



Faculty of Social Sciences

KSMD41, Methods and Analytical Skills, 15 credits

Metod och analytisk färdighet, 15 högskolepoäng

First Cycle / Grundnivå

Details of approval

The syllabus is an old version, approved by the board of the Department of Service Management and Service Studies on 2017-11-08 and was valid from 2018-01-01, spring semester 2018.

General Information

The course is a compulsory component of the Bachelor of Science programme in Service Management and included in semester 4.

Some components may be in English.

Main field of studies

Service Management

Depth of study relative to the degree requirements

G1F, First cycle, has less than 60 credits in first-cycle course/s as entry requirements

Learning outcomes

For a Pass on the course, students shall be able to

Knowledge and understanding

- demonstrate knowledge and understanding of different basic concepts of the theory of science and methodology
- demonstrate knowledge and understanding of the application areas of different methods based on basic concepts of the theory of science

Competence and skills

- demonstrate the ability to develop a problem formulation aligned with the aim and issue and including both theoretical and empirical phenomena
- demonstrate skills with regard to questionnaire surveys, interview and observation methodology, and document studies
- demonstrate skills in the analysis of different empirical materials

Judgement and approach

- demonstrate the ability to justify, assess and understand the choice of method for research projects, taking relevant disciplinary, societal and ethical aspects into account

Course content

The course includes the following components:

Quantitative methodology (5.5 credits). The component deals with general issues of quantitative methodology, focusing on academic integrity, theory of science, research ethics and research design. Furthermore, the component deals with univariate and bivariate correlation analysis and questionnaire design. The component also provides an introduction to the SPSS statistics software. The assessment of the component is based on an invigilated written exam and on active participation in laboratory sessions.

Research design- quantitative methodology (2 credits). During this component, students will use their theoretical knowledge to design a quantitative study. The assessment of the component is based on a written assignment and active participation in workshops.

Qualitative methodology (5.5 credits). The component deals with general issues of qualitative methodology, focusing on academic integrity, theory of science, research ethics and research design. Furthermore, the component deals with observation, interview and document studies. The assessment of the component is based on an invigilated written exam and on active participation in seminars.

Research design- qualitative methodology (2 credits). During this component, students will use their theoretical knowledge to design a qualitative study. The assessment of the component is based on a written assignment and active participation in workshops.

Course design

The teaching consists of lectures, guest lectures and method exercises comprising computer-based laboratory sessions, seminars and workshops.

Unless there are valid reasons to the contrary, participation is required in method exercises and guest lectures. Students who have been unable to participate due to circumstances such as accidents or sudden illness will be offered the opportunity to compensate for or re-take compulsory components. This also applies to students who have been absent because of duties as an elected student representative.

Assessment

The assessment of the course is based on written assignments, oral presentations and individual invigilated written exams.

The following opportunities for assessment shall be offered for each course/module with identical content: a first examination, a retake exam close to the first examination and a second retake exam for courses that have been completed in the past academic year (catch-up exam).

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, Pass, Pass with distinction.

For a grade of Pass, students must have attained the learning outcomes stated for the course. For a grade of Pass with Distinction, students must have demonstrated

particular theoretical awareness and analytical ability. To be awarded a grade of Pass with Distinction on the course as a whole, students have obtained this grade on: the written exam in qualitative methodology, the written exam in quantitative methodology or research design.

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

For admission to the course, students must have passed 45 credits in Service Management from the first year of the programme, including Introduction to Service Management (KSMB11), 15 credits.

Further information

This course replaces Methods and Analytical Skills, KSMC41, 15 credits.

Subcourses in KSMD41, Methods and Analytical Skills

Applies from V18

- 1701 Written Exam - Quantitative Methods, 5,5 hp
Grading scale: Fail, Pass, Pass with distinction
- 1702 Assignment - Quantitative Methods, 2,0 hp
Grading scale: Fail, Pass, Pass with distinction
- 1703 Written Exam - Qualitative Methods, 5,5 hp
Grading scale: Fail, Pass, Pass with distinction
- 1704 Assignment - Qualitative Methods, 2,0 hp
Grading scale: Fail, Pass, Pass with distinction