

Litteraturlista för SEMB52, Hållbara arbetsvillkor i tjänsteverksamheter gällande från och med höstterminen 2025

**Litteraturlistan är fastställd av Styrelsen för institutionen för tjänstevetenskap
2025-05-14 att gälla från och med 2025-05-14**

Se bilaga.

Litteraturlista för Hållbara arbetsvillkor i tjänsteverksamheter (SEMB52), 7,5 hp

Litteraturlistan är fastställd av styrelsen för Institutionen för tjänstevetenskap 2025-05-14.

Litteraturlistan börjar gälla 2025-05-14.

Högskolan i Borås (senaste upplagan). Guide till Harvardsystemet. Borås: Högskolan i Borås. [51 sid.].
<https://www.hb.se/biblioteket/akademiskt-sprak/referera-till-kallor/guide-till-harvardsystemet/>

- Acker, Joan (2006). Inequality Regimes: Gender, Class, and Race in Organizations. *Gender & Society*, 20(4), s. 441-464. Doi.org/10.1177/0891243206289499
- Behtoui, Alireza, Boréus, Kristina, Neergaard, Anders, & Yazdanpanah, Soheyla (2017). Speaking up, leaving or keeping silent: racialized employees in the Swedish elderly care sector. *Work, Employment and Society*, 31(6), s. 954-971. Doi: 10.1177/0950017016667042
- Book, Karin & Högdahl, Elisabeth. (2022): Equalizer: breaking down the barriers at informal outdoor sport and recreational spaces, *Leisure Studies*, Vol. 43(6), s. 961–977
Doi:10.1080/02614367.2022.2088833
- Brook, Paul. (2009). The Alienated Heart: Hochschild's 'emotional labour' thesis and anticapitalist politics of alienation. *Capital & Class*, vol. 33(2), s. 7-31. Doi: 10.1177/030981680909800101
- Danielsson, Pernilla & Westrup, Ulrika. (2022). User-orientation in public service organizations: making use of value as a thick concept, *Public Management Review*, s. 1-20.
Doi:10.1080/14719037.2022.2136398
- Dordoni, Annalisa. (2022). Young retail shift workers (not) planning their future: working with customers in the 24/7 service society in the transition to adulthood. *International Journal of Sociology and Social Policy*. Vol. 42(13/14), s. 66-80. Doi:10.1108/IJSSP-02-2022-0060
- Echeverri, Per & Åkesson, Maria. (2018). Professional identity in service work: why front-line employees do what they do. *Journal of Service Theory and Practice*, Vol. 28(3), s. 315-335.
<https://doi.org/10.1108/JSTP-11-2016-0212>
- Espersson, Malin, Bergmash, Mikael & Andersson Cederholm, Erika. (2023). *Passion with a price? Negotiating the meaning and conditions of creative work in the digital games industry*. I Andersson Cederholm, Erika, Lindqvist, Katja, De Wit Sandström, Ida & Warkander, Philip (red.) (2024). *Creative work: conditions, contexts and practices*. Routledge [Kap. 14, 16 sid. ISBN 9781032509792]
- Espersson, Malin, Lidén, Alina & Westrup, Ulrika. (2023). Working from home during the COVID-19 pandemic: implications for workplace relationships. *Nordic Journal of Working Life Studies*.
Doi.org/10.18291/njwls.137244
- Fellessen, Markus & Salomonson, Nicklas. (2020). It takes two to interact – Service orientation, negative emotions and customer phubbing in retail service work. *Journal of Retailing and Consumer Services*, 54. Doi.org/10.1016/j.jretconser.2020.102050
- Korczynski, Marek & Macdonald, Cameron L. (2009) *Service work: Critical perspectives*. New York, NY: Routledge. [195 sid. ISBN 978-0203-89226-8]
- Kornelakis, Andreas., Kirov, Vassil., & Thill, Patrick. (2022). The digitalisation of service work: A comparative study of restructuring of the banking sector in the United Kingdom and Luxembourg. *European Journal of Industrial Relations*, 28(3), s. 253-272. Doi.org/10.1177/09596801211056829
- Pemer, Frida. (2021). Enacting Professional Service Work in Times of Digitalization and Potential Disruption. *Journal of Service Research*, 24(2), s. 249-268. Doi:10.1177/1094670520916801
- Robichau, Robbie W. & Sandberg, Billie. (2022). Creating meaningfulness in public service work: A qualitative comparative analysis of public and nonprofit managers' Experience of Work. *American Review of Public Administration*, 52(2), s. 122–138. Doi:10.1177/02750740211050363

- Seymour, Kate. (2022). Circling the divide: Gendered invisibility, precarity, and professional service work in a UK business school. *Gender, Work & Organization*. 2022; s. 1–21.
Doi:10.1111/gwao.12933
- Standing, Guy. (2014 eller senare upplaga). *The precariat: the new dangerous class*. London: Bloomsbury Academic. [208 sid. ISBN 9780755637089]
- Subramony, Mahesh., Solnet, David., Groth, Markus., Yagil, Dana., Hartley, Nicole., BeomcheKim, Peter. & Golubovskaya, Maria. (2018). Service work in 2050: toward a work ecosystems perspective, *Journal of Service Management*, 29(5), s. 956-974. Doi: 10.1108/JOSM-05-2018-0131
- Whiley Lilith A. & Grandy, Gina. (2022). The ethics of service work in a neoliberal healthcare context: doing embodied and “dirty” emotional labor. *Qualitative Research in Organizations and Management: An International Journal*, 17(1), s. 136-157.

Totalt antal sidor: ca 750