



Faculty of Social Sciences

SMMM12, Service Management: Master's (One Year) Thesis, 15 credits

*Service management: Examensarbete för magisterexamen, 15
högskolepoäng*

Second Cycle / Avancerad nivå

Details of approval

The syllabus is an old version, approved by the board of the Department of Service Management and Service Studies on 2019-11-13 and was valid from 2020-01-01, spring semester 2020.

General Information

The course is included in the main field of study and comprises the degree project for the Master's degree (60 credits) in Service Management.

Main field of studies

Service Management

Depth of study relative to the degree requirements

A1E, Second cycle, contains degree project for Master of Arts/Master of Science (60 credits)

Learning outcomes

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

Knowledge and understanding

- demonstrate knowledge and understanding of Service Management, including both an overview of the field and specialised knowledge in certain areas of the field as well as insight into current research and development work.
- demonstrate specialised methodological knowledge of Service Management.

Competence and skills

- demonstrate the ability to integrate knowledge and to analyse, assess and handle complex phenomena, issues and situations even with limited information.
- demonstrate the ability to identify and formulate issues autonomously as well as to plan and, using appropriate methods, undertake advanced tasks within predetermined time frames.
- demonstrate the ability in speech and writing to account clearly for, and discuss, their conclusions and the knowledge and arguments on which they are based in dialogue with different audiences.
- demonstrate the skills required for participation in research and development work or employment in some other qualified capacity.

Judgement and approach

- demonstrate the ability to make assessments within Service Management informed by relevant research, social and ethical aspects and also to demonstrate awareness of ethical aspects of research and development work.
- demonstrate insight into the possibilities and limitations of research, its role in society and the responsibility of the individual for how it is used.
- demonstrate the ability to identify the personal need for further knowledge and take responsibility for their ongoing learning.

Course content

The student is to write an independent degree project in a delimited area of the field of Service Management. The degree project is to be based on a scholarly foundation and meet the requirements of fundamental theoretical and methodological understanding.

Course design

The teaching consists of supervision and a final seminar including compulsory critical review of a fellow student's degree project.

A supervisor is appointed for each student before the start of the course. The supervisor provides advice and views on the design of the study. However, the course is also a form of independent study and the student is responsible for the completion of their project. The hours of supervision are limited to the semester in which the student first registered for the course. Exceptions can be made if there are special grounds.

The degree project is to be registered in an Open Access database belonging to Lund University. Each student determines their own level of publication.

Assessment

The assessment is mainly based on the quality of the finished degree project, but also to some extent on the student's defence of the project and critical review of a fellow student's project.

The examination is in the form of a written degree project.

An examiner who has not acted as supervisor of the degree project is appointed for the assessment of the degree project, the defence and the critical review.

The course includes opportunities for assessment at a first examination, a re-sit close to the first examination and a second re-sit for courses completed in the past year (catch-up exam). At least two further re-examinations on the same course content are offered within a year of a major change to, or discontinuation of, the course. Thereafter, the student is offered further examination opportunities, but in accordance with the current course syllabus.

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, E, D, C, B, A.

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 has demonstrated acceptable results. For the grade of D, the student has demonstrated satisfactory results. For the grade of C, the student has demonstrated good results. For the grade of B, the student has demonstrated very good results. For the grade of A, the student has demonstrated excellent results. For the grade of Fail, the student has demonstrated unacceptable results.

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

Admission to the course requires at least 15 credits and at least 7 credits in methodology within the Master's (120 credits) programme in Service Management (SASMA).

Further information

This course replaces Service Management: The degree project for a Degree of Master (60 credits), SMMM11, 15 credits, may not be included in the same qualification.

Subcourses in SMMM12, Service Management: Master's (One Year) Thesis

Applies from V20

2001 Master's (One Year) Thesis, 15,0 hp
Grading scale: Fail, E, D, C, B, A