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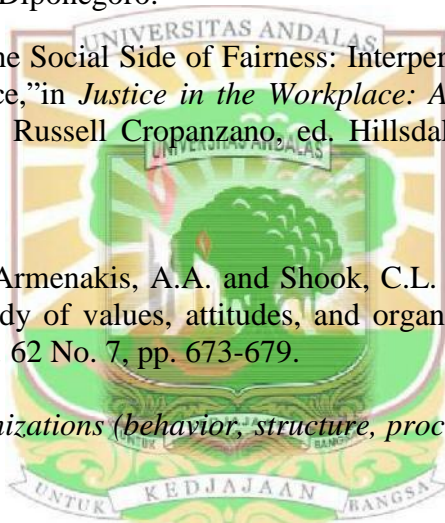Gibson, James, (2006), *Organizations (behavior, structure, processes)*, Twelfth Edition,McGraw Hill.

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