



Literature for SMMP11, Service Management: Managing Service Organizations applies from autumn semester 2015

Literature established by the board of the Department of Service Management and Service Studies on 2015-09-15 to apply from 2015-10-01

See appendix.

Reading list for Service Management: Managing Service Organisations, 15 credits (SMMP11)

The reading list was approved by the Board of the Department of Service Management and Service Studies 29 August 2013, revised 15 September 2015.

The reading list is valid from 1 October 2015.

Bernard Burnes. (2009). *Managing Change – A Strategic Approach to Organisational Dynamics*. (5th Edition). London: Prentice Hall. (620 pp. ISBN 978-0-273-71174-2)
Gammel, Paul, Van Looy, Bart & Dierdonck, Roland Van. (2013). *Service Management – An Integrated Approach*. London: Pearson. [504 pp. ISBN 978-0-273-73203-7]
Morgan, A. Gareth. (1986). *Images of Organization*. New York: Sage. [500 pp. ISBN 0-7619-0633-9]

In addition several relevant research articles on various key management topics such as Leadership, Empowerment, Brand Management, Experience, HRM, Information Technologies and Management, Quality, Learning will be used.

Total approx: 1900 pp.

Litteraturlista för Service management: Ledning och styrning av serviceorganisationer, 15 hp (SMMP11)

Litteraturlistan är fastställd av styrelsen för institutionen för service management och tjänstvetenskap 29 augusti 2013, senast reviderad 15 september 2015.

Litteraturlistan börjar gälla 2015-10-01.

Bernard Burnes. (2009). *Managing Change – A Strategic Approach to Organisational Dynamics*. (Femte upplagan). London: Prentice Hall. (620 sid. ISBN 978-0-273-71174-2)
Gammel, Paul, Van Looy, Bart & Dierdonck, Roland Van. (2013). *Service Management – An Integrated Approach*. London: Pearson. [504 sid. ISBN 978-0-273-73203-7]
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Dessutom tillkommer artiklar och annat skriftligt material inom *Leadership, Empowerment, Brand Management, Experience, HRM, Information Technologies and Management, Quality, Learning*.

Totalt antal sidor: ca 1900