

Course:	ISQA 4730/8736 – Decision Support Systems
Document:	Citation Guide

Introduction

Whether you are a graduate or an undergraduate student, it is important that all of the source materials you use in your term project are properly referenced. Not only does this lend credibility to your paper, but it also avoids the possibility of assumed plagiarism. While there are different style guides to follow, the differences between these style guides are not as important as the practice of referencing itself.

Basic Rules

Direct quotations from written material should always be referenced, whether they are an entire paragraph or just part of a sentence. Numbers and figures should also be referenced so that their source can be verified.

Quotations from a personal interview should always be referenced. Use quotation marks when quoting directly. Don't use quotation marks when paraphrasing or summarizing what the person interviewed said.

Even if you do not directly quote materials from a written source or a personal interview, you should still reference them if you use ideas from other sources. (For example, have you noticed how people tend to talk about Einstein's Theory of Relativity?) It's better to err on the side of caution here.

The Internet is a valid source for material. However, since the material on the Internet changes rapidly, indicate when you found the material.

All sources are listed alphabetically by the last name of the first author. If you reference multiple sources by the same author, list them in chronological order, with the earlier sources listed first.

Essentially, using other people's work without attributing it to them is plagiarism. Avoid. Avoid. Avoid.

Building Citations in your Bibliography

Article Citation

Johnson, G.A. (2012). A Framework for Information Systems Design. Superb Systems Journal, vol. 13, no. 5, pp. 223-256.

The idea is to be as complete as possible. Include the year of publication (2012), underline the publication's name, followed by the volume (13) and the issue (5). If the magazine or newspaper does not have volume and issue numbers, include the date (such as "March 15"). Finally, include the page numbers of the article. An article that covers only a single page is referenced using only a single "p" (p. 415). Use "pp." when the article covers multiple pages, even if some of the pages in-between are not part of the article, such as advertisements.

Book Citation

Sharda, S., Delen, D. & Turban, E. (2015). Business Intelligence and Analytics – Systems for Decision Support. 10th Edition. Upper Saddle River, NJ. Pearson Education, Inc.

Key here is to include the edition number - if available - and the publisher, including its main location (allowing you to tell similarly named publishers apart).

Interview Citation

Smith, M. Chief Executive Officer, Second Data Corporation. Personal interview. July 10, 2011.

Interviews require you to identify the person you talked to, their position or job title (if appropriate), and the date the interview took place.

Internet Citation

Smith, J. (2012) Information Systems Usage. Internet Resource. URL: <http://abc.edu/infoarch.html> Posted: January 26, 2012. Accessed: August 5, 2014.

For an Internet resource, no single citation standard has yet been established. Common sense helps out: be as complete in your reference as possible. A proper way of referencing it is by using its Universal Resource Locator (required) and its author, title, and publication date (if available - especially for on-line newsletters and magazines), as well as the date you found it on the Internet (given that Internet contents change frequently).

When using materials from the Internet, carefully consider the credibility of your source. There are plenty of unsubstantiated rumors on the internet. For this reason, be especially cautious of websites which can be edited by anyone, such as Wikipedia.

Building In-Paper References

In your main text, reference completely and consistently, using the formats shown here.

Single-Author Reference

(Smith, 2012) – if a single author has multiple papers in a single year, number them 2009a, 2009b, etc.

Multiple-Author Reference

(Laurel & Hardy, 2009) – use for two authors

(Jones et al., 2007) – use for three or more authors

Book Reference

(Brown, 2010, pp. 12-13) – include page number

Online Resources

APA Style Guides

<http://www.apastyle.org/>

<http://owl.english.purdue.edu/owl/resource/560/01/>

MLA Style Guide

<http://owl.english.purdue.edu/owl/resource/747/01/>

Internet Style Guide

http://english.ttu.edu/kairos/1.2/inbox/mla_archive.html