

Reading list for Service Management: Master's (120 credits) Thesis, 30 credits (SMMM20)

The literature was approved by the Board of the Department of Service Management 27 October, 2011, revised by the Board of the Department of Service Management and Service Studies 11 November 2014.

The literature is valid from 1 January, 2015.

- Booth, Wayne C., Colomb, Gregory G. & Williams, Joseph M. (2008). *The Craft of Research*. Chicago: Chicago University Press. [317 pp. ISBN 0226062643] Also available as an E-book.
- Bryman, Alan. (2012). *Social Research Methods*. Oxford: Oxford University Press. [766 pp. ISBN 9780199588053]
- Silverman, David. (2007). *A Very Short, Fairly Interesting and Reasonably Cheap Book about Qualitative Research*. Thousand Oaks: Sage. [159 pp. ISBN 1412945968]
- Whatmore, Sarah, Pryke, Michael & Rose, Gillian (Eds.). (2003). *Using Social Theory: Thinking Through Research*. Thousand Oaks: Sage. [196 pp. ISBN 0761943773] Also available as an E-book.

The student is expected to use literature from previous courses within the programme and other literature chosen by the student, approximately 2500 pages.

Total amount of pages: Approx. 4000

Litteraturlista för Service Management: Examensarbete för masterexamen (120 hp), 30 hp, (SMMM20)

Litteraturlistan är fastställd av styrelsen för institutionen för service management 27 oktober 2011, senast reviderad av styrelsen för institutionen för service management och tjänstvetenskap 11 november 2014.

Litteraturlistan börjar gälla 1 januari 2015.

- Booth, Wayne C., Colomb, Gregory G. & Williams, Joseph M. (2008). *The Craft of Research*. Chicago: Chicago University Press. [317 sidor. ISBN 0226062643] Finns också som E-bok.
- Bryman, Alan. (2012). *Social Research Methods*. Oxford: Oxford University Press. [766 sidor. ISBN 9780199588053]
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Studenten förväntas använda litteratur från tidigare kurser inom programmet samt egen vald litteratur om ca 2500 sidor.

Totalt antal sidor: ca 4000 sidor.