

# 危機管理學刊

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    2. 王心靈、王承宗、簡錫新 (2009). “危機處理策略之研析,” 2009(第七屆)危機管理學術研討會, 台南, 527-540. (中文研討會格式)
    3. 黃芳銘 (2004). 社會科學統計方法學：結構方程模式, 五南, 台北, 220-224. (中文書籍格式)
    4. 竺嘉德 (2004). “緊急應變管理,” 2009 年 10 月 21 日, 取自 <http://www.cmst.org.tw/seminar/ER.html> (中文網頁格式)
    5. Feldman, J. M. (1998). “Speaking with one voice,” Air Transport World, 35(11), 42-51. (英文期刊格式)
    6. Orasanu, J., Davison, J. and Fischer, U. (1997). “What did he say? Culture and language barriers to efficient communication in global aviation,” in Proc. International Symposium on Aviation Psychology, USA, 673-678. (英文研討會格式)
    7. Savignon, S. J. (1983). Communicative competence: Theory and classroom practice, Addison-Wesley, USA, 350-362. (英文書籍格式)
    8. Grohol, J. M. (2009). “When the Earth Moves,” Retrieved Oct. 13, 2009, from <http://www.cmst.com/menu.html> (英文網頁格式)
    9. NTSB (1977). Aircraft Accident Report: Tenerife, Canary Islands, Mar. 3, 1977, National Transportation Safety Board, Washington, D.C., USA. (英文報告格式)

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