

SMMV17, Managing Service Organisations, 7.5 credits

*Organisering av och ledarskap i tjänsteverksamheter, 7,5
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 2019-03-20 to be valid from 2019-08-01, autumn semester 2019.

General Information

The course is included in the first semester of all the specialisations of the Master of Science (120 credits) 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

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

Knowledge and understanding

- demonstrate specialised understanding and knowledge of organisation and leadership theories
- understand, explain, integrate and use key concepts, models, theoretical perspectives and paradigms concerning organisation
- understand, explain, integrate and use key concepts, models, theoretical perspectives and paradigms concerning leadership, and
- understand and explain the links between organisation and leadership in a service context

Competence and skills

- demonstrate the ability in speech and writing to clearly present, discuss and report their conclusions and the knowledge and arguments on which they are based in dialogue with different audiences
- demonstrate the ability to apply and use concepts, models, theories and the paradigm in analyses of different organisations

Judgement and approach

- demonstrate the ability to make assessments in the field of organisation and leadership informed by relevant disciplinary, social and ethical issues
- demonstrate the ability to critically reflect on the multiple approaches to organisation and leadership theories

Course content

The principal idea of the course is for students to further develop and deepen their expertise in the organisation and management of service activities. The aim is to enable students to describe, problematise, integrate, analyse and reflect on the links between organisation and leadership. The course consists of the following parts:

In **the first part** of the course, different theoretical approaches to organisation and leadership are presented and discussed.

In the **second part**, the students work on a project to develop their ability to describe, analyse and problematise key issues of organisation and leadership in service activities.

Course design

The teaching consists of lectures, seminars and supervision.

Unless there are valid reasons to the contrary, compulsory participation is required in seminars. Students who have been unable to participate due to circumstances such as accidents or sudden illness will be offered the opportunity to compensate for or re-take compulsory components. This also applies to students who have been absent because of duties as an elected student representative.

Assessment

The assessment is based on

an individual written invigilated exam (4.5 credits).

a project including oral and written presentation (3 credits), composed in groups.

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 or discontinuation 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 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 A the student must show excellent results. For the grade of Fail the student must have shown unacceptable results.

Module code 1902 is exempted from the grading scale above. The grades awarded for this component are Pass or Fail.

For the grade of Pass on the course as a whole, the student must have been awarded at least a grade of E for the individual written invigilated exam (module code 1901) and a grade of Pass for the project (module code 1902).

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, the student must be admitted to the Master of Science (120 credits) programme in Service Management (SASMA), 120 credits.

Oral and written proficiency in English corresponding to English 6/B from Swedish upper secondary school is a requirement. International qualifications will be assessed in accordance with national guidelines.

Subcourses in SMMV17, Managing Service Organisations

Applies from H19

- 1901 Individual Written Exam, 4,5 hp
Grading scale: Fail, E, D, C, B, A
- 1902 Project work, 3,0 hp
Grading scale: Fail, Pass