



Literature for SMAB35, Digitalization and Services applies from autumn semester 2020

Literature established by the board of the Department of Service
Management and Service Studies on 2020-04-22 to apply from 2020-08-31

See appendix.

Litteraturlista för Digitalization and Services (SMAB35), 15 hp

Litteraturlistan är fastställd av styrelsen för institutionen för service management och tjänstevetenskap 2019-08-30, reviderad 2020-04-22.

Litteraturlistan börjar gälla 2020-08-31

- Belk, Russel. (2014). You are what you can access: Sharing and collaborative consumption online. *Journal of Business Research*, ss. 67. Doi:1595-1600. 10.1016/j.jbusres.2013.10.001
- Belk, Russel W. & Llamas, Rosa. (Red.) (2013). *The Routledge companion to digital consumption*. New York: Routledge. [100 s. Utvalda kapitel. ISBN 9781136253379]
- Benckendorff, Pierre, J., Xiang, Zheng., Sheldon, Pauline. J. (red.) (2019). *Tourism information technology*. CABI Publishing. [ca 30 s. Utvalda kapitel, ISBN 9781786393449 eller Elektronisk resurs ISBN 9781786393432].
- Castells, Manuel. (2009). *The rise of the network society*, 2nd edition. Chichester: Wiley Blackwell. [Introduktion och Kapitel 1, 77 s. Elektronisk resurs ISBN 9781444319514]
- Cohen, Maurie J. (2016). *The Future of Consumer Society: Prospects for Sustainability in the New Economy*. Oxford Scholarship Online [Kapitel 6, 27 s. ISBN 9780198768555] Finns som E-bok
- Dredge, Dianne & Gyimóthy, Szilvia. (2015). The collaborative economy and tourism: Critical perspectives, questionable claims and silenced voices. *Tourism Recreation Research*, 40(3), 286-302. [Doi:10.1080/02508281.2015.1086076]
- Fuchs, Christian. (2014). *Social Media: a critical introduction*. London: Sage. [293 s. ISBN 9781446257319] Finns som E-bok
- Fuentes, Christian, Hagberg, Johan & Kjellberg, Hans. (2019). Soundtracking: music listening practices in the digital age. *European Journal of Marketing*, 53(3), 483-503. [Doi: 10.1108/EJM-10-2017-0753]
- Gössling, Stefan, Hall, C. Michael & Andersson, Ann-Christin. (2018). The manager's dilemma: a conceptualization of online review manipulation strategies. *Current issues in tourism*, 21(5), 484-503. [Doi.org/10.1080/13683500.2015.1127337]
- Hagberg, Johan & Fuentes, Christian. (2018). Retail formations: Tracing the fluid forms of an online retailer. *Consumption Markets & Culture*, 21(5), 423-444. [Doi.org/10.1080/10253866.2018.1462168]
- Hagberg, Johan, Sundstrom, Malin, & Egels-Zandén, Niklas. (2016). The digitalization of retailing: an exploratory framework. *International Journal of Retail & Distribution Management*, 44(7), 694712. [Doi: 10.1108/IJRDM-09-2015-0140]
- Ilsøe, Anna. (2017). The digitalisation of service work – social partner responses in Denmark, Sweden and Germany. *Transfer: European Review of Labour and Research*, 23(3), 333-348. [Doi: 10.1177/1024258917702274]
- Makrides, Anna, Vrontis, Demetris & Christofi, Michael. (2019) *The Gold Rush of Digital Marketing: Assessing Prospects of Building Brand Awareness Overseas*. *Business Perspectives and Research*, 8(1), 4-20. [Doi.org/10.1177/2278533719860016]
- Maslen, Sarah & Lupton, Deborah. (2019). 'Keeping It Real': women's Enactments of Lay Health Knowledges and Expertise on Facebook. *Sociology of Health and Illness*, 41(8), 1637-1651. [Doi.org/10.1111/1467-9566.12982]
- Matzner, Martin, Büttgen, Marion, Demirkan, Haluk, Spohrer, Jim, Alter, Steven, Fritzsche, Albrecht, Ng, Irene. C. L., Jonas, Julia. M., Martinez, Veronica, Möslin, Kathrin. M. & Neely, Andy. (2018). Digital Transformation in Service Management. *Journal of Service Management Research (SMR)*, 2(2), 3-21. [Doi.org/10.15358/2511-8676-2018-2-3]
- Prassl, Jeremias (2018). *Humans as a service: the promise and perils of work in the gig economy*. Oxford University Press. [208 s. Elektronisk resurs ISBN 9780198797012]
- Sigala, Marianna. (2018). New technologies in tourism: From multi-disciplinary to anti-disciplinary advances and trajectories. *Tourism Management Perspectives*, 25, 151-155. [Doi.org/10.1016/j.tmp.2017.12.003]

- Sveningsson, Malin. (2012). 'Pity There's So Few Girls!' Attitudes to Female Participation in a Swedish Gaming Context (425-441). In: Fromme J., Unger A. (red) Computer Games and New Media Cultures. Springer, Dordrecht, [16 s. ISBN 9789400727762] Finns som E-bok
- Turkle, Sherry. (2011). Alone together: why we expect more from technology and less from each other. Basic Books, [384 s. Elektronisk resurs ISBN 9780465022342]
- Valenduc, Gérard, & Vendramin, Patricia. (2017). Digitalisation, between disruption and evolution. Transfer: European Review of Labour and Research, 23(2), 121–134. [Doi: 10.1177/1024258917701379]

150 sidor valbar litteratur med fokus på digital retail, digital tourism och digital service management och marketing.

100 sidor övrig valbar litteratur inom ämnet.

Totalt antal sidor: cirka 1 550