

**SMMN10, Service Management: Theory of Science and
Methodology in Service Management, 15 credits**

*Service Management: Theory of Science and Methodology in Service
Management, 15 högskolepoäng*
Second Cycle / Avancerad nivå

Details of approval

The syllabus was approved by the Board of the Department for Service Management on 2012-11-13 and was last revised on 2013-02-08 by the board of the Department of Service Management and Service Studies. The revised syllabus applies from 2013-02-08, autumn semester 2013.

General Information

The course is offered during the second term within the Master of Science Programme (120 credits) in Service Management. The course is to be directed towards the student's specialisation within the programme.

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 a theoretical and practical understanding of traditional and contemporary critical perspectives in the social sciences
- be able to efficiently apply critical perspectives to tourism and hospitality, logistics and retail research and the tourism and hospitality, logistics and retail sectors
- be able to critically assess scientific research articles and other texts (e.g. public policies or corporate strategies), primarily within the field of tourism and hospitality, logistics and retail
- be able to critically assess, managerial and non-managerial practices within the field of tourism and hospitality, logistics or retail (internship)

Course content

The general purpose is that the student at the end of the course will have gained a theoretical and practical knowledge about the nature and practice of a critical approach to tourism and hospitality, logistics and retail research. The student should be able to understand how tourism and hospitality, logistics and retail research can be analyzed from various critical perspectives.

The course is divided into modules and includes an internship. Examples of modules are:

- Introduction to critique in the social sciences

This module is an introduction to traditional and contemporary critical perspectives in the social sciences.

- Macro-critical perspectives

Focusing on, for example mobility and ecology, this module features critical perspectives of particular relevance for macro-level studies in tourism and hospitality, logistics and retail.

- Meso-critical perspectives

Focusing on, for example critical management studies, this module features critical perspectives of particular relevance for meso-level studies (e.g., studies of companies, nonprofit or public organizations) in tourism and hospitality, logistics and retail.

- Micro-critical perspectives

Focusing on, for example ethics, this module features critical perspectives of particular relevance for micro-level studies (e.g., studies of groups or individuals) in tourism and hospitality, logistics and retail.

- Internship: The course includes a mandatory part-time internship. The internship can be conducted in parallel with or directly after the other modules.

Course design

Teaching consists of lectures, interactive seminars, workshops and an internship.

Assessment

The examination is of both oral and written nature, and continuous throughout the course. In more detail the examination is divided into an internship report (pass/fail), discussion at specific seminars (pass/fail), an individual intermediary home exam and a final individual home exam (both following the A-F scale).

Examinations are scheduled during the academic year only. Two opportunities for re-examination are offered after the end of the course. The student has the right to participate in examinations during the following terms, but in accordance with the course regulations that apply at the time.

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 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 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 of A the student must show excellent results. For the grade of Fail the student must have shown unacceptable results.

The internship report is exempted from the grading scale above. The grade awarded for the internship report is Pass or Fail. For the grade of Pass the student must show acceptable results.

Entry requirements

To be eligible for the course the student must have at least 30 credits, including 15 credits in research method and/or theory of science, within the Master of Science Programme in Service Management.

Subcourses in SMMN10, Service Management: Theory of Science and Methodology in Service Management

Applies from V12

1101 Theory of Science and Methodology in Service Management, 15,0 hp
Grading scale: Fail, E, D, C, B, A