



LUND
UNIVERSITY

Faculty of Social Sciences

SMMR31, Service Studies Perspectives on Sustainability Issues, 15 credits

*Tjänstevetenskapliga perspektiv på hållbarhetsfrågor, 15
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 2017-04-26 to be valid from 2017-06-01, autumn semester 2017.

General Information

The course may not be included in a main field of study. It is included in semester 3 of the Master of Science programme in Service Management.

Language of instruction: English

Main field of studies

-

Depth of study relative to the degree requirements

A1F, Second cycle, has second-cycle course/s as entry requirements

Learning outcomes

For a Pass on the course, students shall

Knowledge and understanding

- demonstrate specialised knowledge of what a social sciences perspective on sustainability issues means in relation to, for example, social, ecological and economic aspects for the understanding and the management of services
- demonstrate sound knowledge of the different techniques available to quantitative analyses of the environmental impact of service activities

- demonstrate sound understanding of theories of sustainable consumption
- demonstrate sound familiarity with theories of sustainable business models and conditions for their application

Competence and skills

- demonstrate skills to estimate the environmental impact of service activities
- be able to use current research to analyse the connection between production, consumption and sustainability of service activities
- demonstrate the ability to interrogate the production and consumption of services from a social sciences perspective on sustainability

Judgement and approach

- demonstrate the ability to identify, analyse, assess and communicate the different aspects of sustainability of service activities in a societal context.

Course content

The aim of the course is to enable students to develop specialised knowledge of sustainability in relation to service activities in theory and practice. An introduction to general social sciences theory perspectives of the different dimensions and history of sustainability is followed by a component aiming to enable students to make quantitative calculations of the environmental impact of service activities. After this, students engage in a specialised study of sustainable consumption and production of services. Finally, students learn how to base a critical approach to service activities on sustainability.

The course consists of four components that introduce and interrogate the different dimensions of sustainability in a service activities context.

Component 1: An Introduction to Social Sciences Perspectives on Sustainability

Component 2: Quantitatively Estimating the Environmental Impact of Service Activities

Component 3: Theories of Sustainable Consumption Focusing on Service Activities and Sustainable Business Models for Service Activities

Component 4: Interrogating the Sustainability Concept in a Service Studies Context from the Perspective of the Student's Specialisation

Course design

The teaching consists of lectures, workshops, calculation exercises and seminars.

Unless there are valid reasons to the contrary, compulsory participation is required in the seminars dealing with project work. Students who have been unable to participate due to circumstances such as accidents or sudden illness will be offered the opportunity to compensate for or re-take compulsory components. This also applies to students who have been absent because of duties as an elected student representative.

Assessment

The assessment is made up of four separate components:

The assessment of component 1 is based on a take-home exam to be completed in groups (3 credits)

The assessment of component 2 is based on a project to be completed in groups and reported in speech and writing (3 credits)

The assessment of component 3 is based on an individual take-home exam (4.5 credits)

The assessment of component 4 is based on an individual take-home exam (4.5 credits)

The following opportunities for assessment shall be offered for each course/module with identical content: a first examination, a re-sit close to the first examination and a second re-sit for courses that have been completed in the past academic year.

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 with reference to the learning outcomes of the course. For the grade of E the student must show acceptable results. For the grade of D the student must show satisfactory results. For the grade of C the student must show good results. For the grade of B the student must show very good results. For the grade of A the student must show excellent results. For the grade of Fail the student must have shown unacceptable results.

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

All assessments assign points between 0 and 100 and grades according to the following scale:

A: 90-100 points

B: 80-89 points

C: 70-79 points

D: 60-69 points

E: 50-59 points

Fail: 0-49 points

For a Pass on course, students must have been awarded at least the grade of E on all assessed components. Student who fail to meet this requirement are awarded the grade Fail.

The grade for the whole course is determined through the following formula: $0.2 \times$ number of points for assessed component 1 + $0.2 \times$ number of points for assessed component 2 + $0.3 \times$ number of points for assessed component 3 + $0.3 \times$ number of points for assessed component 4, compared to the grading scale above. Up to 49, the total number of points is rounded down and over 50 they are rounded up.

Entry requirements

To be admitted to the course, the student must have completed 30 credits of courses on the Master of Science (120 credits) programme in Service Management (SASMA), 120 credits.

Further information

This course replaces Sustainability in Service Organisations, SMMP31, 15 credits, and may not be included together with that course in the same degree.

Subcourses in SMMR31, Service Studies Perspectives on Sustainability Issues

Applies from H17

- 1701 Written Home Exam, 3,0 hp
Grading scale: Fail, E, D, C, B, A
- 1702 Project Work, 3,0 hp
Grading scale: Fail, E, D, C, B, A
- 1703 Individually Written Home Exam II, 4,5 hp
Grading scale: Fail, E, D, C, B, A
- 1704 Individually Written Home Exam I, 4,5 hp
Grading scale: Fail, E, D, C, B, A