

THE HARVARD REFERENCING METHOD

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1. INTRODUCTION TO THE GUIDE

The Department of Business Management within the College of Economic and Management Sciences at Unisa uses the Harvard Referencing method. This method has been internationally accepted and standardised. It is a widely accepted referencing method in many higher education institutions worldwide.

Guide for referencing

This appendix includes a guide about how to cite books, chapters, journal articles, theses, personal communication, the Internet and so forth. This guide was originally compiled by the librarians of the Unisa School for Business Leadership (SBL) and later updated by staff members in the Department of Business Management. A sample list of references has also been included at the end of this guide. It is very important that you use the contents of this guide in your assignments, research proposals and research reports when compiling a list of references and citing sources in text. You will be penalised if you do not use the correct referencing technique and if you do not include a list of references of a high academic standard.

Using the guide

When writing an assignment, research report, dissertation or thesis, it is important that each time you use someone else's ideas from a book, article, newspaper report, conference proceeding or the Internet, you let your reader know. This is called a 'reference'. Failure to provide references may expose you to charges of plagiarism and render your research worthless.

References are cited for the following reasons:

- to indicate the source of any statements made
- to acknowledge authors' works
- to provide sources of additional information

The information given within the different formats listed in the guide above will vary, but enough information should be provided to allow your reader to identify your references and distinguish them from other versions of the same material.

In the examples given in the guide and when you reference, note especially:

- the order
- use of capital letters
- use of italics or underlining (Underlining is used if where the written research is handwritten or typed on a conventional typewriter. Use *italics* when typing up the research on a word processor)
- spacing
- punctuation
- use of quotes and quotation marks “ ”
- use of brackets, both round () and angle []
- use of the ampersand &

List of references

The Department of Business Management require a single list at the end of the written work that provides details of items actually referred to in the written work. The 'list of references' in this case will then simply list the reading which is relevant and which you have consulted, and which you have referred to, in the text.

2. BOOKS BY A SINGLE AUTHOR OR AN EDITOR

The citation order is as follows:

Author's surname, initials. Year of publication. *Title of book* (in italics or underlined.) Edition.
Place of publication: publisher.

For example:

Palmer, A. 1998. *Principles of services marketing*. 2nd ed. New York: McGraw-Hill.

Or

Editor's surname, initials. Year of publication. *Title of book* (in italics or underlined.) Edition.
Place of publication: publisher.

Barrow, J. ed. 1999. *Cases in services marketing*. New York: McGraw-Hill.

The title is underlined if your work is handwritten or if you are using a conventional typewriter.

For example

Palmer, A. 1998. Principles of services marketing. 2nd ed. New York: McGraw-Hill.

Citing this form of reference in the body of the assignment or thesis

If the author's name occurs naturally in the sentence, just add the year in brackets.

For example:

Palmer (1998) describes how services marketing works in practice.

Otherwise, put both the name and the year in brackets at the end of the sentence:

For example: (Palmer, 1998)

If you are quoting directly from Palmer's book, the quotes are in inverted commas, followed by the reference to Palmer with the relevant page numbers.

For example: (Palmer, 1998:23-24)

If the author has published more than one document (ie book or article) in the same year, distinguish between them by adding a, b, c etc after the date and ensure that they are all listed in the list of references.

For example, supposing you have used another 1998 title by Palmer to write the assignment:

Palmer, A. 1998. *Relationship marketing*. London: ABC Publications.

It will, therefore, be necessary to distinguish between the titles in the body of the assignment or thesis. This is done as follows:

(Palmer, 1998a)

(Palmer, 1998b)

The same principles apply to the book edited by Barrow.

3. BOOKS WRITTEN BY MULTIPLE AUTHORS

If there are two authors, these are cited as follows:

First author's surname, initials. and second author's surname, initials. Year of publication. *Title of book* (in italics or underlined). Edition. Place of publication: publisher.

For example:

Dent, P. and Jones, R. 1994. *Planning at work*. London: ABC Publications.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Dent, P. and Jones, R. 1994. Planning at work. London: ABC Publications..

Citing this form of reference in the body of the assignment or thesis

If a source has multiple (two or more) authors, the ampersand (&) sign may be used in place of the word "and" where authors are listed in the body of the assignment or thesis that appear in brackets as well as in the list of references. However, the ampersand sign (&) may **not** be used when the authors are listed as part of a normal sentence.

An **incorrect** example would be:

According to Dent & Jones (1994:12), strategy implementation is a subset of strategic management.

The **correct** example would be:

According to Dent and Jones (1994:12), strategy implementation is a subset of strategic management.

Another **incorrect** example would be:

Strategy implementation is a subset of strategic management (Dent and Jones, 1994:12).

The **correct** example would be:

Strategy implementation is a subset of strategic management (Dent & Jones, 1994:12)

More than two authors

If there are three authors, these are cited as follows:

First author's surname, initials., second author's surname, initials. & third author's surname, initials. Year of publication. *Title of book* (in italics or underlined). Edition. Place of publication: publisher.

Note the use of the ampersand (&) between the names of the last two authors.

For example:

Cooper, P., Codd, J. & Smith, L. 1998. *Research methods for management*. London: ABC Publications.

The title is underlined if your assignment is handwritten or if you are using a conventional typewriter.

Cooper, P., Codd, J. & Smith, L. 1998. Research methods for management. London: ABC Publications.

Citing this form of reference in the body of the assignment or thesis

In the body of your assignment or thesis, all three names are mentioned the **first time** you cite them, for example (Cooper, Codd & Smith, 1998). For subsequent citations, only the first author followed by *et al*; in italics and a semi-colon, is used: (Cooper, *et al*; 1998).

When quoting directly from the book, include the page numbers:
(Cooper, *et al*; 1998:43-44)

The words *et al* are underlined if the assignment is handwritten or if you are using a conventional typewriter (Cooper, et al; 1998).

The same principle applies to four or more authors.

4. INDIVIDUAL CHAPTERS IN EDITED BOOKS

When a book is a compilation of individual chapters by different authors, or a collection of conference papers, an individual chapter or paper is cited in the list of references as follows:

Author's surname, initials. Date of publication. 'Title of chapter or paper'. In: Editor's surname, initials. ed(s). *Title of book*. (in italics). Place of publication: publisher. Page numbers of the individual article.

Note that the title of chapter or paper is in quotes.

For example:

Palmer, A. 1999. 'Services marketing is not new'. In: Berry, J. and Swan, P. eds. *Services marketing, concepts and cases*. New York: McGraw-Hill. 101-120.

In its underlined format:

Palmer, A. 1999. 'Services marketing is not new'. In: Berry, J. and Swan, P. eds. Services marketing, concepts and cases. New York: McGraw-Hill. 101-120.

Citing this form of reference in the body of the assignment or thesis

When citing an individual chapter or article within the body of the thesis or assignment, refer to it as (Palmer, 1999). When quoting directly, add the page number (Palmer, 1999: 13)

5. JOURNAL ARTICLES

These are cited as follows:

Author's surname, initials. Date of publication. 'Title of article', *Name of journal*, (in italics) followed by a comma, Volume number (Part no): page numbers.

Note that the title of the article is in quotes.

For example:

Terrill, C.A. 1992. 'The ten commandments of new service development', *Management Review*, 81(2):24-27.

The title of the journal is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Terrill, C.A. 1992. 'The ten commandments of new service development', Management Review, 81(2):24-27.

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (Terril, 1992). When quoting directly, add the page number (Terrill, 1992:45).

6. JOURNAL ARTICLES SUBMITTED FOR PUBLICATION (Unpublished)

These are cited as follows:

Author's surname, initials. Year of submission. 'Title of article', *Name of journal*. Manuscript submitted for publication.

For example:

Murray, J. 2001. 'E-commerce, is it that promising?' *PC Week*. Manuscript submitted for publication.

The title of the journal is underlined if the assignment is handwritten or if you are using a conventional typewriter.

7. JOURNAL ARTICLES IN PRESS (Unpublished)

Author's surname, initials. Year of printing. 'Title of article', *Name of journal*. Manuscript in press.

For example:

Omah, A. 2001. 'Service excellence in local business', *People Dynamics*. Manuscript in press.

The title of the journal is underlined if the assignment is handwritten or if you are using a conventional typewriter.

8. THESES

When referring to an unpublished dissertation or thesis, the name of the relevant degree, the name of the university that awarded the degree and the location of the university (even if the name of the location forms part of the name of the university) are given instead of the place of publication and the name of the publisher.

These are cited in the list of references as follows:

Author's surname, initials. Year of acceptance. Title. Degree. Name of institution, Place.

For example:

Smith, J. 2000. An investigation of the impact of services marketing on the airline industry. DBL thesis. University of South Africa, Pretoria.

Note: The title of an unpublished work is not italicised or underlined.

Citing this form of reference in the body of the assignment or thesis

In the body of the essay, refer to (Smith, 2000). When quoting directly, add the page numbers (Smith, 2000:92).

9. PUBLICATIONS OF CORPORATE BODIES

A work for which a single corporate body is responsible is entered under the name of the body as follows:

The body responsible for the document. Date. *Title* (in italics). Place of publication: Publisher. If the body is the author and publisher of the document, it is named twice.

For example:

International Monetary Fund. 1977. *Balance of payments manual*. 4th ed. Washington,DC: International Monetary Fund.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

International Monetary Fund. 1977. Balance of payments manual. 4th ed. Washington,DC: International Monetary Fund.

Citing this form of reference in the body of the assignment or thesis

In this case, refer to it as (International Monetary Fund, 1977). If quoting directly from this source, add the page number (International Monetary Fund, 1977:341).

10. CONFERENCE PROCEEDINGS

The format of the citation for full conference proceedings is:

Author or editor's surname, initials. Year. *Title of conference: subtitle (including location and date of conference)* (in italics). Publisher.

For example:

Andersson, T. ed. 2001. *Getting started with electronic commerce: proceedings of the 1st International Conference on Electronic Commerce, Geneva, October 2-4, 2001*. E-commerce Unlimited.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Andersson, T. ed. 2001. Getting started with electronic commerce: proceedings of the 1st International Conference on Electronic Commerce, Geneva, October 2-4, 2001. E-commerce Unlimited.

Citing this form of reference in the body of your assignment or thesis

In this case refer to it as (Andersson, 2001). If quoting directly from this source, add the page numbers (Andersson, 2001:98)

The format of the citation for a specific conference paper is:

Surname of author of the paper, initials. Year of publication. 'Title of paper'. In: Editor's surname, initials. ed. *Title of conference and subtitle, including location and date of conference* (in italics or underlined). Publisher: Pagination.

Note that the title of the paper is in quotes and the title of the full conference proceedings is in italics or underlined if the assignment is handwritten or if you are using a conventional typewriter.

For example:

Wheeler, D. 2001. 'Getting to grips with the e-supply chain'. In: Andersson, T. ed. *Getting started with electronic commerce: proceedings of the 1st International Conference on Electronic Commerce, Geneva, October 2-4, 2001*. E-commerce Unlimited. 121-139.

Wheeler, D. 2001. 'Getting to grips with e-supply chain'. In: Andersson, T. ed. Getting started with electronic commerce: proceedings of the 1st International Conference on Electronic Commerce, Geneva, October 2-4, 2001. E-commerce Unlimited. 121-139.

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (Wheeler, 2001). If quoting directly from this source add the page number (Wheeler, 2001:122)

11. REFERENCE MATERIAL (Dictionaries, encyclopaedias, etc)

Citing alphabetically arranged works such as dictionaries and encyclopaedias is sometimes problematic and you should be aware of the following

- a) In many cases such works are known by their titles.
- b) It is not always possible to identify the author of a particular contribution.
- c) A lengthy list of names of contributors and/or editors often appears on the title page.
- d) Some of these works are often associated with a particular person or do not have more than three authors or editors.
- e) Not all encyclopaedias are arranged alphabetically.

In many cases, reference material is cited by title as follows:

Title. (in italics). Year. Place of publication: publisher.

For example:

Concise Oxford Dictionary of current English. 1995. ed. by Thompson, D. 9th ed. Oxford: Clarendon Press.

International Encyclopedia of Business & Management. 6 vols. 1996. ed. by Warner, W. London: Routledge.

The title is underlined if handwritten or if you are using a conventional typewriter.

For example:

International Encyclopedia of Business & Management. 6 vols. 1996. ed. by M. Warner. London: Routledge, 1996.

Depending on the preference of your study leader, reference works may also be cited under the name of the editor:

Editor's surname, initials. ed. Year. *Title* (in italics). Place of Publication: publisher.

For example:

Warner, M. ed. 1996. *International encyclopedia of business & management*. 6 vols. London: Routledge.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Warner, M. ed. 1996. International encyclopedia of business & management. 6 vols. London: Routledge.

Another option is to cite the reference under the name of the author contributing to the reference work.

Author's surname, initials. Date. 'Title of contribution'. In: Editor's surname, initials. ed(s). *Title reference work*. (in italics). Place of publication: Publisher. Page numbers of individual contribution.

For example:

Heller, F. 1996. 'Leadership'. In: Warner, M. ed. *International encyclopedia of business & management*. Vol 3. London: Routledge. 2541-2549.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Heller, F. 1996. 'Leadership'. In: Warner, M. ed. International encyclopedia of business & management. Vol 3. London: Routledge. 2541-2549.

Citing this form of reference in the body of your assignment or thesis

This will depend on the option which you have selected (ie under the title of the reference work or under the name of the editor or under the name of the contributing author).

For example:

(International Encyclopedia of Business and Management, Vol 3, 1996).

(Concise Oxford dictionary of current English, 1995)

(Warner, 1996)

(Heller, 1996)

If quoting directly from this source, add the page numbers:

(International Encyclopaedia of Business and management, Vol 3, 1996:678).

(Concise Oxford dictionary of current English, 1995:112)

(Warner, 1996:2541)

(Heller, 1996:2541).

Please be consistent when using the option you have selected.

12. UNPUBLISHED MATERIAL

This is cited as follows:

Author's surname, initials. Year. Title. Details of what the report or paper was for. Unpublished.

For example:

Collins, J. 1997. Report on visit to international business schools. Report to the Unisa Graduate School of Business Leadership. Unpublished.

Note: The title of an unpublished work is neither italicised nor underlined.

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (Collins, 1997). When quoting directly from this source, add the page numbers (Collins, 1997:11).

13. GOVERNMENT PUBLICATIONS

Government publications include: government gazettes, annual reports, laws and their amendments, Hansard (parliamentary debates), green papers, white papers, scientific and technical reports.

Government Publications are cited as follows:

Name of country, state or province. The name of the legislative body, court, executive department, bureau, council, commission or committee. If given, the name of the relevant sections, office, etc.,. Year of publication. *Title* (in italics). Report number. Further particulars to be mentioned will depend on the nature of the source.

For example:

South Africa. Central Statistical Service. 1996. *Statistical release*. PO317. Pretoria: Central Statistical Service.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

South Africa. Central Statistical Service. 1996. Statistical release. PO317. Pretoria: Central Statistical Service

It is important to give the number of the publication since it helps to trace the source. If the number is not available, it is omitted.

Citing this form of reference in the body of your assignment or thesis

When citing the government publication in the assignment or thesis, refer to it as (South Africa. Central Statistical Service, 1996). When quoting directly from this source, add the page numbers
(South Africa. Central Statistical Service, 1996: ii-iv).

14. PUBLICATIONS OF INTERNATIONAL ORGANISATIONS

These are cited in the list of references as follows:

Name of issuing body. Year of publication. *Title of publication* (in italics). Place of publication: Publisher. Report Number (if given).

For example:

UNESCO. 1999. *General information programme and summary of activities*. Paris: Unesco. (PGI-93/WS/22).

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

UNESCO. 1999. General information programme and summary of activities. Paris: Unesco. (PGI-93/WS/22).

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (UNESCO, 1999.) If quoting directly from this source, add the page numbers (UNESCO, 1999:21).

15. VIDEOS AND FILMS

Videos are cited in the list of references as follows:

Title (in italics). Year. Format, ie film or video. Subsidiary originator (if given). SURNAME (in capitals). Production details (if available). Place of producer: Producing organisation.

For example:

How to deal with cultural diversity in the work place. 1999. Video. Based on the book by Sally WALTON. Chicago, IL: Jack Wilson and Associates.

The title is underlined if handwritten or if you are using a conventional typewriter.

How to deal with cultural diversity in the work place. 1999. Video. Based on book by Sally WALTON. Chicago, IL: Jack Wilson and Associates.

Citing this form of reference in the body of your assignment or thesis

When citing this reference in the assignment or thesis, refer to it as (How to deal with cultural diversity

in the workplace, 1999). When quoting directly from this video, use inverted commas at the beginning and end of the quote "...cultural diversity is a fact in many multinational firms..." followed by

(How to deal with cultural diversity in the workplace, 1999)

16. RADIO AND TELEVISION BROADCASTS

These are cited as follows:

Broadcast company. Year. *Title of programme* (in italics). Off-air recording. Transmission date. Format.

For example:

SABC 3. 2000. *News at 8*. Off-air recording. 9 March 2000. Video.

Radio 702. 2001. *John Robbie show*. Off-air recording. 8 March 2001. Audiotape.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

SABC 3. 2000. News at 8. Off-air recording. 9 March 2000. Video.

Radio 702. 2001. John Robbie show. Off-air recording. 8 March 2001. Audiotape.

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (SABC 3, 2000) or (Radio 702, 2001). When quoting directly from this broadcast, use inverted commas at the beginning and end of the quote and refer to it as (SABC3, 2000) or (Radio 702, 2001). For example, if you are quoting directly from an off-air recording of a radio interview, the form would be:

According to Bob Jenkins, CEO of SA Investments, "... big business is getting involved in community projects" (Radio 702, 2001).

17. NEWSPAPER ARTICLES

Author identifiable

These are cited as follows:

Author's surname, initials. Year. 'Title of the article', *Name of the newspaper* (in italics). Date of issue, Page number(s).

Note that the title of the article or news item is in quotes.

For example:

Jones, D. 2001. 'Asmal says life-skills education will be enforced in every school', *Business Day*. 22 August. 4.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Jones, D. 2001. 'Asmal says life-skills education will be enforced in every school', Business Day. 22 August. 4.

Citing this form of reference in the body of your assignment or thesis

In the body of the assignment or thesis, refer to it as (Jones, 2001). If quoting directly, add the page number (Jones, 2001:4)

No author identifiable

If no author can be identified, enter it under the headline or news item:

Title of news item or headline. Year. *Title of Newspaper* (in italics or underlined). Date of issue. Page number (s).

For example:

Opec countries agree to keep oil output steady. 2001. *Business Day*, 27 September: 8.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Opec countries agree to keep oil output steady. 2001. Business Day, 27 September:8.

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (Opec countries agree to keep oil output steady, 2001). If quoting directly, include the page number (Opec countries agree to keep oil output steady, 2001:9)

No author or headline identifiable

If neither the name of the author nor the headline of the report is given, make an entry under the name of the newspaper.

Name of newspaper. (in italics or underlined). Year. Date. Page number.

For example:

Business Day. 2001. 27 September. 6.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Business Day. 2001. 27 September. 6.

Citing this form of reference in the body of your assignment or thesis

Refer to it as (Business Day, 2001) If quoting directly, add the page number (Business Day, 2001:6)

18. UNISA STUDY GUIDES

Unisa study guides are considered published works. A study guide is entered under author(s) in accordance with the stipulations set out under **Books written by one or more authors.**

Study guides are cited as follows:

Author's/editor's surname and initials. Year of publication. *Title of study guide* (in italics or underlined). Edition. Place of publication: publisher.

For example:

Freeman, T. 1998. *Leadership for South African organisations: study guide for MBL019-L.* Pretoria: University of South Africa.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Freeman, T. 1998. Leadership for South African Organisations: study guide for MBL019-L. Pretoria: University of South Africa.

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (Freeman, 1998). If quoting from the study guide, add the page number (Freeman, 1998:31)

If no author is mentioned for a study guide, the University of South Africa is considered the corporate body responsible for the study guide. This would be cited in the list of references as follows:

Name of the University. Teaching Department. Year. *Title of study guide* (in italics or underlined). Place of publication.

For example:

University of South Africa. Graduate School of Business Leadership. 1997. *Transforming organisations in South Africa: study guide for MBL018-C*. Pretoria.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

University of South Africa. Graduate School of Business Leadership. 1997. Transforming organisations in South Africa: study guide for MBL018-C. Pretoria.

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (University of South Africa, 1997). If quoting directly from this study guide, add the page number (University of South Africa, 1997:31).

19. PERSONAL COMMUNICATIONS (see also PERSONAL ELECTRONIC COMMUNICATIONS)

This is where you have conducted personal, written or telephonic interviews about the subject you are researching. These are cited as follows:

Surname, initials of person being interviewed. The position of the person (if applicable). Year. Nature of interview, (eg personal interview, correspondence). Day and month. Place.

For example:

Maggs, P. N. Director, E-Commerce Solutions Ltd. 2001. Personal interview. 27 September, Midrand.

James, T. IT Project Leader, E-Commerce Solutions Ltd. 2001. Correspondence. 1 September, Midrand.

20. INTERNET SOURCES

No standard method for citing electronic sources of information has yet been agreed upon. The recommendations in this document follow the practices most likely to be adopted and are intended solely as a guide.

The basic structure of a reference to information on the World Wide Web is as follows:

Author, Initials. Year. *Title of article or web page in sentence case*. [Online] Available from: URL [Accessed: date accessed]. You should include the **complete** URL of the specific web page within a web site that you have used as a source of information to enable to reader to find the information again.

When the web page does not have a specific, identifiable author:

Use the name of the company/organisation or the word "Anon" (without the inverted commas) in place of the author. For example: Eskom. 2009. *Eskom annual report 2009*. [Online] Available from: http://www.eskom.co.za/annreport09/ar_2009/index_annual_report.htm. [Accessed: 18 May 2009].

When the web page does not have a date of publication:

Look for the date on which the page was last modified - this date often appears at the bottom of a page. Alternatively, use the abbreviation "n.d." or the words "Not dated". (without the inverted commas).

When the web page does not have a clear title:

Use the main (i.e. most distinctive) heading on the web page as the title. For example: University of South Africa. 2012. *Student policies and rules*. [Online] Available from: <http://www.unisa.ac.z/default.asp?Cmd=ViewContent&ContentID=27715>. [Accessed: 25 July 2012].

Because web pages do not have page numbers, page numbers are not included in any in-text citations.

Indicate the exact URL of the web page and the date you visited it. Do not allow the URL to run over into a second line. Should this not be possible, separate it after a forward slash /. A full stop should be put at the end of the reference list item.

The citation form is as follows:

Author's/Editor's surname. Initials. Year. (Or No date if date of publication is not given in the source). *Title* (in italics or underlined) [online] (indicates types of medium, use for all Internet sources). Place of publication: Publisher (publisher in the traditional sense or organisation responsible for maintaining sites on the Internet). Available from: URL. [Accessed date] (This is the date on which you viewed or downloaded the document.)

For example:

Smith, J. 1999. *Outsourcing logistics* [online]. Chicago: Logistics International. Available from: <http://www.logisticsinternational.org.us/html> [Accessed 28 November 1999].

If no date is given, it is cited as follows:

Smith, J. No date. *Outsourcing logistics* [online]. Chicago: Logistics International. Available from: <http://www.logisticsinternational.org.us/html> [Accessed 28 November 1999].

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Smith, J. 1999. Outsourcing logistics [online]. Chicago: Logistics International. Available from: <http://www.logisticsinternational.org.us/html> [Accessed 28 November 1999].

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (Smith, 1999). If quoting directly, add a page number (Smith, 1999:3). If there is no page number, use inverted commas at the beginning and end of the quote and add (Smith, 1999). If no date is given, it is cited (Smith, no date).

Organisations place a great deal of information on the Internet without mentioning a specific author. In such cases, ascribe authorship to the smallest identifiable organisational unit. (This is similar to the standard method for citing documents produced by a corporate body.) See under Corporate Body.

21. MAILBASE / LISTSERVE E-MAIL LISTS

It should be noted that items may only be kept on a discussion group for a short time and therefore may not be suitable for referencing. A local copy should be kept by the researcher or student writing the assignment or thesis, with a note to this effect.

These are cited as follows:

Author's surname. Day Month Year. Subject of message. *Discussion list* (in italics or underlined) [online]. Available from: give the list e-mail address [Accessed Date].

For example:

Skyman, D. 2 May 2001. Electronic commerce. *E-commerce*. [online]. Available from EClistserve@FTP.NRG.DTU.DK [Accessed 30 June 2001].

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Skyman, D. 2 May 2001. Electronic commerce. E-commerce. [online]. Available from EClistserve@FTP.NRG.DTU.DK [Accessed 30 June 2001].

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (Skyman, 2001). If quoting directly and no pagination can be identified, use inverted commas at the beginning and end of the quote and add (Skyman, 2001). If pagination has been given, add the relevant page number (Skyman, 2001:1).

22. PERSONAL ELECTRONIC COMMUNICATIONS (E-MAIL)

These are cited as follows:

Sender's surname. Initials. (Sender's E-mail address). (Day Month Year). Re: *Subject of message* (in italics or underlined). E-mail to Recipient (Recipients E-mail address).

For example:

Jay, P. (jayp54@hotmail.com) (9 March 2001). Re: *Outsourcing supply*. E-mail to M. Ndlovu (mndlovu@unisa.ac.za)

The title is underlined if the assignment is handwritten or you are using a conventional typewriter.

Jay, P. (jayp54@hotmail.com) (9 March 2001). Re: Outsourcing supply. E-mail to M. Ndlovu (mndlovu@unisa.ac.za)

Citing this form of reference in the body of your assignment or thesis

In the body of the assignment or thesis refer to (Jay, 2001). Since there is no fixed pagination for this type of citation, inverted commas at the beginning and end of the quote are used with the addition of (Jay, 2001).

23. CD-ROMS (Works in their own right and not bibliographic databases)

These are cited in the list of references as follows:

Author/editor's surname, initials. Year. *Title* (in italics or underlined) [type of medium] Edition. Place of publication. Publisher (if known). Supplier or Database identifier.

For example:

Shaw, B. 1999. *A journey through leadership challenges: interactive exercises*. [CD-Rom]. New York: Multimedia Publishers.

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Shaw, B. 1999. A journey through leadership challenges: interactive exercises. [CD-Rom]. New York: Multimedia Publishers.

Citing this form of reference in the body of the assignment or thesis

In this case, refer to it as (Shaw, 1993). Since no pagination can be identified, use inverted commas at the beginning and end of any direct quotes, followed by the citation (Shaw, 1993).

24. FULL-TEXT SOURCES FROM LIBRARY RESOURCES INCLUDING ELECTRONIC JOURNALS (ONLINE AND CD-ROM)

NB: The pagination of journals on electronic full-text databases sometime differs from its print equivalent. It is important to indicate to your reader which format of the journal you are using.

Full-text sources

Full-text sources are cited as follows:

Author's surname, initials. Year Month Day. 'Title of article', *Journal title*, (in italics or underlined) [Type of medium], volume (issue number), pagination if given or any other indicator of length. Available: supplier/database name and number/identifier number, item or accession number [Accessed date].

For example:

Crow, P. 1994. 'GATT shows progress in Congress'. *Oil and gas journal*, [online], 92(49), 32 (1p) Available: Information Access/Expanded Academic Index ASAP/A 15955498 [Accessed on: 28 November 1999]

The title of the journal is underlined if the assignment is handwritten or if you are using a conventional typewriter.

Crow, P. 1994. 'GATT shows progress in Congress'. Oil and gas journal, [online], 92(49), 32 (1p) Available: Information Access/Expanded Academic Index ASAP/A 15955498 [Accessed on: 28 November 1999]

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (Crow, 1994). If quoting directly from the article, add the page number (Crow, 1994:21).

Electronic journals

Electronic journals are cited as follows:

Author's surname, initials. Year. 'Title of article', *Journal title*, (in italics or underlined) [online]. Volume (issue), page number. Date retrieved. Location within host. Available from: URL [Accessed date].

For example:

Miller, M. 1999. 'Trends in e-commerce', *Internet magazine*, [online]. 3(2), 86+. Retrieved December 17, 2000. From InfoTrac database. Available from: <http://infotrac.galegroup.com> [Accessed December 17,2000]

The title is underlined if the assignment is handwritten or if you are using a conventional typewriter.

For example:

Miller, M. 1999. 'Trends in e-commerce', Internet magazine, [online]. 3(2), 86+. Retrieved December 17,2000 from InfoTrac database. Available from: <http://infotrac.galegroup.com> [Accessed December 17, 2000]

Note: If you have downloaded the article in PDF format and it looks exactly like the print equivalent, use the format for **JOURNAL ARTICLES**

Citing this form of reference in the body of your assignment or thesis

In this case, refer to it as (Miller, 1999). If using a direct quote from this source, the citation is given with a page number (Miller, 1999:32)

25. SECONDARY REFERENCING

You may wish to quote a piece of work that has been referred to in something you have read. This is called 'secondary referencing' because you have not read the original piece of work. In other words, you are relying on the author you are reading to give a fair reflection of the contents of the original work. Wherever possible, it is important to read the original work, but this may be difficult in some instances. If you have to refer to a secondary reference, your text must make it clear that you have not read the original.

For example:

Research used by Smith (2000) regarding services marketing show that the indicators formulated by Grant (1994) in his PhD thesis entitled *Services marketing in transportation* (Dunhill University) apply to the airline industry.

The work by Smith 2000 is included in your list of references because this is where you read about Grant's research. However, the work by Grant 1994 is not included. You cannot include details about the original study simply because you have not consulted the original study.

Should you have any queries with regard to citing references in your assignment or thesis, please consult your subject librarian.

26. EXAMPLE OF A REFERENCE LIST

The following is an example of a list of references using the examples given in this guide.

Please note: Titles that are *italicised* in this list of references may be underlined if your research is handwritten or typed on a conventional typewriter.

LIST OF REFERENCES

Andersson, T. ed. 2001. *Getting started with electronic commerce: proceedings of the 1st International Conference on Electronic Commerce, Geneva, October2-4, 2001.* E-commerce Unlimited.

Barrow, J. ed. 1999. *Cases in services marketing.* New York: McGraw-Hill.

Business Day. 2001. 'A test for the taxman', *Business Day*. 22 August. 13.

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Cooper, P., Codd, J. & Smith, L. 1998. *Research methods for management*. London: ABC Publications.

Crow, P. 1994. 'GATT shows progress in Congress'. *Oil and gas journal*, [online], 92(49), 32 (1p) Available: Information Access/Expanded Academic Index ASAP/A 15955498 [Accessed on: 28 November 1999]

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How to deal with cultural diversity in the work place. 1999. Video. Based on book by Sally WALTON. Chicago, IL: Jack Wilson and Associates.

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