



**LUND**  
UNIVERSITY

Faculty of Social Sciences

**SMMP10, Service Management: Theory of Science and  
Research Fields, 15,0 credits**

*Service management: Vetenskapsteori och forskningsfält, 15.0  
högskolepoäng*

**Second Cycle / Avancerad nivå**

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**Confirmation**

The course syllabus is an old version confirmed by the board of the Department of Service Management on 2013-08-20 and was valid from 2013-09-01.

**General Information**

*Main field of studies*

Service Management

*Specialization*

A1N, Second cycle, has only first-cycle course/s as entry requirements

**Course goal**

On completion of the course, the student shall

- demonstrate an understanding of historical and present-day social sciences perspectives on epistemology, theory and criticism,
- demonstrate an advanced ability to analyse social sciences perspectives on service studies within retail, logistic or tourism critically,
- demonstrate an understanding of the fact that theories in service studies are not isolated from but are rather a part of a dominant social order (capitalist, post-colonial, patriarchal),
- demonstrate an ability to use these theories in academic and/or professional contexts, with the ability to handle complex subjects, questions and situations presented orally and in writing.

## **Course content**

The course treats the contextual nature of theory in social sciences. Theory and criticism are regarded as performative actions central for performance of services. The course particularly emphasises that the perspective of theory construction as a socially constructed process in a dominant social order (capitalist, post-colonial, patriarchal).

In the course, the mutual dependency between theory, method and methodology is emphasised, and that it is important to be able to work actively with theory: not only in the university domain but in all higher vocational education and training.

The limits of the disciplines, and thematic contents of the scientific fields of tourism, retail, and logistic are also discussed in the course. The fact that these fields of knowledge are developed in close relation with the surrounding the society is emphasized.

## **Course implementation**

The teaching is given as lectures, seminars and workshops.

## **Course examination**

Examination takes place in the form of workshop and written examination. In connection with the course, three examination sessions being offered; regular test and two re-examinations.

Within a year after the end of the course are offered at least two additional examination sessions on the same course contents.

After that, the student is offered further examination sessions but in accordance with then current course syllabus

## **Grading scale**

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

The grades awarded are A, B, C, D, E or Fail. 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 a 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.

At the start of the course, students are informed about the learning outcomes stated in the syllabus and about the grading scales and how it is applied in the course.

## **Entry requirements**

The student should be admitted to the Master's programme in service management (SASMA).