UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Working in The Service Society

2122-2-F8802N019

Learning objectives

Knowledge and understanding

Using an international comparative approach, the course goes in depth into specific issues dealing with work, employment and labour markets changes. A special focus will be devoted to the “terziarization” process and to employment in the service sector.

Applying knowledge and understanding

The course aims at providing students the following skills:

- presenting and discussing, with the support of different scientific documents (theoretical contributions, articles, research reports), issues relating to employment in the service sector;

- looking for, selecting, gathering and collecting empirical evidence to carry out the analysis of a specific issue or phenomenon in the labour market;

- designing and organizing a research project;

- carrying out a research with both quantitative and qualitative methods;

- analysing the results and present them through presentations/reports

Contents

Using an international comparative approach, the course goes in depth into specific issues dealing with work, employment and labour markets changes. A special focus will be devoted to changes concerning employment in the service sector.

Detailed program

Using an international comparative approach, the course goes in depth into specific issues dealing with work, employment and labour markets changes. A special focus will be devoted to changes concerning professions in the service industry.

The topics the course will deal with are all connected with the issue of work, employment and labor market changes in the service-based economy. More specifically they will be:

- the “service” transformation of the socio-economic assets and of the labor markets and its consequences on both the employment and occupational structure of the European countries and on actual work practices and contents;

- meanings of work in terms of social identity, self-fulfillement, satisfaction, social relations, social recognition.

The course is organized so that students can actively participate to classes in order to use the skills developed in a) analyzing and studying different empirical researches; b) critically reviewing and using original research materials; c) carrying out research by using both quantitative and qualitative methods.

Prerequisites

A basic command of sociological theory, methodology and fairly good skills in learning, writing and speaking.

Teaching methods

The active participation of students is required during all the lectures. Students will be invited and required to:

- comment and discuss the results of empirical researches, both quantitative and qualitative;

- prepare a research project and structure its specific phases

- directly experiment statistical data analysis, using datasets;

- directly confront with the carrying out and with the analysing of qualitative interviews to workers and employers;

- do short public presentations / write a short research report.

Assessment methods

Students attending classes: evaluation of work done during classes and brief oral exam.

Students not attending classes: written exam (two open questions).

Textbooks and Reading Materials

Fullin G. (2021), Front-Line Workers in the Global Service Economy. Overshadowed and Overstretched in the Fast Fashion World, Routledge.

Fellini I. (2017) *Il terziario di consumo. Occupazione e professioni*. Roma: Carocci /selected chapters

In addition to several chapters of the book cited above, the course bibliography – mainly made of scientific articles and report research in Italian and in English – and other useful documentation will be uploaded on the course web page on the Department website.

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