



## Course syllabus

School of Business and Economics

Department of Organisation and Entrepreneurship

4FE771 Förändringsledning och verksamhetsutveckling i offentlig sektor, 7,5 högskolepoäng

Change Management and Operational Development in the Public Sector, 7.5 credits

**Main field of study**

Business Administration

**Subject Group**

Business Administration

**Level of classification**

Second Level

**Progression**

A1F

**Date of Ratification**

Approved 2018-05-30

Revised 2021-11-15 by School of Business and Economics. Literature revision.

The course syllabus is valid from spring semester 2022

**Prerequisites**

Basic eligibility for second-level studies as well as general entry requirements: Bachelor Degree of at least 180 hp in health sciences, physiotherapy, medical sciences, biomedical sciences, sport and fitness sciences, pharmaceuticals, social work, sociology, psychology, informatics, computer science, media and communication technology, business administration, leadership and organisation or the equivalent, and at least 7.5 credits on second level within the programme or the equivalent.

### Objectives

After completing the course the student is expected to:

- present an account of and discuss problems related to leadership, innovation and quality development in the public sector
- carry out, lead and critically review improvement and quality assurance work in operations in healthcare and nursing
- apply qualified methodology for process management, operational development and quality development
- critically discuss connections between leadership, quality, innovation, organisational culture, core values and health

## Content

The course contains:

- operational and quality development in the public sector
- leadership, values and quality in healthcare and nursing
- innovation in welfare services
- process management in the public sector

## Type of Instruction

The teaching consists of lectures, seminars and project work.

## Examination

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

The course is examined through an individual written take home exam and a project work where content, performance, written report and oral presentation is examined.

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.

After each regular examination there will be at least one new examination in close proximity to the date the results of the regular exam were posted. 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.

Grading criteria for the A–F scale are communicated in writing to the student by the start of the course/module at the latest.

## Course Evaluation

During the implementation of the course or in close connection to the course a course evaluation is to be carried out. Result and analysis of the course evaluation is to be presented as feedback both to the students who have completed the course and to the students who are to participate on the course the next time it is offered. The course evaluation is to be carried out anonymously.

## Required Reading and Additional Study Material

### Required reading

Ahlin, A. & Marcusson, L. *Att arbeta med processer*. Studentlitteratur. Latest edition. About 170 pages.

Lagrosen, S. & Lagrosen, Y. *Mänsklig kvalitetsutveckling*. Studentlitteratur. Latest edition. About 360 pages.

Lewis, S. *Appreciative inquiry for change management*. Kogan Page. Latest edition. About 400 pages.

Lundin, K. & Sandström, B. *Ledarskap inom vård och omsorg*. Studentlitteratur. Latest edition. About 240 pages.

Scientific articles. About 100 pages.