



LUND
UNIVERSITY

Faculty of Social Sciences

SMMN12, 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 was approved by the board of the Department of Service Management and Service Studies on 2021-09-15 and was last revised on 2023-10-04 by the board of the Department of Service Studies. The revised syllabus applies from 2024-01-15, spring semester 2024.

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.

Language of instruction: English

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 grade of Pass on the course, the student 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 autonomously identify and formulate issues as well as to plan and, using appropriate methods, undertake advanced tasks within predetermined time frames
- demonstrate the ability, orally and in writing, to clearly account for, and discuss, their conclusions and the knowledge and arguments on which they are based in dialogue with different groups
- 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 their personal need for further knowledge and take responsibility for their ongoing learning

Course content

In the course, the student prepares an independent assignment (degree project) in a clearly delimited part of the Service Management field.

The project has a scientific basis and satisfies the requirements for advanced theoretical and methodological insights. During the course, the student plans and carries out a scholarly study, writes an academic paper and reviews another academic paper. The completed degree project is reviewed by other students at a final seminar.

Course design

The course consists of supervision, seminars and a final seminar including compulsory critical review.

A supervisor for each paper is appointed before the start of the course. The supervision period is limited to the semester in which the student first registered for the course. Exemptions can be made if there are special grounds.

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

Assessment

The course is assessed through assessment of the completed degree project, the defence and the completed critical review. The degree project is written in a group of two students. Exemptions can be made if there are special grounds.

The course includes opportunities for assessment at a first examination, a re-examination close to the first examination and a second re-sit for courses completed in the past year (catch-up exam). Within a year of a major change or discontinuation of the course, at least two further opportunities for assessment are offered on the same course content. 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 on the basis of the learning outcomes for 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 shown unacceptable results.

The component 2201 (Critical review) is excepted from the grading scale above, where the grading scale is failed or Passed.

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

Entry requirements

Entry to the course requires at least 22 credits, of which at least 7 credits in method in the Master's (120 credits) programme in service management (SASMA), 120 credits.

Further information

This course replaces Service Management: Degree Project for a Degree of Master (60 credits), SMMM12, 15 credits and cannot be included in the same qualification.

Subcourses in SMMN12, Service Management: Master's (One Year) Thesis

Applies from V22

- 2201 Opposition, 0,0 hp
Grading scale: Fail, Pass
- 2202 Master's (One Year) Thesis, 15,0 hp
Grading scale: Fail, E, D, C, B, A