

## Service and Experience Management

Title	Service and Experience Management
Semester	E2022
Master programme in	Virksomhedsstudier / Virksomhedsledelse / Business Administration and Leadership / Virksomhedsledelse
Type of activity	Course
Teaching language	English
Study regulation	

### REGISTRATION AND STUDY ADMINISTRATIVE

Registration	<p>Sign up for study activities at <a href="#">STADS Online Student Service</a> within the announced registration period, as you can see on the <a href="#">Study administration homepage</a>. When signing up for study activities, please be aware of potential conflicts between study activities or exam dates.</p> <p>The planning of activities at Roskilde University is based on the recommended study programs which do not overlap. However, if you choose optional courses and/or study plans that goes beyond the recommended study programs, an overlap of lectures or exam dates may occur depending on which courses you choose.</p>
Number of participants	
ECTS	5
Responsible for the activity	Lars Fuglsang ( <a href="mailto:fuglsang@ruc.dk">fuglsang@ruc.dk</a> ) Flemming Sørensen ( <a href="mailto:flemmiso@ruc.dk">flemmiso@ruc.dk</a> )
Head of study	Margit Neisig ( <a href="mailto:neisig@ruc.dk">neisig@ruc.dk</a> )
Teachers	
Study administration	ISE Studyadministration ( <a href="mailto:ise-studyadministration@ruc.dk">ise-studyadministration@ruc.dk</a> )
Exam code(s)	U60279GB

### ACADEMIC CONTENT

Overall objective	<p>Advanced Study Course.</p> <p>The course provides students with knowledge about the central role of services and experiences in the value creation of companies and consumers in the economy and society as a whole. The course provides</p>
-------------------	---

insight into management aspects relating to value creation through service and experience development in traditional sectors as well as in dedicated service and experience industries. This includes tourism-based businesses as well as various creative industries, such as modern, IT-based entertainment companies. The course provides insight into the latest academic knowledge on management, innovation and value creation in the production and consumption of services and experiences. On the basis of the latest relevant theories on how value creation should be understood and takes place, the course focuses on the specific characteristics of value creation in services and experience products, and on the role of both companies and consumers in value creation, including in co-creative processes. The course also focuses on the importance of other resources in value creation, such as knowledge and network resources.

#### Detailed description of content

The course will present and discuss the latest academic knowledge about management, innovation and value creation in the production and consumption of services and experiences.

The course will reflect on the concepts of services and experiences as well as experience economy in comparison with cultural and creative industries, what activities and business sectors they include and their ramifications. Based on the latest relevant theories, the course discusses the specific characteristics and conceptualizations of value creation and innovation in services and experiences, and the role of both companies and consumers in value creation and innovation processes, including in co-creative processes. Other resources relevant for value creation and innovation such as knowledge and network resources will also be discussed.

The course will focus on the role of services and experiences in contemporary societies and their importance for companies and among consumers. The course will discuss management as well as user aspects related to value creation through service and experience development in traditional sectors as well as in

dedicated service and experience industries. The size and impact of experiences and cultural and creative industries will be discussed.

The focus on services and experiences in contemporary societies will naturally include discussions and reflection about the influence of pandemics, wars and other societal crises on the local and global production and demand of services and experiences.

During the course different service and experience-based business models will be discussed and theories such as service dominant logic, practice theory and about servitization will be introduced and related to different perceptions of value and value creation in service and experiences.

During the course cases from different sectors of the service and experience economy will be presented and used as the basis for class exercises and to exemplify theories and problematics. This includes for example travel and tourism-based business cases as well as cases from the sharing economy.

#### Course material and Reading list

Journal articles and book chapters that will be announced on Moodle.

Overall plan and expected work effort	<p>Class activities including presentations by teachers, dialogue, and exercises (20 hours)</p> <p>Preparation for class activities consisting of reading literature and preparing for exercises (80 hours)</p> <p>Oral exam including preparation (35 hours)</p> <p>Total: 135 hours.</p>
Format	Campus
Evaluation and feedback	<p>The activity are evaluated regularly regarding the study board evaluation procedure. The activity responsible will be orientated about a potential evaluation of the activity at semesterstart. Se link to the study board evaluation praxis here <a href="https://intra.ruc.dk/nc/for-ansatte/organisering/raad-naevn-og-udvalg/oversigt-over-studienaevn/studienaevn-for-erhvervsoekonomi-og-virksomhedsstudier/arbejdet-med-kvalitet-i-uddannelserne/">https://intra.ruc.dk/nc/for-ansatte/organisering/raad-naevn-og-udvalg/oversigt-over-studienaevn/studienaevn-for-erhvervsoekonomi-og-virksomhedsstudier/arbejdet-med-kvalitet-i-uddannelserne/</a></p>
Programme	<p>Introduction to services, experiences and the experience economy</p> <p>Theoretical perspectives on innovation, value and value creation in services and experiences including servitization, service dominant logic, practice theory, and networks</p> <p>The role of employees, users and other resources for value creation in the service and experience economy</p> <p>Business models, sharing economy and the role of IT in services and the experience economy</p> <p>Pandemics, wars, other crises and the production and demand for services and experiences</p>
<b>ASSESSMENT</b>	
Overall learning outcomes	<ul style="list-style-type: none"> <li>Students learn to assess the importance of service and experience development. Students acquire the skills to perceive opportunities for innovation and value creation through service and experience development in traditional businesses as well as in typical service and experience companies. Students gain an understanding of how to develop the role of both employees and users in value creation and the managerial implications of this, and learn to understand and develop strategies for the role of other resources in value creation. Students gain insights that enable them to identify options for supporting and developing service and experience-based value creation in most types of businesses.</li> </ul>
Form of examination	<p>Individual oral exam with time for preparation</p> <p>Time for preparation including time to pick a question by drawing lots: 20 minutes.</p> <p>Time allowed for exam including time used for assessment: 20 minutes.</p> <p>Permitted support and preparation materials: All.</p>

	Assessment: 7-point grading scale. Moderation: Internal co-assessor.
Form of Re-examination	Samme som ordinær eksamen / same form as ordinary exam
Type of examination in special cases	
Examination and assessment criteria	<p>Demonstrate an overview of the course literature and its theories on service and experience management.</p> <p>Explain how to exploit opportunities for innovation and value creation through service and experience development</p> <p>Reflect on the role of employees, users and other resources in service and experience value creation and on the managerial implications of this.</p>
Exam code(s)	Exam code(s) : U60279GB

Course days:

Hold: 1

## Service and Experience Management (BAL, VL)

time	15-09-2022 08:15 til 15-09-2022 12:00
forberedelsesnorm	ikke valgt
forberedelsesnorm D-VIP	ikke valgt
location	05.1-032 - teorirum 05.1 (65)
Teacher	Lars Fuglsang ( fuglsang@ruc.dk ) Flemming Sørensen ( flemmiso@ruc.dk )

## Service and Experience Management (BAL, VL)

time	22-09-2022 08:15 til 22-09-2022 12:00
forberedelsesnorm	ikke valgt
forberedelsesnorm D-VIP	ikke valgt

location 05.2-032 - teorirum (65)  
Teacher Lars Fuglsang ( fuglsang@ruc.dk )  
Flemming Sørensen ( flemmiso@ruc.dk )

## Service and Experience Management (BAL, VL)

time 29-09-2022 08:15 til  
29-09-2022 12:00  
forberedelsesnorm ikke valgt  
forberedelsesnorm D-VIP ikke valgt  
location 07.1-008 - undervisningslokale (60)  
Teacher Lars Fuglsang ( fuglsang@ruc.dk )  
Flemming Sørensen ( flemmiso@ruc.dk )

## Service and Experience Management (BAL, VL)

time 06-10-2022 08:15 til  
06-10-2022 12:00  
forberedelsesnorm ikke valgt  
forberedelsesnorm D-VIP ikke valgt  
location 05.1-032 - teorirum 05.1 (65)  
Teacher Flemming Sørensen ( flemmiso@ruc.dk )  
Lars Fuglsang ( fuglsang@ruc.dk )

## Service and Experience Management (BAL, VL)

time 13-10-2022 08:15 til  
13-10-2022 12:00  
forberedelsesnorm ikke valgt  
forberedelsesnorm D-VIP ikke valgt  
location 05.1-032 - teorirum 05.1 (65)  
Teacher Flemming Sørensen ( flemmiso@ruc.dk )  
Lars Fuglsang ( fuglsang@ruc.dk )

## Service and Experience Management - Exam (BAL, VL)

time 21-11-2022 08:00 til  
25-11-2022 18:00

forberedelsesnorm ikke valgt

forberedelsesnorm D-VIP ikke valgt

## Service and Experience Management - Reexam (BAL, VL)

time 08-02-2023 08:00 til  
08-02-2023 18:00

forberedelsesnorm ikke valgt

forberedelsesnorm D-VIP ikke valgt