

Reading list for Service Work (SEMA52), 7,5 credits

The reading list was approved by the Department of Service Studies 2023-05-24, latest revised 2024-05-09.

The reading list is valid from 2024-05-09.

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/>

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- Brook, Paul. (2009). The Alienated Heart: Hochschild's 'emotional labour' thesis and anticapitalist politics of alienation. *Capital & Class*, vol. 33(2), p. 7-31.
- Danielsson, Pernilla & Westrup, Ulrika. (2022). User-orientation in public service organizations: making use of value as a thick concept, *Public Management Review*, p. 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), p. 66-80. Doi:10.1108/IJSSP-02-2022-0060
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- 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
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- 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), p. 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), p. 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), p. 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; p. 1–21. Doi: 10.1111/gwao.12933
- Standing, Guy. (2021). *The precariat: the new dangerous class*. London: Bloomsbury Academic. [230 p. ISBN: 9780755637072]

- 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. 680