**The title of the technical paper**

*AB Smith*

*Section Manager, Eureka Gold Mine*

**Synopsis**

Write a brief description of the technical paper detailing all salient points and a brief conclusion. It must be noted that to facilitate the creation of tables of contents, the use of headings etc. must be as per the styles available in this template file.

**Section Heading**

Discussion of document may now occur using the following formats.

Technical Papers should describe new ideas, developments, innovations, projects or items of interest to members of the Association.

Subsequent to the acceptance of a paper by the Editorial Committee, the author cedes to the Secretary of the Association the sole authority to authorise publication or reproduction, in whole or in part, of the paper. This is to ensure that correct acknowledgement is always given to the author and to the Association.

Presentations should be prepared using Microsoft Office software (MS Office). The technical paper must be prepared in two formats:

* A written copy in MS Word format, including all illustrations, photographs, tables etc
* A presentation format in MS PowerPoint

The written copy must be supplied to the Secretary or Editorial Committee Member, who will ensure that it reaches the Editorial Committee. This copy should be transmitted by e-mail.

The presentation format is for presenting the paper at a General Meeting or District Meeting, as and when required by the Editorial Committee.

The content of the written Technical Paper should as a minimum include the headings of this template.

**Title** – describes the Technical Paper in a single sentence

**Author** – name, designation and company.

**Synopsis** – short summary/outline of note

**Technical Paper** – description detailing the; what, where, when, why and how of the respective project or item of interest.

**Conclusion** – what has been learnt and what will be done in the future.

**References** – papers, articles, periodicals used for reference

When writing the paper there may be a need to subdivide the text. Please use the following formats.

**Sub Section heading**

Further discussion of the sub section.

*Lowest level sub section*

The paper should not be split into sections below a third sub section.

When bullets are to be used, they should be the same font size as the text.

* For example here
* Another example of bullets

When the bullets are finished, text should return to normal.

**Technical details and figures**

All tables, figures, graphs or plates must have a caption preceding them with the following formats. Use the insert caption function and type in a description as below. You will notice that the numbers increment automatically.

**Figure 1 - Any sketch or diagram**

**Graph 1 - Any graph imported from excel**

**Plate 1 - Any picture**

**Table 1 - Any table using the table function of MSWord**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Mine Name** | **Number of men**  **(in service)** | **Home Language** | **English speaking**  **(%)** | **Average age**  **(years)** |
| Mine A | 5050 | Sotho | 27% | 41 years |
| Mine B | 8500 | Xhosa | 22% | 44 years |

Do not allow a table to scroll over to the next page, if it does, column headers must be repeated. Note that the font size is reduced to 10 and the titles of each table heading are in bold print with the units of the subsequent data.

All graphs must have a legend and the lines or pies must be shaded to allow black and white reproduction.

Photos should ideally be Black and white.

To efficiently use this template we suggest you print out the contents of the template and then delete the text and then write over the open areas leaving the titles and headings. In this manner, the fonts and formats will be maintained.

**Conclusion**

Complete a summary of the findings and include recommendations where applicable.

**References**

A single list is to be provided at the end of the written work with the details of all the items cited. The heading given to this list is **LIST OF REFERENCES**.

An example of a List of References has been included in **Appendix 1** as well as the process and methodology of referencing in a separate section below.

These examples have been taken from the UNISA School of Business and the referencing standard, was adopted accordingly as it complies with international referencing techniques.

**assessment of papers**

Every paper presented at a District or General meeting qualifies for the Annual Gold Medal or Silver Medal award. The model below is self-explanatory. The Editorial Committee members responsible for nominating the best paper will make use of four elements with different weighting to assess each paper.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Description** | **Weighting** | **Example** |
| **Technical Content** | A measure of the level of technical information and detail which should compare to Graduate Level Technical Notes | 20% | Graphs, data, hypotheses testing, evaluation, validity, integrity of information.  General research and knowledge of subject.  No of references used. |
| **Application of learning for the Industry** | A measure which determines how quickly industry can and should adopt these learnings | 35% | Stope nets revolutionized support in stopes. Everybody is adopting this best practice |
| **Ground breaking work** | A measure of how this knowledge will change the industry in future | 35% | Brand new technology that has never been applied anywhere else. |
| **Format** | Format, text, semantics, spelling, grammar. | 10% | Poor language, spelling mistakes, etc. |
|  | **Total** | **100%** |  |

In 2012 the Council introduced an incentive for the submission of papers, where every paper submitted by a single author, qualifies for a Flame Safety Lamp which will be rewarded at a General Meeting. Co-authors only receive a Flame Safety Lamp after being a co-author of the second or third paper depending on the number of authors.

For any further information, please visit our website at www.ammsa.org.za

**REFERENCING EXPLAINED**

**1. BOOKS BY A SINGLE AUTHOR OR A SINGLE EDITOR**

**Citing this form of reference in the List of References**

The citation order, capitalization and punctuation are as follows:

Author’s Surname, Initials. Year of publication. *Title of book.* (*in italics*). Edition.Place of publication: Publisher.

Note: if it is the first edition, this in not indicated.

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) Edition. Place of publication: Publisher.

The example below is the first edition of the book, therefore no edition is indicated.

Example:

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

**Citing this form of reference in the body of the paper:**

If the author’s name occurs naturally in the sentence, just add the year in brackets:

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:

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

If you quote directly from Palmer’s book, place the quotation in inverted commas, followed by the reference to Palmer with the relevant page numbers:

... describes how services marketing works in practice (Palmer, 1998: 23-24)

If the author has published more than one document (i.e. 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 bibliography. If, for example, you refer to another work of Palmer’s published in the same year, 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.

**2. BOOKS WRITTEN BY MULTIPLE AUTHORS**

**Citing this form of reference in the List of References:**

If there are **two authors**, they are cited as follows:

First Author’s Surname, Initials. and Second Author’s Surname, Initials. Year of publication. *Title of book*. (*in italics*) Edition. Place of publication: Publisher.

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

Note the use of the word “and” between the names of the first and second authors. In the case of only two authors, the word “**and**” is used in full, and **not** the ampersand, i.e.

**&**

**Citing this form of reference in the body of the paper:**

**Both names** are mentioned in this case, e.g. (Dent and Jones, 1994). When quoting directly from the book, include the page numbers, e.g., (Dent and Jones, 1994: 12).

If there are **three authors**, they 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*) Edition. Place of publication: Publisher.

Note the use of the **ampersand (&)** between the names of the **second** and **third** authors.

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

**Citing this form of reference in the body of the paper:**

In the body of your paper, **all three names** are mentioned the **first time** you cite them, for example (Cooper, Codd & Smith, 1998). For subsequent citations, use the name of the first author only followed by *et al*., for example: (Cooper, *et al*., 1998). Note that the *et al.* is in italics.

If you quote directly from the book, include the page numbers, for example, (Cooper, *et al*., 1998: 43-44)

The same principle applies to **four or more authors**.

**3. INDIVIDUAL CHAPTERS IN EDITED BOOKS**

**Citing this form of reference in the List of References:**

When a book is a compilation of individual chapters by different authors, or a collection of conference papers, you will cite an individual chapter or paper 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 the chapter or paper is in quotation marks.

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 paper:**

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).

**4. JOURNAL ARTICLES**

**Citing this form of reference in the List of References:**

These are cited as follows:

Author’s Surname, Initials. Date of publication. ‘Title of article’, *Journal name,* (*in italics*) followed by a comma, volume number (part no): page numbers.

Note that the title of the article is in quotation marks.

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 paper:**

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

**5. JOURNAL ARTICLES SUBMITTED FOR PUBLICATION (unpublished)**

**Citing this form of reference in the List of References:**

These are cited as follows:

Author’s Surname, Initials. Year of submission. ‘Title of article’, Name *of journal. (in italics*). Manuscript submitted for publication.

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

**Citing this form of reference in the body of your paper:**

In this case refer to it as (Murray, 2001). When quoting directly, indicate that has not yet been published as follows: “... e-commerce promises quick profits, but suppliers must be cautious...” (Murray, 2001: article submitted for publication).

**6. JOURNAL ARTICLES IN PRESS (unpublished)**

**Citing this form of reference in the List of References:**

Author’s Surname, Initials. Year of printing. ‘Title of article’, *Journal name.* (*italics*). Manuscript in press.

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

**Citing this form of reference in the body of your paper:**

In this case refer to it as (Omah, 2001). When quoting directly, indicate that has not yet been published as follows: “... small local business now realises the value of service excellence...” (Omah, 2001: in press).

**7. DISSERTATIONS AND THESES**

Dissertations and theses are unpublished works and so they are treated slightly differently. The citation order is as follows:

**Citing this form of reference in the List of References:**

Author’s Surname, Initials. Year of completion. Title. Degree. Name of Institution, Place.

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

**Note:** As this is an unpublished work, the title will not be italicised.

**Citing this form of reference in the body of the paper:**

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

**8. PUBLICATIONS OF CORPORATE BODIES**

**Citing this form of reference in the List of References:**

When a publication is not the work of an individual author or of authors working collectively, but issues from an organization, an association, a government, or any official body, then the position of author is attributed *to* that corporate body. 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 corporate body is both the author and publisher of the document, it is named twice.

Example:

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 paper:**

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).

**9. CONFERENCE PROCEEDINGS**

**Citing this form of reference in the List of References:**

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.

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 paper:**

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

**10. CONFERENCE PAPERS**

**Citing this form of reference in the List of References:**

The format of the citation for an individual 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*). Publisher: Pagination.

Note that the title of the paper is in quotation marks and the title of the full conference proceedings is in italics, or underlined if your work is handwritten or if you have used 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.

**Citing this form of reference in the body of your paper:**

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

**11. REFERENCE MATERIAL (dictionaries, encyclopaedias, etc.)**

Encyclopaedias, subject dictionaries and dictionaries are usually alphabetically arranged, and may consist of many volumes. Attributing authorship is not always practicable especially if all the contributors are listed on the title page, and reference works are often known better by their titles than by their authors.

**Citing this form of reference in the List of References:**

It is easiest to cite reference material 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.

Alternatively, you may cite reference works under the name of the editor, according to

the following order:

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.

A further option is to cite the reference under the name of the author who wrote the

contribution to the reference work. You would do so in the following way:

Author’s Surname, Initials. Date. ‘Title of contribution’. In: Editor’s Surname, Initials. ed(s). *Title of 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.

**Citing this form of reference in the body of your paper:**

This will depend on which of the three options you have selected, that is, to enter under the title of the reference work, to enter under the name of the editor, or, to enter under the name of the contributing author. Again, please be consistent.

Therefore:

Under title: (International encyclopedia of business and management, Vol 3, 1996).

Under title: (Concise Oxford dictionary of current English, 1995)

Under editor: (Warner, 1996)

Under author of contribution: (Heller, 1996)

If you make use of a quotation, add the page numbers in the following way(s):

Under title: (International Encyclopedia of Business and management, Vol 3, 1996: 678).

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

Under editor: (Warner, 1996: 2541)

Under author of contribution: (Heller, 1996: 2541)

Remember to keep to the option you have selected for all the reference works you cite. Consistency is important.

**12. UNPUBLISHED MATERIAL**

**Citing this form of reference in the List of References:**

Unpublished material is cited in the following order:

Author’s Surname, Initials. Year. Title. Details of the purpose of the report. 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 will not be italicised.

**Citing this form of reference in the body of your paper:**

In this case, refer to it as (Collins, 1997). Add the page number(s) if you make a quotation from the unpublished work, for example, (Collins, 1997: 11).

**13. GOVERNMENT PUBLICATIONS**

The types of publications covered by the term government publications will include green and white papers, bills, statutes or acts, amendments to acts, regulations, and government notices, all of which are published in the government and provincial gazettes. The annual reports of various government departments and bodies, the parliamentary debates published in the “Hansards”, and various reports and commissions of inquiry all fall under this heading. Government or state publications are, generally speaking, examples of works by corporate authors.

**Citing this form of reference in the List of References:**

Government publications are generally cited as follows:

Name of country, state or province. The name of the legislative body, court, executive department, bureau, council, commission or committee. If supplied, the name of the relevant sections, office, etc, Year of publication. *Title.* (*in italics*). Report number (where applicable).

Further particulars to be mentioned will depend on the nature of the source. Place of publication: Publisher.

For example:

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

Supply the number of the publication, if it has one, as this helps readers to trace the source.

**Citing this form of reference in the body of your paper:**

When citing a government publication in the body of your work, refer to it as (South Africa. Central Statistical Service, 1996.). If quote from the text, add the page numbers, for example (South Africa. Central Statistical Service, 1996: ii-iv).

**14. PUBLICATIONS OF INTERNATIONAL ORGANISATIONS**

**Citing this form of reference in the List of References:**

These are cited in the bibliography as follows:

Name of Issuing Body. Year of publication. *Title of publication (in italics)*. Place of publication: Publisher. Report Number (when applicable).

For example:

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 paper:**

In this case, refer to it as (UNESCO, 1999.) If you quote from the text, add the page numbers, for example (UNESCO, 1999: 21)**.**

**15. DVDs, VIDEOS AND FILMS**

**Citing this form of reference in the List of References:**

Videos are cited in the bibliography as follows:

*Title*. (*in italics*). Year. [Format, i.e. DVD, film or video]. Subsidiary Originator (if given). SURNAME (in capitals). Production details (if available). Place of Production: 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.

**Citing this form of reference in the body of your paper:**

When citing this reference in the paper, 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, for example, “...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**

**Citing this form of reference in the List of References:**

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. Audio-tape.

**Citing this form of reference in the body of your paper:**

In this case, refer to it as (SABC 3, 2000) or (Radio 702, 2001). To quote from the broadcast, use inverted commas at the beginning and end of the quote and refer to it as (SABC3, 2000) or (Radio 702, 2001). Below is an example of such a quotation: According to Bob Jenkins, CEO of SA Investments, “... big business is getting involved in community projects ....” (Radio 702, 2001).

**17. NEWSPAPER ARTICLES**

**Citing this form of reference in the List of References:**

You may encounter three problems with newspaper articles - they sometimes do not credit their authors, they sometimes do not have titles or headlines, and sometimes they have neither. Below are some guidelines.

**Author identifiable:**

If the author is identifiable, you will cite a newspaper article in the following manner:

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 must be placed in quotation marks.

For example:

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 paper:**

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

**Author’s name not supplied:**

If the newspaper article does not indicate its author, then it must be cited under the title of the article:

Title (or headline) of news item. Year. *Title of Newspaper.* (*in italics).* Date of Issue: Page numbers.

For example:

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

In this case, refer to it as (Opec countries agree to keep oil output steady, 2001). If you quote from the article, include the page number, for example, (Opec countries agree to keep oil output steady, 2001: 9).

**The author’s name and the title of the article are not given:**

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*). Year. Date. Page number.

For example:

*Business Day.* 2001. 27 September. 6.

Refer to it as (Business Day, 2001) If you quote from the text, add the page number, or example, (Business Day, 2001: 6).

**18. PERSONAL COMMUNICATIONS** (see also **PERSONAL ELECTRONIC COMMUNICATIONS**)

**Citing this form of reference in the List of References:**

If you have conducted personal, written or telephonic interviews to research your subject, you will cite such communications in the following manner:

Surname, Initials of person being interviewed. The position of the person (if applicable).Year. Nature of interview (e.g. 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.

**Citing this form of reference in the body of your paper:**

In this case refer to it as (Maggs, 2001) or (James, 2001). If quoting directly refer to it as (Maggs, 2001: personal interview) or (James, 2001: correspondence).

**19. INTERNET SOURCES**

**General Guidelines:**

There are numerous approaches to citing work from the Internet. In order to maintainconsistency, the following points should be noted:

- be consistent throughout and fit with the preferred style guide;

- cite enough information for the reader to locate the citation in future;

- many Web documents do give an author somewhere on the page. If not explicitor obvious, the author’s name may be found in the header of the HTML encoded text. You can view this by choosing the option to view document source. Otherwise use the title as the main reference point as you would with any anonymous work;

- cite the date the document was last updated if this is apparent. If not available provide the date the document was accessed.

**Important:**

When referencing Internet sources, the punctuation is important and the stops and the commas in a bibliographic citation may confuse the reader. It is, therefore, important to use the symbols **<** and **>** to delineate the start and the end of an URL, for example <http://www.sblunisa.ac.za>

**Citing this form of reference in the List of References:**

Indicate the exact URL of the web page and the date you visited that page. Do not allow the URL to run over into a second line. Should this not be possible, separate it after a forward slash / . No further punctuation, such as a full-stop or a hyphen, should be added, nor should the upper or lower case of any characters in the address be altered.

Web addresses are case sensitive.

The citation order is a follows:

Author’s/ Editor’s Surname. Initials. Year. (Or, “No date” if date of publication is not given in the source). *Title* (in italics) [online]. Place of publication: Publisher (publisher in the traditional sense, or, the organisation responsible for maintaining the site on the Internet). Available from: URL < > [Date accessed] (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]

**Citing this form of reference in the body of your paper:**

In this case, refer to it as (Smith, 1999). If you quote directly from the text, add a page number, for example, (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).

A great deal of information is published on the Internet by organisations and this information is not credited with 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 section 9 **Publications of Corporate Bodies.**

**20. MAILBASE / LISTSERVE E-MAIL LISTS / WEBLOGS or BLOGS**

Keep in mind that items are kept on a discussion group for a brief time only and hence may not be suitable for referencing, insofar as the documents will not be retrievable in the future. A local copy should be kept by the researcher or student writing the paper, with a note to this effect.

**Citing this form of reference in the List of References:**

These are cited as follows:

Author’s Surname. Initials. Day Month Year. Subject of message. Discussion list (in italics) [online]. Available from: Give the list’s email 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]

**Citing this form of reference in the body of your paper:**

In this case, refer to it as (Skyman, 2001). If you quote from the text and no pagination can be identified, use quotation marks at the beginning and end of the quote and add (Skyman, 2001). If pagination has been given, add the relevant page number, for example, (Skyman, 2001: 1).

**Weblogs or Blogs**

This is possibly the most **unreliable** electronic source. Postings can be removed and amended without warning, and contributions added anonymously. Proof of access at any given time is therefore crucial.

**Citing this form of reference in the List of References:**

These are cited as follows:

Author’s Surname. Initials. OR Author’s pseudonym. Day Month Year of posting. Subject of message or title. [Blog entry]. Version (if clear) Available from: < url > [Accessed Date]

For example:

“Julia”. 30 November 2006. E-Commerce set to crash. [Blog entry]. Available from: < ttp://www.burstyourbubble.com/ecommerce/ > [Accessed: 2 December 2006]

**Citing this form of reference in the body of your paper:**

In this case, refer to it as (“Julia”, 2006). If you quote from the text and no pagination can be identified, use quotation marks at the beginning and end of the quote and add (“Julia”, 2006). If pagination has been given, add the relevant page number, for example, (“Julia”, 2006: 1).

**21. PERSONAL ELECTRONIC COMMUNICATIONS (E-MAIL)**

**Citing this form of reference in the List of References:**

These are cited as follows:

Sender’s Surname. Initials. (Sender’s E-mail address). (Day Month Year). Re: Subject of message (in italics). E-mail to Recipient (Recipient’s 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)

**Citing this form of reference in the body of your paper:**

In the body of the paper refer to (Jay, 2001). If quotating, as there is no fixed pagination for this type of citation, use quotation marks at the beginning and end of the quote and add (Jay, 2001: e-mail).

**22. CD-ROMS (as works in their own right, but not bibliographic databases)**

**Citing this form of reference in the List of References:**

These are cited in the bibliography as follows:

Author/Editor’s Surname, Initials. Year. Title (in italics) [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.

**Citing this form of reference in the body of the paper:**

In this case, refer to it as (Shaw, 1993). As no pagination can be identified, use quotation marks at the beginning and end of any direct quotes and then add (Shaw, 1993).

**23. FULL-TEXT SOURCES FROM LIBRARY RESOURCES INCLUDING ELECTRONIC JOURNALS (ONLINE AND CD-ROM), and ELECTRONIC**

**BOOKS**

In most cases, if the article is in pdf format, see the guidelines under section 5 **Journal Articles**.

**Note:** Where pagination of journals on electronic full-text databases differ from their print equivalent or are not be supplied at all or are in HTML format only, please use these guidelines as it is important to indicate to your reader which format of the journal you are using. However, if you have downloaded the article in PDF (Portable Document Format) and it looks exactly like the print equivalent, including the pagination, then follow the guidelines for **JOURNAL ARTICLES** under section 5.

**Citing this form of reference in the List of References:**

**Full-text sources**

Full-text sources are cited as follows:

Author’s Surname, Initials. Year Month Day. ‘Title of article’, Journal title, (in italics) [type of medium], volume (issue number), pagination if given or any other indicator of length. Available at: Supplier/Database Name and Number/Identifier Number, Item or Accession Number [Date accessed]

For example:

Crow, P. 1994. ‘GATT shows progress in Congress’. Oil and gas journal, [online], 92(49), 32 (1p). Available: Business Source Premier. [Accessed on: 28 November 2006].

**Citing this form of reference in the body of your paper:**

In this case, refer to it as (Crow, 1994). If you quote from the article, add the page number (Crow, 1994: 32).

**Electronic journals (E-Journals)**

**Citing this form of reference in the List of References:**

Author’s Surname, Initials. Year. ‘Title of article’, Journal title, (in italics ) [online]. Volume (issue), page number. Date retrieved. Location within host. Available from: URL < > [Date accessed].

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]

**Citing this form of reference in the body of your paper:**

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

**Electronic Books (E-Books)**

**Citing this form of reference in the List of References:**

The citation order, capitalization and punctuation are as follows:

Author’s Surname, Initials. Year of publication. Title of book. (in italics) [online] Edition. Place of publication: Publisher. Available from:<url> [Accessed date]

Example:

Lasserre, P. 2003. Global Strategic Management [online]. 2nd ed. New York: Palgrave MacMillan. Available from: < http://www.netlibrary.com > [Accessed on: 2 November 2006].

**Citing this form of reference in the body of your paper:**

In this case, refer to it as (Laserre, 2003). If you quote from the text and no pagination can be identified, use quotation marks at the beginning and end of the quote and add (Laserre, 2003). If pagination has been given, add the relevant page number, for example, (Laserre 2003: 31).

**24. SECONDARY REFERENCING (not recommended)**

**Citing this form of reference in the List of References:**

Secondary referencing occurs when you wish to quote a piece of work that appears in something you have read, but **you have not had access to the original source**. You have to rely on the author you are reading to give a fair reflection of the contents of that original work. Wherever possible, it is important to read the original work, but this may be difficult in some instances. If you still have to refer to a secondary reference, your references must clearly indicate that while you have read the secondary source, you have not read the original source.

For example:

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

The work by Smith (2000) will be included in your bibliography as 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 as you have not consulted it.

**25. PowerPoint SLIDE PRESENTATIONS**

**Citing this form of reference in the List of References:**

Author’s surname, Initials. Year. ‘Title.’ [PowerPoint presentation] Date. Institution, place.

Example:

Dlamini, N. 2006. ‘E-commerce trends in retail in South Africa.’ [PowerPointPresentation] 4 November. Business Solutions Inc., Midrand.Please note that in this case the title is not italicised.

**26. CASE STUDIES (Printed)**

**Citing this form of reference in the List of References:**

Author’s surname, Initials. Year. ‘Title.’ Case number. Place: Publisher or Institution.

Note the title is not italicised.

Example:

Spar, D. and Burns, J. 2000. ‘Hitting the wall: Nike and International Labor Practices.’ HBS 700047. Boston: Harvard Business School Publishing.

**Citing this form of reference in the body of your paper:**

In this case, refer to it as (Spar and Burns, 2000). If you quote from the text and no pagination can be identified, use quotation marks at the beginning and end of the quote and add (Spar and Burns, 2000). If pagination has been given, add the relevant page number, for example, (Spar and Burns, 2000).

**EXAMPLE OF A LIST OF REFERENCES**

Appendix 1 provides an example of a list of references using the examples given in this guide.

**Appendix 1**

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.

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

Business Day. 2001. 27 September. 6.

Collins, J. 1997. Report on visit to international business schools*.* Report to the

Unisa Graduate School of Business Leadership. Unpublished.

*Concise Oxford dictionary of current English.* 1995. Ed. by Thompson, D. 9th ed.

Oxford: Clarendon Press.

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: Business Source Premier.

[Accessed on: 28 November 2006]

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

Dlamini, N. 2006. ‘E-commerce trends in retail in South Africa.’ [PowerPoint

Presentation] 4 November. Business Solutions Inc., Midrand.

Freeman, T. 1998. *Leadership for South African Organisations: study guide for*

*MBL019-L.* Pretoria: University of South Africa.

Heller, F. 1996. ‘Leadership’. In: Warner, M. Ed. *International encyclopedia of*

*business & management.* Vol 3. London: Routledge. 2541-2549.

*How to deal with cultural diversity in the work place.* 1999. [Video]. Based on book by

Sally WALTON. Chicago, IL: Jack Wilson and Associates.

*International encyclopedia of business & management.* 6 vols. 1996. ed. by M

Warner. London: Routledge.

International Monetary Fund. 1977. *Balance of payments manual.* 4th ed.

Washington,DC: International Monetary Fund.

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

1 September, Midrand.

Jay, P. (jayp54@hotmail.com) (9 March 2001) Re: *Outsourcing supply*.

E-mail to M. Ndlovu (mndlovu@unisa.ac.za).

Jones, D. 2001. ‘Asmal says life-skills education will be enforced in every school’,

*Business day.* 22 August. 4.

“Julia”. 30 November 2006. *E-Commerce set to crash.* [Blog entry].

Available from: < http://www.burstyourbubble.com/ecommerce/ >

[Accessed: 2 December 2006

Lasserre, P. 2003. *Global Strategic Management* [online]. 2nd ed. New York:

Palgrave MacMillan. Available from: < http://www.netlibrary.com >

[Accessed on: 2 November 2006].

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

September, Midrand.

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]

Murray, J. 2001. ‘E-commerce, is it that promising?’ *PC Week.* Manuscript submitted

for publication.

Omah, A. 2001. ‘Service excellence in local business’, *People Dynamics*.

Manuscript in press.

Opec countries agree to keep oil output steady. 2001. *Business Day,*

27 September. 8

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

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

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.

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

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

Shaw, B. 1999. *A journey through leadership challenges: interactive exercises.*

[CD-Rom]

Skyman, D. 2 May 2001. Electronic commerce. *E-commerce.* [online].

Available from EC listserve@FTP.NRG.DTU.DK [accessed 30 June 2001]

Smith, J. 1999. *Outsourcing logistics* [online]. Chicago: Logistics International.

Available from:< http://www.logisticsinternational.org.us/html > [Accessed 28

November 1999].

Smith, J. 2000. An investigation of the impact of services marketing on the airline

industry*.* DBL Thesis. University of South Africa.

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

Pretoria: Central Statistical Service.

Spar, D. and Burns, J. 2000. ‘Hitting the wall: Nike and International Labor

Practices.’ HBS 700047. Boston: Harvard Business School Publishing

Terrill, C.A. 1992. ‘The ten commandments of new service development’,

*Management Review*, 81(2): 24-27.

UNESCO. 1999. *General information programme and summary of activities*.

Paris: Unesco. (PGI-93/WS/22).

University of South Africa. Graduate School of Business Leadership. 1997.

*Transforming organisations in South Africa: study guide for MBL018-C*.

Pretoria.

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, October2-4, 2001*. Ecommerce

Unlimited. 121-139.