



Faculty of Social Sciences

## **SMMM20, Service Management: Master's (Two Years) Thesis, 30 credits**

*Service Management: Examensarbete för masterexamen, 30  
höskolepoäng*

**Second Cycle / Avancerad nivå**

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### **Details of approval**

The syllabus is an old version, approved by the board of the Department of Service Management and Service Studies on 2014-11-11 and was last revised on 2017-11-08. The revised syllabus applied from 2017-12-01, spring semester 2018.

### **General Information**

The course is included in semester 4 of the the Master of Science (120 credits) programme in Service Management (SASMA).

*Language of instruction:* English

*Main field of studies*

Service Management

*Depth of study relative to the degree requirements*

A2E, Second cycle, contains degree project for Master of Arts/Master of Science (120 credits)

### **Learning outcomes**

For a Pass on the course, students shall demonstrate

### **Knowledge and understanding**

- both general and specialised knowledge and understanding of research and issues in the field of service management, including the specific area of study, on

This is a translation of the course  
syllabus approved in Swedish

- the basis of current and relevant research
- specialised methodological knowledge within the field of service management, and
- understanding of how the chosen research topic contributes to society demonstrated by persuasive arguments for the societal relevance of the completed project

## **Competence and skills**

- ability to identify and formulate issues of relevance to research and to society critically, autonomously and creatively and so contribute to the formation of knowledge in the field
- ability to analyse, assess and deal with complex phenomena, issues and situations, and, using appropriate methods, critically and systematically integrate knowledge and information from different sources
- ability to plan and execute advanced research assignments within predetermined time frames and reflect on and evaluate this work
- ability in speech and writing and in an international context to clearly report and discuss their conclusions and the knowledge and arguments on which they are based in dialogue with different audiences, and
- ability to use an appropriate scholarly approach to communicate in speech and writing, including use of referencing and the structure of academic papers

## **Judgement and approach**

- ability to make assessments in the field of service management informed by relevant disciplinary, social, environmental and ethical issues with regard to previous research, their own research project and its object, and
- ability to identify the personal need for further knowledge in the field of study

## **Course content**

The student is to individually and independently write a degree project in a clearly delimited part of the field of service management. The degree project is to be based on relevant and current research in the area and satisfy the requirement of advanced theoretical and methodological understanding.

## **Course design**

The course consists of supervision and a final seminar including compulsory peer review.

A supervisor is appointed for each student before the start of the course. 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 on a server owned by Lund University. The student independently chooses the level of access.

## 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.

Three opportunities for examination are offered in conjunction with the course: a first examination and two re-examinations. At least two further re-examinations on the same course content are offered within a year of the end of the course. After this, further re-examination opportunities are offered 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 must show sufficient 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.

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**

To be admitted to the course, students must have at least 60 credits in the Master of Science (120 credits) programme in Service Management, including 30 credits in methodology and/or theory in the Master of Science programme in Service Management (SASMA), 120 credits.

## Subcourses in SMMM20, Service Management: Master's (Two Years) Thesis

Applies from V12

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Grading scale: Fail, E, D, C, B, A