6 REFERÊNCIAS BIBLIOGRÁFICAS


HOLSTI, O.R. Content Analysis for the Social Sciences and Humanities, Addison-Wesley, Reader, MA, 1969.


**Figura 5. Framework** para análise sobre o "Comércio Eletrônico"

Fonte: Ngai e Wat (2002)
Figura 6. Framework para análise da “Inovação no Setor de Manufatura”
Fonte: Becheik et al. (2006)

<table>
<thead>
<tr>
<th>Grouping</th>
<th>Content covered</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Descriptive features of SCM literature</td>
<td>Time distribution of publications, Journal names, Industry sectors</td>
<td>Describe characteristics of sample of articles</td>
</tr>
<tr>
<td>2. Definitional issues</td>
<td>Approaches to definitions, Conceptual framing of SCM, Constructs of SCM, Discipline bases</td>
<td>Explore consistency or variation in SCM definitions by researchers on a range of dimensions. Define the territory that researchers claim falls within SCM</td>
</tr>
<tr>
<td>3. Theoretical concerns</td>
<td>Theoretical perspective, Purpose of theory</td>
<td>Determine the range of theories that are used to inform SCM and ends to which they are applied</td>
</tr>
<tr>
<td>4. Research methodological issues</td>
<td>Paradigmatic stance, Research methods</td>
<td>Determine the methodological assumptions being made and the types of research methods that are used to explore SCM</td>
</tr>
</tbody>
</table>

Figura 7. Framework para análise sobre “Gestão da Cadeia de Suprimentos”
Fonte: Burgess et al. (2006)
Figura 8. Framework para análise sobre “Terceirização em Logística”

Fonte: Elaborada pela autora (2011)
Figura 9. Pressões para a Gestão da Cadeia de Suprimentos
Fonte: Seuring e Müller (2008)

Figura 10. Gestão de riscos e desempenho do fornecedor
Fonte: Seuring e Müller (2008)
Figura 11. Gestão da cadeia de suprimentos para produtos sustentáveis
Fonte: Seuring e Müller (2008)

Figura 12. Framework para análise sobre “Logística Reversa”
Fonte: Pokharel e Mutha (2009)

<table>
<thead>
<tr>
<th>Topic</th>
<th>Questions relevant to practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Determinants of IT outsourcing</td>
<td>Which types of firms are more likely to outsource IT?</td>
</tr>
<tr>
<td>2. IT outsourcing strategy</td>
<td>What is the strategic intent behind IT outsourcing decisions?</td>
</tr>
<tr>
<td>3. IT outsourcing risks</td>
<td>What are the risks of IT outsourcing?</td>
</tr>
<tr>
<td>4. Determinants of IT outsourcing success</td>
<td>How are IT outsourcing risks mitigated?</td>
</tr>
<tr>
<td>5. Client and supplier capabilities</td>
<td>Which capabilities do client firms need to develop to successfully engage IT outsourcing suppliers?</td>
</tr>
<tr>
<td>6. Sourcing varieties</td>
<td>Which capabilities do client firms seek in an IT outsourcing supplier?</td>
</tr>
</tbody>
</table>

Total unique articles (topics overlap across articles)

Figura 13. Framework para análise sobre “Terceirização de Tecnologia de Informação”
Fonte: Lacity et al. (2009)
Figura 14. *Framework* para análise sobre “Marketing de Relacionamento”

Fonte: Das (2009)
Figura 15. *Framework* para análise sobre “Aplicação de Técnicas de Data Mining na Gestão do Relacionamento com o Consumidor”

Fonte: Pokharel e Mutha (2009)