Referencing Guide for JIM

1 References within the manuscript

1.1 One author
This conclusion was found in previous research (Reichheld, 1996).

1.2 Two authors
This conclusion was found in previous research (Shankar and Yadav, 2011).

1.3 Three or more authors
This conclusion was found in previous research (Shankar et al., 2011).

1.4 Two or more references
These conclusions were found in previous research (Darden and Babin, 1994; Spangenberg et al., 1996). The references must be sorted by year and then by author.

1.5 Multiple publications by the same author in the same year
These conclusions were found in previous research (Darden 1992a; Darden 1992b).

1.6 Direct citations
This statement is supported by research dealing with a similar topic: “I said this before” (Reichheld, 1996, p.xx).

1.7 Figures that are not own creations
Figure 1: The name of the figure (Samuel et al., 2002, p.13).

2 References within the bibliography

The full list of literature must be disclosed in the bibliography, sorted first alphabetically by author, then by year and with a hanging indent for each reference which is longer than one line.

2.1 One author

2.2 Two authors

2.3 Three or more authors

2.4 Book

2.5 Book chapter

2.6 Internet source