



LUND
UNIVERSITY

Faculty of Social Sciences

**SMMM11, Service Management: Master's (60 credits) Thesis,
15,0 credits**

*Service Management: Examensarbete för magisterexamen, 15.0
högskolepoäng*

Second Cycle / Avancerad nivå

Confirmation

The course syllabus was confirmed by the board of the Department of Service Management and Service Studies on 2013-12-17 to be valid from 2014-01-01.

General Information

The course is included in the main field and comprises the degree project for a degree of Master (60 credits) in Service Management.

Teaching languages: English

Main field of studies

Service Management

Specialization

A1E, Second cycle contains Bachelor 's essay for Master' s degree

Course goal

On completion of the course, the student shall

Knowledge and understanding

- - demonstrate knowledge and understanding in service management, including both an overview of the field and specialised knowledge in certain areas of the field as well as insight into current research and development work, and

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work, and - demonstrate specialised methodological knowledge in service management

Evaluation ability and approach

- - demonstrate the ability to integrate knowledge and analyse, assess and deal with complex phenomena, issues and situations even with limited information
- - demonstrate the ability to identify and formulate issues autonomously as well as to plan and, using appropriate methods, undertake advanced tasks within predetermined time frames
- - demonstrate the ability in speech and writing to report clearly and discuss his or her conclusions and the knowledge and arguments on which they are based in dialogue with different audiences, and
- demonstrate the skills required for participation in research and development work or employment in some other qualified capacity.

Evaluation ability and approach

- - demonstrate the ability to make assessments in service management informed by relevant disciplinary, social and ethical issues and also to demonstrate awareness of ethical aspects of research and development work
- - demonstrate insight into the possibilities and limitations of research, its role in society and the responsibility of the individual for how it is used, and
- - demonstrate the ability to identify the personal need for further knowledge and take responsibility for his or her ongoing learning.

Course content

The student is to write an independent degree project in a delimited area of the field of service management. The degree project is to rest on a scholarly foundation and meet the requirements of fundamental theoretical and methodological understanding.

Course implementation

The teaching consists of supervision and a final seminar including compulsory critical review of a fellow students degree project.

A supervisor is appointed for each student before the start of the course. The supervisor provides advice and views on the design of the study. However, the course is also a form of independent study and the student is responsible for the completion of his or her project. The hours for supervision are restricted to the semester for which the student was initially registered. Exceptions can be made if there are valid reasons.

The degree project is to be submitted electronically in accordance with the departments instructions for open access publication in a database on a server owned by Lund University. In exceptional cases and on application to the head of department, students may be exempted from the obligation to publish.

Course examination

The assessment is mainly based on the quality of the finished degree project, but also to some extent on the students defence of the project and critical review of a fellow students project.

The examination is in the form of a written degree project.

An examiner who has not acted as supervisor of the degree project is appointed for the assessment of the degree project, the defence and the critical review.

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.

Grading scale

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

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

The student's performance is assessed with reference to the learning outcomes of the course. For the grade of E, the student must 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 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 about the learning outcomes stated in the syllabus and about the grading scale and how it is applied in the course.

Entry requirements

There are no specific admission requirements for the course.