

# **DOCUMENTATION GUIDELINES AND FORMATS FOR THESIS & RESEARCH PAPERS**

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## **Permissions and Acknowledgements**

With the permission of the Graduate School of Social Sciences at the Middle East Technical University, these thesis format guidelines are adopted and modified from the Graduate School's "Thesis Manual" available at the website <http://www.metu.edu.tr/home/wwwsbe/>.

The format of the "Thesis Format Guidelines for the Business School" is not *fully* in line with the stated guidelines.

My deepest regards to my good friend Mr. Gamindu Hemachanrda and Zeenath Hidayah for proof reading & critical assessment. To Mrs. Aashika Sulaiman for her consistent motivational speeches & application of "reverse psychology", otherwise this wouldn't be reality today.

Lastly, my wife and two little angels, for bringing life back to me,

**Please note that this document is not a thesis.**

# **1 Introduction**

## **1.1 General Policies**

A thesis or dissertation acknowledged for an academic award is a serious piece of original research. It is important that all research must be precise and comprehensive to meet mandatory standards. That signifies the importance of the presentation of that research. The presentation/documentation of the research reports must be equally precise and complete to meet the standards set by the degree awarding body.

Documentation must meet library and archival standards or permanence. Hence, it is essential to use documentation material of the approved quality and to follow guidelines for the preparation of descriptive materials precisely.

The purpose of the “Thesis Format Guidelines” is to assist our students in the correct preparation of their dissertations & term papers.

The formatting style prescribed in this document is in conformity with internationally recognized standards. However, certain uniform preparation standards are required for all manuscripts. The details of these standards are provided in these guidelines which also include all amended general guidelines. Every thesis which will carry the name of Asia Pacific Institute of Information Technology Sri Lanka, must meet the same high standards of presentation. In addition to the standards set by the Staffordshire University, these amended standards are APIIT’s standards and are applied consistently to all undergraduate and graduate programs offered at APIIT Sri Lanka.

Preparing a thesis with a word processor offers many advantages. However, the limitations of your software or hardware, or your limited knowledge of their capabilities, do not release you from the responsibility of meeting the guidelines. Therefore, it is important that you read and understand the guidelines before preparation of your documentations. Any dissertation that does not follow these guidelines will not be accepted by the administrators for submission.

*Do not use previously approved thesis formats (available in the library) as a guide to preparation of your manuscript. The guidelines in this document will be enforced from 1st of February 2007. It is the responsibility of each student to meet current guidelines exactly.*

*For all other cases that are not covered by the guidelines, please refer to the internationally recognized style manuals as suggested by the Staffordshire University.*

## **1.2 Classified Material**

Because all theses are made available to the public, a thesis containing classified material cannot be accepted.

## 2 Format and Appearance

### 2.1 Paper and Duplication

In order to guarantee the quality of durability, permanency, and opacity of the documents submitted for all assessments, copies must be on good quality white bond paper of at least 80gsm measuring 21 cm by 29.7 cm (A4). All print must be in permanent black ink and must appear on only one side of each page. You must use a laser printer to print your original documentations to ensure the quality and consistency of the printing.

In conditions where you are required to submit more than one copy of your thesis, photocopies must be made from the original and all pages must have high contrast with consistently dark print throughout. The print must be permanent; it must not smudge. All pages must be copied onto acceptable paper as described above. ***Inferior copies will not be accepted.*** It is recommended that you work with a reputable copying firm when having your thesis reproduced.

### 2.2 Type

The type size should be 12-point. Only “Times New Roman” or “Arial” font is acceptable. Do not use script, or ornamental fonts. ***The typeface and size must be consistent throughout the thesis.*** Bold face letters and symbols, and italics may be used for special emphasis and foreign words.

***The language must be consistent throughout the whole thesis. In other words, only U.K. English must be used.***

In the body of the thesis, different typefaces and sizes may be used to set chapter titles, section headings, footnotes, endnotes, examples, quotations, tables, and charts from the rest of the text, as long as they are easily readable and are in a hierarchy.

No ink corrections, strikeouts, correction fluid or tape, paste-ups, insertions between lines, and letterset are permitted on the final bound copies. If you must

make corrections, do so on the original manuscript before it is copied (but not by ink corrections and strikeouts which are never allowed).

### **2.3 Spacing**

The general text of the manuscript must use 1.5 line spacing. However, tables, long quotations, footnotes, endnotes, bibliographies, and captions may be single-spaced.

*Paragraphs will not be indented and there must be 18pt. spacing after paragraphs.*

### **2.4 Margins**

The left margin of the document must be 4cm wide to allow for binding. The top and bottom margins must be 2.5cm wide.

The written text must appear between these margins and *not* the paper margins, that is, the written text must be between the 4cm left margin, the 2.5cm top and bottom margins, and the 2.5cm right margin. **Page numbering must also appear within the 2.5cm bottom margin.**

**There must be at least two spaces between the last line of text on any given page and the page numbering. *Narrower margins are not acceptable and nothing must appear in the margins.***

### **2.5 Centring**

All materials must be centred between the text margins rather than between paper edges. After the manuscript is bound, centred material will appear to be centred on the page.

## 2.6 Word and Text Divisions

Words must be divided correctly at the end of a line and may not be divided one page to the next. Use a standard dictionary to determine word division. At least two lines of a paragraph must appear together at the top and bottom of every page. A subheading must be followed by at least 2 lines of a paragraph.

## 2.7 Pagination

All page numbers of the thesis or dissertation must appear at the bottom centre of the page. Page numbers must be at least two single spaces above or below the nearest line of text, but within the margin boundaries as stated above. All page numbers must be in the same font and size as the text (12 points Times New Romans or Arial).

The following pagination plan should be used:

- a) Preliminary Pages: Use small Roman numerals (i, ii, iii, iv, etc.). The Title page and the Approval page do not have numbers but count as pages i and ii, respectively. Actual page numbering begins with iii on the Abstract page.
- b) Body of the Manuscript: Use Arabic numerals (1, 2, 3...) beginning with "1" on the first page of the text and continue throughout the rest of the thesis, including bibliography and appendices. *All pages must be numbered consecutively, including pages containing chapter pages, illustrations, such as tables, figures, plates, and photographs.*

*Pages which are in "Landscape" (horizontal) form will be counted, but left unnumbered.*

## 2.8 Multiple Volumes

If finished manuscript exceeds 5 cm in thickness it must be bound in two or more volumes. Volumes are numbered consecutively, using capital Roman numerals. Each additional volume must contain a title page. Title pages are identical except for the notation Volume I, Volume II, etc., which is placed just below the title to differentiate the volumes.

Both the Roman and the Arabic numbering systems used in Volume I continue through Volume II. As with the title page of Volume I, that of Volume II is counted among the preliminary pages but does not bear a number. If "iv" is the last Roman numeral used in Volume I, for example, the title page of the second volume will count as page "v" and will be followed by preliminary pages "vi," "vii," etc. Each volume contains the Table of Contents.

## **2.9 Copies of Manuscript and Binding**

For final year thesis submissions, “Two” draft (soft bound) copies of the manuscript, including appropriate forms (i.e. Ethical Clearance, Project Log sheets, etc) must be submitted to the Administration for distribution to the relevant faculty members for assessment prior to the oral presentation.

One hard bound copy of the entire manuscript, including signed approval page, must be submitted to the Administration. Additional bound hard-copies are optional for advisors, supervisors, etc. *It is **MUST** for a student to adhere to this guideline, academic administration will not issue official transcripts and original degree certificate until and unless a hard bound copy is submitted.*

All theses and dissertations are to be bound in accordance with the standards set by the Staffordshire University and APIIT. For Level One and Two, Thesis must be bound in the regulation Maroon Cloth and Level Three dissertations must be bound in the regulation Black Cloth. No substitute covers, colours, or fabrics are acceptable. The author’s name and the title of the thesis/dissertation must be on the spine of the bound copies to be read from left to right.

Project documents submitted as a part of module assessment for all levels do not require to be hard bound. A soft bound (comb or spiral) can be used; however all other conditions are applicable.

A sample appearance of bound theses is provided in **Appendix A**.

## 3 Specific Guidelines For The Parts Of The Thesis

### 3.1 Parts of a Thesis

Two general rules of thumb should govern the presentation of any thesis: keep the format as simple as possible, and be consistent with the format throughout the thesis.

Every thesis has three main parts or divisions:

- Part 1 includes the *preliminary pages*
- Part 2 includes the *body of the manuscript*
- Part 3 includes all *reference materials (or back matter)*

You must follow the order of items within these parts as listed below. ***Optional sections are stated in parentheses. Further instruction about each section follows this list.***

#### **List of Required and Optional Sections (in the order they should appear in the thesis/dissertation):**

- Title Page
- Approval Page
- Abstract
- Acknowledgments
- Table of Contents
- Dedication (optional)
- List of Tables (if applicable)
- List of Figures (if applicable)
- List of Illustrations (if applicable)
- List of Symbols/Abbreviations (if applicable)
- Main Body of Manuscript
- Appendices
- Bibliography/References

## 3.2 Preliminary Pages

### 3.2.1 Title page

The format of the title page, including spacing and capitalization must be exactly as in the sample title page shown in **Appendix B**.

### 3.2.2 Approval page

It is strongly recommended that the approval page of the thesis be signed in **black** ink. The format of the approval page, including spacing and capitalization must be exactly as in the sample approval page shown in **Appendix C**.

### 3.2.3 Abstract

The abstract gives a concise description of the thesis or dissertation, including a statement of the problem, procedure and methods, results, and conclusions.

The following list of requirements for abstract is necessary:

- The abstract must be on a separate page;
- The word **ABSTRACT** must be centred and must be in bold;
- The abstract text must not have underlining, boldface or italics;
- The abstract must have the same spacing as the text (i.e., 1.5 line spacing);
- The length of the abstract **must not exceed 350 words**;
- The abstract must not have citations, references, diagrams and mathematical formulas;
- At the end of the abstract, keywords are required.

A sample abstract is provided in **Appendix D**.

### **3.2.4 Dedication, acknowledgments, and preface**

If included, each of these items must appear on a separate page. A heading for the dedication is not required, but it must have a page number. If used, the dedication must be brief and centred on the page.

Like the dedication, acknowledgments and preface are optional. They must have headings and should use the same spacing as the text (i.e., 1.5 line spacing). The heading **ACKNOWLEDGMENTS** or **PREFACE** appears centred between the text margins without punctuation. The text begins at least three single spaces below the heading.

A sample acknowledgment is provided in **Appendix D**.

### **3.2.5 Table of contents**

The table of contents must list the title of each chapter and its parts and sections, references or bibliography, appendices, and vita (in case of postgraduate awards). The wording used for all entries in the table of contents must match exactly with what is used in the text. Each entry must have leader dots which connect it to its corresponding page number.

The heading **TABLE OF CONTENTS** appears without punctuation centred between the text margins without punctuation. The listing of actual contents begins at the left margin at least three spaces below the heading.

A sample is provided in **Appendix D**.

### **3.2.6 List of tables**

A list of tables may be included for the convenience of the reader. If included, it will immediately follow the table of contents on a new page.

The heading **LIST OF TABLES** appears centred between the text margins without punctuation. The listing begins at the left margin at least three spaces below the heading.

Each entry should have the same number and the same caption or title used for a table in the text. However, a long caption may be abbreviated to the extent of using only the first full sentence. As in the table of contents, each entry must have leader dots (.....) which connect it to its page number.

A sample list of tables is provided in **Appendix D**.

### **3.2.7 List of figures or list of illustrations**

If included, these lists may appear on separate pages depending on the number of tables, figures or illustrations and are governed by the same rules as the list of tables.

A sample list of figures is provided in **Appendix D**.

### **3.2.8 List of symbols and/or abbreviations**

If included, you should follow a format consistent with acceptable practice in your discipline.

## **3.3 The Text**

The text, or the body of a thesis, is divided into multiple chapters to help the reader in understanding the subject matter. Although the detailed organization of the text varies among academic disciplines, the formatting of the text must be consistent throughout. *All headings and subheadings should be presented in the same way in each chapter, in terms of capitalization, font and placement on the page.* No headers or footers giving the titles of chapters or other sections are allowed.

Chapters are numbered consecutively in Arabic numerals and typed in capital letters (**CHAPTER 1, CHAPTER 2 ...**). In addition to the general titles such as **INTRODUCTION** and **CONCLUSION**, the other chapters must have substantially descriptive titles as well.

Only chapters should begin with a new page. Within a chapter, the presentation of subsections must be continuous; partially filled pages of text are acceptable only on non-textual pages, such as those presenting tables and illustrations.

The heading **CHAPTER 1** in all capitals is centred between the text margins. The title goes two single spaces below. The text begins three single spaces below.

A sample chapter is provided in **Appendix D**.

In many cases, the main body of the thesis will include certain materials other than ordinary text such as illustrations, formulas, quotations, footnotes and endnotes. In such cases, the following guidelines should be observed.

### **3.3.1 Illustrative material**

Illustrations include drawings, charts, figures, tables, diagrams, plates and photographs. These may be inserted wherever the author feels appropriate, but as a general rule, should appear as near as possible to the part of the text relating them.

Illustrations of one-half page or less in length may appear on the same page with the text, separated from the text above and below by triple spacing; illustrations longer than one-half page are better placed on a separate sheet.

Illustrations that are too large to be placed sideways between the left- and right-hand margins should be rotated counter clockwise 90 degrees so that the top of the illustration runs parallel to the left-hand margin of the page. The caption for such an illustration must also be rotated. When illustrations are presented in this manner, the usual margin requirements remain in effect. *Pages which are in “Landscape” (horizontal) form will be counted, but left unnumbered.*

***Illustrations of same kind must be numbered consecutively. This includes appendices, if you have them.*** You may follow a straight sequence (1, 2, 3, etc.) or use a decimal approach (1.1, 1.2, 1.3...), where the first digit is the chapter or appendix number, and the digit after the decimal point is the illustration number).

Illustrations may run longer than one page. In such cases, all subsequent pages of the illustration must include at least the illustration number and the notation that it is continued, e.g., "Table 1 (cont.)" or "Table 1 (continued)."

All headings and captions must be prepared in the same typeface and point size as all other headings and captions. Choose a point size that can be read easily, especially for tables.

***Table numbers and captions are placed one space above the top line of the illustration; figure numbers and captions are placed one space below the last line or bottom of the illustration.***

***Colour may be used in figures and photographs only with prior permission from the supervisor or the module lecturer.*** Photographic illustrations must be originals or well-done photographic copies of the originals. Standard photocopies of photographs are not acceptable. Wherever required, mounting of illustrations should be done with a technique that ensures durable and good quality result (e.g., dry mounting). With dry mounting, the paper to which photographs are attached will not curl. Other methods such as library paste, rubber cement, spray mounting or tape, are not acceptable: such mounting techniques are not permanent and the adhesives used will eventually destroy both the paper and the photograph. If audio-visual material (e.g., videotape, cassette, etc.) is needed to accompany and supplement the text, it should be adequately described within the continuity of the text. Such material will be submitted only with the soft bound copy.

Sources of reference for all illustrations must be cited in the following manner:  
***Source: Department of Statistics, GOSL***

A sample is provided in Appendix D.

### **3.3.2 Formulae**

Mathematical and chemical formulas, equations and expressions must be typed using an appropriate equation editor (i.e. Microsoft® Equation Editor or Mathtype™). If reference is made to them, they must carry numerical identification.

### **3.3.3 Quotations**

Short, direct prose quotations of three typewritten lines or less should be incorporated into the text and enclosed in double quotation marks. Prose quotations which exceed three lines should be set off from the text in single spacing and indented in its entirety at least one tab from the left and right margins, with no quotation marks at beginning or end.

### **3.3.4 Notes, footnotes and endnotes**

Notes may be in the form of footnotes, placed at the bottom of each page.

Footnoting practices differ depending on the referencing convention. The most common mode of presentation for both footnotes and endnotes is to single-space within, and double-space between, each listing. If placed at the bottom of each page, footnotes must be separated from the text by a horizontal line one space above the first line of the footnote.

Arabic numerals, asterisks or small letters should be used for footnotes and endnotes. In either case, the label used may appear either above the line or in parentheses even with the line.

### 3.4 The Reference Material

The reference material consists of a bibliography or references, which is required, and appendices, which are optional.

#### 3.4.1 Bibliography or references

A bibliography is a selected list of all books, articles, and other source material related to the thesis research and is always in alphabetical order, with the author's last name first.

In some disciplines it is customary to list all of the references at the end of the thesis in a section headed **REFERENCES**, **LIST OF REFERENCES** or **LITERATURE CITED** instead of **BIBLIOGRAPHY**.

The following list of requirements is necessary:

- The references may be given at the end of each chapter instead of at the end of the thesis;
- The bibliography or references must not be given a chapter number, but it must have page numbers written in the same typeface and size used for pagination throughout the thesis;
- The heading **BIBLIOGRAPHY** or **REFERENCES** is centred between the text margins. The list begins three single spaces below;
- *Each bibliographic entry should be single-spaced with 18pt. spacing (Format Paragraph Spacing After 18 pt) between entries;*
- *Only Harvard Referencing System (Author, Date) will be used throughout the documentation. No other standard is allowed.*

A sample REFERENCES is provided in Appendix D.

### 3.4.2 Appendices

Some authors may desire to include certain materials of the thesis in an appendix rather than in the main text. For example, an appendix may contain test forms, detailed apparatus description, extensive tables of raw data, Software codes, etc.

- a) If the information to be appended requires more than one appendix, each should be given a letter (**APPENDIX A**, **APPENDIX B**, etc.). The heading **APPENDIX A** should appear centred between the text margins. The typeface and size should be those used for chapter titles.
- b) Spacing need not be the same for each of the appendices. Documents and case studies may be single-spaced, whereas spacing for the explanations of methods and procedures may be similar to that of the text.
- c) Each appendix with its title must be listed separately in the table of contents as a subdivision under the heading **APPENDICES**.
- d) All appendices must have page numbers written in the same typeface and size used for pagination throughout the thesis.
- e) If an appendix contains photocopied material, the photocopies should be of letter quality.

## 4 Citation & Referencing Convention

### 4.1 Style

A thesis is a formal research presentation. Hence, it should be written in a formal style appropriate to the discipline (e.g., active voice, impersonal style). For example, adopt the past tense throughout ("Results of the experiment demonstrated ") and avoid slang and colloquialisms. Technical terms should be used where appropriate, but avoid using words and phrases that are difficult to understand when a simpler vocabulary will do just as well.

- Asia Pacific Institute of Information Technology and Staffordshire University recommend the Harvard System. No other referencing conventions are allowed.

#### 4.1.1 The Harvard Referencing

There are various systems for academic referencing. The purpose is however common which is accurate provision of the source of information and the acknowledgement of the literary work. Correct citing is important if readers are to be able to trace the information for them. Whatever method of citation is used, the following basic principles apply:

- The information given should be sufficiently precise and detailed to allow for no ambiguity.
- The style should be consistent throughout

The Harvard System (also called the Author-Date System) is one system among many include the APA, MLA and Vancouver systems. Please refer to the following URL for further information <http://crypto.apiit.edu.my/library/ReferenceSite.htm>

#### 4.1.1.1 Understanding, Citation, Reference, and Bibliography:

**Citation** refers to an immediate recognition of someone else's ideas or work used in a research paper as the original source. Citations will appear in the body of documentation. **Referencing** is the detailed description of the original source, and will appear in the Reference List at the end of the document. **Reference** lists specific works that is used in a particular research paper. A **bibliography** lists works for background or for further reading, these may be books which were read as part of research, but which were not actually used.

#### 4.1.1.2 Importance of Referencing.

The purpose of referencing is to acknowledge the intellectual work and contribution of another person. The act of using and not referencing another person's work either accidentally or intentionally is called **plagiarism**. There are heavy penalties levied by the Staffordshire University and APIIT for plagiarism. (Please refer to the Student Handbook available at <http://webspace1.apiit.lk/documents> or Academic Administration for more information.)

There are three foremost motives to incorporate citations in your thesis:

1. To provide recognition to the authors of the source materials used while developing a thesis.
2. To facilitate readers to track up on the source materials.
3. To exhibit the depth and accuracy of research.

#### 4.1.1.3 What to Cite

All direct quotations, paraphrased factual statements, and borrowed ideas require citing. Common knowledge, such as the independence date need no citation. However, in case where a great deal of information adapted from a single source, citing that source is required even if the information is common knowledge, since the source (and its particular way of organizing the information) has made a significant contribution to the document. Failure to give credit to the words and ideas of an original author is plagiarism. Most people do not intend to commit plagiarism but

may do so inadvertently because they are in a hurry or because of sloppy work habits. For tips on how to avoid plagiarism, see the following resources:

- <http://www.fas.harvard.edu/~expos/index.cgi?section=resources>
- <http://www.princeton.edu/pr/pub/integrity/pages/habits.html>
- <http://www.indiana.edu/~wts/pamphlets/plagiarism.shtml>
- [http://www.mba.hbs.edu/admin/program/policies/academic/student\\_work/plagiarism.html](http://www.mba.hbs.edu/admin/program/policies/academic/student_work/plagiarism.html)

## 4.2 General Rules of Referencing

### 4.2.1 Quotations

Exact words taken from a source must be placed under quotation marks. Statements less than 30 words can be integrated into the paragraph by placing within single quotation marks. For example:

William Tucker (1994) points out that DNA profiling is based on the premise that genetic makeup differs from person to person and that “each cell in the body contains a complete set of genes”.

Statements more than 30 words are not enclosed within quotation marks. They must be set apart in the text in the following manner:

- Decrease the font size of the quote by one size;
- Leave a one line space above and below the quote; and
- Indent the entire quote on the left hand side (one centimetre, as a rough guide).
- Always introduce a long quotation by a colon, as in the following example:

Syed (2005) stated that:

A case study presents an account of what happened to a business or industry over a number of years. It chronicles the events that managers had to deal with, such as changes in the competitive environment, and charts the managers' response, which usually involved changing the business- or corporate-level strategy. Cases prove valuable in a course for several reasons. First, cases provide you, the student, with experience of organizational problems that you probably have not had the opportunity to experience firsthand. In a relatively short period of time, you will have the chance to appreciate and analyze the problems faced by many different companies and to understand how managers tried to deal with them.

His argument was based on...

## 4.2.2 Page numbers in the Citations

The corresponding page number(s) should be provided in the citation whenever quote or paraphrase information found in a print source (e.g. journal article, book, government publication, or conference proceedings). Page numbers are not required if you are only referring to a particular work.

Do not include page number information in the citations when referencing an electronic source, unless this source is an Adobe Acrobat document.

## 4.2.3 Date variation

- No date on publication—use the abbreviation **n.d.** for no date.
- Date only approximate—precede the approximate date with a lowercase **c** for **circa**.
- Dubious date—precede a questionable date with a question mark (e.g. Jones? 1899).
- An unpublished work—give the abbreviation **unpub.** in place of a date if a work is unpublished.

## 4.3 Rules for Citation in the Text

When writing research papers by the name and year system, conform to the following:

1. If the author's name occurs naturally in the sentence the year is given in parentheses:-

*Example:*

- In a popular study Harvey (1992, p.27) argued that we have to teach good practices...
- As Harvey (1992, p.27) said, “good practices must be taught” and so we...

2. If the name does not occur naturally in the sentence, both name and year are given in parentheses:-

*Example:*

- A more recent study (Stevens 1998, p.468) has shown the way theory and practical work interact.
- Theory rises out of practice, and once validated, returns to direct or explain the practice (Stevens 1998, p.468).

3. When an author has published more than one cited document in the same year, these are distinguished by adding lower case letters (a,b,c, etc.) after the year and within the parentheses:-

*Example:*

Johnson (1994a, p.31) discussed the subject...

4. If there are two authors the surnames of both should be given:-

*Example:*

Matthews and Jones (1997, p.121) have proposed that...

5. If there are more than two authors the surname of the first author only should be given, followed by et al (means *and others*):-

*Example:*

Office costs amount to 20% of total costs in most business (Wilson et al. 1997,p.73) (A full listing of names should appear in the References.)

6. If the work is anonymous then “Anon” should be used:-

*Example:*

In a recent article (Anon 1998, p.269) it was stated that...

7. If it is a reference to a newspaper article with no author the name of the paper can be used in place of “Anon”:-

*Example:*

More people than ever seem to be using retail home delivery (The Times 1996, p.3)

8. If you can't determine the author(s) of a work, include the work's title (in italics) within the parentheses with the date.

*Example:*

One patient education leaflet states that the disease occurs more frequently in men (*Coronary Heart Disease Facts* 1998).

9. If you refer to a source quoted in another source you cite both in the text:-

*Example:*

A study by Smith (1960 cited Jones 1994, p.24) showed that... (You should list only the work you have read, i.e. Jones, in the bibliography.)

10. If you refer to a contributor in a source you cite just the contributor:-

*Example:*

Software development has been given as the cornerstone in this industry (Bantz 1995, p.99).

11. If you refer to a person who has not produced a work, or contributed to one, but who is quoted in someone else's work it is suggested that you should mention the person's name and you must cite the source author:-

*Example:*

Richard Hammond stressed the part psychology plays in advertising in an interview with Marshall (1999, p.67).

*Or*

"Advertising will always play on peoples' desires", Richard Hammond said in a recent article (Marshall 1999, p.67).

12. A personal communication can be a letter, memo or email, an interview, an informal conversation or a lecture presentation. When referencing a personal communication:

- give the communicator's surname and initials;
- include the phrase *pers. comm.* in the citation; and
- give the exact date of the communication.

*Example:*

According to a personal source, discussions about raising the Medicare levy are already taking place (Trembath, G. J. 1999, *pers. comm.*, 5 March).

#### **4.3.1 A Fully Worked Example**

Productivity and work satisfaction are functions of the "person-environment fit". Person-environment fit represents the congruence between characteristics of individuals, their needs and abilities, and the "supplies and demands of environment as expressed in role expectations and prerequisites" (**Kahn, 1979, p.78**). Motivation is heightened by conditions that "pull" (**Cummings and Schwab, 1973**) individuals toward a particular behavior (extrinsic incentives). In the third case, needs that exist within a person (intrinsic incentives) "push" him to behave in ways that will satisfy those needs. **Baldwin (1979)** has suggested that faculty vitality and institutional well-being can be enhanced by moving faculty members to different roles as their developmental needs (intrinsic incentives) change. **Baldwin and Blackburn's model of faculty career development (1981)** assumes people move through initial phases in which...

## 4.4 Rules for Reference List

All **citations** mentioned in the body of text must be followed by the corresponding References in the “**Reference List**” except in case of *personal communication* (not traceable). A reference list at the end of the document is a must requirement for all work submitted for assessment.

A reference list (or bibliography) will exhibit the sources of material used in the document in alphabetical order by author name or by title when there is no author. If a single reference goes on for more than one line, indent all lines except the first.

If there are several references by the same author, list these works in chronological publication date order (i.e. start with the earliest publication date and end with the latest).

If one author has published several works in the one year, list these works according to the lowercase letter attached to the date (i.e. 1986a comes before 1986b and so on).

### 4.4.1 Reference to a Book

#### Elements to cite:

- Author’s Surname, Initials.
- Year of publication,
- Title,
- Edition (if not the first),
- Publisher,
- Place of publication.

#### 4.4.1.4 *Single Author*

Adams, T. 1999, *Recent Developments in Dementia Care*, NT Books, London.

#### 4.4.1.5 *Two Authors*

Miller, A. W. & Hanretty, K. P. 1997, *Obstetrics Illustrated*, 5th ed, Churchill Livingstone, New York.

#### 4.4.1.6 *More than Two Authors*

Jarvis, T. J., Tebbutt, J. & Mattick, R. P. 1995, *Treatment Approaches for Alcohol and Drug Dependence: An Introductory Guide*, John Wiley, Chichester, UK.

### 4.4.2 Reference to a Journal Article

#### Elements to cite:

- Author's Surname, Initials
- Year of publication;
- Title of the article, in single quotation marks;
- *Title of the journal, in italics;*
- Volume number, written as vol.;
- Issue number (written as no.) or some other identifier, usually a month; and
- Page number(s).

#### 4.4.2.1 *No Author*

'Empirical analysis of Factors Effecting Psychological Status of Politicians' 2001, *Journal of Psychology*, vol. 2, no. 6, pp. 34-36.

#### 4.4.2.2 *Single Author*

Sualiman, A. 2001, 'Rules for Successful ERP Implementations in Sri Lankan Apparel Industry', *Journal of Simulations*, vol. 8, no. 1, pp. 232-237.

#### 4.4.2.3 *More than One Author*

Syed, R. & Hidayat, Z. 2004, 'Factors Influencing Adding Easter Eggs in Software Applications', *Journal of Information Systems*, vol. 8, no. 4, pp. 152-158.

### 4.4.3 Reference to Newspaper Articles

#### Elements to cite:

- Author's Surname, Initials, (Or Newspaper Title)
- Year of publication.
- Title of article.
- *Title of newspaper,*
- Day and month,
- Page number/s and column number.

Zeenath. H. 2000, 'E Readiness & Digital Divide in Asian Countries', Sunday Observer, 21 June, p. 47a

## 4.4.4 Published conference papers

### Elements to cite:

- Author's Surname, Initials,
- year of publication (not year of presentation);
- title of the paper, in single quotation marks;
- *full title of the conference (as set out on the title page) in italics;*
- editor(s) of the proceedings (if applicable);
- place of the conference;
- date the conference took place, in fullest form (e.g. 13-14 October). Include the year if different from the year of publication;
- publisher;
- place of publication; and
- page number(s) of the paper.

SILVER, K., 1991. Electronic mail: the new way to communicate. *In*: D. I. RAITT, ed. *9th international online information meeting*, London 3-5 December 1990. Oxford: p 323-330.

## 4.4.5 Unpublished Work

### 4.4.5.4 Thesis

Agutter, A. J. 2002. The linguistic significance of current British slang, PhD Thesis, Edinburgh University.

### 4.4.5.5 Unpublished papers at conferences

Subbaraya, P. 2004, 'Software Engineering Practices in Indian Companies', paper presented to the 5th National Conference of Open Source Software Foundation, New York, 21-25 March.

### 4.4.5.6 Lecture Notes

Hemachandra, G. 2006, Empirical Modelling for Participative Business Process Reengineering", lecture notes distributed in the topic Object Oriented Analysis (OOP) at Asia Pacific Institute of Information Technology, Colombo on 17 April.

## 4.4.6 Government/Corporate Publications

### Elements to cite:

- Name Of Issuing Body,
- Year of publication
- Title of publication .
- Place of publication:
- Publisher,
- Report Number (where relevant).

UNESCO, 1993. *General information programme and UNISIST*. Paris: Unesco, (PGI-93/WS/22).

### 4.4.6.7 *Parliamentary Papers*

Industry Commission 1981, *Private Health Insurance*, Parl. Paper 79/97, Canberra.

Note: The Parliamentary Paper statement is abbreviated to *Parl. Paper*.

## 4.4.7 Films and videos

*World Beyond Tomorrow* (motion picture) 2007, London, BBC.

## 4.4.8 Television and Radio broadcasts

*No Quick Fix* (video recording) 10 August 1999, ABC Television, Executive Producer J. Bandara.

## 4.4.9 Electronic Sources

### 4.4.9.1 *Reference to E-Journals*

### Elements to cite:

- Author.
- Year.
- Title.
- Journal Title [online],
- Volume (issue),
- No.
- Available from:
- URL [Accessed Date].

Korb, K.B. 1995, 'Persons and things: book review of Bringsjord on Robot-Consciousness', *Psycoloquy* [online], vol 6 (15). Available from: <http://wachau.ai.univie.ac.at:70/00/archives/Psycoloquy/95.V6/0162> [Accessed 17 Jun 2000].

#### 4.4.9.2 *A World Wide Web page*

##### **Elements to cite:**

- Author(s);
- Date (either a last update or copyright date);
- Title of the page (from the browser's title bar) in italics and with maximal capitalisation;
- Medium (i.e. Online), written in square brackets;
- The Available statement, which is an URL; and
- The access date, in square brackets, in the form 10 March 2000.

Florence Nightingale Museum Trust 1999, *Florence Nightingale Museum Website*, [Online], Available: <http://www.florence-nightingale.co.uk/> [Accessed 18 July 2000].

#### 4.4.9.3 *CD-ROMs*

Informational CD-ROMs are referenced in the same way as books except for the insertion of the CD-ROM statement after the CD-ROM title.

*Bodyworks: Discover the World Beneath Your Skin* [CD-ROM] 1995, Softkey International, Wimbledon Common, London.

If the information you are referencing from a CD-ROM has an author:

Rosen, M. 1998, 'Marx, Karl (1818-83)', in *Routledge Encyclopedia of Philosophy* [CDROM], ed. E. Craig, Routledge, New York.

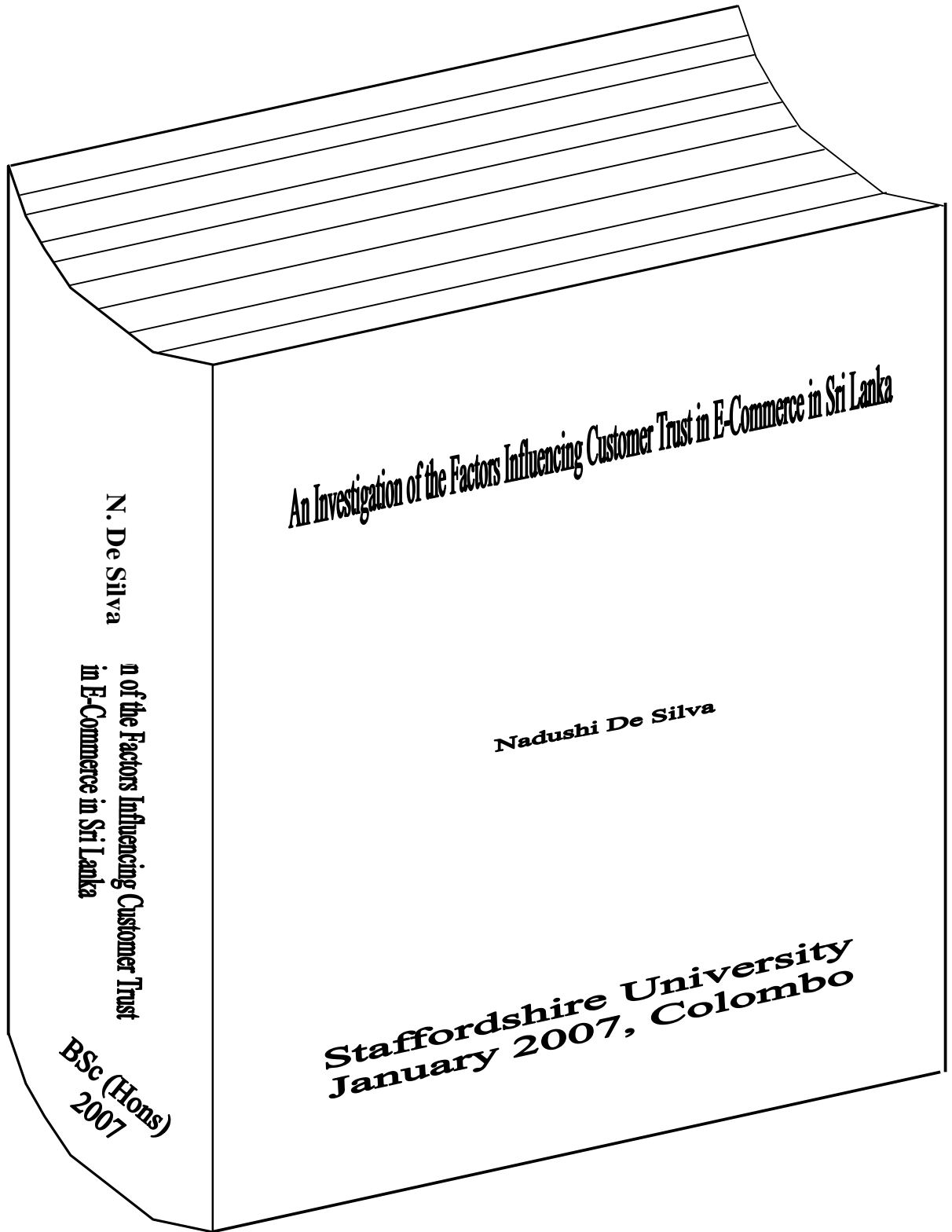
If you are referencing one CD-ROM in a set of CD-ROMs:

*Data Base Connectivity* [CD-ROM] 1999, Vol. 2, *MSDN Library*, Developer's edn, Microsoft Corp, Atlanta, Georgia.

## **5 APPENDICES**

## 5.1 APPENDIX A

### 5.1.1 APPEARANCE OF A BOUND THESIS (SAMPLE)



**N. De Silva**

**n of the Factors Influencing Customer Trust  
in E-Commerce in Sri Lanka**

**BSc (Hons)  
2007**

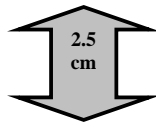
**An Investigation of the Factors Influencing Customer Trust in E-Commerce in Sri Lanka**

**Nadushi De Silva**

**Staffordshire University  
January 2007, Colombo**

## 5.2 APPENDIX B

### 5.2.1 TITLE PAGE (SAMPLE)

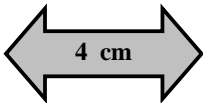


# An Investigation of the Factors Influencing Customer Trust in E-Commerce in Sri Lanka

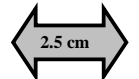
18 pt, Times New Roman, Bold, Centered

Nadushi De Silva

16 pt, Times New Roman, Bold, Centered



Submitted to the Business School  
in partial fulfilment of the requirements for the Degree of

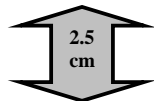


Bachelor's of Arts in Business Administration (Hons)

Supervised By:  
Syed Rehan

14 pt, Times New Roman, Centred

Staffordshire University  
January 2007, Colombo



## 5.3 APPENDIX C

### 5.3.1 APPROVAL PAGES: Degree Years (L2 & L3). (SAMPLES)

**Approval Page for Level 2 & L3 Thesis  
(Sample)**



Approval of the Project Manager

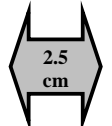
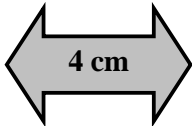


\_\_\_\_\_  
Project Manager (Name, Surname)

I certify that this thesis satisfies the requirements as a thesis for the degree of  
.....



\_\_\_\_\_  
(Name )  
Advisor/Assessor



I certify that I have read this thesis and that in my opinion it is fully adequate in  
scope and quality as a thesis for the degree of  
.....



\_\_\_\_\_  
(Name)  
Supervisor



**5.4 APPENDIX D**  
**5.4.1 SAMPLES OF ABSTRACT, ACKNOWLEDGEMENTS,  
TABLE OF CONTENTS, LIST OF TABLES, LIST OF  
FIGURES, LIST OF ABBREVIATIONS, CHAPTER AND  
REFERENCES.**

## ABSTRACT (16pt)

Privatization is the process of transferring government properties (public utilities) from the public sector to the private sector. There should be rules and regulations which privatizations have to follow to get those resources. There are both positive and negative externalities from the privatization of water systems. Provision of the basic water services is a government's responsibility in many developing countries around the world. Whether government is unable to supply the water or it lacks the necessary authority over the natural sources of water, the government has to make arrangements for a reliable water provision.

Format Paragraph Spacing After 18 pt

This thesis deals with the privatization of water system and its impacts on the stakeholders. How does privatization affect the poor people? What will happen to the stakeholders when government starts to privatize the water systems? The secondary data used for this study is derived from three cases: Metro Manila Waterworks and Sewerage System, Philippines, Espirito Santo Water System, Brazil and Water and Sewerage Utility, Panama. A key priority in designing urban water policy and institutional reforms with the appropriate structure of water charges is to ensure long-term sustainability of supply. The findings from this study also showed that the positive effect of privatization on lower income people is higher if the number of new water connections is increased. The recommendations which are developed in this thesis are that the governments have to be very precise in the specification of the terms and conditions of the privatization, if it is going to achieve its goals.

**Keywords:** Stakeholder analysis, poor, economic analysis, financial analysis.

## ACKNOWLEDGEMENTS



(16pt)

I would like to thank (Supervisor's name) for his continuous support and guidance in the preparation of this study. Without his invaluable supervision, all my efforts could have been short-sighted.

(name of advisor/assessor, any other individuals) , Asia Pacific Institute of Information Technology, (School...), helped me with various issues during the thesis and I am grateful to him. I am also obliged to Sharon Amerasinghe for her help during my thesis. Besides, a number of friends had always been around to support me morally. I would like to thank them as well.

I owe quit a lot to my family who provided me the chance to fulfill my career objectives and for the support throughout my studies. I would like to dedicate this study to them as an indication of their significance in this study as well as in my life.

Finally, I am responsible for any errors that remain in this thesis.

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(16pt)

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Double spaced, 12 pt. Times New Roman

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# LIST OF FIGURES

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## **LIST OF ABBREVIATIONS**

(16pt)

CESAN      Espirito Santo State

NPV        Net present value



**CHAPTER 1** → (16pt)

**INTRODUCTION** → (14pt)

Much theoretical and experimental effort has been devoted recently to study the dynamics of energy flow, following the initial excitation of a surface molecule. Most of these studies deal with the processes of dissociative adsorption and disproportion of small molecules chemisorbed on metal surfaces; these processes are governed by formation and rupture of covalent adsorbate-metal chemical bonds. The processes of physical adsorption and desorption on non-metallic surfaces have received less attention.

Format Paragraph Spacing After 18 pt

The essential feature of the physisorption systems is that the attractive forces between the adsorbate and the surface are relatively nonspecific Van Waals forces.

## Sample Table

### Teledensity.

	<b>Colombo</b>	<b>Gampaha</b>	<b>Kandy</b>	<b>Galle</b>
<b>2001</b>	<b>1:10</b>	<b>1:20</b>	<b>1:30</b>	<b>1:45</b>
<b>2002</b>	<b>1:7</b>	<b>1:18</b>	<b>1:27</b>	<b>1:41</b>
<b>2003</b>	<b>1:5</b>	<b>1:17</b>	<b>1:21</b>	<b>1:39</b>

*Source: Information Communication & Technology Agency, GOSL*

## **Addition Information**

All physical material which is required for module assessment (CD ROMS, Floppies, Questionnaires, Interviews, Audio Tapes, Quotations, Permission Letters, etc) must be attached in an appropriate manner with the document.

## REFERENCES (Sample)

Ahamet B. 2003, Angels with attitude: Changes in Software Development Culture, 1945-1990, PhD thesis, Staffordshire University. UK.

Single  
Spaced

Grbich, C. (ed.) 1999a, *Health in Australia: Sociological Concepts and Issues*, 2nd edn, Longman, Sydney.

Grbich, C. 1999b, *Qualitative Research in Health: An Introduction*, Allen & Unwin, St. Leonards, NSW.

Jarvis, T. J., Tebbutt, J. & Mattick, R. P. 1995, *Treatment Approaches for Alcohol and Drug Dependence: An Introductory Guide*, John Wiley, Chichester, UK.

King, M. & Wilson, K. 1999, 'The teaching and learning principles of metropolitan Aborigines with diabetes', *Contemporary Nurse*, vol. 8, no. 4, pp. 152-158.

Lawnham, P. 2000, 'Program aims to attract nurses to aged care', *Australian*, 21 June, p. 47. Nicholson, S. M. 1999, Angels with attitude: Changes in South Australian hospital nursing culture, 1945-1990, PhD thesis, Flinders University of South Australia.

'Patient latex allergy and its implications for surgery' 1992, *Journal of Perianaesthesia Nursing*, vol. 2, no. 6, pp. 34-36.

Rudge, T. 2000, Health and illness, lecture notes distributed in the topic Foundations of Nursing (NURS 1404) at Flinders University of South Australia, Bedford Park on 17 April.

## References & Bibliography

Lester, J. D. 1991. *Writing research papers: A complete guide*, 5<sup>th</sup> ed. Glenview Scott, Foresman and Company.

Hacker, D. 1997. *A pocket style manual*, 2<sup>nd</sup> ed. Bedford Books, Boston.

Damarell, R. 2001. *Harvard Referencing Guide, Revised Ed.* Flinders University, Australia.