



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## COURSE SYLLABUS

### Working in The Service Society Lab.

2021-2-F8802N020

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#### Learning objectives

In Western post-industrial economies, the service sector represents a privileged point of view in order to understand the changes in contemporary labour market. In this direction, the workshop aims to provide students with the main methodological and technical skills for the analysis of working processes, practices and experiences in the service society.

#### Contents

The workshop introduces the students to data analysis and the writing of research reports.

#### Detailed program

- Introduction to research design;
  - Data collection;
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## **Prerequisites**

Basic knowledge in the following areas: sociology of work (in particular on the topic of service work); social research methodology; data analysis techniques.

## **Teaching methods**

Lectures and exercises. During the Covid-19 emergency period, they will take place both in physical presence and online (asynchronous videotaped lessons and synchronous meetings).

## **Assessment methods**

Students' presentation of a written report. Students will also be evaluated during the workshop (active participation and exercises).

## **Textbooks and Reading Materials**

The literature on service workers, research methodology and data analysis will be provided during the workshop.

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