



LUND
UNIVERSITY

Faculty of Social Sciences

KSMC52, Leadership in Service Organisations, 15 credits

Leadership in Service Organisations, 15 högskolepoäng

First Cycle / Grundnivå

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 2019-03-20. The revised syllabus applies from 2019-08-01, autumn semester 2019.

General Information

The course is a compulsory component of all specialisations of the Bachelor of Science programme in Service Management and is included 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 Pass on the course, the students shall be able to

Knowledge and understanding

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

Competence and skills

- demonstrate the ability in speech and writing to discuss leadership and leadership theories

- demonstrate skills to plan and lead discussions and seminars
- demonstrate skills to carry out empirical studies of leadership

Judgement and approach

- demonstrate the ability to identify, analyse and interrogate 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 interrogate and take a critical position on theories of leadership. Another aim is to enable students to acquire specialised knowledge of the conditions of service organisations and the requirements of leadership caused by these conditions. The course will discuss and analyse 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 on the previous main field course "Organising and Marketing in Service Organisations". The course includes the following components:

- Component 1: Classical theories of leadership
- Component 2: Modern theories of leadership
- Part 3: Execution of empirical studies of leadership
- Component 4: Leadership in service activities

Course design

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

Compulsory participation is required in 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 control e.g accident, sudden illness or similar. This also applies to students who have been absent because of duties as an elected 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 in pairs of students.

The course includes opportunities for assessment at a first examination, a re-sit close to the first examination and a second re-sit in the same year. Two further re-examinations on the same course content are offered within a year of a major change or discontinuation of the course. After this, further re-examination opportunities are offered 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 Pass, it is required that the student satisfies the intended learning outcomes that have been stated for the course. For the grade of Pass with Distinction, the student must also show particular theoretical awareness and analytical ability.

Component 1701 is exempted from the grading scale above. The grades awarded for this component is 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 on two components.

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

Entry requirements

To be admitted to the course, the student must have completed at least 90 credits within the programme. The 90 credits must include 15 credits from the courses KSMC31, Organising and Marketing and/or KSMB32, Financial Accounting and Management Accounting. The 15 credits from these courses must include at least two of three possible individual tests.

For students on the Bachelor of Science programme in Equality and Diversity Management: To be admitted to the course, students must have at least 45 credits from the first year of the programme, including EDMA11 Introduction to Equality and Diversity Management, EDMA21 Theories of Gender Studies, and EDMA22/EDMB22 Method and Analytical Skills.

Further information

This course replaces Leadership in Service Organisations, KSMB52, 15 credits, and may not be included in a degree together with this course.

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