

## **SMMP11, Service Management: Managing Service Organizations, 15 credits**

*Service management: Ledning och styrning av serviceorganisationer,  
15 högskolepoäng*  
Second Cycle / Avancerad nivå

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### **Details of approval**

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2013-08-29 and was last revised on 2013-08-29. The revised syllabus applies from 2013-10-01, spring semester 2014.

### **General Information**

*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**

After completion of this course the student is expected to have an in-depth understanding of a range of organizational and management theories including service management with central philosophies, principles, concepts, models as well as various managerial practices related to these theories. More concretely the student should be able to:

- Demonstrate an in-depth understanding of the main stream of different organisational and management schools.
- Demonstrate an understanding of key issues and the specific characteristics of services
- Show ability to identify, compare and analyse differences as well as similarities among mainstream management theories and their respective focus areas.
- Show ability to analyse and reflectively review how the different managerial approaches are affecting leadership styles, human resource management, organisational culture and other key organisational aspects.

## Course content

During the course the main stream of organisational and management theories as well as key issues of service management will be studied and investigated. Through a literature review central issues of ontology and epistemologies related to the main stream of management theories will be treated in terms of management paradigms, organisational structure, leadership, processes, organisational culture, decision making processes, people aspects/human resource management etc. Various management theories will critically be examined and analysed through the selected analytical frameworks.

The treated management theories and practices cover both generic and specific elements of main managerial issues, thus related to both general industrial sectors and specific service sectors as the boundary between different sectors are becoming increasingly unclear.

## Course design

The course will consist of lectures, guest lectures, seminars and project work. In all activities carried out throughout the course the students' proactive participation is important.

## Assessment

Evaluation and examination of the student will be based on several activities, among others their presentation of articles during the seminar, project work and report writing. Active participation during the seminars also forms part of the examination.

Examinations are scheduled during the academic year only. Two opportunities for re-examination are offered after the end of the course. The student has the right to participate in examinations during the following terms, but in accordance with the course regulations that apply at the time.

*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 grades awarded are 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**

The student should be admitted to the Master's programme in service management (SASMA).

## Subcourses in SMMP11, Service Management: Managing Service Organizations

Applies from H13

1301 Exam, 15,0 hp  
Grading scale: Fail, E, D, C, B, A