

Litteraturlista för Ledning, styrning och utveckling av tjänsteverksamheter (SEMA31), 30 hp

Litteraturlistan är fastställd av styrelsen för institutionen för service management och tjänstvetenskap 2022-05-25.

Litteraturlistan börjar gälla 2022-08-29.

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/>

Delkurs 1: Ledarskap och medarbetarskap (15 hp)

Andersson, Thomas, Crevani, Lucia, Eriksson-Zetterquist, Ulla & Tengblad, Stefan .(2020). *Chefskap, ledarskap och medarbetarskap*. Lund: Studentlitteratur. [371 sid. ISBN 9789144111896]

Heide, Mats, Johansson, Catrin & Simonsson, Charlotte. (2021). *Kommunikation i organisationer*. Stockholm: Liber. [296 sid. ISBN 9789147126439]

Nilsson, Peter, Wallo, Andreas, Rönnqvist, Dan & Davidson, Bo. (2018). *Human Resource Development – att utveckla individer, grupper och organisationer*. Lund: Studentlitteratur. [288 sid. ISBN 9789144090962]

Ulfsson Eriksson, Ylva. (2013). *Personalvetenskap – som förhållningssätt*. Stockholm: Liber. [192 sid. ISBN 978-91-47-09816-3]

Praktikfallsmaterial kommer löpande att delas ut under kursen.

Totalt antal sidor: ca 1 100 sidor + praktikfallsmaterial

Delkurs 2: Strategi och verksamhetsutveckling (15 hp)

- Barney, Jay. B (1995) Looking inside for competitive advantage. *Academy of Management Executive*, 9(4), ss. 49-61. Doi: <https://doi.org/10.5465/ame.1995.9512032192>
- 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. Doi: 10.1016/j.aos.2004.07.002
- 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. Doi: 10.1108/CR-06-2013-0059
- Grant, Robert M. (2021) *Contemporary strategy analysis*. Oxford: Wiley. [utdrag ca 15 sidor, ISBN 978-111-981523-5]
- Hartmann, Frank G.H., Kraus, Kalle, Nilsson, Göran, Anthony, Robert N. & Govindarajan, Vijay. (2021). *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. Doi: 10.1108/00251741311326572
- Kaplan, Robert. S. & Norton, David. P. (1996) Using the Balanced Scorecard as a strategic management system. *Harvard Business Review*. 74(1), 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. Doi: 10.2308/acch.2001.15.1.87
- 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. Doi: 10.1111/abac.12032
- Langevin, Pascal. & Mendoza, Carla. (2013). How can management control system fairness reduce managers' unethical behavior? *European Management Journal*, 31(3), ss. 209-222. Doi: 10.1016/j.emj.2012.12.001
- Lee, Chi-Hyon, Hoehn-Weiss, Manuela N. & Karim, Samina. (2021). Competing both ways: How combining Porter's low-cost and focus strategies hurts firm performance. *Strategic Management Journal*, 42(12), ss. 2218-2244. Doi: 10.1002/smj.3279
- Mackay, Allan. (2005). *A practitioner's Guide to the balanced scorecard*. Chartered Institute of Management Accountants. (66 sid.)
- 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.
- Whittington, Richard, Regnér, Patrick, Angwin, Duncan, Johnson, Gerry och 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. Doi: 10.1080/09638180903487842

Praktikfallsmaterial kommer löpande att delas ut under kursen.

Totalt antal sidor: cirka 1 670 + praktikfallsmaterial