Litteraturlista för KSMD51, Strategi och verksamhetsstyrning i tjänsteverksamheter gällande från och med höstterminen 2021

Litteraturlistan är fastställd av Styrelsen för institutionen för service management och tjänstevetenskap 2021-05-06 att gälla från och med 2021-08-30

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, senast reviderad 2021-05-06.

Litteraturlistan börjar gälla 2021-08-30.

Barney, Jay. B (1995) Looking inside for competitive advantage. *Academy of Management Executive*, 9(4), ss. 49-61.

Barney, Jay. B & Hesterly, William. S. (2019). *Strategic management and competitive advantage. Concepts and cases.* Harlow: Pearson Education Ltd. [utdrag ca 15 sid. ISBN 978-1292-25804-1].

Davila, Tony. & Wouters, Marc. (2005). Managing budget emphasis through the explicit design of conditional budgetary slack. *Accounting Organization and Society*. 30 (7-8), ss. 587-608.

Dobbs, Michael. E. (2014). Guidelines for applying Porter's five forces framework: a set of industry analysis templates. *Competitiveness Review*, 24(1), ss. 32-45.

Hartmann, Frank G.H., Kraus, Kalle, Nilsson, Göran, Anthony, Robert N. & Govindarajan, Vijay. (2020). *Management control systems: European Edition*. Boston, Mass: McGraw Hill. [505 sid. ISBN 978-152-684831-4]

Hinterhuber, Andreas. (2013). Can competitive advantage be predicted? Towards a predictive definition of competitive advantage in the resource-based view of the firm. *Management Decision*, 51(4), ss. 795-812.

Kaplan, Robert. S. & Norton, David. P. (1996). Using the Balanced Scorecard as a strategic management system. *Harvard Business Review*. 85(7/8), ss. 75–85.

Kaplan, Robert. S. & Norton, David. P. (2001). Transforming the Balanced Scorecard from Performance Measurement to Strategic Management: Part I. *Accounting Horizons*, 15(1), ss. 87-104.

Kramer, Stephan. & Hartmann, Frank. (2014). How top ‐ down and bottom ‐ up budgeting affect budget slack and performance through social and economic exchange. *Abacus*, 50(3), ss. 314-340.

Langevin, Pascal. & Mendoza, Carla. (2013). How can management control system fairness reduce managers' unethical behavior? *European Management Journal*, 31(3), ss. 209-222.

Mackay, Allan. (2005). *A practitioner's Guide to the balanced scorecard*. Chartered Institute of Management Accountants. (66 sid.)

McIver, Derrick. & Lengnick-Hall, Cynthia. (2018). The causal ambiguity paradox: Deliberate actions under causal ambiguity. *Strategic Organization*, 16(3), ss. 304-322.

Merchant, Kenneth. A. & Van der Stede, Wim. A. (2017) *Management control systems: performance measurement, evaluation, and incentives*. Harlow: Pearson Education Ltd. [utdrag ca 15 sid, 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

Whittington, Richard, Regnér, Patrick, Angwin, Duncan, Johnson, Gerry & Scholes, Kevan. (2020). *Exploring strategy: text and cases.* Harlow: Pearson Education Ltd. [840 sid. ISBN 978-129-228245-9].

Østergren, 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.

Totalt antal sidor: 1 600 + praktikfallsmaterial