



Course syllabus

School of Business and Economics

Department of Marketing and Tourism Studies

2FE911 Företagsekonomi III - tjänstelogik och värdeskapande, 7,5 högskolepoäng

2FE911 Business Administration III - Service Logic and Value-creation, 7.5 credits

Main field of study

Business Administration

Subject Group

Business Administration

Level of classification

First Level

Progression

G2F

Date of Ratification

Approved 2019-06-20

Revised 2022-12-05 by School of Business and Economics. Change of department.

The course syllabus is valid from spring semester 2023

Prerequisites

At least 60 credits in business administration, 30 credits on G1N and 30 credits on G1F, of which at least 22.5 credits within marketing or the equivalent. English B/English 6 or the equivalent.

Objectives

After completing this course the student should be able to:

- explain and analyze service logic as part of a consumer oriented marketing strategy in the experience economy
- analyze service marketing, value creating processes, quality, productivity in traditional as well as digital service landscapes
- relate and problematize front personal and customers as a) resources in the service process and value creation and b) participators in physical and digital servicescapes
- apply relevant theories to manage and solve problems in the course's area

Content

The course contains:

- service logic as base for marketing
- service management, service concept, and value creating processes
- service production, service quality, and productivity: interaction and processes
- servicescape, physical environment and equipment, and digitalization
- front personell's role in the physical and the digital servicescapes
- consumers as co-creators of value

Type of Instruction

Teaching is carried out as distance learning with help from a learning platform and consists of self-studies based on instructions from the course coordinator, participation in web-based group discussions and writing of individual written reports. The course requires access to a computer and the internet. No compulsory meetings on campus are included.

Examination

The course is assessed with the grades A, B, C, D, E, Fx or F.

The course is examined through an individual report and a take-home exam.

The grade A constitutes the highest grade on the scale and the remaining grades follow in descending order where the grade E is the lowest grade on the scale that will result in a pass. The grade F means that the student's performance is assessed as fail. Grading criteria for the A–F scale are communicated in writing to the student by the start of the course/module at the latest, as well as how the weighting and weighting of grades on individual examining elements to the final course grade takes place. The basis for the student's grade is determined by the student's fulfillment of the objectives.

Repeat examination is offered in accordance with Local regulations for courses and examination at the first and second-cycle level at Linnaeus University. Students who are close to the passing grade of reports can complement after instructions and time-frame given by the examiner to obtain a pass grade.

If the university has decided that a student is entitled to special pedagogical support due to a disability, the examiner has the right to give a customised exam or to have the student conduct the exam in an alternative way.

Course Evaluation

During the implementation of the course or in close conjunction with the course, a course evaluation is to be carried out. Results and analysis of the course evaluation are to be promptly presented as feedback to the students who have completed the course. Students who participate during the next course instance receive feedback at the start of the course. The course evaluation is to be carried out anonymously.

Credit Overlap

The course cannot be included in a degree along with the following course/courses of which the content fully, or partly, corresponds to the content of this course: 2FE508:1, 2FE900, 2FE910 with 100% each.

Required Reading and Additional Study Material

Required Reading

Grönroos (Swedish or English version acceptable):

Grönroos, C. *Service management och marknadsföring*. Malmö: Liber. Latest edition. About 420 pages.

Grönroos, C. *Service Management and Marketing - Customer Management in Service Competition*. Chichester, England: John Wiley & Sons, Ltd. Latest edition. About 420 pages.

Wilson, A., Zeithaml, A. & Bitner, M. J. *Services Marketing: Integrating Focus across the Firm*. New York, NY: McGraw-Hill Publishing Co. Latest edition. About 350 pages.

Scientific articles. About 90 pages.

Reference literature

Bruhn, M. *Relationship Marketing – Management of Customer Relations*. Harlow, England: Financial Times Prentice Hall. Pearson Education Lim. Latest edition. About 290 pages.

Bruhn, M. & Georgi, D. *Service marketing: managing the service value chain*. Harlow, England; New York: Financial Times Prentice Hall. Latest edition. About 480 pages.

Echeverri, P. & Edvardsson, B. *Marknadsföring i tjänsteekonomin*. Lund: Studentlitteratur. Latest edition. About 530 pages.

Gummesson, E. *Total Relationship Marketing*. Oxford: ButterworthHeinemann LTD. Latest edition. About 375 pages.

Normann, R. *Service Management – Ledning och strategi i tjänsteproduktion*. Malmö: Liber ekonomi. Latest edition. About 200 pages.

Short, C. *Service Marketing Management*. Clanrye Interational. Latest edition. About 230 pages.

Storbacka, K. & Lehtinen, J.R. CRM, *Customer Relationship Management*. Malmö: Liber. Latest edition. About 200 pages.

Wirtz, J. *Essentials of Service Marketing*. Harlow: Pearson. Latest edition. About 250 pages.