



Faculty of Social Sciences

SMMR10, Service Management: Theories of Science and Social Sciences Theories for Service Studies, 15 credits

Service management: Vetenskapsteori och samhällsvetenskapliga teorier för tjänstevetenskap, 15 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 2015-05-19 to be valid from 2015-08-01, autumn semester 2015.

General Information

The course is part of semester 1 of the Master's programme in Service Management.

Language of instruction: English

Main field of studies

Service Management

Depth of study relative to the degree requirements

A1N, Second cycle, has only first-cycle course/s as entry requirements

Learning outcomes

On completion of the course, the student shall demonstrate

Knowledge and understanding

- knowledge of key concepts within service studies and understanding of main historical traditions within the theory of science.

Competence and skills

- ability to apply service studies and the theory of science to analyses of service activities, primarily within retail, logistics or tourism,
- ability to apply service studies to the management of service activities,

Judgement and approach

- ability to approach theories and practice within service activities critically, and
- ability to connect the theory of science to the choice of of research approach in a social science research study, such as a paper.

Course content

The course combines an introduction to advanced service studies with an introduction to theory of science.

The course provides students with an introduction to key concept within service studies, focusing on retail, logistics or tourism. Furthermore, students are introduced to the main historical traditions within the theory of science. Among the service studies key concepts introduced are the service encounter, servicescape, sustainable services and service-dominant logic. The historical theory of science traditions addressed include positivism, hermeneutics and post-structuralism.

Using discussion seminars based on monographs in the social sciences, the course also provides an introduction to the use of social sciences theories for the management of service activities. Different monographs are used for the different specialisations of retail, logistics or tourism to make the course as relevant as possible to the different specialisations.

Major emphasis is placed on demonstrating what it means to adopt a critical approach in the social sciences. The distinction between "criticism" (to have critical views in general) and "critique" (to problematise an issue) is stressed. Further stress is placed on the value of a critical service studies approach to the professional management of service activities.

Course design

The teaching consists of lectures, seminars and workshops.

Attendance at seminars is compulsory unless there are special grounds. An alternative form or date for compulsory components is offered to students who are not able to complete a compulsory component owing to circumstances beyond their control, e.g. accident, sudden illness or similar. This also applies to students who have missed teaching because of activities as a student representative.

Assessment

The assessment is based on written exams.

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

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 grades awarded are A, B, C, D, E or Fail. The highest grade is A and the lowest passing grade is E. The grade for a non-passing result is Fail.

The student's performance is assessed with reference to the learning outcomes of the course. For the grade E, the student should show acceptable results. For the grade of D the student must show satisfactory results. For the grade of C the student must show good results. For the grade of B the student must show very good results. For the grade of A the student must show excellent results. For the grade of Fail the student must have shown unacceptable results.

At the start of the course, students are informed of about the learning outcomes stated in the syllabus and about the grading scale and it is applicatied in the course.

Entry requirements

To be admitted to the course, students must be admitted to the Master?s programme in Service Management (SASMA), 120 credits.

Further information

This course replaces SMMP10.

Subcourses in SMMR10, Service Management: Theories of Science and Social Sciences Theories for Service Studies

Applies from H15

- 1501 Written examination 1, 6,0 hp
Grading scale: Fail, E, D, C, B, A
- 1502 Written examination 2, 9,0 hp
Grading scale: Fail, E, D, C, B, A