



LUND
UNIVERSITY

Faculty of Social Sciences

SMMM40, Service Management: Master's (Two Years) Thesis, 30 credits

*Service management: Examensarbete för masterexamen, 30
högskolepoäng*

Second Cycle / Avancerad nivå

Details of approval

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2021-09-15 and was last revised on 2023-10-04 by the board of the Department of Service Studies. The revised syllabus applies from 2024-01-15, spring semester 2024.

General Information

The course is included in the Master's (120 credits) programme for service management (SASMA), 120 credits and be given the fourth semester.

Language of instruction: English

Main field of studies

Service Management

Depth of study relative to the degree requirements

A2E, Second cycle, contains degree project for Master of Arts/Master of Science (120 credits)

Learning outcomes

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

Knowledge and understanding

- demonstrate both general and specialised knowledge and understanding of research and issues in the field of service management, including the specific area of study, based on the use of current and relevant research
- demonstrate specialised methodological knowledge in the field of service management, and
- demonstrate understanding of how the chosen research topic contributes to society through persuasive arguments for the societal relevance of the completed

project

Competence and skills

- demonstrate ability to critically, autonomously and creatively identify and formulate research problems of scholarly and societal relevance, and thereby contribute to knowledge development in the field
- demonstrate ability to analyse, assess and deal with complex phenomena, issues and situations, and, using appropriate methods, critically and systematically integrate knowledge and information from different sources
- demonstrate ability to plan and execute advanced research assignments within predetermined time frames and reflect on and evaluate this work
- demonstrate ability, in an international context, orally and in writing, to clearly account for and discuss their conclusions and the knowledge and arguments on which they are based in dialogue with different groups, and
- demonstrate ability to use an appropriate scholarly approach to communicate orally and in writing, including the use of referencing and the structuring of scholarly texts

Judgement and approach

- demonstrate ability to make assessments in the field of service management informed by relevant scholarly, social, environmental and ethical issues with regard to previous research, their own research project and the studied topic, and
- demonstrate ability to identify their own need for further knowledge in the field of study

Course content

In the course, the student produces an independent assignment (degree project) in a clearly delimited part of the service management field.

The project has a scientific basis and satisfies the requirements for advanced theoretical and methodological insights. During the course, the student plans and carries out a scholarly study, writes an academic paper and reviews another academic paper. The completed degree project is reviewed by other students at a final seminar.

Course design

The course consists of supervision, seminars and a final seminar including compulsory critical review.

A supervisor for each paper is appointed before the start of the course. The supervision period is limited to the semester in which the student first registered for the course. Exemptions can be made if there are special grounds.

The degree project is to be registered in an Open Access database on a server belonging to Lund University. Each student selects their own level of publication.

Assessment

The course is assessed through assessment of the completed degree project, the defence and the completed critical review. The degree project is written in a group of two students. Exemptions can be made if there are special grounds.

The course includes opportunities for assessment at a first examination, a re-examination close to the first examination and a second re-sit for courses completed in the past year (catch-up exam). Within a year of a major change or discontinuation of the course, at least two further opportunities for assessment are offered on the same course content. 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, E, D, C, B, A.

The grade for a non-passing result is Fail.

The student's performance is assessed on the basis of the learning outcomes for the course. For the grade of E, the student has demonstrated acceptable results. For the grade of D, the student has demonstrated satisfactory results. For the grade of C, the student has demonstrated good results. For the grade of B, the student has demonstrated very good results. For the grade of A, the student has demonstrated excellent results. For the grade of Fail, the student has shown unacceptable results.

The component 2201 (Critical review) is excepted from the grading scale above, where the grading scale is failed or Passed.

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

Entry requirements

For entry to the course, the student should have completed at least 65 credits in the Master's (120 credits) programme in service management (SASMA), of which 7.5 credits should consist of the course in theory of knowledge and 15 credits should consist of the course in method.

Further information

The course cannot be included in qualification together with SMMM20 Service management: Degree Project for a Degree of Master (120 credits) (30 credits).

Subcourses in SMMM40, Service Management: Master´s (Two Years) Thesis

Applies from V22

- 2201 Opposition, 0,0 hp
Grading scale: Fail, Pass
- 2202 Master's (Two Years) Thesis, 30,0 hp
Grading scale: Fail, E, D, C, B, A