



Editorial Introduction

This issue of the *Independent Journal of Management & production (IJM&P)* features a selection of articles submitted and revised until July 2020. Observe the works are the fruit of research and publications of undergraduate, postgraduate and entrepreneurs.

It is important to mention that all the works are showed without any kind of payment. All of them are published free from payments or taxes.

The publication also counts on the work of researchers from various parts of the world, which have undergone a process of peer review.

As chief editor of *IJM&P*, I am indebted to all members of the editorial board and reviewers, which contributed to achieve a very decent job during the evaluation and revision. Moreover, that they have contributed to the Journal in recognition of the international scientific community.

In addition, with all the authors, who trusted the results of their research and publications to the scrutiny of editors and reviewers who are part of our Journal.

On July 20, 2018, the journal was notified via E-mail of its indexing and abstracted in: *Emerging Sources Citation Index (ESCI)*, *Clarivate Analytics - Web of Science - Thompson Reuters*. With the availability of journal data on August 20, 2018.

Figure 1 and Table 1 show the data for viewing and accessing the journal, since its creation in 2010. Allowing to observe the development of the journal, regarding the number of accesses by country, city, users and views.



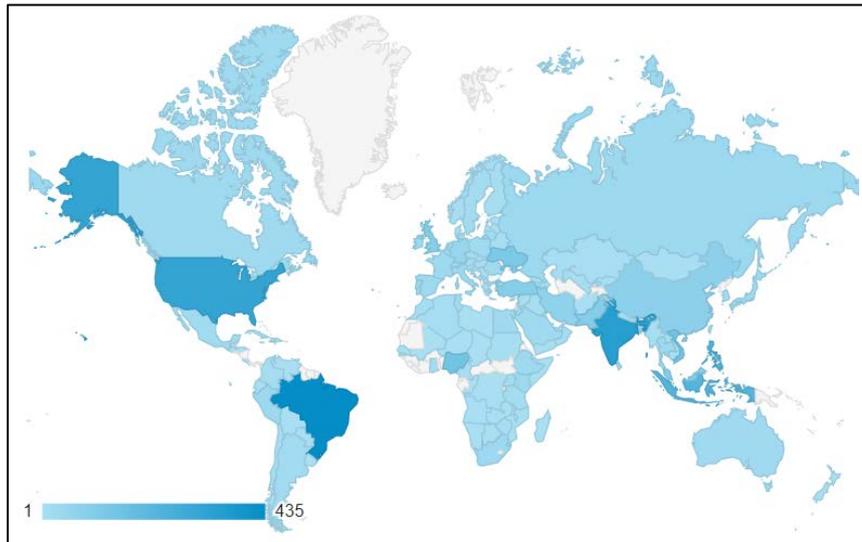


Figure 1: Countries that have accessed the journal

Source: Google analytics (2021)¹

The Table 1 shows the preview data and journal access, since its creation in 2010.

Table 1: views by volume/number

<i>Year</i>	<i>Country</i>	<i>Cities</i>	<i>Access</i>	<i>Users</i>	<i>Viewers</i>
2010	25	75	340	181	5,474
2011	75	343	1,510	1,024	12,942
2012	83	444	2,187	1,406	15,499
2013	118	1,208	11,946	6,006	71,264
2014	146	1,978	17,440	10,503	68,340
2015	147	2,307	23,017	14,460	96,735
2016	162	2,911	26,654	17,847	112,928
2017	184	4,078	37,171	27,129	109,535
2018	190	5,220	57,157	44,400	187,729
2019	197	5,534	78,195	60,907	218,628
2020	194	6,020	78,149	58,378	279,287
2021	160	2,250	17,807	9,973	54,436

In Figures 2, 3, 4, 5, 6, 7, 8 and 9 is shown a graph of the amount of hits that the journal received between January 1, 2014 and March 31, 2021; these data are based on information provided by the Google analytics.

¹ Google Analytics (2020). **Google Analytics: IJM&P**. Available in: https://analytics.google.com/analytics/web/#/report/visitors-geo/a4556113w8782567p9154049/_u.date00=20200101&_u.date01=20201130&tabControl.tabId=geo&geo-segmentExplorer.segmentId=analytics.country/. Access: 03/31/2021.



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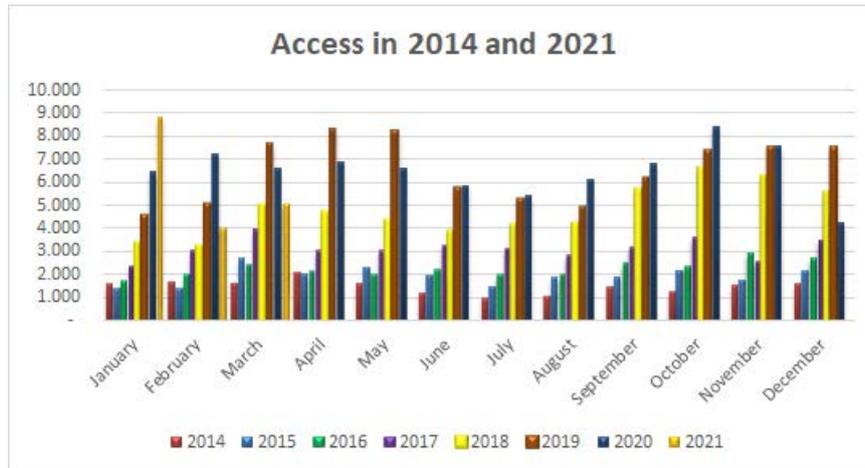


Figure 2: amount of hits between 2014 and 2021

The Figure 3 shows the comparison of the number of cities, around the world, that have accessed the journal.

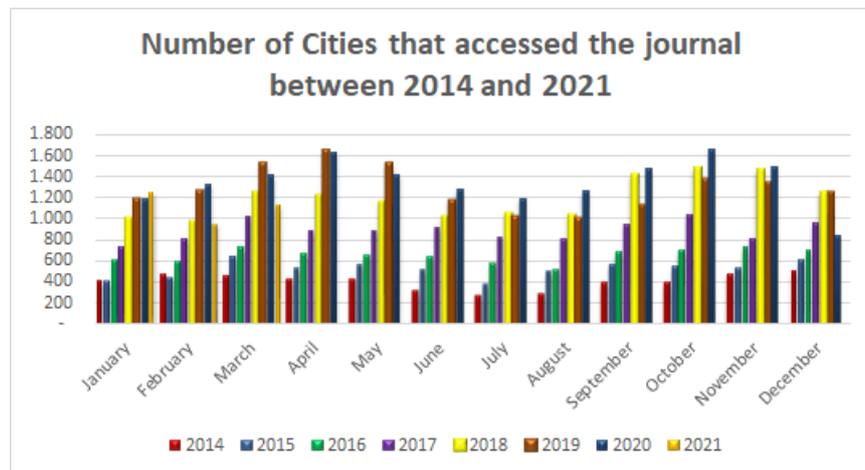


Figure 3: Amount of cities between 2014 and 2021

The Figure 4 shows the averages of views on the journal in the period between the years of 2014 and 2016.

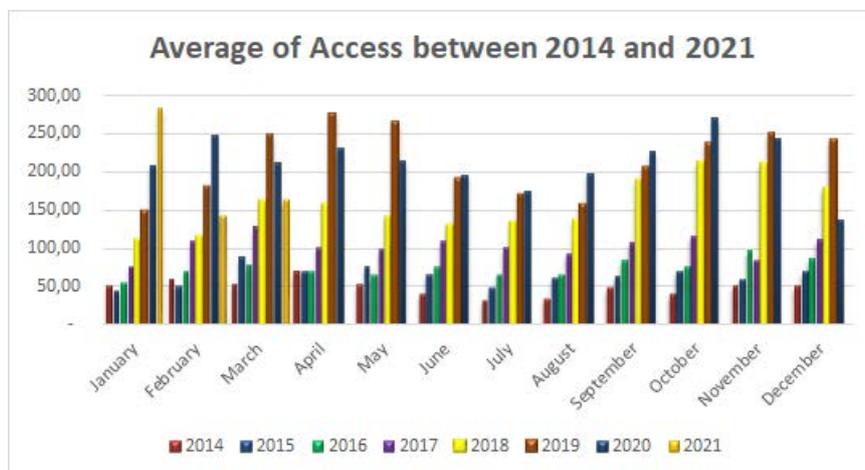


Figure 4: Amount of average between 2014 and 2021



The Figure 5 shows the comparison of the number of countries, around the world, that have accessed the journal.

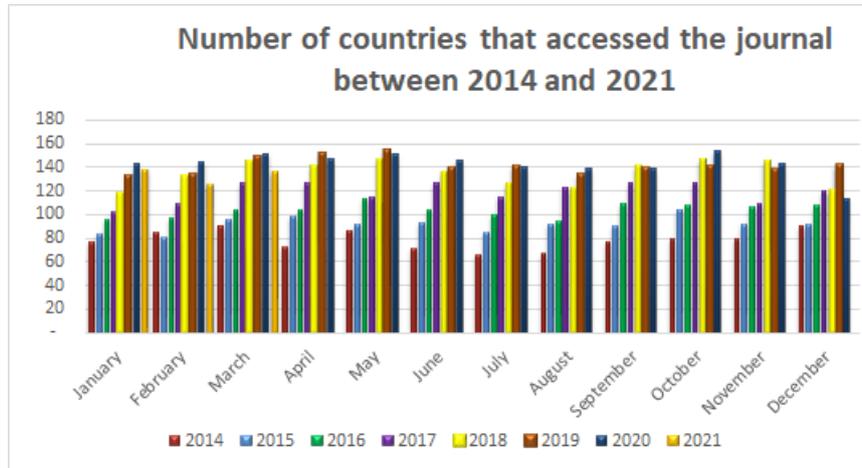


Figure 5: Amount of countries between 2014 and 2021

The Figure 6 shows the comparison of the number of users, around the world, that have accessed the journal.

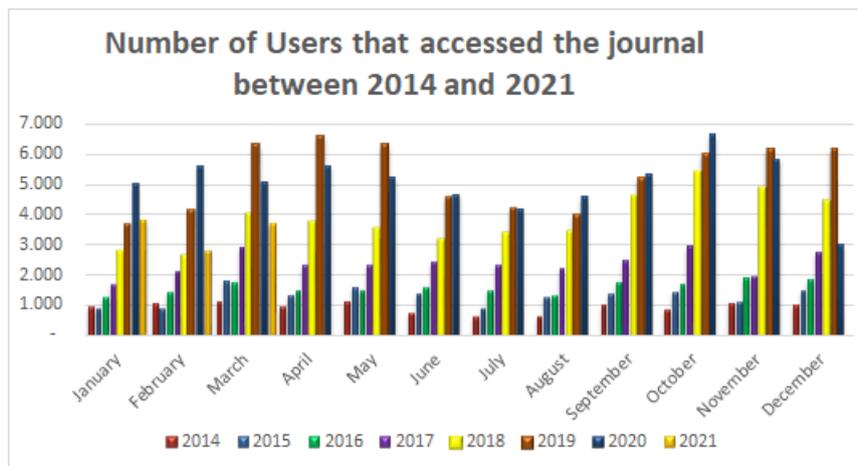


Figure 6: Amount of users between 2014 and 2021

The Figure 7 shows the comparison of the number of viewers, around the world, that have accessed the journal.

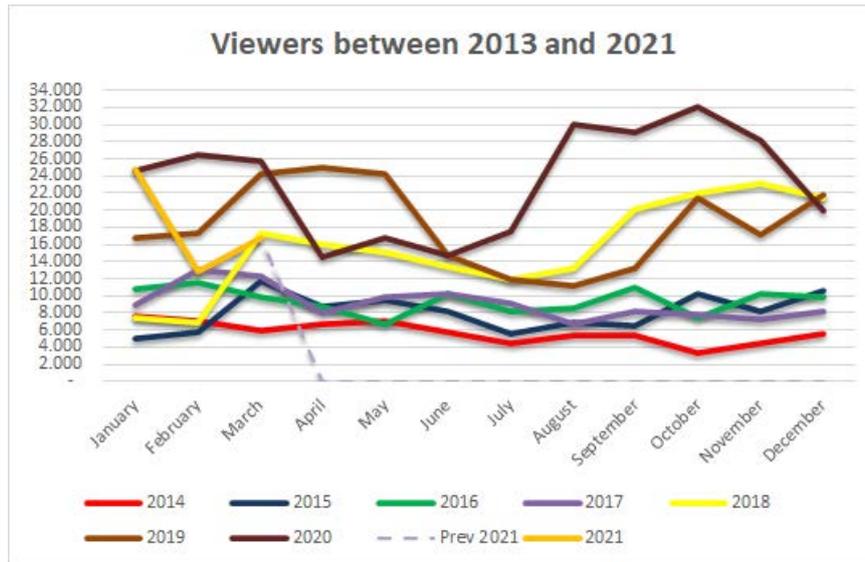


Figure 7: Amount of Viewers between 2013 and 2021

Figure 8 shows the overall evolution accumulated in the 12 months, as well as the visualizations between the years of 2013 and 2018 and that can be compared with Figure 8.

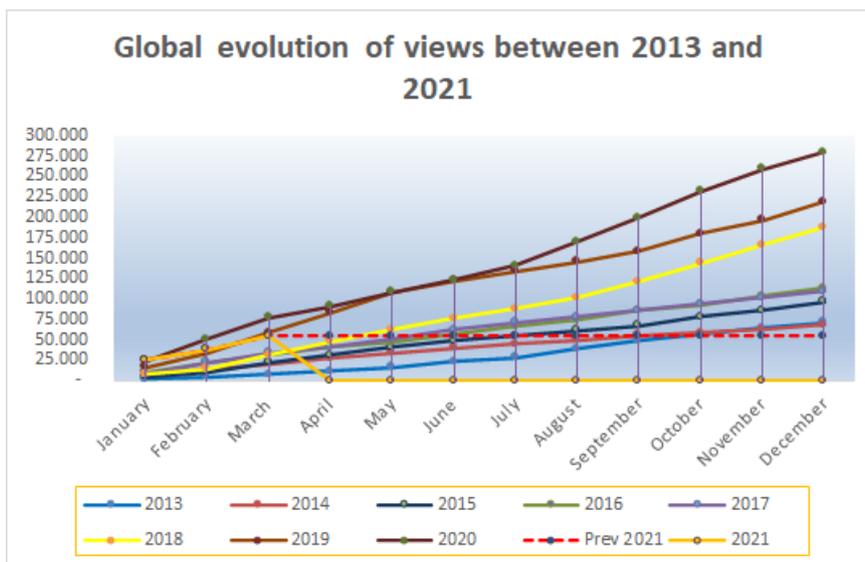


Figure 8: Global evolution of views between 2013 and 2021

Figure 9 shows the evolutionary chart of resolutions address the articles registered in CrossRef since 2014, which is based on monthly report. This graph can be seen the evolution of the journal has achieved.



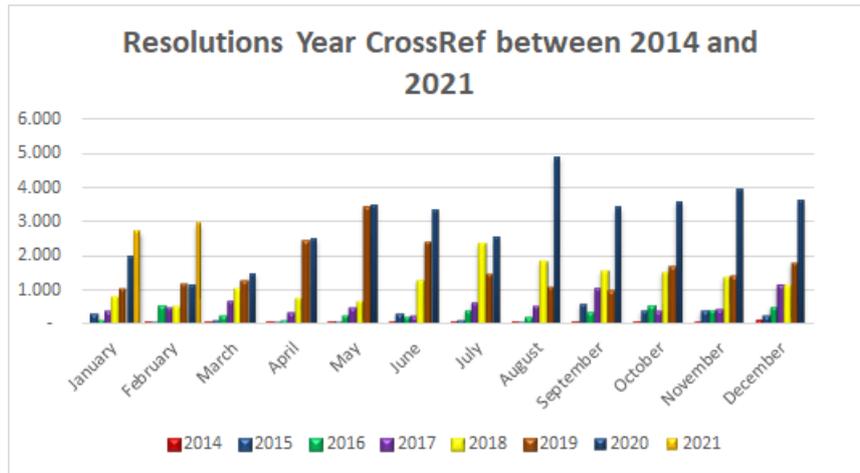


Figure 9: Resolution Report for prefix 10.14807 from between 2014 and 2021

From figure 10, data extracted from Microsoft Academic and Web of science will be presented, presenting the development of the journal, in quantities of citations.

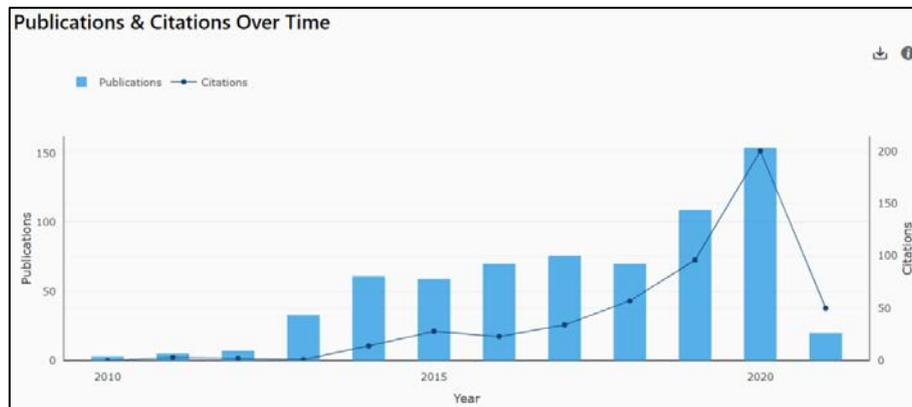


Figure 10: Publications & Citations Over Time

Source: Microsoft Academic (2021)²

Figure 11 shows the data on the number of citations and the evolution that the journal has been obtaining since 2015, and in this data it is also possible to observe the number of self-citations and discounting the self-citations.

² Microsoft Academic (2021). **Publications & Citations Over Time**: Independent Journal of Management & Production. Available in: [https://academic.microsoft.com/journal/2739372441/publication/search?q=Independent%20Journal%20of%20Management%20%26%20Production&qe=And\(Composite\(J.JId%3D2739372441\)%2CTy%3D%270%27\)&f=&orderBy=3](https://academic.microsoft.com/journal/2739372441/publication/search?q=Independent%20Journal%20of%20Management%20%26%20Production&qe=And(Composite(J.JId%3D2739372441)%2CTy%3D%270%27)&f=&orderBy=3). Access in: 03/31/2021.



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Figure 11: Sum of Times Cited per Year
Source: Web of Science (2021)³

Figure 12 shows, in treemap format, the number of citations per country, which shows that the journal has been gaining visibility in Brazil and worldwide



Figure 12: Showing 567 records for Countries/Regions
Source: Web of Science (2021)⁴

Figure 13 presents the data on the institutions from which the access to our journal came, showing only the 25 institutions that most accessed.

³ Web of Science (2021). **Citation report for 525 results from Web of Science Core Collection**. Available in: http://apps-webofknowledge.ez338.periodicos.capes.gov.br/summary.do?locale=en_US&errorKey=&viewType=summary&product=WOS&search_mode=CitationReport&colName=WOS&page=1&qid=2&SID=5ALFnt9PSj1c96742ji. Access in: 03/31/2021

⁴ Web of Science (2021). **Citation report for 525 results from Web of Science Core Collection**. Available in: http://wos.webofknowledge.com/RA/analyze.do?product=WOS&SID=5ALFnt9PSj1c96742ji&field=CU_CountryTerritory_CountryTerritory_en&yearSort=false. Access in: 03/31/2021





Figure 13: Showing 567 records for Organizations-Enhanced
Source: Web of Science (2021)⁵

We appreciate the intense participation of all colleagues, which has made our journal become a place of wide dissemination of knowledge.

The following content will be presented with the titles, authors and the pages of all of the articles published in this edition issue.

Editorial Volume 12, Issue 2 (805-814)

Paulo Cesar Chagas Rodrigues

DOI: <http://dx.doi.org/10.14807/ijmp.v12i2.1278>

Reaching more customers, delving into the unknown (404-421)

Leandro Adolfo Viltard

DOI: dx.doi.org/10.14807/ijmp.v12i2.1318

A knowledge system proposal with weighted goal programming approach for multi-criteria dea model and an application (422-438)

Tugba Polat, Safak Kiris

DOI: dx.doi.org/10.14807/ijmp.v12i2.1268

Application of system analysis and preventive maintenance on cigarette packer line (439-449)

mohamed fathi karoui, Mohamed Najeh Lakhoua

DOI: dx.doi.org/10.14807/ijmp.v12i2.1249

The role of moderation of organizational support on social capital effects on performance of lecturers (450-469)

Jufrizen Jufrizen, Maya Sari, Muslih Muslih, Nadia Ika Purnama

DOI: dx.doi.org/10.14807/ijmp.v12i2.1304

⁵ Web of Science (2021). **Citation report for 525 results from Web of Science Core Collection.** Available in: http://wks.webofknowledge.com/RA/analyze.do?product=WOS&SID=5ALFnt9PSj1c96742ji&field=OG_OrgEnhancedName_OrgEnhancedName_en&yearSort=false. Access in: 03/31/2021



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Longitudinal Work Ability Index (WAI): a case study with workers in an agricultural research company (470-485)

Lilian Ribeiro Lacerda da Silva, Jorge Alberto Achcar, Jose Luis Garcia Hermosilla

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1323](https://doi.org/10.14807/ijmp.v12i2.1323)

Evolution of research related to fruit and vegetable waste in agrifood supply chains: Analysing past publications seeking to identify a path to future research (486-505)

Patricia Guarnieri, Raiane Costa Coimbra Aguiar, Karim Marini Thome

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1325](https://doi.org/10.14807/ijmp.v12i2.1325)

Investigating impacts of personality traits on collaborative consumption intention of luxury fashion products among middle-aged women (506-525)

Christian Rodil Navia, Rushikesh Ulhas Khire, Maurice Lyver

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1313](https://doi.org/10.14807/ijmp.v12i2.1313)

Explaining the success of a multinational company's innovation in the base of the pyramid: M-PESA in Kenya (526-556)

Diogo Nery

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1311](https://doi.org/10.14807/ijmp.v12i2.1311)

Optimal policies for an inventory model with shortages, time-varying holding and ordering costs in trapezoidal fuzzy environment (557-574)

Pavan Kumar

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1212](https://doi.org/10.14807/ijmp.v12i2.1212)

Payroll taxes increase reserves in Ukraine (575-589)

Nataliia Volodymyrivna Ivanchuk, Ghulam Abid, Sehrish Ilyas, Anwer Hasnain

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1297](https://doi.org/10.14807/ijmp.v12i2.1297)

Business Process Management (BPM) application through strategy, Indicators And Operations Model (MEIO): a health service company case (590-612)

Carolina Melecardi Zani, Mirele Marques Borges, Ana Júlia Brum Severo, Eduardo Rocha Garcia

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1331](https://doi.org/10.14807/ijmp.v12i2.1331)

Socioeconomic and productive marine and estuarine fishery activity potential index (613-636)

Nathália Fernandes De Castro Alves, Rayane Colombi Lorenzoni, Vanielle Aparecida do Patrocinio Gomes, Wellington Gonçalves

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1326](https://doi.org/10.14807/ijmp.v12i2.1326)

Intention to use m-banking application: an empirical study in Ho Chi Minh City (637-653)

Phuong Viet Le-Hoang

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1256](https://doi.org/10.14807/ijmp.v12i2.1256)

Conceptual perspective of value for the client: a strategy for market expansion (654-671)

Lavínia Lopes Mello, Luis Carlos Alves da Silva, Maicon da Silva

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1324](https://doi.org/10.14807/ijmp.v12i2.1324)



Simulation-based optimization of the polca ordering system (672-690)

Natália Cibele De Sousa Santos, Daniel Ribeiro Gomes, Jarbas Ancelmo Da Silva Júnior, Stella Jacyszyn Bachega

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1275](https://doi.org/10.14807/ijmp.v12i2.1275)

A hybrid multi-criteria decision-making approach to order natural gas consuming countries (691-710)

Ester Figueiredo Girão, Luiz Flavio Autran Monteiro Gomes

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1287](https://doi.org/10.14807/ijmp.v12i2.1287)

CEOS' influences on the stock performance on companies (711-735)

Maria Augusta Soares Machado, Ana Beatriz de Mello Moraes, Alberto Jacobsen, André Machado Caldeira

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1321](https://doi.org/10.14807/ijmp.v12i2.1321)

Personality traits an antecedent or consequences of workplace bullying (736-755)

Khalida Naseem

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1314](https://doi.org/10.14807/ijmp.v12i2.1314)

Operational competencies rooted in resource theory: operations strategy and supply chain performance (756-780)

Fernando Nascimento Zatta, Elmo Tambosi Filho, Rodrigo Randow Freitas, Wellington Gonçalves

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1161](https://doi.org/10.14807/ijmp.v12i2.1161)

Influence of relational resources on the development of relational operating skills (781-804)

Fernando Nascimento Zatta, Elmo Tambosi Filho, Rodrigo Randow Freitas, Wellington Gonçalves

DOI: [dx.doi.org/10.14807/ijmp.v12i2.1154](https://doi.org/10.14807/ijmp.v12i2.1154)

April 1, 2021

Prof. Dr. Paulo Cesar Chagas Rodrigues
Editor in Chief

