



UNIVERSITY OF GOTHENBURG
SCHOOL OF BUSINESS, ECONOMICS AND LAW

Curriculum Vitae Mette Sandoff

Department of Business Administration
Management and Organisation
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Academic degrees

1998 Ph.D., Business Administration, University of Gothenburg
1994 Licentiate Degree, Business Administration, University of Gothenburg
1991 Bachelor, Business Administration, University of Gothenburg

Positions within academia:

2012 - Deputy Vice-Chancellor and Head of the University Educational Board
, University of Gothenburg
2010 - 2012 Vice Dean and Head of the Faculty Educational Board, University of
Gothenburg/School of Business, Economics and Law
2009 - 2010 Head of department and Head of the Department Board, Business
Administration, University of Gothenburg/School of Business,
Economics and Law
2006 - 2009 Vice Head of department and Vice Head of Department Board,
Business Administration, University of Gothenburg/School of
Business, Economics and Law
2006 - 2009 Faculty Board Member, University of Gothenburg/School of Business,
Economics and Law
2006 - 2009 Faculty Member of the University's Equality Committee, University of
Gothenburg

Main research fields:

Management, Human Resource Management, Organizational theory

Main teaching fields:

Human Resource Management, Management, Organizational Theory

Academic experience

International research projects:

1999 - 2001 Human Resource Management at international high-qualitative hotel
groups,

Opponent and/or examiner of PhD and licentiate theses:

- 2013 Marita Fagerling, University of Gothenburg (Member of examining committee)
2013 Helen Stockhult, Örebro University (Member of examining committee)
2008 Bo Hallin, University of Gothenburg (Opponent)

Reviewer assignments:

Qualitative Research in Organizations and Management, Reviewer för Qualitative Research in Organizations and Management, Personnel Review, Nordiske Organisasjonsstudier, Personnel review, Nordiske Organisasjonsstudier, International Journal of Sociology and Social Policy, International Journal of Corporate Reputation Review

Pedagogical training:

- 1998 Several pedagogical courses for teaching in Higher Education

Pedagogical projects and development:

- 2014 Excellent Teacher
2014 Development of a Faculty Specific, Web Based Tool Box Concerning Education for Sustainable Development
2015 Pedagogical Policy and Programme
2011 Review Board BLUE11
2014 Infrastructure for blended learning

Teaching in executive education or other professional settings:**International academic experience:**

- 2017 - 2017 Administrative Fellowship - shadowing the President's and Provost's managerial work, sharing experiences

Other experience

Experience outside of academia within field:

- 1991 - 1992 Executive Assistant, Panorama Best Western Hotel Group

Board member in corporation or public entity:

- 2015 - 2017 Board Member, Universum AB Science Park

Professional training:

- 2008 Management Programme, CUP, Gotenburg university
2006 Management Programme, School of Business, Education and Law

Publications

Journal article (peer-reviewed)

Sandoff, Mette, Nilsson, Kerstin, Apelgren, Britt Marie, Frisk, Sylva, Booth, Shirley (2018) Reflecting on and Articulating Teaching Experiences: Academics Learning to Teach in Practice. *International Journal of Higher Education*, 7:6, p. 139-149.

- Nilsson, Kerstin, Bååthe, Fredrik, Erichsen Andersson, Annette, Sandoff, Mette (2017) Value-based healthcare as a trigger for improvement initiatives. *Leadership in health services (Bradford, England)*, 30:4, p. 364-377.
- Nilsson, Kerstin, Bååthe, Fredrik, Erichsen Andersson, Annette, Sandoff, Mette (2017) The need to succeed - learning experiences resulting from the implementation of value-based healthcare. *Leadership in Health Services*, 31:1, p. 2-16.
- Nilsson, Kerstin, Bååthe, Fredrik, Erichsen Andersson, Annette, Wikström, Ewa, Sandoff, Mette (2017) Experiences from implementing valuebased healthcare at a Swedish University Hospital – a longitudinal interview study. *BMC Health Services Research*, 17:169, p. 1-12.
- Nilsson, Kerstin, Sandoff, Mette (2017) Leading implementation of the management innovation value-based healthcare at a Swedish University Hospital. *Journal of Hospital Administration*, 6:1, p. 51-59.
- Sandoff, Mette, Nilsson, Kerstin (2016) How Municipal Development Leaders Experienced Their Professional Role and Responsibility. *Management and Organizational Studies*, 3:4, p. 1-10.
- Sandoff, Mette, Nilsson, Kerstin (2016) How staff experience teamwork challenges in a new organizational structure. *Team Performance Management*, 22:7/8, p. 415-427.
- Sandoff, Mette, Widell, Gill (2015) Translating as response to paradoxes – when implementing HRM strategies in service organisations. *Zeitschrift für Personalforschung*, 29:3-4, p. 303-321.
- Nilsson, Kerstin, Sandoff, Mette (2015) Leading Processes of Patient Care and Treatment in Hierarchical Healthcare Organizations in Sweden – Process Managers' Experiences. *Leadership in Health Services*, 28:2, p. 135-148.
- Nilsson, Kerstin, Sandoff, Mette (2015) Managing processes of inpatient care and treatment. Swedish healthcare process managers' descriptions. *Journal of Health Organization and Management*, 29:7, p. 1029-1046.
- Karlsson, Sara, Fogelberg, Karin, Kettis, Åsa, Lindgren, Stefan, Sandoff, Mette, Geschwind, Lars (2014) Not just another evaluation. *Tertiary Education and Management*, 20:3, p. 239-251.
- Alverén, Ellen, Andersson, Tommy, Eriksson, Karin, Sandoff, Mette, Wikhamn, Wajda (2012) Seasonal employees' intention to return and do more than expected. *Service Industries Journal*, 32:12, p. 1957-1972.
- Sandoff, Mette (2012) How humanism can contribute to the development and uniqueness of service management. *Journal of Human Values*, 18:1, p. 7-17.
- Sandoff, Mette, Widell, Gill (2009) Freedom or docility at work. *International Journal of Sociology and Social Policy*, 29:5.
- Sandoff, Mette, Widell, Gill (2008) Coping with Discipline - Discipline and dilemmas among teachers and warders. *International Journal of Sociology and Social Policy*, 28:11/12, p. 548-471.
- Sandoff, Mette, Widell, Gill (2008) Coping at work: With Freedom or with Docility? A Model Developed with Examples from Risky Work Places. *Journal of Human Values*, 14:2, p. 157-168.
- Sandoff, Mette (2005) Customization and standardization in hotels - a paradox or not?.

International Journal of Contemporary Hospitality Management, 17:6, p. 529-535.

Sandoff, Mette, Norén, Lars (2002) När professionella normer mäter kundorientering - en studie av grundskolelärares arbetssituation. *Nordiske Organisations-Studier*, 3:2002.

Book

Sandoff, Mette (2011) *Hotell och HRM: Tecken på förändring*. Malmö: Liber.

Book chapter

Sandoff, Mette (2002) How will the standardisation of the hotel industry affect diversity?. In *Reflecting diversity – viewpoints from Scandinavia*, p. 187-202. Göteborg : BAS Förlag.

Sandoff, Mette (2002) Formalization of the human resource work at hotels. In *Quality in Service: Crossing Boundaries/ Ed. by: Tax, Brown, Edvardsson, Johnston & Scheuing*, Göteborg : University of Victoria, Faculty of Business.

Sandoff, Mette (2000) Kunden i centrum i servicearbete In: *Handla med människor*, Lund, Academia Adacta.. In

Conference paper

Karlsson, Sara, Fogelberg, Karin, Kettis, Åsa, Lindgren, Stefan, Sandoff, Mette, Geschwind, Lars (2013) Not just another evaluation.

Widell, Gill, Sandoff, Mette (2011) Dilemmas in HR work. *Paper presented at the 7th International Conference of the Dutch HRM Network, November 10-11 2011, Groningen University, The Netherlands*.

Sandoff, Mette, Gustavsson, Eva (2003) Standardization of HRM-practices in the global hospitality sector: Resolving the paradox of personal formalized service. *17th Scandinavian Academy of Management (NFF) conference, Reykjavik, Iceland, augusti 2003*.

Sandoff, Mette, Widell, Gill (2002) Freedom or docility at work – is there a choice?. *ISA XVth World Congress/RC17 Sociology of Organization, Session 1, juli*.

Report

Sandoff, Mette (2010) *Hotell och Human Resource Management: Har de en gemensam framtid?*. Göteborg: University of Gothenburg.

Sandoff, Mette, Widell, Gill (2001) *Dilemmas of Discipline in Service Production*.

Sandoff, Mette, Widell, Gill (2001) *Disciplining practices in schools and prisons*.

Sandoff, Mette (2000) *Likriktning av hotellverksamhet uttryck och konsekvenser*. Göteborg: Göteborg University.

Editorial collection

Bergström, Ola, Sandoff, Mette (ed.) (2000) *Handla med människor*. Lund: Academica Adacta.

Other publication

Karlsson, Sara, Fogelberg, Karin, Kettis, Åsa, Lindgren, Stefan (2013) Not just another evaluation – a comparative study of four educational quality projects at Swedish universities [Elektronisk resurs]. *The European Higher Education Society EAIR 35th Annual Forum, Rotterdam, Nederländerna, Aug 2013*.