# Litteraturlista för KSMD51, Strategi och verksamhetsstyrning i tjänsteverksamheter gällande från och med höstterminen 2019

## Litteraturlistan är fastställd av Styrelsen för institutionen för service management och tjänstevetenskap 2019-04-24 att gälla från och med 2019-08-01

Se bilaga.

# Litteraturlista för Strategi och verksamhetsstyrning i tjänsteverksamheter, 15 hp, (KSMD51)

Litteraturlistan är fastställd av styrelsen för institutionen för service management och tjänstevetenskap 2019-04-24.

Litteraturlistan börjar gälla 1 augusti 2019.


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Merchant, Kenneth. A. & Van der Stede, Wim. A. (2017) .*Management control systems: performance measurement, evaluation, and incentives*. Harlow: Pearson Education Ltd. [792 sidor, ISBN 978-129-211055-4].

Porter, Michael. E. (2008). The Five Competitive Forces That Shape Strategy. *Harvard Business Review*. 86(1), ss. 78-93.

Shaw, Jason. D. & Gupta, Nina. (2015). Let the evidence speak again! Financial incentives are more effective than we thought. *Human Resource Management Journal*, 25(3), ss. 281-293

Østergran, Katarina. & Stensaker, Inger. (2011). Management control without budgets: a field study of 'beyond budgeting'in practice. *European Accounting Review*, 20(1), ss. 149-181.


Praktikfallsmaterial kommer löpande att delas ut under kursen.

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