

Reading list for Organization and Management in a Service Context (SMMX17), 7,5 credits

The reading list was approved by the Department of Service Management and Service Studies 2021-04-14, latest revised 2024-08-30.

The reading list is valid from 2024-08-30.

Alvesson, Mats & Sveningsson, Stefan. (2016). *Changing organizational culture: Cultural Change Work in Progress*. (2nd ed.) New York, NY: Routledge. (209 p.)

Bechky, Beth A. (2020). *Blood, powder, and Residue: How Crime Labs Translate Evidence Into Proof*. Princeton : Princeton University Press. (227 p.)

Hancock, Philip. (2023). *Organizing Christmas*. New York, NY: Routledge. (240 p.)

Hochschild, Arlie Russell. (2012). *The Managed Heart: Commercialization of Human Feeling*. Berkeley, CA: University of California Press. (327 p.)

Turco, Catherine. (2016). *The Conversational Firm: Rethinking Bureaucracy in the Age of Social Media*. New York: Columbia University Press. (272 p.)

Total amount of pages: Approx. 1 275