

**Litteraturlista för KSMC42, Health management:
Värdeskapande och service gällande från och med vårterminen
2022**

Litteraturlistan är fastställd av Styrelsen för institutionen för service
management och tjänstevetenskap 2021-11-01 att gälla från och med 2022-
01-17

Se bilaga.

Litteraturlista för Health management: Värdeskapande och service (KSMC42) 15 hp.

Litteraturlistan är fastställd av styrelsen för Institutionen för service management och tjänstevetenskap 2017-11-30, senast reviderad 2021-11-01.

Litteraturlistan börjar gälla 2022-01-17.

- Bharti, Kumkum, Agrawal, Rajat & Sharma, Vinay. (2015). Value co-creation. *International Journal of Market Research*, 57(4), 571–603. <https://doi-org.ludwig.lub.lu.se/10.2501/IJMR-2015-012>
- Corvellec, Hervé & Hultman, Johan. (2014). Managing the politics of value propositions. *Marketing Theory*, 14(4), 355–375. <https://doi.org/10.1177/1470593114523445>
- Desombre, Terry, Kelliher, Clare, Macfarlane, Fraser & Ozbilgin, Mustafa. (2006). Re-organizing work-roles in Health Care: Evidence from the implementation of functional flexibility. *British Journal of Management*, vol 17, nr 2, 139-151. Doi:10.1111/j.1467-8551.2005.00473.x
- Díaz-Méndez Montserrat, Paredes Mario R & Saren Michael. Improving Society by Improving Education through Service-Dominant Logic: Reframing the Role of Students in Higher Education. *Sustainability*. 2019; 11(19):5292 ss.1-14. Doi 10.3390/su11195292
- Dziewanowska, Katarzyna. (2017). Value types in higher education – students’ perspective. *Journal of Higher Education Policy & Management*, 39(3), 235–246. Doi: 10.1080/1360080X.2017.1299981
- Doble, Niharika & Supriya, M. V. (2011). Student life balance; myth or reality? *International Journal of Educational Management*, [s. l.], v. 25, n. 3, ss. 237–251. Doi: 10.1108/09513541111120088
- Echeverri, Per & Skålén, Per. (2011). “Co-creation and co-destruction: A practice-theory based study of interactive value formation”. *Marketing Theory*, 11:3, 23 s.
- Espersson, Malin & Westrup, Ulrika. (2020). Value Destruction in Swedish Welfare Services: Frontline Workers’ Impact on Asylum –Seeking Minors’ Possibilities of Creating Value in Early Integration. *International Journal of Public Administration*. 43(2), 11s.
- Edvardsson, Bo, Tronvoll, Bård & Gruber, Thorsten. (2011). Expanding understanding of service exchange and value co-creation: a social construction approach. *Journal of the Academy of Marketing Science*, 39(2), 327–339. <https://doi.org/10.1007/s11747-010-0200-y>
- Galvagno, Marco & Dalli, Daniele. (2014). Theory of value co-creation: a systematic literature review. *Managing Service Quality*, 24(6), 643–683. <https://doi.org/10.1108/MSQ-09-2013-0187>
- Grönroos, Christian. (2008 eller 2015). *Service management och marknadsföring. Kundorienterat ledarskap i servicekonkurrensen*. Stockholm: Liber. [Kap. 4-5, 13-15, 141 s. ISBN: 9789147088614 eller 9789147112425]
- Johansson, Ulf & Johrén, Anders. (2017). *Personalekonomi idag*. Stockholm: Liber [124 sid. ISBN 9789147122547]
- Lait, Angela. (2010). The Politics of Corporate Literature: Writing the Self in a Flexible Work Culture. *The International Journal of the Humanities*, vol 8, nr 7, 11-24.
- Lusch, Robert. F. & Vargo, Stephen. L. (2004). “Evolving to a New Dominant Logic for Marketing”. *Journal of Marketing*, 68:1, 18 s.
- Loodin, Henrik & Nordgren, Lars. (red.), (2014). *Health Management. Att leda hälsoverksamheter med service i fokus*. Stockholm: Sanoma utbildning. [Inledning, kap. 3-5 & 10-12, 168 sid. ISBN: 9789152326671]
- Marmot, Michael. (2006). *Statussyndromet. Hur vår sociala position påverkar hälsan och livslängden*. Stockholm: Natur och kultur. [403 sid. ISBN: 9789127111929]
- Meske, Christian & Junglas, Iris. (2021) Investigating the elicitation of employees’ support towards digital workplace transformation, *Behaviour & Information Technology*, 40:11, 1120-1136, 17 s. Doi: 10.1080/0144929X.2020.1742382
- Palumbo, Rocco. (2020). Let me go to the office! An investigation into the side effects of working from home on work-life balance. *International Journal of Public Sector Management*, [s. l.], v. 33, n. 6/7, s. 771–790, 2020. Doi:10.1108/IJPSM-06-2020-0150.

- Plé, Loïc & Cáceres, Rubén Chumpitaz. (2010). Not always co-creation: Introducing interactional co-destruction of value in service-dominant logic. *Journal of Services Marketing*, v. 24, n. 6, ss. 430–437. Doi:10.1108/08876041011072546.
- Ratten, Vanessa. (2020). Coronavirus (covid-19) and social value co-creation. *International Journal of Sociology and Social Policy*, [s. l.], [s. d.]. 10 s. Doi: 10.1108/IJSSP-06-2020-0237
- Sennett, Richard. (1998). *The corrosion of character: the personal consequences of work in the new capitalism*. New York: W.W. Norton [176 sid. ISBN 0393046788]
- M. Smith, A. (2013), "The value co-destruction process: a customer resource perspective", *European Journal of Marketing*, Vol. 47 No. 11/12, ss. 1889-1909. Doi: 10.1108/EJM-08-2011-0420
- Vargo, Stephen L. & Lusch, Robert F. (2016). 'Institutions and axioms: an extension and update of service-dominant logic', *Journal of the Academy of Marketing Science*, 44: 5-23. Doi:10.1007/s11747-015-0456-3
- Zainuddin, Nadia. & Ross, Gordon. (2020). Value creation and destruction in social marketing services: a review and research agenda. *Journal of Services Marketing*, [s. l.], v. 34, n. 3, ss. 347–361. Doi:10.1108/JSM-01-2019-0046.

Vid sidan av ovan angiven litteratur tillkommer valbar ämnesfördjupande litteratur i samband med uppsatsarbetet omfattande minst 80 sidor (eller minst fyra vetenskapliga artiklar) samt cirka 100 sidor bestående av kompendium och exempeluppsatser från föregående års studenter.

Totalt antal sidor: ca 1 700