



**LUND**  
UNIVERSITY

Faculty of Social Sciences

## **KSMC52, Leadership in Service Organisations, 15 credits**

*Leadership in Service Organisations, 15 högskolepoäng*

First Cycle / Grundnivå

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### **Details of approval**

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2017-09-15 and was last revised on 2021-02-17. The revised syllabus applies from 2021-08-30, autumn semester 2021.

### **General Information**

The course is a compulsory component for all specialisations of the Bachelor's programme in Service Management and is held in semester 5.

*Language of instruction:* English

*Main field of studies*

Service Management

*Depth of study relative to the degree requirements*

G2F, First cycle, has at least 60 credits in first-cycle course/s as entry requirements

### **Learning outcomes**

For a grade of Pass on the course, the student shall be able to

#### **Knowledge and understanding**

- describe and explain key leadership theories
- identify and critically reflect on leadership in service organisations from different theoretical perspectives
- critically reflect on leadership as a practice, and
- critically reflect on leadership from a gender perspective

#### **Competence and skills**

- demonstrate the ability, orally and in writing, to discuss leadership and leadership theories

- demonstrate skills in planning and leading discussions and seminars, and
- demonstrate skills in carrying out empirical studies of leadership

### **Judgement and approach**

- demonstrate the ability to identify, analyse and problematise the significance of leadership and leadership theories for the development of organisations and individuals.

### **Course content**

The aim of the course is to enable students to develop knowledge of different theoretical perspectives on leadership. Furthermore, the students are to develop their ability to problematise and take a critical position on theories of leadership. Another aim is to enable students to acquire specialised knowledge of the conditions for service organisations and how these conditions place requirements on leadership. The course includes discussion and analysis of situations and problem areas related to leadership and management roles. The course enables students to broaden and specialise their knowledge of organisation and leadership theories, which were introduced in the earlier course in the main field of study, Organising and Marketing in Service Organisations. The course includes the following components:

- Component 1: Classical theories of leadership
- Component 2: Modern theories of leadership
- Component 3: Conducting of empirical studies of leadership
- Component 4: Leadership in service organisations

### **Course design**

The teaching includes several different forms such as lectures, guest lectures and seminars.

Compulsory participation is required at guest lectures and seminars. An alternative form or date for compulsory components is offered to students who are not able to complete a compulsory component owing to circumstances beyond their control e.g accident, sudden illness or similar. This also applies to students who have been absent due to elected office duties as a student representative.

### **Assessment**

The assessment of the components is based on:

Component 1 (2 credits): Individual written exam.

Component 2 (5 credits): Seminars and individual written assignments.

Component 3 (4 credits): Seminars and written group assignments.

Component 4 (4 credits): Take-home exam to be completed by students in pairs.

In connection with the course, three examination sessions will be offered: A first examination and two re-examinations. At least two further re-examinations on the same course content are offered within a year of a major change to, or discontinuation of, the course. After that, the student is offered further examination sessions but in accordance with the current course syllabus.

The examiner, in consultation with Disability Support Services, may deviate from the regular form of examination in order to provide a permanently disabled student with a form of examination equivalent to that of a student without a disability.

*Subcourses that are part of this course can be found in an appendix at the end of this document.*

## **Grades**

Marking scale: Fail, Pass, Pass with distinction.

-For the grade of Pass, the student must fulfil the learning outcomes specified for the course. For a grade of Pass with Distinction, the student must also demonstrate particular theoretical awareness and analytical ability.

Component 1701 is an exception to the grading scale above. The grades awarded for this component are Pass or Fail.

For the grade of Pass, the student must have passed all components. For the grade of Pass with Distinction, the student must have been awarded this grade for two components.

At the start of the course, the students are informed about the learning outcomes stated in the course syllabus and about the grading scale and how it is applied in the course.

## **Entry requirements**

To be admitted to the course, the student must have completed at least 90 credits within the programme. Of these 90 credits, 15 credits must come from the courses KSME31, Organising and Marketing and/or KSMB32, Financial Accounting and Management Accounting in the Service Sector. The 15 credits from these courses must consist of at least two of four possible individual assessed components.

## **Further information**

This course replaces Leadership in Service Organisations, KSMB52, 15 credits, and these may not be included together in the same qualification.

## Subcourses in KSMC52, Leadership in Service Organisations

Applies from H17

- 1701 Individual Written Exam, 2,0 hp  
Grading scale: Fail, Pass
- 1702 Seminars, 5,0 hp  
Grading scale: Fail, Pass, Pass with distinction
- 1703 Seminars, 4,0 hp  
Grading scale: Fail, Pass, Pass with distinction
- 1704 Written Home Exam, 4,0 hp  
Grading scale: Fail, Pass, Pass with distinction