



FACULTY  
OF SOCIAL  
SCIENCES

GENERAL SYLLABUS FOR  
SERVICE STUDIES

Reg. No.  
U 2020/135

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Faculty Board

## **General syllabus for third-cycle studies in Service Studies**

The general syllabus for third-cycle studies in service studies was established by the Faculty Board of Social Sciences, 26 November 2020, Reg. no U 2020/135.

Studies in line with this general syllabus can lead to one of the following degrees:

Doctor of Philosophy

Licentiate of Philosophy

### **1 Subject description**

Service studies is an interdisciplinary programme that systematically focuses on services and their connection to interpersonal relationships, the economic, cultural and social processes from which services are generated and in which they are anchored. Research in service studies can include the following: management and organisational issues in relation to services, economic, social and environmental consequences of production and consumption of services, aspects of the spatial organisation of services and communication issues that arise in connection with services.

Current research areas can be found on the department's website, [www.ism.lu.se](http://www.ism.lu.se)

## 2 Objective and outcomes of third-cycle studies

The objective of third-cycle studies in Service Studies at the Department of Service Management and Service Studies, Lund University, is to provide students with specialised knowledge in service studies and to train them to become independent and critical researchers with broad knowledge of social science theory, methodological skill and judgement, and the ability to conduct research projects. In addition to this, the third-cycle programme in service studies aims to provide knowledge about current research in the subject and its related areas.

### 2.1 Doctor of Philosophy

On completion of the programme, the third-cycle student is to have acquired the following knowledge and skills:

#### *Knowledge and understanding*

For the degree of Doctor the third-cycle student shall

- demonstrate broad knowledge and systematic understanding of the research field as well as advanced and up-to-date specialised knowledge in a limited area of this field, and
- demonstrate familiarity with research methodology in general and the methods of the specific field of research in particular.

#### *Competence and skills*

For the degree of Doctor the third-cycle student shall

- demonstrate the capacity for scholarly analysis and synthesis as well to review and assess new and complex phenomena, issues and situations autonomously and critically
- demonstrate the ability to identify and formulate issues with scholarly precision critically, autonomously and creatively, and to plan and use appropriate methods to undertake research and other qualified tasks within predetermined time frames and to review and evaluate such work

- demonstrate through a dissertation the ability to make a significant contribution to the formation of knowledge through his or her own research
- demonstrate the ability in both national and international contexts to present and discuss research and research findings authoritatively in speech and writing and in dialogue with the academic community and society in general
- demonstrate the ability to identify the need for further knowledge, and
- demonstrate the capacity to contribute to social development and support the learning of others both through research and education and in some other qualified professional capacity.

### ***Judgement and approach***

For the degree of Doctor the third-cycle student shall

- demonstrate intellectual autonomy and disciplinary rectitude as well as the ability to make assessments of research ethics, and
- demonstrate specialised insight into the possibilities and limitations of research, its role in society and the responsibility of the individual for how it is used.

## **2.2 Degree of Licentiate**

On completion of the programme, the third-cycle student is to have acquired the following knowledge and skills:

### ***Knowledge and understanding***

For a degree of Licentiate the third-cycle student shall demonstrate

- knowledge and understanding in the field of research including current specialist knowledge in a limited area of this field as well as specialised knowledge of research methodology in general and the methods of the specific field of research in particular.

### ***Competence and skills***

For a degree of Licentiate the third-cycle student shall demonstrate

- the ability to identify and formulate issues with scholarly precision critically, autonomously and creatively, and to plan and use appropriate methods to undertake a limited piece of research and other qualified tasks within predetermined time frames in order to contribute to the formation of knowledge as well as to evaluate this work
- the ability in both national and international contexts to present and discuss research and research findings in speech and writing and in dialogue with the academic community and society in general, and
- the skills required to participate autonomously in research and development work and to work autonomously in some other qualified capacity

### ***Judgement and approach***

For a degree of Licentiate the third-cycle student shall demonstrate

- the ability to make assessments of ethical aspects of his or her own research
- insight into the possibilities and limitations of research, its role in society and the responsibility of the individual for how it is used, and
- the ability to identify the personal need for further knowledge and take responsibility for his or her ongoing learning.

## **3 Admission requirements**

The requirements for admission to third-cycle studies are that the applicant meets the general and specific admission requirements and is considered in other respects to have the ability required to benefit from the programme.

### **3.1 General admission requirements**

A person meets the general admission requirements for third-cycle studies if he or she

1. has been awarded a second-cycle qualification
2. has satisfied the requirements for courses comprising at least 240 credits of which at least 60 credits were awarded in the second cycle, or
3. has acquired substantially equivalent knowledge in some other way in Sweden or abroad.

The faculty board may permit an exemption from the general entry requirements for an individual applicant, if there are special grounds.

### **3.2 Specific admission requirements**

Those who have completed course requirements of at least 30 credits in the subject area of service studies, of which at least 15 credits consist of a second-cycle degree project, or equivalent knowledge acquired in Sweden or abroad, meet the specific admission requirements for the third-cycle programme in service studies.

### **3.3 Credit transfer from previous studies**

If a student at a higher education institution has successfully completed a second-cycle course or study programme, he or she is entitled to transfer the credits awarded for the course or study programme to the third-cycle programme if the examiner, following a review, judges that the course justifies a credit transfer. Credit transfer shall be considered at the request of the student on a case-by-case basis.

## **4 Admission and selection**

Students are admitted to four years of full-time study leading to a degree of Doctor, with the degree of Licentiate a potential step after two years. If there are special grounds, admission can be

granted for just two years of full-time studies, ending with a degree of Licentiate.

Admission of third-cycle students is granted in accordance with the Admissions Regulations for doctoral programmes at Lund University and the Regulations for third-cycle education at the Faculty of Social Sciences.

#### **4.1 Admission**

The faculty strives to admit third-cycle students on an annual basis following the announcement of study places at a set time. Students who are admitted to a Licentiate programme must re-apply to be able to continue studies towards a degree of Doctor.

Admissions are primarily granted to applicants to third-cycle courses and study programmes who have been appointed to doctoral studentships. Third-cycle students must have funding in the form a doctoral studentship or other funding in accordance with the University's admission regulations. The faculty board is responsible for a thorough assessment of the study funding.

#### **4.2 Selection**

A selection among applicants must be made if there are a limited number of places. The basis for selection is the applicant's qualifications at the time of application. The overriding criterion is the applicant's ability to benefit from the third-cycle programme. Special emphasis is placed on the applicant's capacity to pursue research in the social sciences. However, the fact that an applicant is considered able to transfer credits from prior courses and study programmes or for professional or vocational experience may not give the applicant priority over other applicants.

In order to assess the ability to benefit from the third-cycle programme, the applicant's previous study results, papers, any other research qualifications and documented professional experience will be considered. Independent projects in first and

second-cycle courses and study programmes and research plans are of particular importance. For independent projects, the breadth, depth, originality, analytical ability, independence and critical reflection are assessed. Furthermore, an assessment is made of the applicant's ability to complete their education within the allotted time.

The faculty strives to ensure diversity. Gender equality must always be taken into account. Priority will be given to the under-represented gender in the subject at Lund University, in cases of equally qualified applicants, unless there are valid reasons to the contrary.

## **5 Third-cycle courses and study programmes**

Third cycle studies that lead to a degree of Doctor comprise four years of full-time study (240 credits). Studies for a degree of Licentiate comprise two years of full-time study (120 credits). Part-time studies (at least 50%) may be pursued but must be completed within eight years for the degree of Doctor and four years for the degree of Licentiate. The doctoral student is also entitled, but not obliged, to take a degree of Licentiate (120 credits) as a stage in third-cycle education leading to a degree of Doctor.

### **5.1 Programme design**

The programme leading to a degree of Doctor comprises 240 credits, made up of a thesis (PhD thesis) comprising 165 credits and courses totalling 75 credits, of which 55.5 credits comprise compulsory studies and 19.5 comprise non-compulsory studies selected in consultation with the supervisor. The programme leading to a degree of Licentiate comprises 120 credits, made up of an academic thesis comprising 80 credits and courses totalling 40 credits, of which 28 credits comprise compulsory studies and 12 comprise non-compulsory studies selected in consultation with the supervisor. Teaching is in the form of courses and

seminars, and supervision of the thesis work. General seminars and guest lectures are also organised.

For a degree of Doctor the third-cycle student must have successfully completed all examinations in the programme and the PhD thesis. For a degree of Licentiate the third-cycle student must have successfully completed all examinations in the programme and the academic thesis.

## **5.2 Supervision**

At least two supervisors shall be appointed for each third-cycle student. One of them shall be nominated as the principal supervisor. The principal supervisor is to have the qualifications of an associate professor and be employed at Department of Service Management and Service Studies. The individual study plan must specify the duties and responsibilities of each of the supervisors. Third-cycle students are entitled to supervision during the time deemed necessary for the studies. Supervision includes both help with the orientation of studies, thesis work and support throughout the studies. A third-cycle student who so requests shall be allowed to change supervisor.

## **5.3 Individual study plan**

At the start of the programme, the student shall draw up an individual study plan of the University's and their undertakings along with a timetable for the studies in consultation with the supervisors. The individual study plan must be followed up annually. The third-cycle student is to register at the start of each semester and, in consultation with the supervisors, specify the degree of activity for the current semester.

## **5.4 Courses and other components**

The courses that can be included in the programme may be courses offered by the home department, faculty-wide courses or courses at other departments at or outside Lund University.

For courses at Lund University, there must be course syllabi that state the courses' learning outcomes, content and credits. For courses completed at other faculties and higher education institutions, the credits available for credit transfer are determined by the examiner. The courses to be taken by the individual student and to be included in the degree are to be specified in the individual study plan.

One of the grades Pass or Fail will be awarded for the thesis and other examinations within the programme. The examiner of courses is a professor or lecturer with the qualifications of an associate professor who is not the third-cycle student's supervisor.

#### ***5.4.1 Courses***

Within the framework of the 55.5 credits comprising compulsory third-cycle studies for a degree of Doctor, the following are included:

- 30 credits on methodology, in which methods with both a quantitative focus and a qualitative focus are represented. The choice of methodology courses must be made in consultation with the supervisor.
- 15 credits in service studies
- 7.5 credits in theory of science
- 3 credits in research ethics

Of the remaining 19.5 credits of non-compulsory third-cycle studies for the degree of Doctor, a maximum of 12 credits may be taken in the form of individual independent study courses. The choice of these courses must be made in consultation with the supervisor.

Of the remaining course credits and in addition to the compulsory ones, it is also possible to obtain a maximum of 7.5 credits in consultation with the supervisor, from a presentation of research results in scholarly contexts (seminars, workshops,

conferences). Normally, this kind of presentation provides 1.5 credits.

Within the framework of the 28 credits comprising compulsory third-cycle studies for a degree of Licentiate, the following are included:

- 15 credits on methodology, in which methods with both a quantitative and a qualitative focus are represented. The choice of methodology courses must be made in consultation with the supervisor.
- 7.5 credits in service studies
- 2.5 credits in theory of science
- 3 credits in research ethics

Of the remaining 12 credits of non-compulsory third-cycle studies for the degree of Licentiate, a maximum of 7.5 credits may be taken in the form of individual independent study courses. The choice of these courses must be made in consultation with the supervisor.

Of the remaining course credits and in addition to the compulsory ones, it is also possible to obtain a maximum of 4.5 credits in consultation with the supervisor, from a presentation of research results in scholarly contexts (seminars, workshops, conferences). Normally, this kind of presentation provides 1.5 credits.

#### ***5.4.2 Research seminars and other components***

As part of the studies, the third-cycle student is to participate in seminars on the department's research activities and other doctoral students' thesis projects. Third-cycle students shall have the opportunity to present reports on the theoretical and/or methodological issues of the project, plans, papers and thesis texts, and critically review the academic papers of fellow students.

Third-cycle students shall present their thesis projects at no fewer than three seminars at the Department of Service Management and Service Studies.

1. The first seminar is to take place after the third-cycle student has completed the equivalent of six months of full-time work after they were admitted to the third-cycle programme.
2. The midway seminar is to take place after the third-cycle student has completed the equivalent of half of their third-cycle studies.
3. The final seminar should take place during the third-cycle student's last year of study.

### **5.5 Thesis**

The PhD thesis is the most important component of the third-cycle programme leading to the degree of Doctor. The thesis is to be based on an independently pursued research project.

The PhD thesis is to be designed as a unified research study (monograph thesis) or as a number of research articles that are to be accompanied by an introductory summary in which the components are placed within a whole (compilation thesis).

A work by two or more authors may be approved as a doctoral thesis or part thereof, if the contributions of the different authors are so clearly specified that they can be assessed individually.

The thesis is to be defended orally at a public defence. It is awarded one of the grades Pass or Fail, with the grades being awarded by an examining committee.

### **5.6 Licentiate thesis**

The licentiate thesis for the degree of Licentiate shall be presented orally at a public seminar. It is awarded one of the grades Pass or Fail by an examining committee.

### **5.7 Departmental duties**

A third-cycle student can participate in departmental work within a framework of a maximum of 20% of full-time working hours. The third-cycle student must be compensated by a corresponding extension of the study period. The individual study plan is also to specify the departmental duties.

Third-cycle students who teach in the first or second cycle shall have completed introductory training in higher education teaching and learning of at least two weeks.

### **6 Further information**

Information on admission and application deadlines is available from the department.