



LUND
UNIVERSITY

Faculty of Social Sciences

SMMM20, Service Management: Master's (Two Years) Thesis, 30 credits

*Service Management: Examensarbete för masterexamen, 30
högskolepoäng*

Second Cycle / Avancerad nivå

Details of approval

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2014-11-11 and was last revised on 2020-09-16. The revised syllabus applies from 2021-01-18, spring semester 2021.

General Information

The course is included in the fourth semester of the Master of Science (120 credits) programme in Service Management (SASMA).

Language of instruction: English

Main field of studies

Service Management

Depth of study relative to the degree requirements

A2E, Second cycle, contains degree project for Master of Arts/Master of Science (120 credits)

Learning outcomes

For a grade of Pass on the course, the student shall be able to

Knowledge and understanding

- demonstrate both general and specialised knowledge and understanding of research and issues in the field of service management, including the specific area of study, based on the use of current and relevant research
- demonstrate specialised methodological knowledge in the field of service management, and

- demonstrate understanding of how the chosen research topic contributes to society through persuasive arguments for the societal relevance of the completed project

Competence and skills

- demonstrate ability to critically, autonomously and creatively identify and formulate research problems of scholarly and societal relevance, and thereby contribute to knowledge development in the field
- demonstrate ability to analyse, assess and deal with complex phenomena, issues and situations, and, using appropriate methods, critically and systematically integrate knowledge and information from different sources
- demonstrate ability to plan and execute advanced research assignments within predetermined time frames and reflect on and evaluate this work
- demonstrate ability, in an international context, orally and in writing, to clearly account for and discuss their conclusions and the knowledge and arguments on which they are based in dialogue with different groups, and
- demonstrate ability to use an appropriate scholarly approach to communicate orally and in writing, including the use of referencing and the structuring of scholarly texts

Judgement and approach

- demonstrate ability to make assessments in the field of service management informed by relevant scholarly, social, environmental and ethical issues with regard to previous research, their own research project and the studied topic, and
- demonstrate ability to identify their own need for further knowledge in the field of study

Course content

In the course, the student produces an independent assignment (degree project) in a clearly delimited part of the service management field.

The project has a scientific basis and satisfies the requirements for advanced theoretical and methodological insights. During the course, the student plans and carries out a scholarly study, writes an academic paper and reviews another academic paper. The completed degree project is reviewed by other students at a final seminar.

Course design

The course consists of supervision, seminars and a final seminar including compulsory critical review.

A supervisor for each paper is appointed before the start of the course. The supervision period is limited to the semester in which the student was first registered for the course. Exemptions can be made if there are special grounds.

The degree project is to be registered in an Open Access database on a server belonging to Lund University. Each student selects their own level of publication.

Assessment

The course is assessed through assessment of the completed degree project, the defence and the completed critical review. The degree project is written in a group of two students. Exemptions can be made if there are special grounds.

Three opportunities for examination are offered in conjunction with the course: a first examination and two re-examinations. At least two further re-examinations on the same course content are offered within a year of the end of the course. After this, further re-examination opportunities are offered, but in accordance with the current course syllabus.

The examiner, in consultation with Disability Support Services, may deviate from the regular form of examination in order to provide a permanently disabled student with a form of examination equivalent to that of a student without a disability.

Subcourses that are part of this course can be found in an appendix at the end of this document.

Grades

Marking scale: Fail, E, D, C, B, A.

The grade for a non-passing result is Fail.

The student's performance is assessed on the basis of the learning outcomes for the course. For the grade of E, the student has demonstrated acceptable results. For the grade of D, the student has demonstrated satisfactory results. For the grade of C, the student has demonstrated good results. For the grade of B, the student has demonstrated very good results. For the grade of A, the student has demonstrated excellent results. For the grade of Fail, the student has demonstrated unacceptable results.

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 on the course.

Entry requirements

To be admitted to the course, students must have at least 60 credits in the Master of Science programme in Service Management, including 30 credits in methodology and/or theory in the Master of Science (120 credits) programme in Service Management (SASMA).

Subcourses in SMMM20, Service Management: Master's (Two Years)
Thesis

Applies from V12

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Grading scale: Fail, E, D, C, B, A