



Faculty of Social Sciences

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

Service management: Vetenskapsteori och forskningsfält, 15 högskolepoäng

Second Cycle / Avancerad nivå

Details of approval

The syllabus was approved by the board of the Department of Service Management on 2013-08-20 and was last revised on 2014-05-20 by the board of the Department of Service Management and Service Studies. The revised syllabus applies from 2014-08-01, autumn semester 2014.

General Information

The course is part of semester 1 of the Master's programme in Service Management.

Language of instruction: English

Main field of studies

Service Management

Depth of study relative to the degree requirements

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

Learning outcomes

On completion of the course, the student shall demonstrate understanding of past and present social sciences perspectives on epistemology, theory and criticism, a specialised ability to critically analyse social sciences theories of service management within retail, logistics or tourism, the ability to use these theories in academic and/or professional contexts in order to address complex issues, questions and situations in speech and writing.

Course content

The course combines basic insights into the theory of science and methodology with theories of service management in general and theories of retail, logistics and tourism in particular in order to demonstrate the contextual dependence of the latter areas. Furthermore, the course highlights how the contextually dependent theories relate to professional practice in the respective areas. Emphasis is placed on how the ability to work actively with service management theories, as well as with theories within the theory of science and methodology, is of value not only within academia but in professional practice involving people, the environment and financial resources.

Course design

The teaching consists of lectures, seminars and workshops.

Assessment

The assessment is based on oral and written examinations. Three opportunities for examination are offered in conjunction with the course: a first examination and two re-examinations. Within a year of the end of the course, two further re-examinations on the same course content are offered. After this, further re-examination opportunities are offered but in accordance with the current course syllabus.

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 grading scale is 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 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 in the course.

Entry requirements

To be admitted to the course, students must be admitted to the Master's programme in Service Management (SASMA), 120 credits.

Subcourses in SMMP10, Service Management: Theory of Science and Research Fields

Applies from H13

- 1301 Written Examination 1, 6,0 hp
Grading scale: Fail, E, D, C, B, A
- 1302 Written Examination 2, 9,0 hp
Grading scale: Fail, E, D, C, B, A