



Editorial Introduction

I would like to start the text by apologizing for not responding to emails, as I am away due to health problems and I have not had support to keep the system up to date. I take this opportunity to say that from today I intend to put the entire system in order and updated.

This issue of the *Independent Journal of Management & production (IJM&P)* features a selection of articles submitted and revised until April 2019. 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.

I also take this opportunity to inform you about another great achievement of our journal, I received an email informing us that our journal is already indexed in **SCOPUS**, I intend to make the information available this week on our website.

In the period from January, 01 to May, 31 2021, the journal was accessed by approximately 16,836 users, of approximately 3,037 cities and 169 countries, in the Figure 1 is presented the map mundi, in which can be observed the countries of where was originating the access (GOOGLE, 2021).



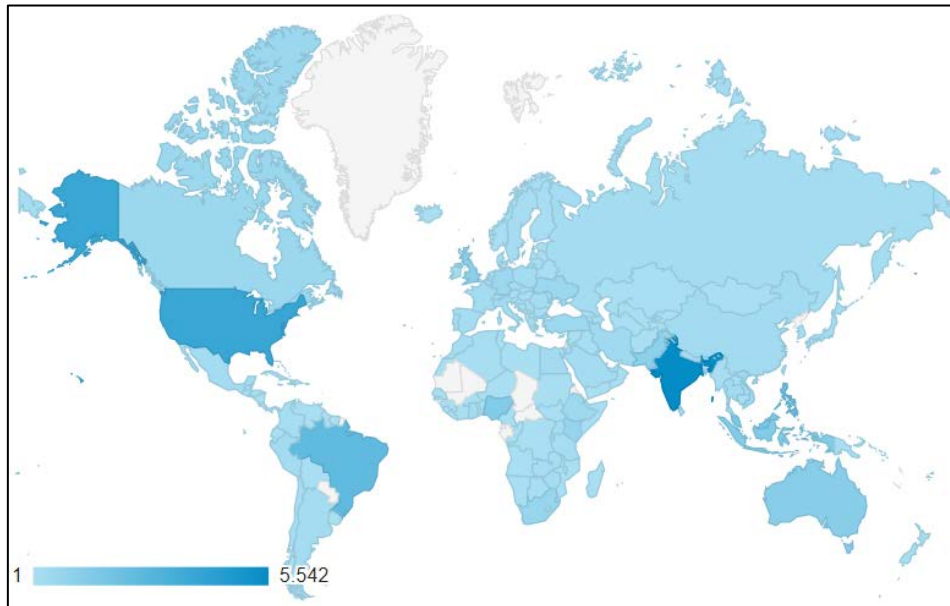


Figure 1: Countries that have accessed the journal

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	189	4,419	45,018	34,109	140,012
2021	169	3,037	28,004	16,836	81,949

In Figures 2, 3, 4, 5, 6, 7, 8, 9 and 10 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.



[<https://creativecommons.org/licenses/by-nc-sa/4.0/legalcode>]
Licensed under a Creative Commons Attribution 4.0 United States License

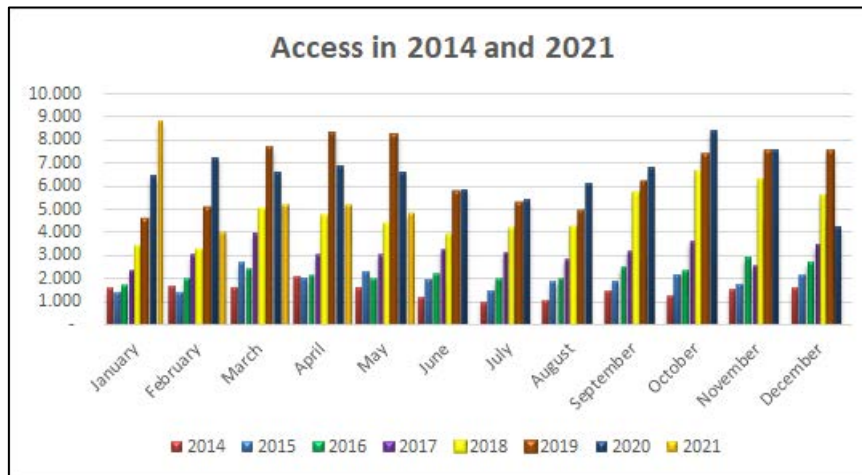


Figure 2: amount of hits between 2014 and 2021

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

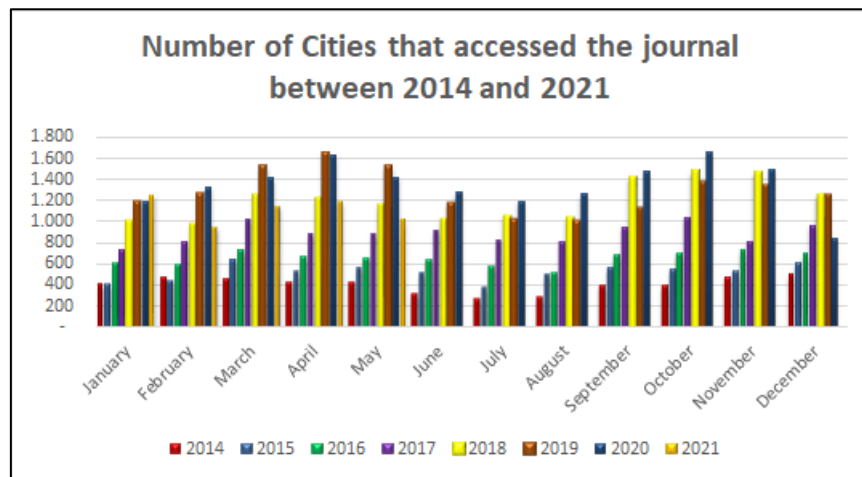


Figure 3: Amount of cities between 2014 and 2021

The Figure 4 shows the averages of views on the journal in the period between the years of 2014 and 2021.

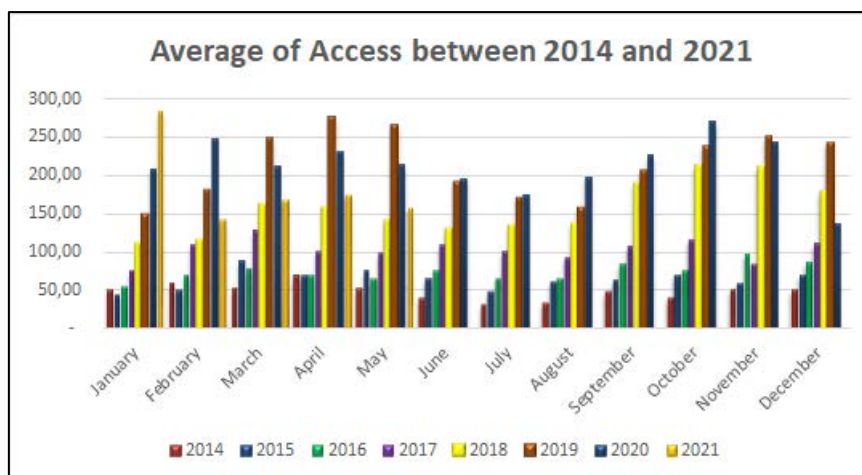


Figure 4: Amount of average between 2014 and 2021

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

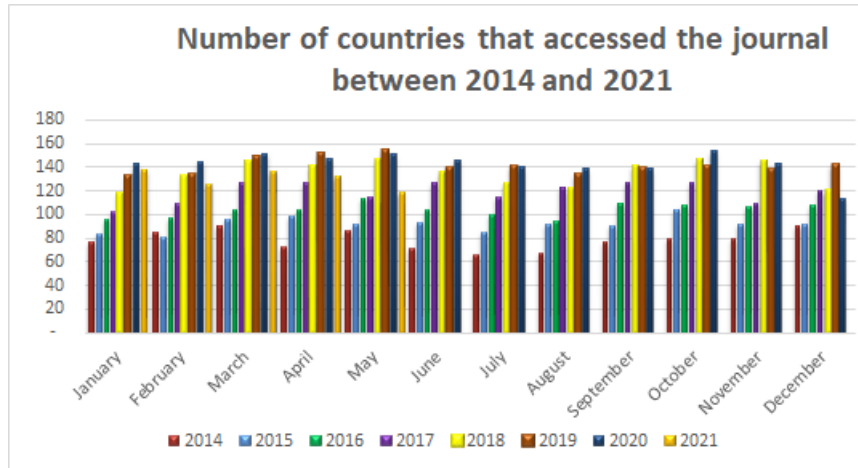


Figure 5: Amount of countries between 2014 and 2021

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

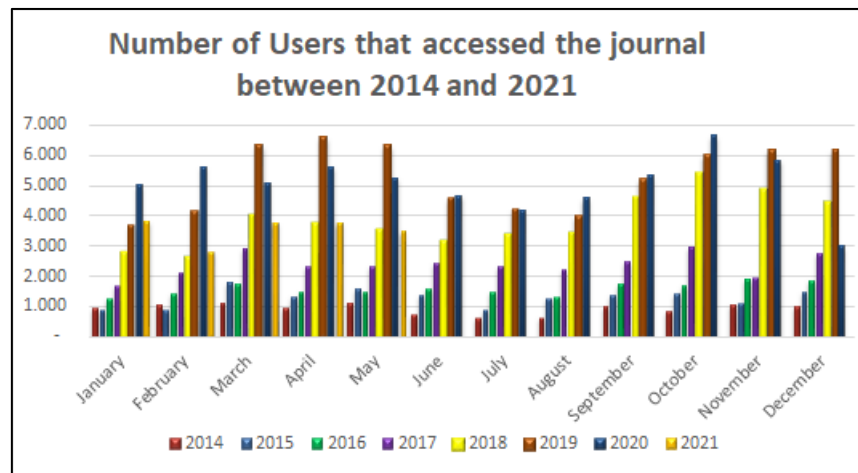


Figure 6: Amount of users between 2014 and 2021

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

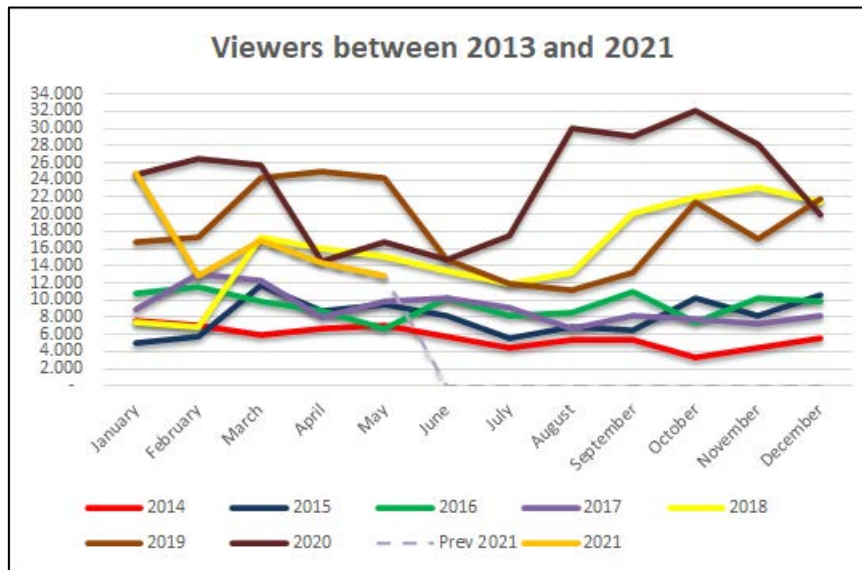


Figure 7: Amount of Viewers between 2013 and 2021

Figure 8 shows the overall evolution accumulated in the 12 months, as well as the visualizations between the years of 2013 and 2021 and that can be compared with Figure 7.

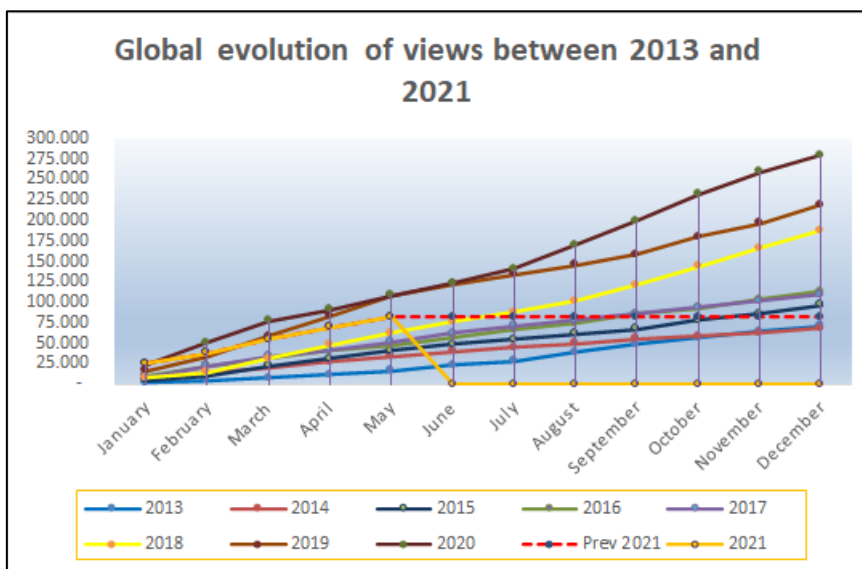


Figure 8: Global evolution of views between 2013 and 2021

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.



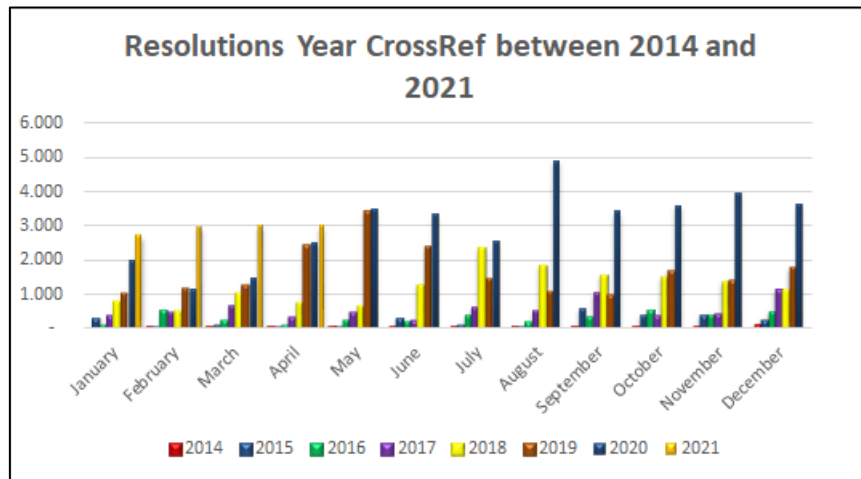


Figure 9: Resolution Report for prefix 10.14807 from between 2014 and 2021

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.

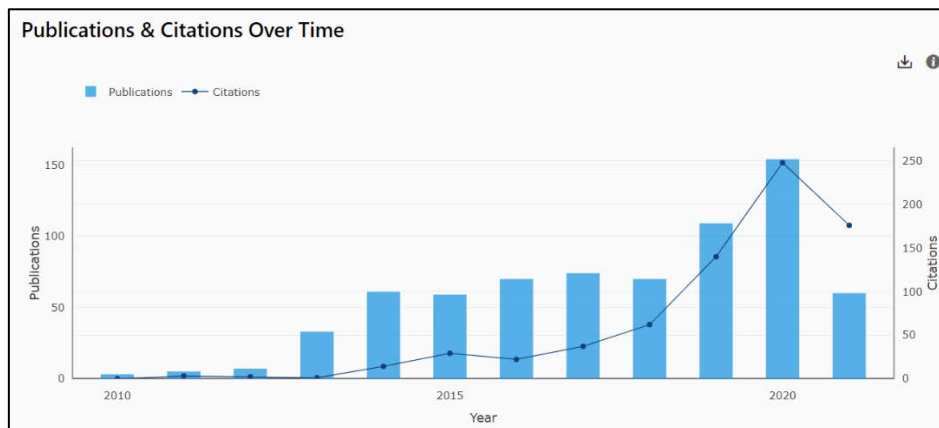


Figure 10: Publications & Citations Over Time
Source: Microsoft Academic (2021)²

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\(J.IId%3D2739372441\)%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.IId%3D2739372441)%2CTy%3D%270%27)&f=&orderBy=3). Access in: 03/31/2021.



[<https://creativecommons.org/licenses/by-nc-sa/4.0/legalcode>]
Licensed under a Creative Commons Attribution 4.0 United States License

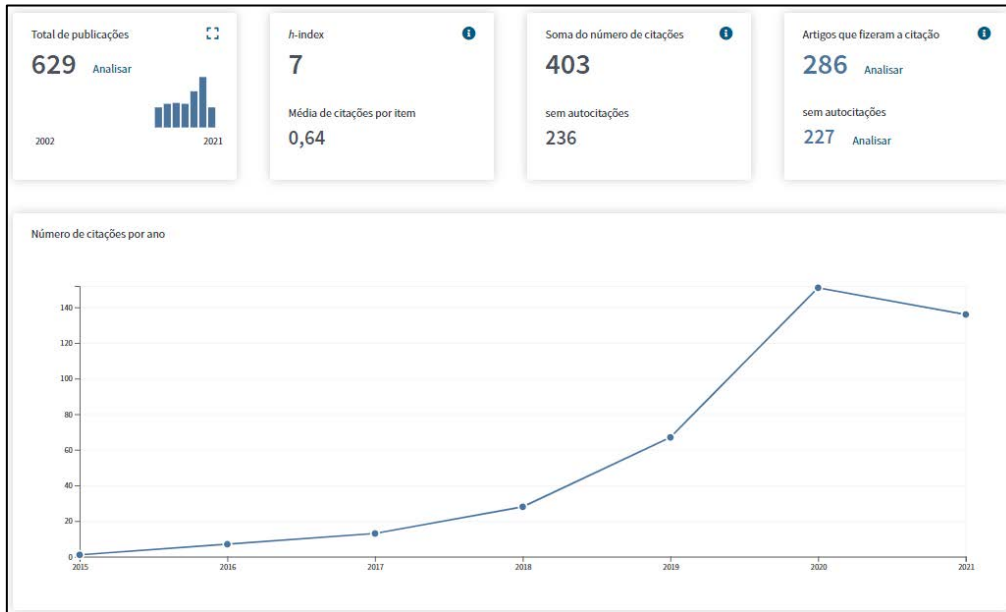


Figure 11: Sum of Times Cited per Year

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

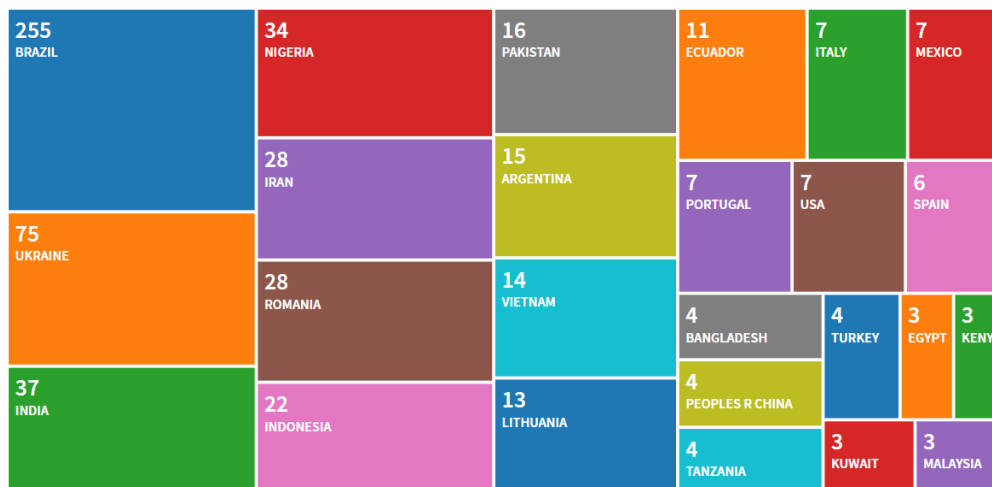


Figure 12: Showing 629 records for Countries/Regions

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 4 (1203-1212)

Paulo Cesar Chagas Rodrigues

DOI: <http://dx.doi.org/10.14807/ijmp.v12i4.1385>

THE INFLUENCE OF CORPORATE SOCIAL RESPONSIBILITY ON CORPORATE BRAND EQUITY: A STUDY WITH STRUCTURAL EQUATION MODELING (815-831)

Paulo Henrique Ceciliano, Paulo Roberto da Costa Vieira, Antônio Carlos Magalhães da Silva

DOI: dx.doi.org/10.14807/ijmp.v12i4.1380

SERVICE VALUE STREAM MANAGEMENT (SVSM) - A CASE STUDY (832-855)

Delmo Alves de Moura, Victor Carneiro Bonadio,

DOI: dx.doi.org/10.14807/ijmp.v12i4.1332

VOCATIONAL HIGH SCHOOL TEACHERS' PERCEPTIONS OF ORGANIZATIONAL SILENCE (856-873)

Sinan Girgin, Ali İlker Gümüşeli

DOI: dx.doi.org/10.14807/ijmp.v12i4.1347

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



[<https://creativecommons.org/licenses/by-nc-sa/4.0/legalcode>]
Licensed under a Creative Commons Attribution 4.0 United States License

DISTRIBUTION CHANNELS (DC) IN THE TECHNOLOGICAL INDUSTRY IDEAS FOR IMPROVEMENT IN ARGENTINA (874-908)

Leandro Adolfo Viltard, Leandro Viltard

DOI: dx.doi.org/10.14807/ijmp.v12i4.1340

CORPORATE SOCIAL RESPONSIBILITY IN TIMES OF CRISIS: BUSINESS ACTIONS DURING THE COVID-19 PANDEMIC (909-927)

Luiz Henrique Vieira da Silva, Cibele Roberta Sugahara, Denise Helena Lombardo Ferreira

DOI: dx.doi.org/10.14807/ijmp.v12i4.1350

QUALITY OF SERVICES: AN APPLICATION WITH CUSTOMER COMPLAINT DATA FROM A TELECOMMUNICATION COMPANY (928-944)

jorge alberto achcar, Daniel Marcos Godoy

DOI: dx.doi.org/10.14807/ijmp.v12i4.1352

THE IMPACT OF ABSENTEEISM AND THE RELATIONSHIP WITH EMOTIONAL ABSENCE BASED ON INDIVIDUAL STORIES (945-963)

Leandro Marcucci, Ruan Carlos dos Santos

DOI: dx.doi.org/10.14807/ijmp.v12i4.1351

COMPETITIVENESS INFLUENCE ON GLOBAL INNOVATION OF NATIONS: A CROSS-SECTIONAL ANALYSIS (964-978)

Ronaldo Leão de Miranda, Luís Fernando Irgang dos Santos

DOI: dx.doi.org/10.14807/ijmp.v12i4.1338

FACTORS THAT INFLUENCE THE PURCHASING BEHAVIOR OF THE CONSUMER OF NATURAL PRODUCTS (979-996)

Rhubens Ewald Moura Ribeiro

DOI: dx.doi.org/10.14807/ijmp.v12i4.1358

DO INFORMAL GROUPS THREATEN ORGANIZATIONS? COMPARING GROUP CONFLICT MANAGEMENT STYLES WITH SUPERVISORS. (997-1018)

Shaysh Nazzal Alshammri

DOI: dx.doi.org/10.14807/ijmp.v12i4.1342

IMPACT OF ELECTRONIC WORD OF MOUTH TO THE PURCHASE INTENTION - CASE OF PURCHASING ON INSTAGRAM (1019-1033)

Vi Truc Ho, Nhan Trong Phan, Phuong Viet Le-Hoang

DOI: dx.doi.org/10.14807/ijmp.v12i4.1336

DIFFERENCES AND SIMILARITIES IN THE MILK PRODUCTION CHAIN: A COMPARATIVE ANALYSIS WITH THE STATES OF MINAS GERAIS AND PARANÁ (1034-1051)

Adriano Oliveira Cruz, José Kennedy Lopes Silva, Elvis Magno da Silva

DOI: dx.doi.org/10.14807/ijmp.v12i4.1309



RESTRICTION ANALYSIS: AN APPLIED VIEW IN A PUBLIC EDUCATIONAL INSTITUTION OF THE RIO GRANDE DO SUL (1052-1067)

Lavinia Lopes de Mello, Débora Desconsi Suter, Luis Carlos Alves da Silva

DOI: [dx.doi.org/10.14807/ijmp.v12i4.1396](https://doi.org/10.14807/ijmp.v12i4.1396)

CLEANER PRODUCTION ALTERNATIVES FOR A COSMETICS INDUSTRY IN SOUTHERN BAHIA (1068-1086)

Maricélia Almeida dos Santos, Bruna Borges Soares

DOI: [dx.doi.org/10.14807/ijmp.v12i4.1345](https://doi.org/10.14807/ijmp.v12i4.1345)

LOCAL COMPANIES UNDERPERFORM: A COMPARATIVE STUDY OF INDUSTRIES IN PAKISTAN (1087-1106)

Afaq Kazi, Seema Chandani

DOI: [dx.doi.org/10.14807/ijmp.v12i4.1330](https://doi.org/10.14807/ijmp.v12i4.1330)

THE DETERMINANTS OF VARIABLES FOR THE SUCCESS OF BUSINESS MODELS ORIENTED FOR SHARING: THE VIEW OF BRAZILIAN CONSUMERS (1107-1122)

Bruno Roberto Santos, Ana Beatriz de Mello Moraes

DOI: [dx.doi.org/10.14807/ijmp.v12i4.1376](https://doi.org/10.14807/ijmp.v12i4.1376)

MANAGEMENT STYLES AND THEIR RELATIONSHIP WITH JOB SATISFACTION IN INFORMATION TECHNOLOGY COMPANIES (1123-1138)

Anna Beatriz Bezerra Grecco, Daniel R. Tasé Velázquez, Lorena Hernández Mastrapa

DOI: [dx.doi.org/10.14807/ijmp.v12i4.1375](https://doi.org/10.14807/ijmp.v12i4.1375)

DIGITAL TRANSFORMATION IN THE MANUFACTURING INDUSTRY UNDER THE OPTICS OF DIGITAL PLATFORMS AND ECOSYSTEMS (1139-1159)

Marcelo T. Okano, Samira N. Antunes, Marcelo Eloy Fernandes

DOI: [dx.doi.org/10.14807/ijmp.v12i4.1375](https://doi.org/10.14807/ijmp.v12i4.1375)

SUPPLY CHAIN CONTRACT SELECTION IN THE HEALTHCARE INDUSTRY: A HYBRID MCDM METHOD IN UNCERTAINTY ENVIRONMENT (1160-1187)

Ieva Meidute-Kavaliauskiene, Shahryar Ghorbani

DOI: [dx.doi.org/10.14807/ijmp.v12i4.1356](https://doi.org/10.14807/ijmp.v12i4.1356)

CROSS-CULTURAL ADAPTATION AND RELIABILITY EVALUATION OF THE LITHUANIAN VERSION OF THE KEYS QUESTIONNAIRE (1188-1202)

Aurelija Ganusauskaitė, Jolita Vveinhardt

DOI: [dx.doi.org/10.14807/ijmp.v12i4.1378](https://doi.org/10.14807/ijmp.v12i4.1378)

June 1, 2021

Prof. Dr. Paulo Cesar Chagas Rodrigues
Chief Editor

