CHAPTER 7  REFERENCES


Anurag K. Agarwal (March 15,2011 ) “Legal Issues: Contracts, Disputes and IPR “, IIM-Ahmedabad, India


Dan Remenyi and Brown (2003) “IT make or break issues in management”, ISBN 0 7506 50346


Eric Krapf (JAN 2001) “Should You Outsource Your Internet Datacenter?” - Business Communications Review


Farrah Kim, (2014), “Global Sourcing”


Joh Hagel III and Marc Singer (March – April 1999) “Unbundling the corporation”, Harvard Business Review

Joseph A. Gliem and Rosemary R. Gliem, (2003), "Calculating, Interpreting, and Reporting Cronbach's Alpha Reliability Coefficient for Likert-Type Scales".


Kathleen Goolsby, “Critical Requirements for Building and Sustaining a Successful Outsourcing Relationship”- Chapter 18: Global Outsourcing Strategies

Kelly Carroll (2000) “It begins with towers”– Telephony


Knapp, Paul (June 6, 2003), “Why companies rushing to outsource their IT may be making mistake?”- www.brainbox.com.au/

Koen Tinselboer,” The Present and Future of Outsourcing: Theory meets practice”- (0026182)


Lain Morris (2007) “India takes outsourcing to new heights” –Telecommunications


Ling Ge, Prabhudev Konana, Huseyin Tanriverdi, (2004), “Global Sourcing and Value Chain Unbundling”- University of Texas at Austin, www.mccombs.utexas.edu


Marco Busi, Ronan McIvor, (2008) ”Setting the outsourcing research agenda: the top-10 most urgent outsourcing areas”, Strategic Outsourcing: An International Journal, Vol. 1 Iss: 3, pp.185 – 197


Mike Dodsworth and Mike Constable, “Outsourcing: the employee perspective”, Chapter 8 : Global Outsourcing Strategies


Nasscom Report (2014)

Overby and Stephanie, (2010) “3 Reasons Vendors Wont Innovate”. CIO. 34-35 ISSN 13284045

P. Sathasivam & Asok Kumar Ganguly (2010), "Venture Global Engineering Vs Satyam Computer Services Ltd", INDLAW SC 609

Paul F. Takac, “Outsourcing Technology”, Management Decision, Vol. 31 Iss: 1

Peter Ackers, Leisure Co, “HRM and the Flexible Firm Debate”

Peter Sondergaard, Gartner, Inside Gartner Research


Ravi Venkatesan (1992) “To make or not to make”-HBR


Business, CMR 389, 11/01/07, Vol 50, No. 1, Reprint series


The New Indian Express, Business Express (11th Feb 2015, Bangalore) Pg 13

The New Indian Express, Business Express (11th Feb 2015, Delhi) Pg 30


Vincent Ryan (2001) “Outsourcing back in style” — Telephony

W.L. Currie & L.P. Willcocks, “Analyzing four types of IT sourcing decisions in the context of scale, client/supplier interdependency and risk mitigation”- Sheffield University Management school and Templeton College, University of Oxford.


