

A circular inset photograph in the top-left corner shows a young woman with dark hair tied back in a bun, wearing large hoop earrings and a light-colored blazer over a dark top. She is looking down at a white laptop computer. A pair of black headphones hangs around her neck. The background is a plain, light-colored wall.

20106 Management Capstone

Lecture - Week 4

Dr Rebecca Dong UTS Business School



Learning Objectives

- 1) to help you to select a research topic
- 2) to explain how to carry out a literature search
- 3) to describe potential sources of secondary data
- 4) to illustrate how to make citations and references
- 5) to examine the purpose of the literature review



Part A Choosing your research topic

Assessment task 2: Business Analysis (Group)

Published

Edit

⋮

Your tutor will allocate you into groups in Tutorial 1 and provide you with a research topic.

The research topic can be chosen from management-related courses you have learned in the last three years. (e.g., Human Resource Management, Management Skills, International Business, Strategic Management, Organizational Behavior and so forth)

The assignment has two parts to it.

1. Written Group Report - maximum no. of words - 3,000 words (+/-10%) = 20%
2. Oral Group Presentation - 10-15 minutes presentation on-campus or online = 10%

The first part requires the group to write a management report addressing the issues identified in your topic.

The second part of the assignment requires an in-class group presentation, where you will present the key findings from your research.

Your report and presentation will be judged on your ability to demonstrate strong research skills (data collection and analysis, use of appropriate theory to analyze the research problem) and your ability to present your findings in a professional manner (both written and oral).

Further details about the assignment will be provided in the lecture and tutorials.

- The written report is expected to be 3000 words in length (excluding executive summary, reference list and appendices) and in-class group presentation, followed by a questions and answers session.
- All references should follow the same style, preferably APA 7th reference style.

Length:

3000 words and in-class presentation

Due:

Presentations: in-class (Tutorial 9 and Tutorial 10) Report due on Friday evening of week 8. Further details are to be provided by your tutor in the first tutorial.

Overview: what makes a good research topic?

- It is a topic about which you are enthusiastic and it matches the career goals.
 - There are resources available, particularly data and time.
 - The subject is topical.
 - Whatever the outcome, you still have a worthwhile project.
 - The topic fits the specifications and meets the standards set by the examining institution.
 - There is a clear link to the relevant literature.
 - Fresh insights into the topic are provided.
 - The research question(s) and objectives are capable of being stated clearly.
-

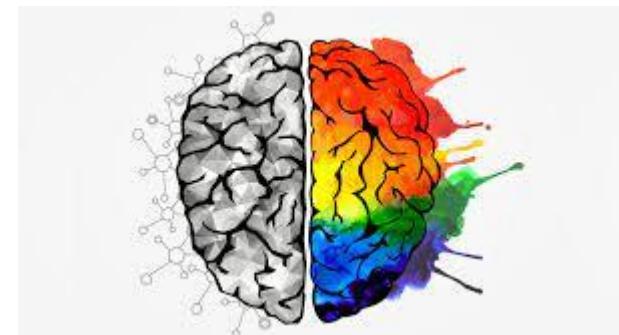
Ten techniques for generating research ideas

- 1 Thinking
 - 2 Looking at past project titles
 - 3 Using past projects from the university library
 - 4 Using past course assignments
 - 5 Using relevant literature
 - 6 Following the news media
 - 7 Brainstorming
 - 8 Concept mapping
 - 9 Making a note of ideas
 - 10 Discussion with helpers
-



Thinking Techniques

Rational thinking	Creative thinking
Examining your own strengths and interests	Keeping a notebook of your ideas
Examining academic staff research interests	Exploring personal preferences using past projects
Looking at past project titles	Exploring relevance to business using the literature
Discussion	Relevance trees
Searching existing literature	Brainstorming
Scanning the media	



Step 1: Identify a general subject area

Research Area example: Leadership

- → C journals.elsevier.com/the-leadership-quarterly

Apps 百度一下 Library Accessibil... YouTube YouTube Video D... UTS WEBMAIL UTSOnline – Black... UTS: Course Infor... Mplus: Media



ELSEVIER



The Leadership Quarterly
An International Journal of Political, Social and Behavioral Science
Editor in Chief: John Antonakis
View Editorial Board
CiteScore: 11.8 Impact Factor: 6.642

ISSN: 1048-9843

[Submit Your Paper](#)
[Supports Open Access](#)
[View Articles](#)
[Read more](#)
[Guide for Authors](#) ▾

Research article

Shared leadership performance relationship trajectories as a function of team interventions and members' collective personalities
The Leadership Quarterly, Available online 3 March 2021, ...
Lauren D'Innocenzo, Michael Kukenberger, ... Jennifer A. Griffith

Short communication

A chronotype circadian model of charismatic leadership expressions and perceptions
The Leadership Quarterly, Available online 27 February 2021, ...
Cristiano L. Guarana, Christopher M. Barnes, ... Rohan Crawley

Research article

Just what do we think we are doing? Learning outcomes of leader and leadership development
The Leadership Quarterly, Available online 23 January 2021, ...
David M. Wallace, Elisa M. Torres, Stephen J. Zaccaro

Research article

Authentic leadership theory: The case for and against
The Leadership Quarterly, Available online 7 February 2021, ...
William L. Gardner, Elizabeth P. Karam, ... Katja Einola

Research article

A systematic and critical review of research on respect in leadership
The Leadership Quarterly, 30 December 2020, ...

Feedback

Research Area: Entrepreneurship

journals.sagepub.com/home/etp

Apps 百度一下 Library Accessibili... YouTube YouTube Video D... UTS WEBMAIL UTSOnline – Black... UTS: Course Infor... Mplus: Mediation...

SAGE Journal Author Gateway
How to Get Published Resources  [Read more >](#)

SAGE journals Search  Browse Resources  Access Options: Sign In Institution Society Cart

Account Administrators: Review your remote access options for SAGE Journals

Entrepreneurship Theory and Practice 

Journal Home Browse Journal  Journal Info  Stay Connected  [Submit Paper](#)

About this journal

Entrepreneurship Theory and Practice (ETP) is a leading scholarly journal in Entrepreneurship. The journal's mission is to publish original conceptual and empirical research that contributes to the advancement of entrepreneurship. ETP is consistently ranked as one of the most influential business journals of the Journal Citation Reports and by the Financial Times as one of the top journals. This journal is a member of the Committee on Publication Ethics (COPE).

 [All Issues](#)



Research Area: Entrepreneurship

Browse by

Most recent Most read Most cited Trending Collections

Articles most recently published online for this journal.

 Open Access | Research article | First published Mar 7, 2023

[Task Re-allocation in New Venture Teams: A Team Conflict Perspective](#)

Anna Brattström 

 Open Access | Research article | First published Mar 2, 2023

[Entrepreneurial Masculinity: A Fatherhood Perspective](#)

Ulla Hytti , Päivi Karhunen, Miruna Radu-Lefebvre 

 Restricted access | Research article | First published Mar 2, 2023

[Examining Psychological Mediators in Entrepreneurship: Experimental Designs, Remedies, and Recommendations](#)

Dan K. Hsu , J. Robert Mitchell , Xian Cao 

 Restricted access | Research article | First published Feb 27, 2023

[Entrepreneurial Entropy: A Resource Exhaustion Theory of Firm Failure From Entrepreneurial Orientation](#)

Nazha Gali , Mathew (Mat) Hughes , Robert E. Morgan, Catherine L. Wang

Browse by

Most recent Most read **Most cited** Trending Collections

Most cited articles published in this journal in the last 3 years. These statistics are updated weekly using data sourced exclusively from [CrossRef](#).

 Open Access | Research article | First published Jan 23, 2020

[Digital Sustainability and Entrepreneurship: How Digital Innovations Are Helping Tackle Climate Change and Sustainable Development](#)

Gerard George , Ryan K. Merrill, Simon J. D. Schillebeeckx 

 Restricted access | Research article | First published Mar 3, 2019

[The Influence of Formal and Informal Institutional Voids on Entrepreneurship](#)

Justin W. Webb, Theodore A. Khoury , Michael A. Hitt

 Restricted access | Research article | First published Nov 11, 2019

[Entrepreneurship for Sustainable Development: A Review and Multilevel Causal Mechanism Framework](#)

Matthew P. Johnson , Stefan Schaltegger

 Open Access | Research article | First published Jan 16, 2020

[The Lean Startup Framework: Closing the Academic–Practitioner Divide](#)

Dean A. Shepherd , Marc Gruber

Research Area: STRATEGY



Edited by: Rajshree Agarwal, Mary Benner, Vibha Gaba, & Brian Silverman

Impact factor (2021): 7.815

Journal Citation Reports (Clarivate, 2022): 38/155 (Business) 44/228 (Management)

Online ISSN: 1097-0266

© John Wiley & Sons, Ltd



LATEST ISSUE >
Volume 44, Issue 5
May 2023

HOME | ABOUT ▾ | CONTRIBUTE ▾ | BROWSE ▾ | SMS COLLECTIONS



About the Journal

The *Strategic Management Journal* seeks to publish the highest quality research with questions, evidence and conclusions that are relevant to strategic management and engaging to strategic management scholars. We receive manuscripts with a diverse mix of topics, framings, and methods, and our acceptances reflect this diversity.

More specifically, the *Strategic Management Journal* seeks to publish papers that ask and help to answer important and interesting questions in strategic management, develop and/or test theory, replicate prior studies, explore interesting phenomena, review and synthesize existing research, and evaluate the many methodologies used in our field. *SMJ* also publishes studies that demonstrate a lack of statistical support in a particular sample for specific hypotheses or research propositions. We welcome a diverse range of researcher methods and are open to papers that rely on statistical inference, qualitative data, verbal theory, computational models and mathematical models.

Along with the 2-year Impact Factor, *SMJ* adopt a comprehensive metric based on 6 items reported at the bottom of this page

Submit an Article

Browse free sample issue

Get content alerts

Subscribe to this journal

An official journal of the Strategic Management Society



Most Recent

Most Cited

Most Read

COMMENTARY

Disentangling the role of the institutional environment in the ownership competence framework: A comment on Foss et al. (2021)

Guilherme Fowler A. Monteiro, Bruno Varella Miranda

First Published: 31 March 2023

[Abstract](#) | [Full text](#) | [PDF](#) | [References](#) | [Request permissions](#)

SPECIAL ISSUE ARTICLE

Renewing the resource-based view: New contexts, new concepts, and new methods

Constance E. Helfat, Aseem Kaul, David J. Ketchen, Jay B. Barney, Olivier Chatain, Harbir Singh

First Published: 31 March 2023

[Abstract](#) | [Full text](#) | [PDF](#) | [References](#) | [Request permissions](#)

RESEARCH ARTICLE | Open Access

Board experiential diversity and corporate radical innovation

Aurora Genin, Wenting Ma, Vineet Bhagwat, Gennaro Bernile

First Published: 22 March 2023

[Abstract](#) | [Full text](#) | [PDF](#) | [References](#) | [Request permissions](#)

RESEARCH ARTICLE

When opportunity meets ability: The moderating effects of prolific inventors on novel drug innovation following product development failure in biotechnology

Daniel Tzabbar, Amrita Lahiru, Donghwi Josh Seo, Warren Boeker

First Published: 11 March 2023

[Abstract](#) | [Full text](#) | [PDF](#) | [References](#) | [Request permissions](#)

RESEARCH ARTICLE | Open Access

More effective solutions? Senior managers and non-routine problem solving

Benoit Decreton, Esther Tippmann, Phillip C. Nell, Andrew Parker

Useful questions to ask when searching articles and reports for possible research topic ideas

- What did the authors conclude?
 - What alternative conceptual models, explanations or hypotheses did the authors consider?
 - What methods did the authors use to approach the problem?
 - Do you accept the authors' conclusions? If not, are there other methods that could allow you to test their conclusion?
 - Does the authors' research suggest new ways to interpret a different problem?
 - Are there other problems that could be studied using the same methods?
-



Step 2: think about what happens recently? Check the media (example of AU media)



South Australia joins ban on TikTok app on government-issued devices | 7NEWS

7NEWS Australia 1M subscribers

Like 18 Share Download Save

Thousands of state government employees are being ordered to delete popular social media app TikTok from their phones. The premier has banned the app on government devices.

UTS



Sydney's tradies strike over pay and conditions, threaten national strikes | 7NEWS

7NEWS Australia 1M subscribers

Like 39 Share Download Save

Union leaders have threatened national strike action unless Australia's Labor governments comply with their demands for better pay and conditions. They say their members are suffering and they voted for the ALP, and it's time for Labor to pay the piper.

Brainstorming

1. ***Defining the problem.*** This will focus on the sorts of ideas you are interested in – as precisely as possible. In the early stages of formulating a topic this may be as vague as, ‘I am interested in marketing but don’t know what to do for my research topic’.
2. ***Asking for suggestions.*** These will relate to the problem.
3. ***Recording suggestions.*** As you record these you will need to observe the following rules:
 - No suggestion should be criticized or evaluated in any way before all ideas have been considered.
 - All suggestions, however wild, should be recorded and considered.
 - As many suggestions as possible should be recorded.
4. ***Reviewing suggestions.*** You will seek to explore what is meant by each as you review these.
5. ***Analyzing suggestions.*** Work through the list of ideas and decide which appeals to you most as research ideas

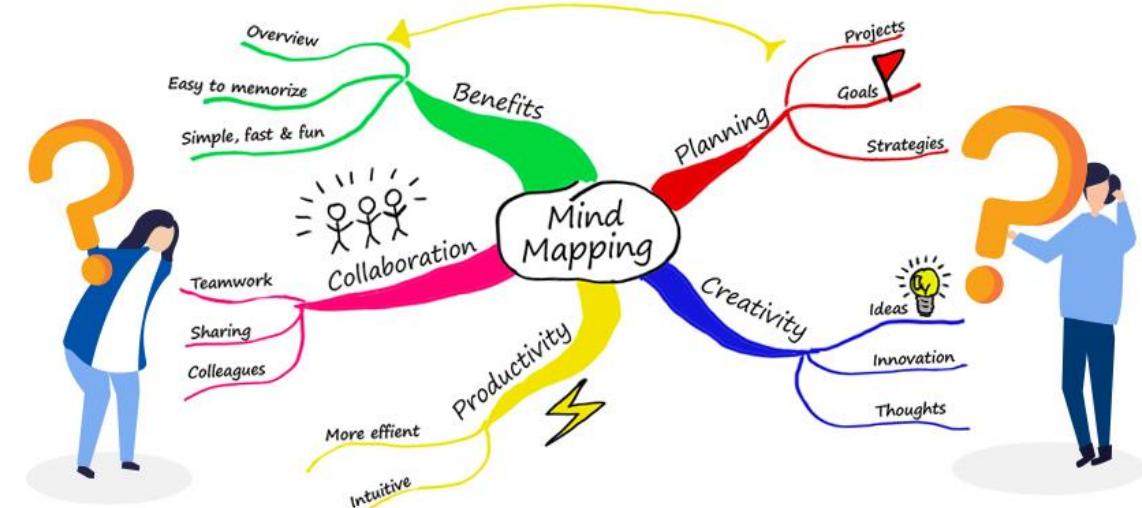
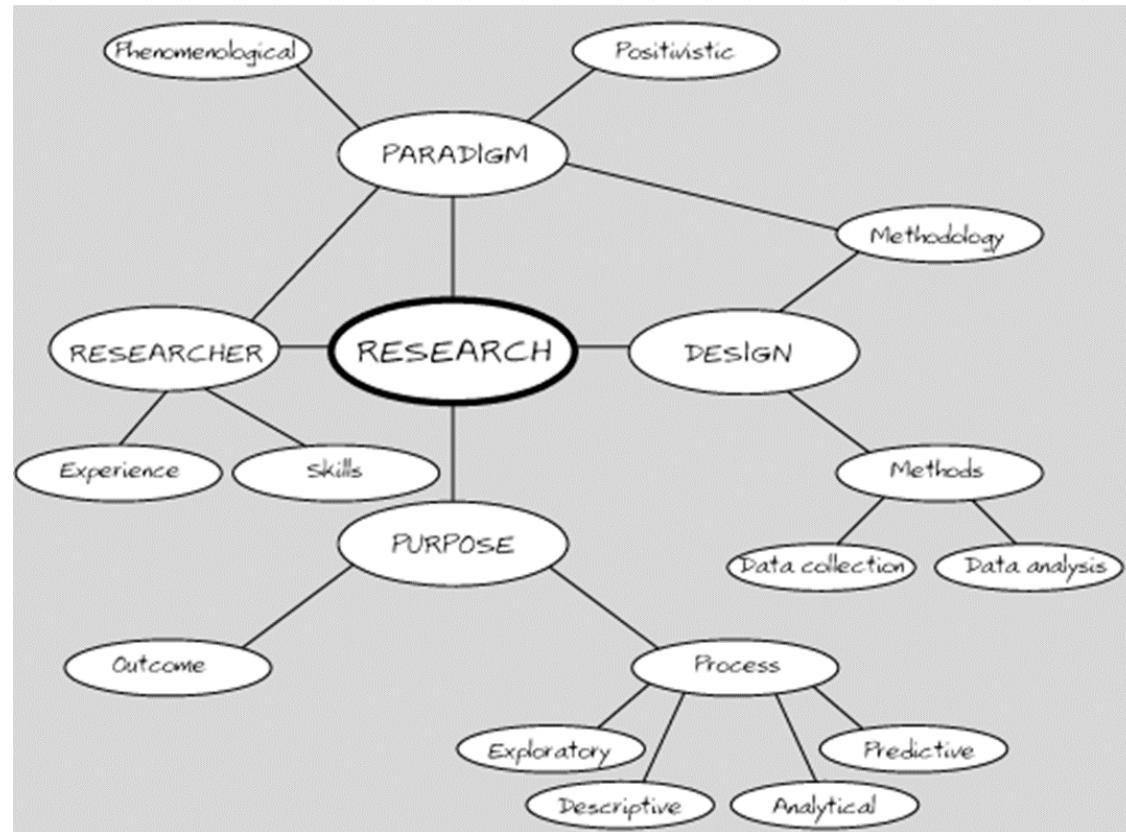


Step 3 think about the research method

Type of research	Methodology	Unit of analysis
Exploratory	Cross-sectional studies	An individual
Descriptive	Experimental studies	An event
Analytical	Longitudinal studies	An object
Predictive	Surveys	A body of individuals
Quantitative	Action research	A relationship
Qualitative	Case studies	An aggregate
Deductive	Collaborative research	
Inductive	Ethnography	
Applied	Grounded theory	
Basic		

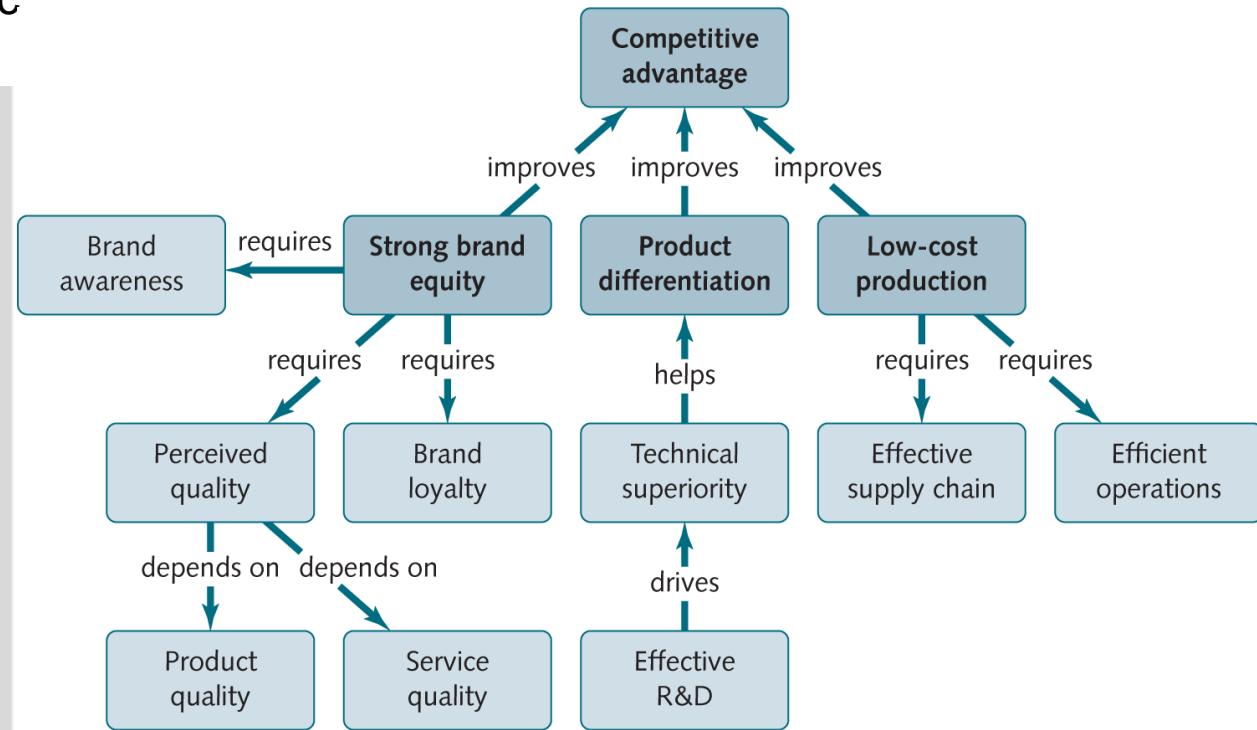
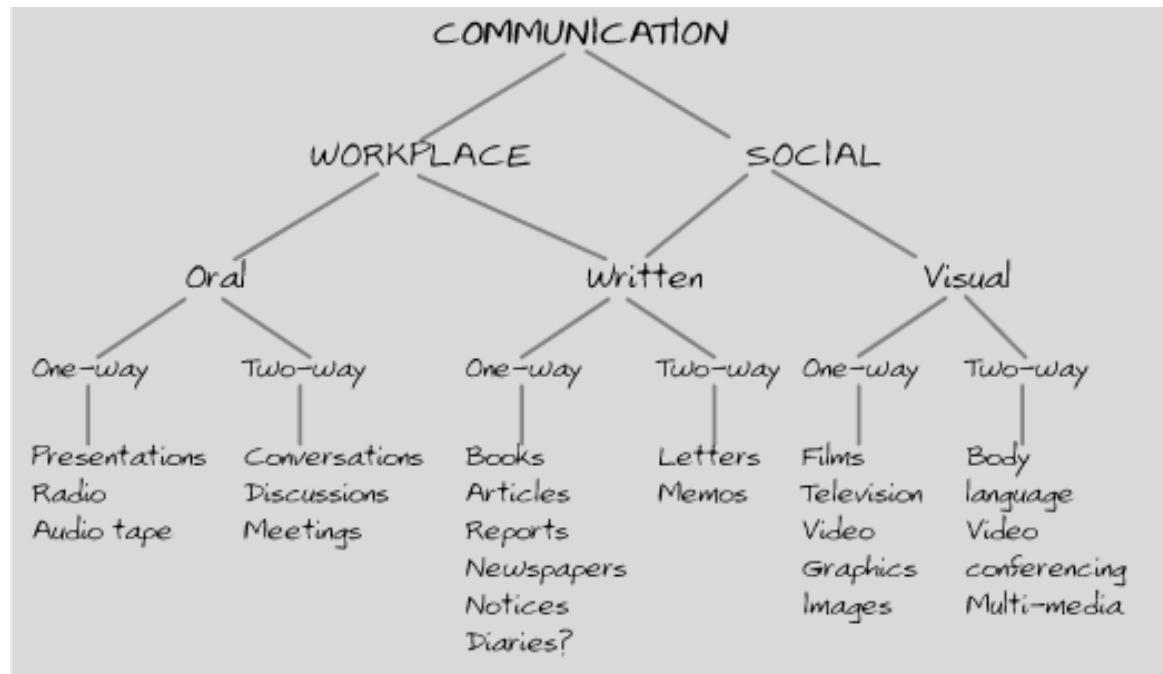
Step 4 Generate a research topic: Mind maps

Mind maps: Another way of focusing your general interest in a topic is to use diagrams.



Generate a research topic: Relevance trees

Relevance trees are a particular type of diagram which can be used as a device for generating research topics or for focusing your interest on a research topic



A simple concept map showing representation of **competitive advantage**

Step 5 research ideas and the focus research questions

Research idea	General focus research questions	Research idea	Research question
1 The marketing of security in credit cards	To what extent does a credit card company market the measures it takes to ensure consumer security in order to gain competitive advantage?	Media campaign following product recalls	How effective is a media campaign designed to increase consumer trust in [company name] following a series of product recalls?
2 Organisations' employee newsletters	How effective are organisations' newsletters at gaining employee identification with the organisation in geographically diverse organisation structures, and why?	Graduate recruitment via the Internet	To what extent and in what type of context is Internet-based recruitment and selection of graduates effective and why?
3 The use of shelf display point-of-sale material in retail supermarkets	How does the use of shelf display point-of-sale material in retail supermarkets affect buyer behaviour?	Supermarket coupons as a promotional device Challenger banks and small businesses	In what ways does the issue of coupons at supermarket checkouts affect buyer behaviour? How has the emergence of challenger banks impacted upon small businesses' financing and why?
4 Sustainable accountancy	To what extent are organisations ensuring that environmental and social performance is better connected with strategy and financial performance, and why?		



Step 6 Phrasing research questions as research objectives

<i>Research question</i>	<i>Research objective</i>
1 Why have organisations introduced employee communication schemes?	1 To identify organisations' objectives for employee communication schemes.
2 How can the effectiveness of employee communication schemes be measured?	2 To establish suitable effectiveness criteria for employee communication schemes.
3 Has employee communication been effective?	3 To assess the extent to which the effectiveness criteria for employee communication have been met in published studies.
4 How can the effectiveness of employee communication be explained?	4a To determine the factors associated with the effectiveness criteria for employee communication schemes being met. 4b To estimate whether some of those factors are more influential than other factors.
5 Can the explanation be generalised?	5 To develop an explanatory theory that associates certain factors with the effectiveness of employee communication schemes.

Examples of research questions and related research aims

Research question	Research aim
How effective is a media campaign designed to increase consumer trust in [company name] following a series of product recalls?	The aim of this research is to assess the effectiveness of a media campaign by [company name] designed to increase consumer trust following a series of recalls of its products.
In which situations and to what extent is Internet-based recruitment and selection of graduates effective and why?	The aim of this research is to understand situations within which Internet-based recruitment and selection of graduates is effective and why.
Research question	Research aim
In what ways does the issue of coupons at supermarket checkouts affect buyer behaviour?	The aim of this research is to explore how the issue of coupons at supermarket checkouts affects buyer behaviour.
How has the emergence of challenger banks impacted upon small businesses' financing and why?	The aim of this research is to explore how the emergence of challenger banks has impacted upon small businesses' financing and why.

Test your research objectives

Check that the objectives are:

Specific What precisely do you hope to achieve from undertaking the research?

Measurable What measures will you use to determine whether you have achieved your objectives?

Achievable Are the targets you have set for yourself achievable given all the possible constraints?

Realistic Given all the other demands upon your time, will you have the time and energy to complete the research on time?

Timely Will you have time to accomplish all your objectives in the time frame you have set?

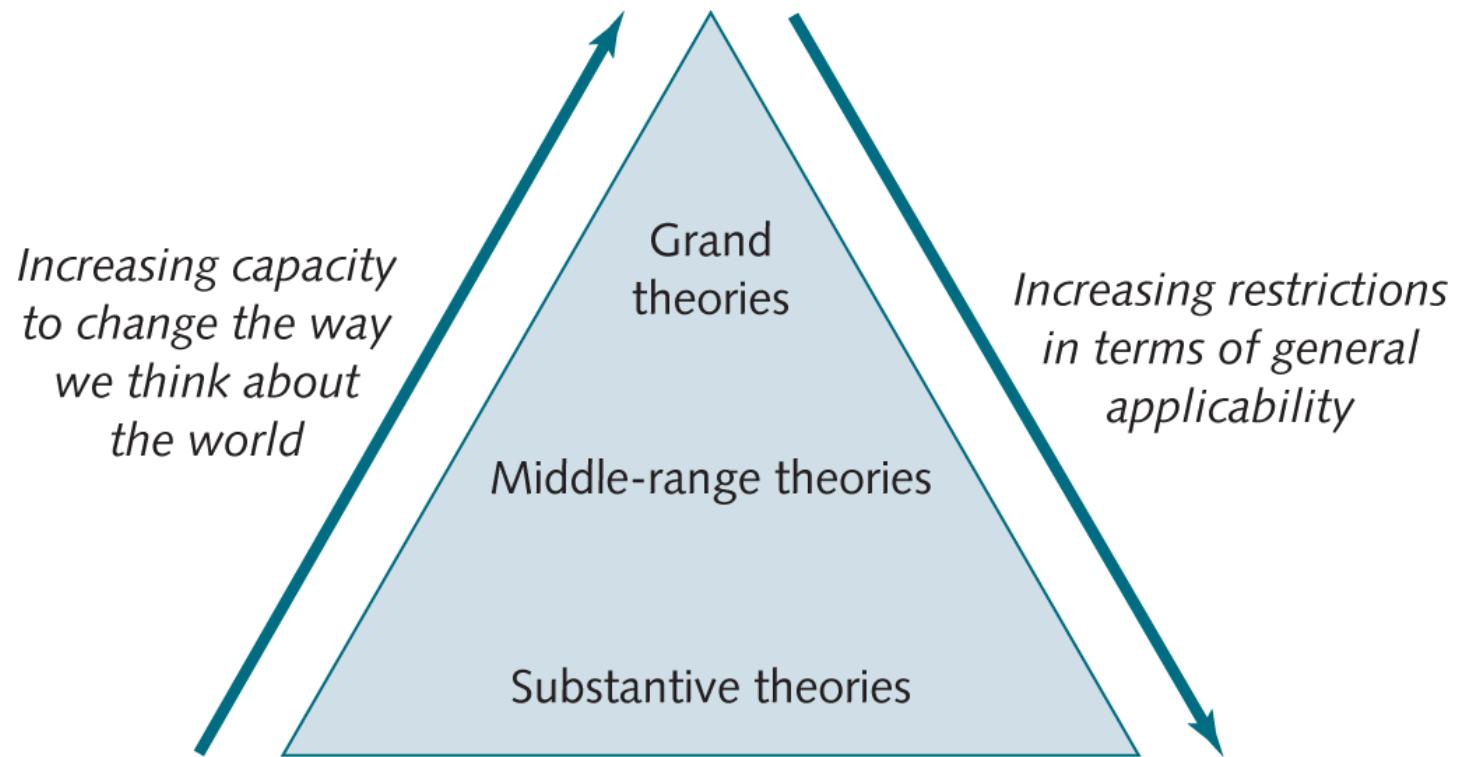
Criterion
Transparency (<i>What does it mean?</i>)
Specificity (<i>What am I going to do?</i>)
Relevance (<i>Why I am going to do this?</i>)
Interconnectivity (<i>How will it help to complete the research project?</i>)
Answerability (<i>Will this be possible?</i>) (<i>Where shall I obtain data?</i>)
Measurability (<i>When will it be done?</i>)

Step 7 Make a list of Options

- 1 Select six projects that you like.
 - 2 For each of these six projects, note down your first thoughts to answer these three questions (if responses for different projects are the same, this does not matter):
 - (a) What appeals to you about the project?
 - (b) What is good about the project?
 - (c) Why is the project good?
 - 3 Select three projects that you do not like.
 - 4 For each of these three projects, note down your first thoughts to answer these three questions (if responses for different projects are the same, or cannot be clearly expressed, this does not matter; note them down anyway):
 - (a) What do you dislike about the project?
 - (b) What is bad about the project?
 - (c) Why is the project bad?
-



Grand, middle-range and substantive theories



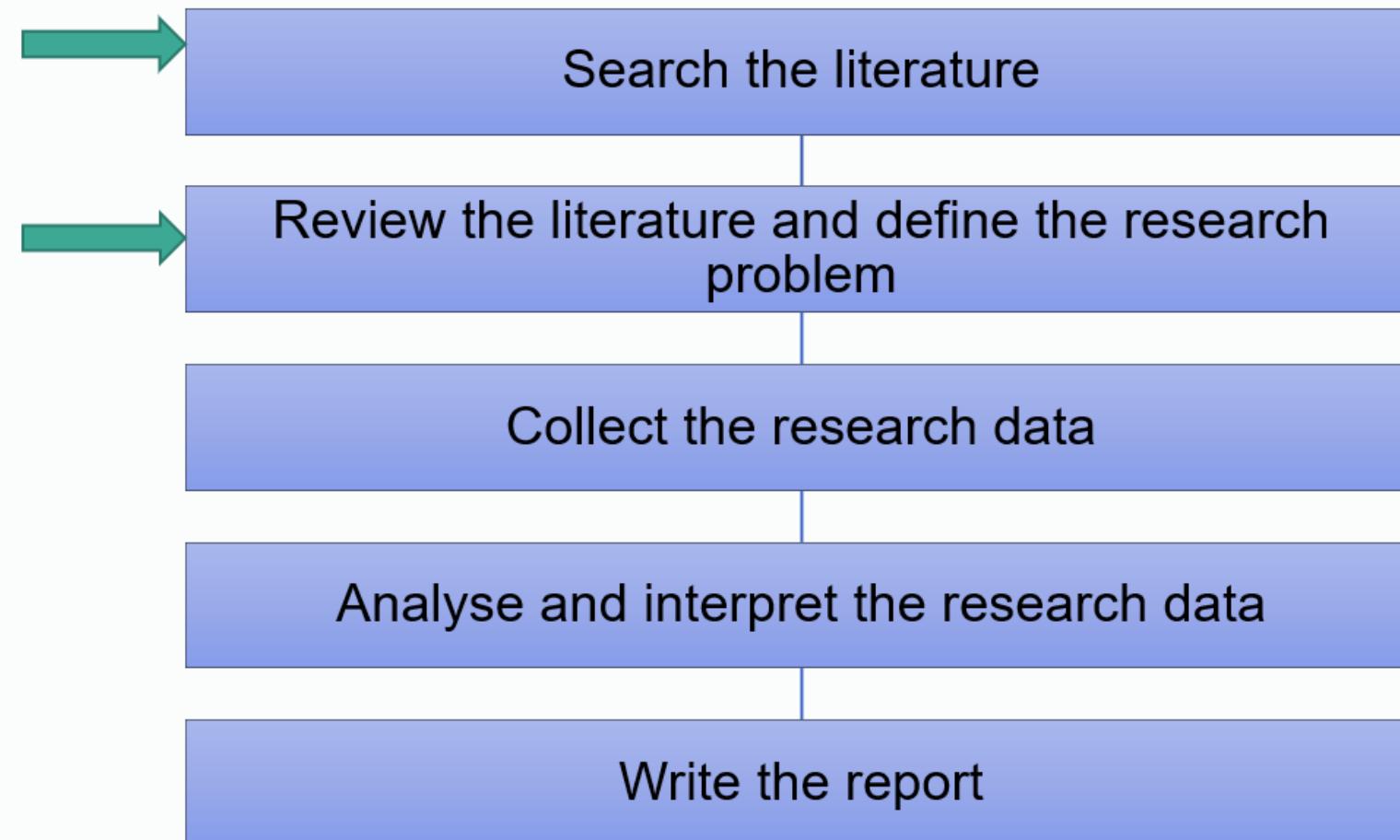
STEP 8: Gantt chart for a student's research project

Activity	Week number	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36
Holiday																																					
Read literature																																					
Finalise objectives																																					
Draft critical literature review																																					
Read methodology literature																																					
Devise research approach																																					
Draft research proposal																																					
October	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	
November																																					
December																																					

Part B: literature search



Review of the research process



Overview of the literature search

- Once you have identified a **research topic**, you need to start collecting and analyzing the literature in order to identify a specific **research problem** to investigate
 - The literature is ‘all sources of published data on a **particular topic**’
- A **literature search** is ‘a systemic process with a view to identifying the existing body of knowledge on a particular topic’ (Collis and Hussey, 2014, p. 76)
 - At an early stage it may be sufficient to refer to textbooks, but at the advanced stage of studies and in the profession must study the original sources of knowledge
 - Only search authoritative sources



Overview of the literature search

- The aim of the literature search is to identify as many items of secondary data as possible which are relevant to your research topic.
- Secondary data is data which already exists. Examples of sources of secondary data include:
 - books
 - articles in journals, magazines and newspapers
 - conference papers
 - reports
 - archives
 - published statistics
 - companies' annual reports and accounts
 - organisations' internal records
 - Newspapers
 - films, videos and broadcast
 - the electronic database
 - the Internet



May-July 2023 (China)

[View All Pages](#)

Published

Edit

⋮

Home

Subject Outline

Announcements

Reading List

Modules

Assignments

Discussions

Marks

Search

New Analytics

Zoom

My Media

People 

Quizzes 

Rubrics 

Pages 

Files 

Outcomes 

Syllabus 

Collaborations 

Library Study Guide: Management

Management: Home

This study guide looks at resources available for the study of business management, human resources management, sports management, events management, and other managerial subfields.

Search this Guide

Search

Welcome

If you are studying Management, this guide is for you.

In this guide, you will find:

- Key resources for Management: books and journal databases
- links to newspaper databases, podcasts and relevant websites
- Company, industry and country information
- Statistics and grey literature resources
- APA referencing resources

- Home
 - Welcome
 - Key resources
 - Resource types
 - Plan Your Search
 - Other Useful Resources
 - Company, Industry & Country Information
 - Statistics

◀ Previous

Next ▶

Key resources for Management

Books

[Books on Management](#)

Search for the phrase "Business Management" in the Library Catalogue to view our general books collection – which includes textbooks and online books. You can try a more specific keyword to narrow down on the topic.

[The Blackwell Encyclopedic Dictionary of Human Resource Management](#)

[Oxford Dictionary of Business and Management](#)

Trade Journals

[The Economist](#)

[Harvard Business Review \(HBR\)](#)

[Forbes Magazine](#)

Academic Journals

[Academy of Management Journal](#)

[Strategic Management Journal](#)

[Journal of Management](#)

[Organization Science](#)

[Journal of Organizational Behavior](#)

Databases

[ProQuest Business](#)

[Business Source Complete \(EBSCO\)](#)

[Australian Industrial Relations Database \(IREL\)](#)

FT 50

The list below details the 50 journals used in the FT Research rank, included in the [Global](#) rankings.

1. Academy of Management Journal

2. Academy of Management Review

3. Accounting, Organizations and Society

4. Administrative Science Quarterly

5. American Economic Review

6. Contemporary Accounting Research

7. Econometrica

8. Entrepreneurship Theory and Practice

9. Harvard Business Review

10. Human Relations*

11. Human Resource Management

12. Information Systems Research

13. Journal of Accounting and Economics

14. Journal of Accounting Research

15. Journal of Applied Psychology

16. Journal of Business Ethics

17. Journal of Business Venturing

18. Journal of Consumer Psychology

19. Journal of Consumer Research

20. Journal of Finance

21. Journal of Financial and Quantitative Analysis

22. Journal of Financial Economics

23. Journal of International Business Studies

24. Journal of Management*

25. Journal of Management Information System

26. Journal of Management Studies

27. Journal of Marketing

28. Journal of Marketing Research

29. Journal of Operations Management

30. Journal of Political Economy

31. Journal of the Academy of Marketing Science

32. Management Science

33. Manufacturing and Service Operations Management

34. Marketing Science

35. MIS Quarterly

36. Operations Research

37. Organization Science

38. Organization Studies

39. Organizational Behavior and Human Decision Processes

40. Production and Operations Management

41. Quarterly Journal of Economics

42. Research Policy*

43. Review of Accounting Studies

44. Review of Economic Studies*

45. Review of Finance*

46. Review of Financial Studies

47. Sloan Management Review

48. Strategic Entrepreneurship Journal*

49. Strategic Management Journal

50. The Accounting Review

Quick search using Emerald Insight

1. Type in search term
2. Select content you wish to search
3. Note ability to browse content by subject area

The screenshot shows the Emerald Insight homepage. At the top, there is a navigation bar with links for Home, Journals & Books, and Case Studies. Below the navigation bar is a search bar containing the text "service quality". To the right of the search bar is a dropdown menu with the option "Articles and Chapters" checked. The main content area is titled "Browse Journals & Books" and lists various subject categories: Accounting & Finance, Economics, Education, Engineering, Health & Social Care, HR & Organizational Behaviour, Information & Knowledge Management, Library & Information Science, Management Science & Operations, Marketing, Property Management & Built Environment, Public & Social Policy, Sociology, Strategy & Management, Tourism & Leisure, and Transport.

1. Type in search term

2. Select content you wish to search

3. Note ability to browse content by subject area

Advanced search using Business Source Premier

1. Type in the search term(s)

2. Use Boolean operators to link search terms

3. Select where you will search for each term

4. Select if you want only peer-reviewed publications

5. Select dates to time-constrain your search

6. Select publication type to constrain your search

The screenshot shows the EBSCOhost interface for Business Source Premier. At the top, there's a search bar with the text "supply chain" and "power" separated by an "AND" operator. Below the search bar are dropdown menus for "Select a Field (optional)" and "AB Abstract or Auth...". A "Search" button is also present. To the right of the search bar, there's a sidebar titled "Search Options" containing sections for "Search Modes and Expanders" (with "Boolean/Phrase" selected), "Limit your results" (with checkboxes for "Peer Reviewed" and "References Available"), and "Published Date" (with fields for Month and Year). On the far right, there are dropdown menus for "Journal", "Publication Type" (with "All" selected), and other search fields like "TI Title", "AU Author", etc.

Overview of the literature search

When you are ready to write your literature review, you will need to:

- 1) Define your terms
- 2) Select only relevant material
- 3) Group your material into categories
- 4) Draw out the important features
- 5) Make comparisons of results
- 6) Be critical
- 7) Demonstrate relevance to your own research
- 8) Use the literature to set the context for your own research.

[Abusive supervision](#) and employee engagement and satisfaction: the mediating role of employee silence

CC Wang, HH Hsieh, YD Wang - *Personnel Review*, 2020 - emerald.com

Purpose Previous studies have found that **abusive supervision** undermines employees' work motivation and attitudes, namely work engagement and job satisfaction. However, less is known about the mechanisms by which **abusive supervision** negatively relates to ...

☆ 99 Cited by 8 Related articles All 5 versions

[Abusive supervision](#) and frontline employees' attitudinal outcomes

MA Al-Hawari, S Bani-Melhem... - *International Journal of...*, 2020 - emerald.com

Purpose This study aims to examine a moderated mediation model that explains how **abusive supervision** influences employees' capacity to satisfy customers (via their silence behavior) and how a customer-oriented work climate moderates the indirect influence of ...

☆ 99 Cited by 6 Related articles All 3 versions

Procedure for a systematic literature search

- Draw up a list of **sources**
 - Eg Specific journal databases, subject-related websites, bibliographic catalogue
- Define the **scope** of the research
- Determine **keywords**
- Search each source, keeping a **record** of your progress
- Only collect literature that is **relevant**

Managing the process

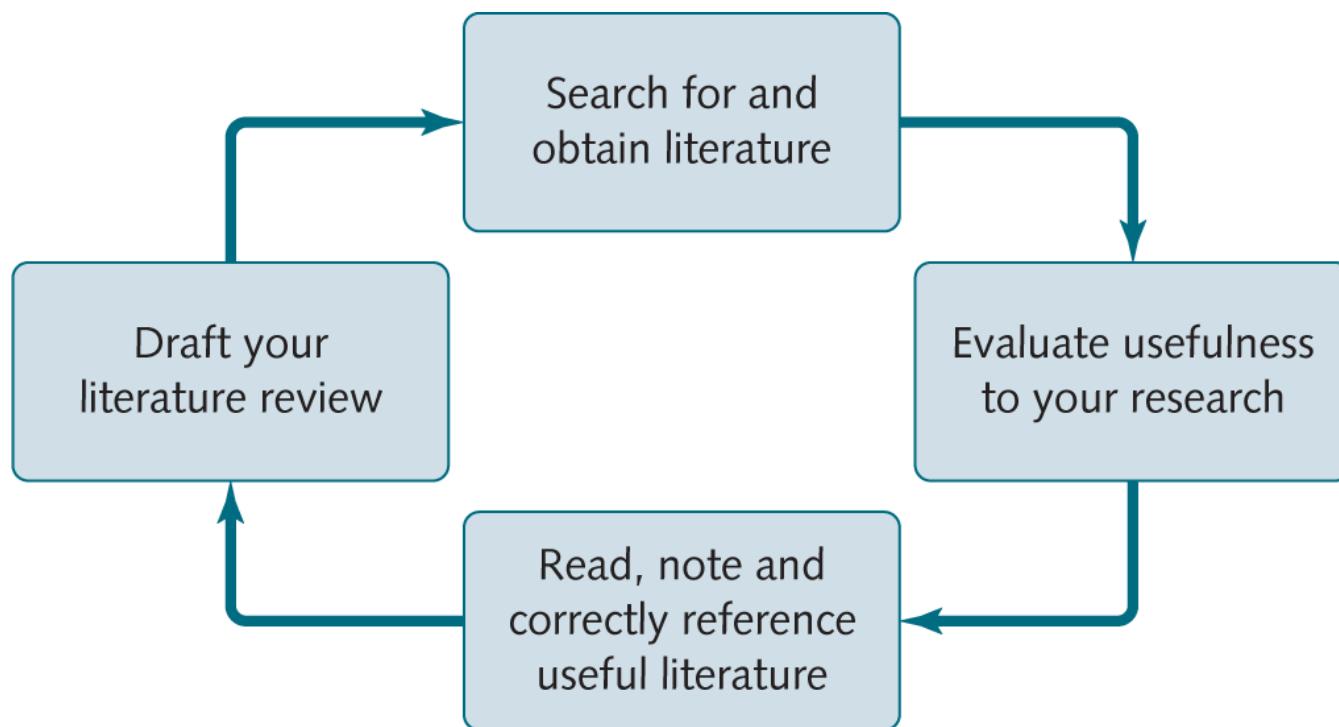
- Start with **most recent** publications and work back
 - Look at the references at the end of relevant publications to lead you to previous studies
 - If a publication is cited often, it is likely to be a **seminal work**
- Keep a list of the full references in alphabetical order
- File relevant material in the same order
- Your search is nearly over when you start to recognise the references, but to continue throughout the project to keep up to date.

Reviewing the literature

- ‘A **literature review** is a critical evaluation of the existing body of knowledge on a topic, which guides the research and demonstrates that the relevant literature has been located and analysed’ (Collis and Hussey, 2014, p. 87).
- It provides a context for your research question(s)
 - In a deductive study you will identify a **theoretical framework** (theories and models from the literature that explain how things function and why events occur).



The process of critically reviewing the literature



Importance of keeping records



- Highlight key points
- Summarise key themes, findings, conclusions and limitations in your own words
 - Merely changing the odd word is plagiarism
- Record any quotations accurately
 - Reproduce the original spelling, punctuation and emphasis and record the number of the page from which it was taken

Five questions to help critical reading and noting

<i>Question</i>	<i>Comment</i>
1 Why am I reading this?	This question will help you focus on the reason or reasons you are reading the item, rather than be sidetracked by the author's agenda.
2 What is the author (or what are the authors) trying to do in writing this?	Your answer to this question will help you to decide how useful the material that you are reading may be for your research project.
3 What is the author (or what are the authors) saying that is relevant to my research topic?	Your answer to this question will give you the focus of your summarising notes.
4 To what extent am I convinced by what is being said and why?	Your answer to this question will help you make notes that compare and contrast what you are reading with the other items you have already read.
5 What use can I make of what I have read in my research project?	This question forces you to think about how you will write about what you have read in your literature review.



Writing your literature review

- Select only material that is relevant to the topic, industry, methodology, etc.
- Identify themes and group the material
- Define key terms and draw out the important features
- Compare results and methods of previous studies
- Be critical and demonstrate relevance to your research
- Set the context for your study Identify gaps or deficiencies in the literature that your study will address
- Acknowledge other people's contribution to knowledge using the Harvard system of referencing



Checklist for reading the literature

- What was the **purpose** of the study? How does it differ from other studies and your research?
- How does the author **define key terms**? Are the terms used consistently?
- What is the structure of the **argument**?
- How was the research conducted? How do the **methods** differ from other studies and your research?
- What were the **findings**? How do they differ from other studies and your study?

Checklist for reading the literature

- What **claims** does the author make? Are they supported by appropriate evidence?
- Are there **values** that may be guiding the author and influencing these claims? any underlying
- Is there **evidence** to support any generalizations?
- What were the **limitations and weaknesses** of the study?
- Has any irrelevant **material** been included? Has any necessary material been omitted?
- Does the author **cite** any literature you need to locate and read?

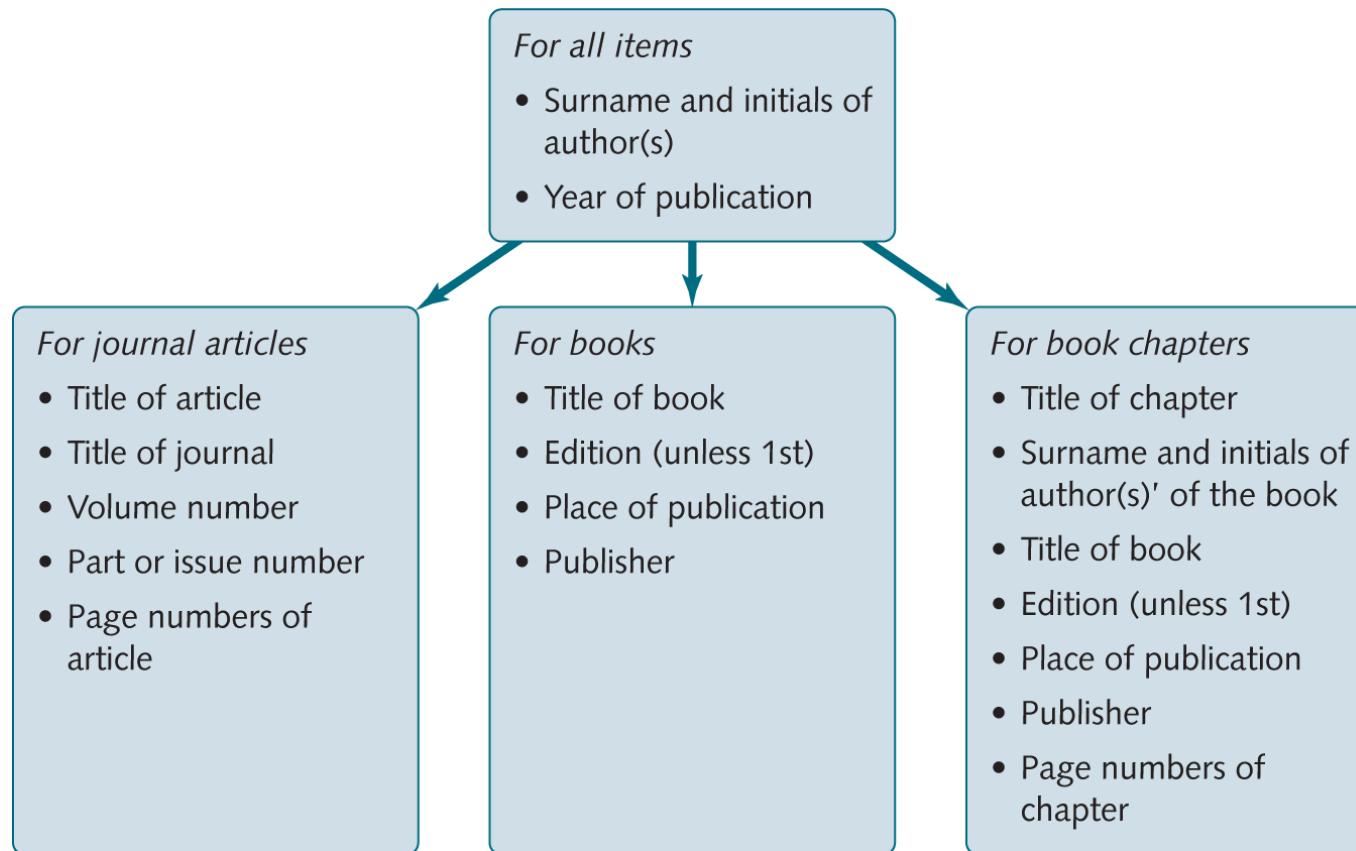
Common faults when reviewing the literature

- Making assertions without stating where the evidence is
 - You must support all claims to avoid plagiarism
- Failing to state the objectives of previous studies, the year conducted, location, sample, methodology
- A ‘shopping list’ with no effort to synthesise or compare previous studies, or provide rationale
- Poor structure, style or spelling
- Conclusions fail to provide insights.

References

- **References** are ‘a list containing bibliographic details of the sources cited in the text’ (Collis and Hussey, 2014, p. 84).
 - They are shown in alphabetical order by author’s surname at the end of the document (do not use bullet points or numbering)
- We distinguish between a ‘**bibliography**’ and ‘**references**’ because a bibliography can be a catalogue of publications, not a specific list of sources cited in the text
- **References** are important because they
 - Provide full bibliographic details that support the citations
 - Allow supervisors, examiners and other researchers to locate the source of the works you have cited

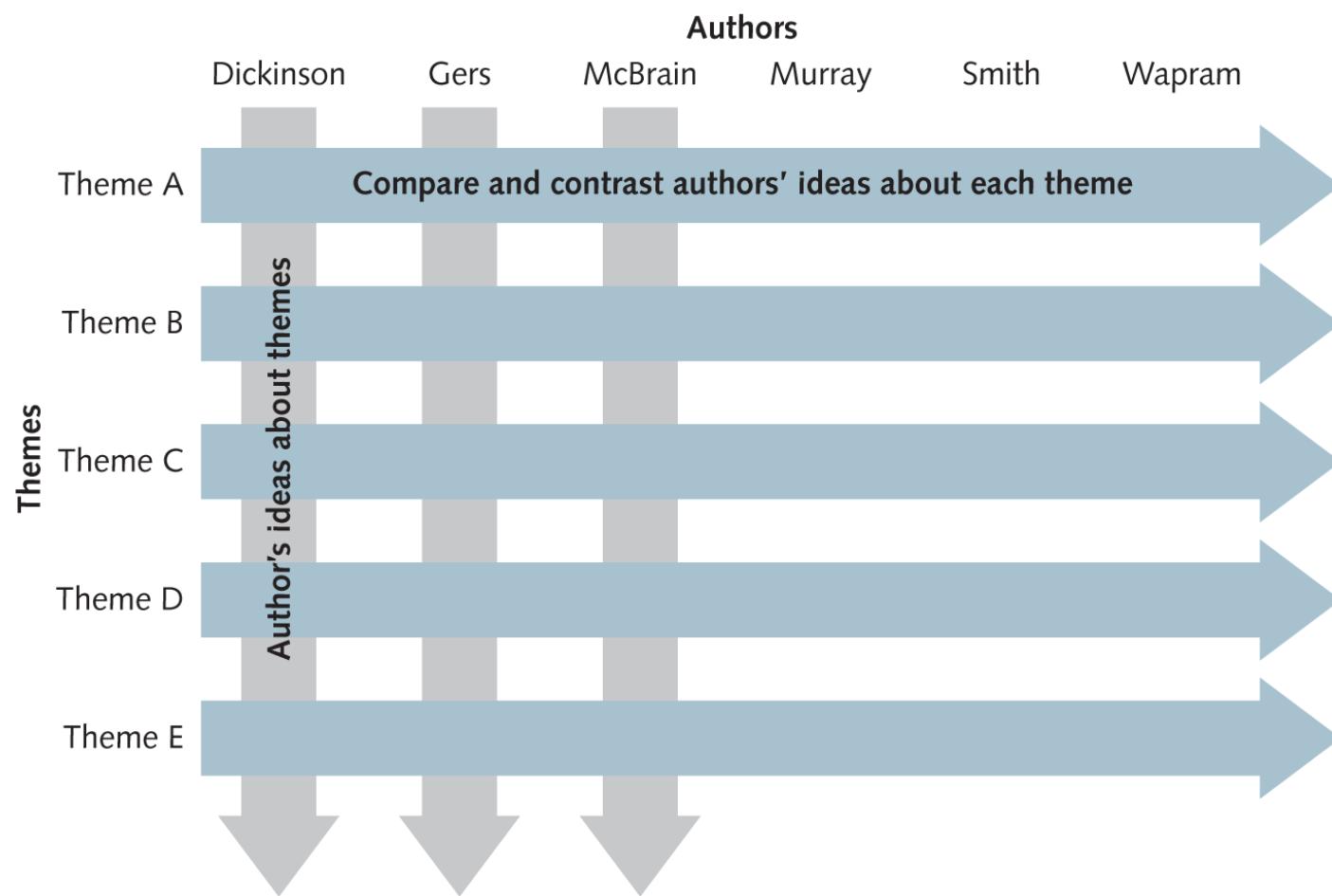
Information you need to reference publications



Key data for recording references

Articles	Books
Author(s)'s surname, first name and any subsequent initials	Author(s)'s or editor(s)'s surname, first name and any subsequent initials (corporate authors may replace individual authors' names)
Year of publication (in brackets)	Year of publication (in brackets)
Title of the article (in inverted commas) with initial capitals for words except definite and indefinite articles, prepositions and conjunctions	Title of the book (in italics, underlined or bold type) with initial capitals for words except definite and indefinite articles, prepositions and conjunctions
Title of the journal (in italics, underlined or bold type)	Edition
Volume number	Place of publication
Part number (in brackets)	Publisher
Page number(s) of the article preceded by 'p.' (for a single page) or 'pp.' for multiple pages	Page numbers of author's chapter if part of an edited collection

Structuring your critical literature review



Recording references

- You can set up your own system for recording your references or use reference management software
 - Eg *EndNote*, *RefWorks*
- Main features of reference management software
 - References from most e-resources can be ‘dragged’ into a personalized database
 - You can also import charts, diagrams and images
 - You can cite the publications from your database as you write and the software will generate a list of references at the end of your document when you are ready
 - You can select your preferred style of referencing

Reference management: Endnote



Search Library Website...

Search Library Collection...



Find



Facilities



Borrow



Research



Learning



UTS ePRESS



Open Access



About Us



Help

Home > Help > Referencing > EndNote

Login

EndNote

EndNote is a software package that will assist you to collect, store, organise and use your references.

- references can be entered into EndNote manually, or they can be transferred into EndNote from journal databases and library catalogues
- references can be inserted from EndNote into Word documents
- a bibliography (reference list) of all the inserted references is automatically created in the referencing style of your choice. It is very easy to change between referencing styles, or modify styles to suit specific requirements

[Download EndNote](#)

Download a copy of
EndNote and the
Harvard UTS
referencing style.

[Download
Referencing Styles](#)

Get Harvard (UTS),
AGLC and APL styles
for EndNote.

[Using EndNote](#)

Quick guide to get you
started using EndNote.

Help

Academic Language

Ask a Librarian

English Language

Forms

HeadsUp

Referencing

AGLC Guide

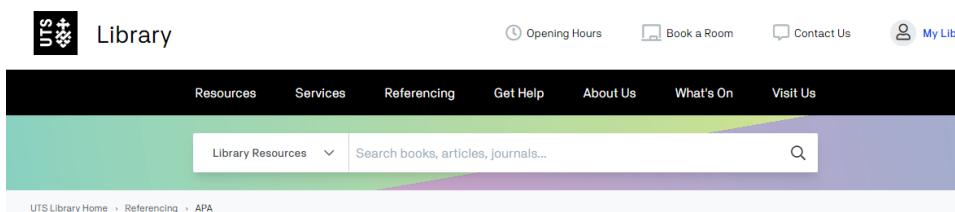
APA Referencing Guide

EndNote

[Download EndNote](#)

<https://www.lib.uts.edu.au/help/referencing/endnote>

Referencing Style: APA



The screenshot shows the UTS Library website's main navigation bar and a specific page for APA referencing. The top bar includes links for 'Opening Hours', 'Book a Room', 'Contact Us', and 'My Library'. Below this is a secondary navigation bar with links for 'Resources', 'Services', 'Referencing', 'Get Help', 'About Us', 'What's On', and 'Visit Us'. A search bar at the top right contains the placeholder 'Search books, articles, journals...'. The main content area shows the 'Referencing' section for 'APA'. It includes a sidebar with links for 'Home', 'Resources', 'Services', 'Referencing', 'APA' (which is selected), 'Harvard UTS', 'Australian Guide to Legal Citation (AGLC)', 'RefWorks', 'EndNote', 'Other Referencing Resources', 'Get Help', 'About Us', 'What's On', and 'Visit Us'. The main content area has a heading 'APA' and a sub-section 'Why reference' with a list of purposes. It also features an image of the 'Publication Manual of the American Psychological Association' (7th edition). To the right of the main content are 'ON THIS PAGE' links for 'TOP OF PAGE', 'Why reference', 'Online guides', 'Other resources', and 'Training and support'. The URL in the browser bar is 'UTS Library Home > Referencing > APA'.

2.03 Three or more authors

Author, A., Author, B., & Author, C. (Year). Article title. *Journal Title*, volume(issue), page range. DOI

In-text:

Gursoy et al. (2018)
(Gursoy et al., 2018)

Kalnay et al. (1996)
(Kalnay et al., 1996)

Example:

As is established in Kalnay et al. (1996) ...

Reference List:

Gursoy, A., Wickett, K., & Feinberg, M. (2018). Understanding tag functions in a moderated, user-generated metadata ecosystem. *Journal of Documentation*, 74(3), 490–508. <https://doi.org/10.1108/JD-09-2017-0134>
Kalnay, E., Kanamitsu, M., Kistler, R., Collins, W., Deaven, D., Gandin, L., Iredell, M., Saha, S., White, G., Woollen, J., Zhu, Y., Chelliah, M., Ebisuzaki, W., Higgins, W., Janowiak, J., Mo, K., Ropelewski, C., Wang, J., Leetmaa, A., ... Joseph, D. (1996). The NCEP/ NCAR 40-year reanalysis project. *Bulletin of the American Meteorological Society*, 77(3), 437–471. <http://doi.org/fg6rf9>

Tips:

- For works with three or more authors, include the name of the first author only, plus et al. for every in-text citation (including the first one).
- When there are 21 or more authors, include the names of the first 19 authors followed by "..." and then the name of the final author in the reference list entry (as seen in the example of Kalnay et al.).
- If the article does not have a DOI, you can leave this part out.
- Journal title and volume number are in italics.
- If the article doesn't have an issue number, leave this part of the reference out.

Importance of citations

- **Citations** are important because
 - They provide evidence of your literature searching and the range of your reading
 - They help you support your arguments using the authority of the source you have cited
 - They help the reader to distinguish between your work and the existing body of knowledge, thus avoiding accusations of **plagiarism**

Citations

- Acknowledgement is made by citing the surname of the author(s) and the date of the publication in brackets
- If the author's words are quoted or you reproduce a table, chart or figure, (you must also include the page number from which it was taken)
- If you are supporting your point with two or more citations in the same brackets, order them chronologically, separated by a semi-colon)

1985). However, the literature on temporal focus suggests that “classifying people into a single category imposes artificial boundaries between each type of temporal focus” (Shipp et al., 2009: 2). Nadkarni and Chen (2014) suggest that past, present, and future

2014). Therefore, we suggest that the influence of CEO characteristics on succession planning is also constrained by uncertainty in the business environment (e.g., Banalieva, Eddleston, & Zellweger, 2015; Chung & Luo, 2013). Taken together, we

Using citations for emphasis

- To emphasize the information
- Access to data is a key factor in the success of a student's research project (Collis and Hussey, 2014).
- To emphasize the authority
- 'The availability of data is crucial to the successful outcome of your research' (Collis and Hussey, 2014, p. 100).

Checklist for the referencing

1. Have you acknowledged other people's work, ideas and all sources of secondary data ?
2. Have you enclosed quotations in quotation marks and cited the author(s), date and the number of the page in the original source?
3. Have you acknowledged the source of all tables, diagrams and other items you have copied, including the number of the page in the original source?
4. Have you included full bibliographic details for every source cited in your list of references?
5. Have you applied the rules consistently?

Any questions?



Stay connected!

 @UTSBusiness

 @UTS_Business

Contact ME

 Rebecca.Dong@uts.edu.au

