

# Appendix B

## Documentation of Report Sources

Documenting a report is too important a task to undertake haphazardly. By providing information about your sources, you improve your own credibility as well as the credibility of the facts and opinions you present. Documentation gives readers the means for checking your findings and pursuing the subject further. Also, documenting your report is the accepted way to give credit to the people whose work you have drawn from.

What style should you use to document your report? Experts recommend various forms, depending on your field or discipline. Moreover, your employer or client may use a form different from those the experts suggest. Don't let this discrepancy confuse you. If your employer specifies a form, use it; the standardized form is easier for colleagues to understand. However, if the choice of form is left to you, adopt one of the styles described here. Whatever style you choose, be consistent within any given report, using the same order, punctuation, and format from one reference citation or bibliography entry to the next.

A wide variety of style manuals provide detailed information on documentation. Here is a brief annotated list:

- American Psychological Association, *Publication Manual of the American Psychological Association*, 5th ed. (Washington, DC: American Psychological Association, 2001). Details the author-date system, which is preferred in the social sciences and often in the natural sciences as well.
- *The Chicago Manual of Style*, 15th ed. (Chicago: University of Chicago Press, 2003). Often referred to only as “Chicago” and widely used in the publishing industry; provides detailed treatment of source documentation and many other aspects of document preparation.
- Joseph Gibaldi, *MLA Style Manual and Guide to Scholarly Publishing*, 2d ed. (New York: Modern Language Association, 1998). Serves as the basis for the note and bibliography style used in much academic writing and is recommended in many college textbooks on writing term papers; provides a lot of examples in the humanities.
- Andrew Harnack and Eugene Kleppinger, *Online! A Reference Guide to Using Internet Sources with 2003 Update* (New York: St. Martin's Press, 2003). Offers an approach to style for citing online references.

Although many schemes have been proposed for organizing the information in source notes, all of them break the information into parts: (1) information about the author (name), (2) information about the work (title, edition, volume number), (3) information about the publication (place, publisher), (4) information about the date, and (5) information on relevant page ranges.

In the following sections, we summarize the major conventions for documenting sources in three styles: *The Chicago Manual of Style* (Chicago), the *Publication Manual of the American Psychological Association* (APA), and the *MLA Style Manual* (MLA).

### CHICAGO HUMANITIES STYLE

*The Chicago Manual of Style* recommends two types of documentation systems. The *documentary-note*, or *humanities*, style gives bibliographic citations in notes—either footnotes (when printed at the bottom of a page) or endnotes (when printed at the end of the report). The humanities system is often used in literature, history, and the arts. The other system strongly recommended by Chicago is the *author-date* system, which cites the author's last name and the date of publication in the text, usually in parentheses, reserving full documentation for the reference list (or bibliography). For the purpose of comparing styles, we will concentrate on the humanities system, which is described in detail in Chicago.

#### In-Text Citation—Chicago Humanities Style

To document report sources in text, the humanities system relies on superscripts—arabic numerals placed just above the line of type at the end of the reference:

Toward the end of his speech, Myers sounded a note of caution, saying that even though the economy is expected to grow, it could easily slow a bit.<sup>10</sup>

The superscript lets the reader know how to look for source information in either a footnote or an endnote (see Figure B.1 on the following page). Some readers prefer footnotes so that they can simply glance at the bottom of the page for information. Others prefer endnotes so that they can read the text without a clutter of notes on the page. Also, endnotes relieve the writer from worrying about how long each note will be and how much space it will take away from the page. Both footnotes and endnotes are handled automatically by today's word-processing software.

For the reader's convenience, you can use footnotes for **content notes** (which may supplement your main text with asides about a particular issue or event, provide a cross-reference to another section of your report, or direct the reader to a related source). Then you can use endnotes for **source notes** (which document direct quotations, paraphrased passages, and visual aids). Consider which type of note is most common in your report, and then choose whether to present these notes all as endnotes or all as footnotes. Regardless of the

**FIGURE B.1** Sample Endnotes—Chicago Humanities Style

NOTES	
Journal article with volume and issue numbers	1. James Assira, "Are They Speaking English in Japan?" <i>Journal of Business Communication</i> 36, no. 4 (Fall 2002): 72.
Brochure	2. BestTemp Staffing Services, <i>An Employer's Guide to Staffing Services</i> , 2d ed. (Denver: BestTemp Information Center, 2000), 31.
Newspaper article, no author	3. "Buying Asian Supplies on the Net," <i>Los Angeles Times</i> , 12 February 2000, sec. D, p. 3.
Annual report	4. Eurotec, <i>2001 Annual Report</i> (New York: Eurotec, Inc., 2001), 48.
Magazine article	5. Holly Graves, "Prospecting Online," <i>Business Week</i> , 17 November 2002, 43–5.
Television broadcast	6. Daniel Han, "Trade Wars Heating Up Around the Globe," <i>CNN Headline News</i> (Atlanta: CNN, 5 March 2002).
Internet, World Wide Web	7. "Intel—Company Capsule," Hoover's Online [cited 8 March 2003], 3 screens; available from <a href="http://www.hoovers.com/capsules/13787.html">www.hoovers.com/capsules/13787.html</a> .
Book, component parts	8. Sonja Kuntz, "Moving Beyond Benefits," in <i>Our Changing Workforce</i> , ed. Randolph Jacobson (New York: Citadel Press, 2001), 213–27.
Unpublished dissertation or thesis	9. George H. Morales, "The Economic Pressures on Industrialized Nations in a Global Economy" (Ph.D. diss., University of San Diego, 2001), 32–47.
Paper presented at a meeting	10. Charles Myers, "HMOs in Today's Environment" (paper presented at the Conference on Medical Insurance Solution, Chicago, Ill., August 2001), 16–17.
Online magazine article	11. Preston Norwalk, "Training Managers to Help Employees Accept Change," in <i>Business Line</i> [online] (San Francisco, 2002 [updated 17 September 2002; cited 3 October 2002]); available from <a href="http://www.busline.com/news">www.busline.com/news</a> .
CD-ROM encyclopedia article, one author	12. Robert Parkings, "George Eastman," <i>The Concise Columbia Encyclopedia</i> (New York: Columbia University Press, 1998) [CD-ROM].
Interview	13. Georgia Stainer, general manager, Day Cable and Communications, interview by author, Topeka, Kan., 2 March 2000.
Newspaper article, one author	14. Evelyn Standish, "Global Market Crushes OPEC's Delicate Balance of Interests," <i>Wall Street Journal</i> , 19 January 2002, sec. A, p. 1.
Book, two authors	15. Miriam Toller and Jay Fielding, <i>Global Business for Smaller Companies</i> (Rocklin, Calif.: Prima Publishing, 2001), 102–3.
Government publication	16. U.S. Department of Defense, <i>Stretching Research Dollars: Survival Advice for Universities and Government Labs</i> (Washington, D.C.: GPO, 2002), 126.

method you choose for referencing textual information in your report, notes for visual aids (both content notes and source notes) are placed on the same page as the visual.

## Bibliography—Chicago Humanities Style

The humanities system may or may not be accompanied by a bibliography (because the notes give all the necessary bibliographic information). However, endnotes are arranged in order of appearance in the text, so an alphabetical bibliography can be valuable to your readers. The bibliography may be titled *Bibliography*, *Reference List*, *Sources*, *Works Cited* (if you include only those sources you actually cited in your report), or *Works Consulted* (if you include uncited sources as

well). This list of sources may also serve as a reading list for those who want to pursue the subject of your report further, so you may want to annotate each entry—that is, comment on the subject matter and viewpoint of the source, as well as on its usefulness to readers. Annotations may be written in either complete or incomplete sentences. (See the annotated list of style manuals early in this appendix.) A bibliography may also be more manageable if you subdivide it into categories (a classified bibliography), either by type of reference (such as books, articles, and unpublished material) or by subject matter (such as government regulation, market forces, and so on). Following are the major conventions for developing a bibliography according to Chicago style (see Figure B.2):

**FIGURE B.2** Sample Bibliography—Chicago Humanities Style

BIBLIOGRAPHY	
Journal article with volume and issue numbers	Assira, James. "Are They Speaking English in Japan?" <i>Journal of Business Communication</i> 36, no. 4 (Fall 2002): 72.
Brochure	BestTemp Staffing Services. <i>An Employer's Guide to Staffing Services</i> . 2d ed. Denver: BestTemp Information Center, 2000.
Newspaper article, no author	"Buying Asian Supplies on the Net." <i>Los Angeles Times</i> , 12 February 2000, sec. D, p. 3.
Annual report	Eurotec. 2001 <i>Annual Report</i> . New York: Eurotec, Inc., 2001.
Magazine article	Graves, Holly. "Prospecting Online." <i>Business Week</i> , 17 November 2002, 43–5.
Television broadcast	Han, Daniel. "Trade Wars Heating Up Around the Globe." <i>CNN Headline News</i> . Atlanta: CNN, 5 March 2002.
Internet, World Wide Web	"Intel—Company Capsule." <i>Hoover's Online</i> [cited 8 March 2003]. 3 screens; Available from www.hoovers.com/capsules/13787.html.
Book, component parts	Kuntz, Sonja. "Moving Beyond Benefits." In <i>Our Changing Workforce</i> , edited by Randolph Jacobson. New York: Citadel Press, 2001.
Unpublished dissertation or thesis	Morales, George H. "The Economic Pressures on Industrialized Nations in a Global Economy." Ph.D. diss., University of San Diego, 2001.
Paper presented at a meeting	Myers, Charles. "HMOs in Today's Environment." Paper presented at the Conference on Medical Insurance Solutions, Chicago, Ill., August 2001.
Online magazine article	Norwalk, Preston. "Training Managers to Help Employees Accept Change." In <i>Business Line</i> [online]. San Francisco, 2002 [updated 17 September 2002; cited 3 October 2002]. Available from www.busline.com/news.
CD-ROM encyclopedia article, one author	Parkings, Robert. "George Eastman." <i>The Concise Columbia Encyclopedia</i> . New York: Columbia University Press, 1998. [CD-ROM].
Interview	Stainer, Georgia, general manager, Day Cable and Communications. Interview by author. Topeka, Kan., 2 March 2000.
Newspaper article, one author	Standish, Evelyn. "Global Market Crushes OPEC's Delicate Balance of Interests." <i>Wall Street Journal</i> , 19 January 2002, sec. A, p. 1.
Book, two authors	Toller, Miriam, and Jay Fielding. <i>Global Business for Smaller Companies</i> . Rocklin, Calif.: Prima Publishing, 2001.
Government publication	U.S. Department of Defense. <i>Stretching Research Dollars: Survival Advice for Universities and Government Labs</i> . Washington, D.C.: GPO, 2002.

- Exclude any page numbers that may be cited in source notes, except for journals, periodicals, and newspapers.
- Alphabetize entries by the last name of the lead author (listing last name first). The names of second and succeeding authors are listed in normal order. Entries without an author name are alphabetized by the first important word in the title.
- Format entries as hanging indents (indent second and succeeding lines three to five spaces).
- Arrange entries in the following general order: (1) author name, (2) title information, (3) publication information, (4) date, (5) periodical page range.
- Use quotation marks around the titles of articles from magazines, newspapers, and journals—capitalizing the first and last words, as well as all other important words (except prepositions, articles, and coordinating conjunctions).
- Use italics to set off the names of books, newspapers, journals, and other complete publications—capitalizing the first and last words, as well as all other important words.
- For journal articles, include the volume number and the issue number (if necessary). Include the year of publication inside parentheses and follow with a colon and the page range of the article: *Journal of Business Communication* 36, no. 4 (2001): 72. (In this source, the volume is 36, the number is 4, and the page is 72.)
- Use brackets to identify all electronic references: [Online database] or [CD-ROM].

- Explain how electronic references can be reached: Available from [www.spaceless.com/WWWVL](http://www.spaceless.com/WWWVL).
- Give the citation date for online references: Cited 23 August 2008.

## APA STYLE

The American Psychological Association (APA) recommends the author-date system of documentation, which is popular in the physical, natural, and social sciences. When using this system, you simply insert the author's last name and the year of publication within parentheses following the text discussion of the material cited. Include a page number if you use a direct quote. This approach briefly identifies the source so that readers can locate complete information in the alphabetical reference list at the end of the report. The author-date system is both brief and clear, saving readers time and effort.

### In-Text Citation—APA Style

To document report sources in text using APA style, insert the author's surname and the date of publication at the end of a statement. Enclose this information in parentheses. If the author's name is referred to in the text itself, then the number can be omitted from parenthetical material.

Some experts recommend both translation and back-translation when dealing with any non-English-speaking culture (Assira, 2001).

Toller and Fielding (2000) make a strong case for small companies succeeding in global business.

Personal communications and interviews conducted by the author would not be listed in the reference list at all. Such citations would appear in the text only.

Increasing the role of cable companies is high on the list of Georgia Stainer, general manager at Day Cable and Communications (personal communication, March 2, 2008).

### List of References—APA Style

For APA style, list only those works actually cited in the text (so you would not include works for background or for further reading). Report writers must choose their references judiciously. Following are the major conventions for developing a reference list according to APA style (see Figure B.3):

- Format entries as hanging indents.
- List all author names in reversed order (last name first), and use only initials for the first and middle names.
- Arrange entries in the following general order: (1) author name, (2) date, (3) title information, (4) publication information, (5) periodical page range.
- Follow the author name with the date of publication in parentheses.
- List titles of articles from magazines, newspapers, and journals without underlines or quotation marks. Capitalize only the first word of the title, any proper nouns, and the first word to follow an internal colon.

and the first word to follow an internal colon.

- Italicize titles of books, capitalizing only the first word, any proper nouns, and the first word to follow a colon.
- Italicize names of magazines, newspapers, journals, and other complete publications—capitalizing all the important words.
- For journal articles, include the volume number (in italics) and, if necessary, the issue number (in parentheses). Finally, include the page range of the article: *Journal of Business Communication*, 36(4), 72. (In this example, the volume is 36, the number is 4, and the page number is 72.)
- Include personal communications (such as letters, memos, e-mail, and conversations) only in text, not in reference lists.
- Electronic references include author, date of publication, title of article, name of publication (if one), volume, date of retrieval (month, day, year), and the source.
- For electronic references, indicate the actual year of publication, and the exact date of retrieval.
- For electronic references, specify the URL, leave periods off the ends of URLs.

## MLA STYLE

The style recommended by the Modern Language Association of America is used widely in the humanities, especially in the study of language and literature. Like APA style, MLA style uses brief parenthetical citations in the text. However, instead of including author name and year, MLA citations include author name and page reference.

### In-Text Citation—MLA Style

To document report sources in text using MLA style, insert the author's last name and a page reference inside parentheses following the cited material: (Matthews 63). If the author's name is mentioned in the text reference, the name can be omitted from the parenthetical citation: (63). The citation indicates that the reference came from page 63 of a work by Matthews. With the author's name, readers can find complete publication information in the alphabetically arranged list of works cited that comes at the end of the report.

Some experts recommend both translation and back-translation when dealing with any non-English-speaking culture (Assira 72).

Toller and Fielding make a strong case for small companies succeeding in global business (102–03).

### List of Works Cited—MLA Style

The *MLA Style Manual* recommends preparing the list of works cited first so that you will know what information to give in the parenthetical citation (for example, whether to add a short title if you're citing more than one work by the same au-

FIGURE B.3 Sample References—APA Style

	REFERENCES
Journal article with volume and issue numbers	Assira, J. (2002). Are they speaking English in Japan? <i>Journal of Business Communication</i> , 36(4), 72.
Brochure	BestTemp Staffing Services. (2000). <i>An employer's guide to staffing services</i> (2d ed.) [Brochure]. Denver: BestTemp Information Center.
Newspaper article, no author	Buying Asian supplies on the net. (2000, February 12). <i>Los Angeles Times</i> , p. D3.
Annual report	Eurotec. (2001). <i>2001 annual report</i> . New York: Eurotec.
Magazine article	Graves, H. (2002, November 17). Prospecting online. <i>Business Week</i> , 43–45.
Television broadcast	Han, D. (2002, March 5). Trade wars heating up around the globe. <i>CNN Headline News</i> . [Television broadcast]. Atlanta, GA: CNN.
Internet, World Wide Web	Hoover's Online. (2003). <i>Intel—Company Capsule</i> . Retrieved March 8, 2002, from <a href="http://www.hoovers.com/capsules/13787.html">http://www.hoovers.com/capsules/13787.html</a>
Book, component parts	Kuntz, S. (2001). Moving beyond benefits. In Randolph Jacobson (Ed.), <i>Our changing workforce</i> (pp. 213–227). New York: Citadel Press.
Unpublished dissertation or thesis	Morales, G. H. (2001). <i>The economic pressures on industrialized nations in a global economy</i> . Unpublished doctoral dissertation, University of San Diego.
Paper presented at a meeting	Myers, C. (2001, August). <i>HMOs in today's environment</i> . Paper presented at the Conference on Medical Insurance Solutions, Chicago, IL.
Online magazine article	Norwalk, P. (2002, July 17). Training managers to help employees accept change. <i>Business Line</i> . Retrieved March 8, 2002, from <a href="http://www.busline.com/news">http://www.busline.com/news</a>
CD-ROM encyclopedia article, one author	Parkings, R. (1998). George Eastman. On <i>The concise Columbia encyclopedia</i> . [CD-ROM]. New York: Columbia University Press.
Interview	<i>Cited in text only, not in the list of references.</i>
Newspaper article, one author	Standish, E. (2002, January 19). Global market crushes OPEC's delicate balance of interests. <i>Wall Street Journal</i> , p. A1.
Book, two authors	Toller, M., & Fielding, J. (2001). <i>Global business for smaller companies</i> . Rocklin, CA: Prima Publishing.
Government publication	U.S. Department of Defense. (2002). <i>Stretching research dollars: Survival advice for universities and government labs</i> . Washington, DC: U.S. Government Printing Office.

thor, or whether to give an initial or first name if you're citing two authors who have the same last name). The list of works cited appears at the end of your report, contains all the works that you cite in your text, and lists them in alphabetical order. Following are the major conventions for developing a reference list according to MLA style (see Figure B.4):

- Format entries as hanging indents.
- Arrange entries in the following general order: (1) author name, (2) title information, (3) publication information, (4) date, (5) periodical page range.
- List the lead author's name in reverse order (last name first), using either full first names or initials. List second and succeeding author names in normal order.
- Use quotation marks around the titles of articles from magazines, newspapers, and journals—capitalize all important words.
- Italicize the names of books, newspapers, journals and other complete publications, capitalizing all main words in the title.
- For journal articles, include the volume number and the issue number (if necessary). Include the year of publication inside parentheses and follow with a colon and the page range of the article: *Journal of Business Communication* 36.4 (2001): 72. (In this source, the volume is 36, the number is 4, and the page is 72.)
- Electronic sources are less fixed than print sources, and they may not be readily accessible to readers. So citations

FIGURE B.4 Sample Works Cited—MLA Style

	WORKS CITED
Journal article with volume and issue numbers	Assira, James. "Are They Speaking English in Japan?" <i>Journal of Business Communication</i> 36.4 (2002): 72.
Brochure	BestTemp Staffing Services. <i>An Employer's Guide to Staffing Services</i> . 2d ed. Denver: BestTemp Information Center, 2000.
Newspaper article, no author	"Buying Asian Supplies on the Net." <i>Los Angeles Times</i> 12 Feb. 2000: D3.
Annual report	Eurotec. <i>2000 Annual Report</i> . New York: Eurotec, Inc., 2001.
Magazine article	Graves, Holly. "Prospecting Online." <i>Business Week</i> 17 Nov. 2002: 43–45.
Television broadcast	Han, Daniel. "Trade Wars Heating Up Around the Globe." <i>CNN Headline News</i> . CNN, Atlanta. 5 Mar. 2002.
Internet, World Wide Web	"Intel—Company Capsule." <i>Hoover's Online</i> . 2003. Hoover's Company Information. 8 Mar. 2002 < <a href="http://www.hoovers.com/capsules/13787.html">http://www.hoovers.com/capsules/13787.html</a> >.
Book, component parts	Kuntz, Sonja. "Moving Beyond Benefits." <i>Our Changing Workforce</i> . Ed. Randolph Jacobson. New York: Citadel Press, 2001. 213–27.
Unpublished dissertation or thesis	Morales, George H. "The Economic Pressures on Industrialized Nations in a Global Economy." Diss. U of San Diego, 2001.
Paper presented at a meeting	Myers, Charles. "HMOs in Today's Environment." Conference on Medical Insurance Solutions. Chicago. 13 Aug. 2001.
Online magazine article	Norwalk, Preston. "Training Managers to Help Employees Accept Change." <i>Business Line</i> 17 July 2002. 8 Mar. 2002 < <a href="http://www.busline.com/news">http://www.busline.com/news</a> >.
CD-ROM encyclopedia article, one author	Parkings, Robert. "George Eastman." <i>The Concise Columbia Encyclopedia</i> . CD-ROM. New York: Columbia UP, 1998.
Interview	Stainer, Georgia, general manager, Day Cable and Communications. Telephone interview. 2 Mar. 2000.
Newspaper article, one author	Standish, Evelyn. "Global Market Crushes OPEC's Delicate Balance of Interests." <i>Wall Street Journal</i> 19 Jan. 2002: A1.
Book, two authors	Toller, Miriam, and Jay Fielding. <i>Global Business for Smaller Companies</i> . Rocklin, CA: Prima Publishing, 2001.
Government publication	United States. Department of Defense. <i>Stretching Research Dollars: Survival Advice for Universities and Government Labs</i> . Washington: GPO, 2002.

for electronic sources must provide more information. Always try to be as comprehensive as possible, citing whatever information is available.

- The date for electronic sources should contain both the date assigned in the source and the date accessed by the researcher.

- The URL for electronic sources must be as accurate and complete as possible, from access-mode identifier (http, ftp, gopher, telnet) to all relevant directory and file names. Be sure to enclose this path inside angle brackets: <<http://www.hoovers.com/capsules/13787.html>>.