

# Service・Management II

Syllabus Number

MAN-229

Elective

2 credit

OZAWA, Kenichi

## 1. Course Description

This lecture aims to explain economic and managerial issues about achievement of service economy in Japan and related to productivity improvement of the service industry. To promote further economic growth in Japan, improvement of productivity in the service industry is indispensable. What is necessary to improve the productivity of service industry? How can we achieve a productivity increase in the service industry in Japan? Regarding these problems, this lecture is to provide students with key issues on productivity improvement of recent service industry in Japan.