

## Referencing Exercises

Accurate referencing enhances your credibility and authority as a writer.

Referencing your sources acknowledges the work of the original authors; it helps others to locate the same sources for their own learning purposes; and it also helps you to assert your 'own voice' in assignments, as you can use sources to lend support to your own ideas or arguments.

Test your knowledge of referencing with one or more the following four exercises. The answers and comments are to be found at the end of the worksheet.

### Exercise 1: Is a Reference Needed?

When is a reference necessary in an assignment? Decide if a reference to a source is needed in the following situations.

Situation	Yes	No
1. When quoting directly from a published source.		
2. When using statistics or other data that is freely available from a publicly accessible website.		
3. When summarizing the cause of undisputed past events and where there is agreement by most commentators on cause and effect.		
4. When paraphrasing a definition found on a website and when no writer, editor or author's name is shown.		
5. When summarizing or paraphrasing the ideas of a key commentator or author, but taken from a secondary source, e.g. general reference book.		

Situation	Yes	No
6. When summarizing in a concluding paragraph of your assignment what you discussed and referenced earlier in your text.		
7. When including in your assignment photographs or graphics that are freely available on the Internet and where no named photographer or originator is shown.		
8. When emphasizing an idea you have read that you feel makes an important contribution to the points made in your assignment.		
9. When summarizing undisputed and commonplace facts about the world.		
10. When using aphorisms, such as: "Pennywise, pound foolish".		

## Exercise 2: Where Should the Citations Go?

Citations are the full or partial references that you place into the text of your assignment to identify the source of evidence presented.

For example, with the Harvard and APA referencing styles the citations used are the last names of authors or originators of the source in question, followed by the year of its publication, e.g. (Handy 1996).

These citations should connect with the full detail of the source contained in the alphabetical list of references at the end of the assignment. For example, the following essay paragraph contains two citations that help the reader to identify the source of the definition used (i.e. Coleman and Chiva 1991) and the hypothesis presented (i.e. Hopson and Scaly 1999).

Life planning is a process to encourage people to review their lives, identify life priorities, consider options and make plans to implement choices (Coleman and Chiva 1991). It is an idea that started in the USA, but has found its way to Britain and the rest of Europe in recent years. Hopson and Scally (1999) suggest the process is built on seven life management skills: knowing yourself; learning from experience; research and information retrieval skills; setting objectives and making action plans; making decisions; looking after yourself; and communicating with others.

Look at the following three brief extracts from assignments and decide if a citation is necessary, and, if so, where it should go. Mark the relevant point in the text with a **X**.

1. A major study of British school leavers concluded that parents had a major influence on the kind of work entered by their children. The children were influenced over a long period of time by the values and ideas about work of their parents. A later study reached the same conclusion, and showed a link between the social and economic status of parents and the work attitudes and aspirations of their teenage children.
2. Climatologists generally agree that the five warmest years since the late nineteenth century have been within the decade, 1995-2005, with the National Oceanic and Atmospheric Administration (NOAA) and the World Meteorological Organization (WMO), ranking 2005 as the second warmest year behind 1998.
3. It has been argued that federalism is a way of making sense of large organisations and that the power and responsibility that drives federalism is a feature of developed societies and can be extended into a way forward for managing modern business: "authority must be earned from those whom it is exercised".

### Exercise 3: "I Didn't Reference the Source Because..."

Below are six statements that might be made by students for not referencing a particular source in an assignment. They all start with "I didn't reference the source because..."

However, imagine you were a tutor what would you say in response to these statements? Six likely tutor responses are shown. Match the likely response to the statement. Write the most likely response number in the right hand column below.

Statements	Response Number:
a. I didn't reference the source in the text of the assignment because I put the source in the bibliography.	
b. I didn't reference the source because I found this theory on a Wiki Internet site; anyone can contribute to these, and no particular author is named.	
c. I didn't reference the source because the statistics were taken from a government website, which are there for the whole world to see and use.	
d. I didn't reference the source because it just gave me ideas to use in my assignment; I changed most of words in the article to my own.	
e. I didn't reference the source of the definition because it was from a tutor handout; everyone in class was given a copy.	
f. I didn't reference the source because no author or writer's name was shown on the website.	

### Responses

Match each statement shown above with the appropriate tutor response from the list below.

1. *If no named author or writer is shown, you should cite and reference the name of the originator of the source, which can be a name of an organization, or other source.*
2. *Readers need to match in-text citations with the full details of sources in a list of references. This enables readers to find and use the sources for themselves, if required.*
3. *The source of all data like this must be fully referenced. Readers may, for example, want to learn or examine the methodology for the research and data collection.*
4. *It is advisable, wherever possible, to use primary sources in an assignment, rather than secondary sources. A primary source, in this example, would be the originator of the theory. Secondary sources may not always be reliable. However, if you do use a secondary source, it needs to be properly referenced.*
5. *Any source that has played a significant contribution to your assignment must be fully referenced. By doing this you acknowledge the part another person has played in the development of your own ideas.*
6. *This came from work produced by someone else and not by you. It also contributes to the reader's understanding of terms you have used in your assignment and so needs to be properly referenced.*

### Exercise 4: Referencing Errors

A number of the sources below, presented in the Harvard Style of referencing, contain one or more errors. Identify and summarise in the right hand column below the nature of any errors that you spot.

References	Error(s)?
<p><i>Http://www.bbc.co.uk/bob/callcentres/</i> [Accessed 09/08/2004].</p> <p>BUSINESS STRATEGIES (2000). <i>Tomorrow's Call Centres: a Research Study</i>.</p> <p>DEPARTMENT FOR TRADE AND INDUSTRY (2004). <i>The UK Contact Centre Industry: a Study</i>. [Report]. London: Department for Trade and Industry.</p> <p>HEALTH and SAFETY EXECUTIVE. <i>Psychosocial Working Conditions in Great Britain in 2004</i>.</p> <p>HUWS, U (1999). <i>Virtually There: the Evolution of Call Centres</i>. [Report]. London: Mitel Telecom Ltd.</p> <p>HUWS, U (1993). <i>Teleworking in Britain: a Report to the Employment Department</i>. Research Series No 18, Oct 1993. London: Department of Employment.</p> <p>HUWS, U (1996). <i>eWorking: an Overview of the Research</i>. [Report]. London: Department of Trade and Industry.</p>	

## Answers and Comments

### Exercise 1: Is a Reference Needed?

Situation	Yes	No
<p>1. When quoting directly from a published source.</p> <p><b>Comment:</b> <i>The sources of all quotations should be referenced.</i></p>	✓	
<p>2. When using statistics or other data that is freely available from a publicly accessible website.</p> <p><b>Comment:</b> <i>The sources of statistics or other data that you use in assignments should always be referenced.</i></p>	✓	
<p>3. When summarizing the cause of undisputed past events and where there is agreement by most commentators on cause and effect.</p> <p><b>Comment:</b> <i>This can be regarded as common knowledge, which does not need to be referenced. However, the sources for any contentious discussion of the same events would need to be referenced.</i></p>		✓
<p>4. When paraphrasing a definition found on a website and when no writer, editor or author's name is shown.</p> <p><b>Comment:</b> <i>If no named writer, author or editor is shown, you should cite and reference the name of the website, e.g. Bized 2007.</i></p>	✓	
<p>5. When summarizing or paraphrasing the ideas of a key commentator or author, but taken from a secondary source, e.g. general reference book.</p> <p><b>Comment:</b> <i>You always need to acknowledge your sources, even if they are secondary ones. However, it is advisable, whenever possible, to consult the main (primary) sources for yourself and to reference these.</i></p>	✓	
<p>6. When summarizing in a concluding paragraph of your assignment what you discussed and referenced earlier in your text.</p> <p><b>Comment:</b> <i>Providing the sources were properly referenced earlier in your assignment, there would be no need to re-reference your concluding comments. However, any new material introduced into your assignment at this point would need to be referenced.</i></p>		✓

<p>7. When including in your assignment photographs or graphics that are freely available on the Internet and where no named photographer or originator is shown.</p> <p><b>Comment:</b> <i>The photographs or graphics are the result of work by another person. In this situation, you should cite and reference the name of the website that contains the illustrations.</i></p>	✓	
<p>8. When emphasizing an idea you have read that you feel makes an important contribution to the points made in your assignment</p> <p><b>Comment:</b> <i>This is an important reason for referencing, as it acknowledges the importance and relevance of the source concerned to the development of your own work.</i></p>	✓	
<p>9. When summarizing undisputed and commonplace facts about the world.</p> <p><b>Comment:</b> <i>General public awareness of undisputed facts can also be treated as common knowledge (see also 3, above).</i></p>		✓
<p>10. When using aphorisms, such as: "Pennywise, pound foolish".</p> <p><b>Comment:</b> <i>this is an example of a common expression, or aphorism, which does need to be referenced if the source or origin of the expression has been lost in the mist of time. However, if you were able to identify the period of origin, you could mention this, e.g. 'Children should be seen and not heard' (15<sup>th</sup> Century British proverb). You could also identify the originator, if known, in the text citation only, e.g. "A witty saying proves nothing" (Voltaire).</i></p>	✓	

## Exercise 2: Where Should the Citations Go?

1. A major study of British school leavers concluded that parents had a major influence on the kind of work entered by their children **X**. The children were influenced over a long period of time by the values and ideas about work of their parents. A later study reached the same conclusion, and showed a link between the social and economic status of parents and the work attitudes and aspirations of their teenage children **X**.

**Comment:** *The above extract refers to **two** different studies, so you need to cite both of these. You have some flexibility about where the citations should go. For example, the relevant citations could also have been placed after the words 'study' in lines 1 and 4. The important point is to make the connection between statement and source as obvious and clear as possible.*

2. Climatologists generally agree that the five warmest years since the late nineteenth century have been within the decade, 1995-2005, with the National Oceanic and Atmospheric Administration (NOAA) and the World Meteorological Organization (WMO), ranking 2005 as the second warmest year behind 1998 **X**.

**Comment:** *The sources of all statistics and information originating from named sources, such as the NOAA and WMO, should always be fully referenced*

3. It has been argued that federalism is a way of making sense of large organisations and that the power and responsibility that drives federalism is a feature of developed societies and can be extended into a way forward for managing modern business: "authority must be earned from those whom it is exercised" **X**.

**Comment:** *If you use the term, "It has been argued...", you need to cite **who** has presented this argument. As a quotation is included, you can show the source of the argument and quotation – assuming they are from the same source – immediately after the quotation. If the quotation is taken from a printed source, show the page number, as well as the author's name and year of publication, as this helps others to easily locate the quotation in the source cited, e.g. (Handy 1996, p.32),*



### Exercise 3: "I Didn't Reference the Source Because..."

Statements	Response number:
<p>a. I didn't reference the source in the text of the assignment because I put the source in the bibliography.</p>	<p style="text-align: center;"><b>2</b></p> <p><i>Readers need to match in-text citations with the full details of sources in a list of references. This enables readers to find and use the sources for themselves, if required.</i></p>
<p>b. I didn't reference the source because I found this theory on a Wiki Internet site; anyone can contribute to these, and no particular author is named.</p>	<p style="text-align: center;"><b>4</b></p> <p><i>It is advisable, wherever possible, to use primary sources in an assignment, rather than secondary sources. A primary source, in this example, would be the originator of the theory. Secondary sources may not always be reliable. However, if you do use a secondary source, it needs to be properly referenced.</i></p>
<p>c. I didn't reference the source because the statistics were taken from a government website - there for the whole world to see and use.</p>	<p style="text-align: center;"><b>3</b></p> <p><i>The source of all data like this must be fully referenced. Readers may, for example, want to learn or examine the methodology for the research and data collection.</i></p>
<p>d. I didn't reference the source because it just gave me ideas to use in my assignment; I changed most of words in the article to my own.</p>	<p style="text-align: center;"><b>5</b></p> <p><i>Any source that has played a significant contribution to your assignment must be fully referenced. By doing this you acknowledge the part another person has played in the development of your own ideas.</i></p>
<p>e. I didn't reference the source of the definition because it was from a tutor handout; everyone in class was given a copy.</p>	<p style="text-align: center;"><b>6</b></p> <p><i>This came from work produced by someone else and not by you. It also contributes to the reader's understanding of terms you have used in your assignment and so needs to be properly referenced.</i></p>
<p>f. I didn't reference the source because no author or writer's name was shown on the website.</p>	<p style="text-align: center;"><b>1</b></p> <p><i>If no named author or writer is shown, you should cite and reference the name of the originator of the source, which can be a name of an organization, or other</i></p>

	source.
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#### Exercise 4: Referencing Errors?

[Http://www.bbc.co.uk/bob/callcentres/](http://www.bbc.co.uk/bob/callcentres/) [Accessed 09/08/2004].

**Comment:** More information is needed; in this example, the name of author or originator and title of item needed to be shown, e.g. BBC (2004). *Brassed-off Britain: Call Centres*. Available at <http://www.bbc.co.uk/bob/callcentres/> [Accessed 09/08/2004].

BUSINESS STRATEGIES (2000). *Tomorrow's Call Centres: a Research Study*.

**Comment:** You need to give details of where this study can be located, e.g. name of publisher or details of website, e.g. BUSINESS STRATEGIES (2000). *Tomorrow's Call Centres: a Research Study*. Available at [www.businessstrategies.co.uk](http://www.businessstrategies.co.uk) [Accessed 07/07/2008].

DEPARTMENT FOR TRADE AND INDUSTRY (2004). *The UK Contact Centre Industry: a Study*. [Report]. London: Department for Trade and Industry.

**Comment:** This source is correctly referenced.

HEALTH and SAFETY EXECUTIVE. *Psychosocial Working Conditions in Great Britain in 2004*.

**Comment:** the date of publication and detail of publisher is missing. If the text is anything other than a book, you need state what it is, e.g. a report. So the full reference should look like this: HEALTH and SAFETY EXECUTIVE (2004). *Psychosocial Working Conditions in Great Britain in 2004*. [Report]. London: Health and Safety Executive.

HUWS, U (1999). *Virtually There: the Evolution of Call Centres*. [Report]. London: Mitel Telecom Ltd.

HUWS, U (1993). *Teleworking in Britain: a Report to the Employment Department*. Research Series No 18, Oct 1993. London: Department of Employment.

HUWS, U (1996). *eWorking: an overview of the research*. [Report]. London: Department of Trade and Industry.

**Comment:** Where you have more than one publication by the same author, these need to be listed in chronological order, with the earliest listed first. So Huws (1993) would be the first listed in this trio of sources.

