**Reading list for Service Work: Emotions, Ethics, Enterprising, 5 credits**

The reading list was approved by the department of service management and service studies

18 December 2012, last revised 2 March, 2020.

The reading list is valid from 15 March, 2020.

The literature consists of five mandatory articles that will function as a point of departure for each theme/module, plus two additional articles. A list of five optional articles for each theme is listed below. The course participants can choose among those, or other articles by own choice in agreement with the teachers.

Emotional labour

*Mandatory literature*

Bolton, Sharon C. (2000). Who cares? Offering emotion work as a “gift” in the nursing labour process. *Journal of Advanced Nursing*, 32(3), 580-586.

Bolton, Sharon C. (2009). Getting to the heart of the emotional labour process: a reply to Brook. *Work, Employment & Society*. 23(3), 549-560.

Brook, Paul (2009). In critical defence of “emotional labour”: Refuting Bolton´s critique of Hochschild´s concept. *Work, Employment & Society*. 23(3), 531-548.

Hancock, Philip; Sullivan, Katie & Tyler, Melissa (2015). A touch too much: Negotiating masculinity, propriety and proximity in intimate labour. *Organization Studies*. 36(12), 1715-1739.

Payne, Jonathan (2009). Emotional labour and skill: A reappraisal. *Gender, Work and Organization.* 16(3): 348-367.

*Suggested reading, by choice*

Brandth, Berit & Haugen, Marit S. (2014). Embodying the Rural Idyll in Farm Tourist Hosting. *Scandinavian Journal of Hospitality and Tourism*. 14(2) 101-115.

Cohen, Rachel Lara (2010). When it pays to be friendly: Employment relationships and emotional labour in hairstyling. *The Sociological Review*. 58(2), 197-218.

Humphrey, Ronald H.; Ashforth, Blake E. & Diefendorff, James M. (2015). The bright side of emotional labor. *Journal of Organizational Behavior*. 36, 749-769.

Nixon, Darren (2009). ‘I Can’t Put a Smiley Face On’: Working-Class Masculinity, Emotional Labour and Service Work in the ‘New Economy’. *Gender, Work and Organization*, 16 (3).

O`Brien, Elaine & Linehan, Carol (2016). The last taboo?: Surfacing and supporting Emotional Labour in HR work. *The International Journal of Human Resource Management*. Published online: <https://doi.org/10.1080/09585192.2016.1184178>

Work ethics

*Mandatory literature*

Alacovska, Ana (2018) Informal creative labour practices: A relational work perspective. *Human Relations* 71(12): 1563-1589.

Arvidsson, Adam; Malossi, Giannino & Naro, Serpica (2010). Passionate work? Labour conditions in the Milan fashion industry. *Journal for Cultural Research*. 14(3), 295-309.

Gerber, Alison & Childress, Clayton (2017). I don´t make objects, I make projects: Selling things and selling selves in contemporary artmaking. *Cultural Sociology*. Vol 11(2), 234-254.

Petersson McIntyre, Magdalena (2014). Commodifying Passion. *Journal of Cultural Economy*. 7(1) 79-94.

Standing, Guy (2014). Understanding the Precariat through Labour and Work. *Development and Change*. 45(5) 963-980.

*Suggested reading, by choice*

Banks, Mark & Milestone, Katie (2011). Individualization, gender and cultural work. *Gender, Work & Organization*. 18(1), 73-89.

Endrissat, Nada; Islam, Gazi & Noppeney, Claus (2015). Enchanting Work: New Spirits of Service Work in an Organic Supermarket. *Organization Studies*. 36(11) 1555-1576.

Land, Chris & Taylor, Scott (2010). Surf´s Up: Work, life, balance and brand in a new age capitalist organization. *Sociology*. 44(3), 395-413.

Martin, Nina (2014). Food fight! Immigrant Street Vendors, Gourmet Food Trucks and the Differential Valuation of Creative Producers in Chicago. *International Journal of Urban and Regional Research*. 38(5) 1867-1883.

Wright, Adrian (2015). It’s all about games: enterprise and entrepreneurialism in digital games. *New Technology, Work and Employment*. 30(1) 32-46.

Enterprising & Entrepreneurship

*Mandatory literature*

Bruni, Attila; Gherardi, Silvia; Poggio, Barbara (2004). Doing gender, doing entrepreneurship: An ethnographic account of intertwined practices. *Gender, Work and Organization.* 11(4), 406-429.

Carlsson, Bo, Pontus Braunerhjelm, Maureen McKelvey, Christer Olofsson, Lars Persson and Håkan Ylinenpää (2013) The evolving domain of entrepreneurship research. *Small Business Econonomics* 41:913–930.18 p

Scharff, Christina (2016) The Psychic Life of Neoliberalism: Mapping the Contours of Entrepreneurial Subjectivity. *Theory, Culture & Society* 33(6), 107–122. 16 p.

Albinsson, Staffan (2018) Musicians as entrepreneurs or entrepreneurs as musicians? *Creativity and Innovation Management* 27(3): 348-357. 10 p.

Wagener, Stephanie; Gorgievski, Marjan & Rijsdijk, Serge (2010). Businessman or host? Individual differences between entrepreneurs and small business owners in the hospitality industry. *The Service Industries Journal.* 30(9), 1513-1527.

*Suggested reading, by choice*

Ahl, Helene, & Marlow, Susan. (2012). Exploring the dynamics of gender, feminism and entrepreneurship: advancing debate to escape a dead end? *Organization, 19*(5), 543-562.

Andersson Cederholm, Erika & Malin Åkerström (2016): With a little help from my friends – relational work in leisure-related enterprises. *The Sociological Review*, Vol 64(4): 748-765.

Hjort, Daniel (2013). Public entrepreneurship: desiring social change, creating sociality. *Entrepreneurship and Regional Development.* 25(1-2) 34-51.

Kenny, Kate, & Scriver, Stacey. (2012). Dangerously empty? Hegemony and the construction of the Irish entrepreneur. *Organization, 19*(5), 615-633.

Tedmanson, Deirdre, Verduyn, Karen, Essers, Caroline, & Gartner, William B. (2012). Critical perspectives in entrepreneurship research. *Organization, 19*(5), 531-541.

Williams, Colin C. (2008). Beyond ideal-type depictions of entrepreneurship: some lessons from the service sector in England. *The Service Industries Journal*. 28(7), 1041-1053.