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- o Formats for References

Journal articles

Print

Williams, P. and Naumann, E. (2011), 'Customer satisfaction and business performance: A firm-level analysis', *Journal of Services Marketing*, Vol. 25, No. 1, pp. 20–32 [Journal titles should be given in full].

Online only

Demers, A. (2009) 'The war at home: consequences of loving a veteran of the Iraq and Afghan wars.' The Internet Journal of Mental Health, 6(1) [online] http://www.ispub.com/journal/the_internet_journal_of_mental_health/volume_6_number_1_45/article/the-war-at-home-consequences-of-loving-a-veteran-of-the-iraq-and-afghanistan-wars.html (accessed 15 July 2010).

Books

Smith, A. and Brown, D. (2005), Quantitative Data Analysis with SPSS for Windows, 2nd ed., Routledge, London. Edited books Casson, M. et al. (Eds.) (2006), The Oxford Handbook of Entrepreneurship, Oxford University Press, Oxford.

Ebooks

Lowry, R. (2009), Concepts and Applications of Inferential Statistics [online]. Vassar College, Poughkeepsie NY. http://faculty.vassar.edu/lowry/intro.html (accessed 21 February 2009).

Conference papers

Unpublished

Anita, R., and Pooja, K. (2012), 'Characteristics of tourism employment: the case of Karnataka. Paper Presented at the 7th International Conference on Contrasts and Connections in Global Tourism. 18-21 July 2012. New Delhi, India.

Published

Anita, R., and Pooja, K. (2012), 'Characteristics of tourism employment: the case of Karnataka. Proceedings of the 7th International Conference on Contrasts and Connections in Global Tourism, New Delhi, India, pp. 396–410.

Websites

Apache Jakarta Project [online] http://jakarta.apache.org/ (Accessed 21 September 2007).

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