UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Working in The Service Society

2324-2-F8802N019

Learning objectives

Knowledge and understanding

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 high skilled occupations 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

The course proposes an analysis of the transformations of work and of the labor market with particular attention to highly qualified occupations in the service sector. The main topics covered by the course include the use of information technology, remote working and the new working practices that are spreading as a result of the

pandemic.

Detailed program

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;

- the impact of technological innovations on working practices (remore work, de-spatialization)

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

- job contents, work organization, relational dynamics in the workplaces

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;

- 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

Evaluation of work done during classes and brief oral exam.

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

Textbooks and Reading Materials

- Fellini I. (2017) Il terziario di consumo. Occupazione e professioni. Roma: Carocci. – some chapters
- Gallino L. (1978), Qualità del lavoro in Dizionario di Sociologia
- Gosetti, G. (2012) “Dalla Qualità Del Lavoro Alla Qualità Della Vita Lavorativa: Persistenze e
- Innovazioni Nel Profilo Teorico e Nelle Modalità Di Analisi.” Sociologia del Lavoro (127): 17–34
- Meridiana, rivista di storia e scienze sociali", 104, 2022 (special issue "Smart Working") - some articles

In addition to several chapters of the books 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 elearning page.

Students who are not able to attend classes are requested to contact the teacher asking for specific references for the written examination.

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | GENDER EQUALITY | DECENT WORK AND ECONOMIC GROWTH