in public service organizations: making use of value as a thick concept, *Public Management Review*, 1-20. Doi: 10.1080/14719037.2022.2136398

Dordoni, Annalisa. (2022) Young retail shift workers (not) planning their future: working with customers in the 24/7 service society in the transition to adulthood. *International Journal of Sociology and Social Policy*. Vol. 42(13/14), 66-80. Doi:10.1108/IJSSP-02-2022-0060

Echeverri, Per. & Åkesson, Maria. (2018) Professional identity in service work: why front-line employees do what they do. *Journal of Service Theory and Practice*, Vol. 28(3), 315-335. <https://doi.org/10.1108/JSTP-11-2016-0212>

Espersson, Malin, Bergmash, Mikael. & Andersson Cederholm, Erika. (kommande). *Passion with a price? Negotiating the meaning and conditions of creative work in the digital games industry*. In *Creative Work: myths, materialities and conditions*.

Espersson, Malin, Lidén, Alina, & Westrup, Ulrika. (2023). Working from home during the COVID-19 pandemic: implications for workplace relationships. *Nordic Journal of Working Life Studies*. Doi.org/10.18291/njwls.137244

Fellsson, Markus & Salomonson, Nicklas. (2020) It takes two to interact – Service orientation, negative emotions and customer phubbing in retail service work. *Journal of Retailing and Consumer Services*, Volume 54, May 2020. Doi.org/10.1016/j.jretconser.2020.102050

Korczynski, Marek & Macdonald, Cameron L. (2009) *Service work: Critical perspectives*. New York, NY: Routledge. [195 p. ISBN 978-0203-89226-8]

Kornelakis, Andreas., Kirov, Vassil., & Thill, Patrick. (2022). The digitalisation of service work: A comparative study of restructuring of the banking sector in the United Kingdom and Luxembourg. *European Journal of Industrial Relations*, 28(3), 253-272. Doi.org/10.1177/09596801211056829

Pemer, Frida. (2021). Enacting Professional Service Work in Times of Digitalization and Potential Disruption. *Journal of Service Research*, Vol. 24(2), 249-268. Doi:10.1177/1094670520916801

Robichau, Robbie W. & Sandberg, Billie. (2022) Creating Meaningfulness in Public Service Work: A Qualitative Comparative Analysis of Public and Nonprofit Managers'. *Experience of Work. American Review of Public Administration*, Vol. 52(2), 122–138. Doi: 10.1177/02750740211050363

Seymour, Kate. (2022). Circling the divide: Gendered invisibility, precarity, and professional service work in a UK business school. *Gender, Work & Organization*. 2022; 1–21. Doi: 10.1111/gwao.12933

Standing, Guy. (2016) *The precariat: the new dangerous class*. London: Bloomsbury Academic. [230 p. ISBN: 9781474294164]

Subramony, Mahesh., Solnet, David., Groth, Markus., Yagil, Dana., Hartley, Nicole., Beomcheol Kim, Peter. & Golubovskaya, Maria. (2018), Service work in 2050: toward a work ecosystems perspective, *Journal of Service Management*, Vol. 29(5), 956-974. Doi: 10.1108/JOSM-05-2018-0131

Whiley Lilith A. & Grandy, Gina. (2022) The ethics of service work in a neoliberal healthcare context: doing embodied and “dirty” emotional labor. *Qualitative Research in Organizations and Management: An International Journal*, Vol. 17(1), 136-157.

Total amount of pages: approx. 665