Guidelines for Referencing

A one-page summary of these guidelines

When writing your assignments and thesis reports you will need to reference any material you use. These guidelines explain why and how to reference and include a long list of examples for referencing various sources. Use the linked headings in the **Table of Contents** to find the exact section showing you the example you need. This page summarises the main principles and gives examples of some of the most common references.

Giving references in the text:

The in-text reference should contain at least the key word (usually the author's name) and the year. Often you will also give the page number in the source. In-text references are typically written in one of these ways:

1. Give the authors' names with the year and page number in brackets followed by your summary or paraphrase:

> Smith and Jones (2021, 60) state that …

> According to Johnson, Rogers and May (2020, 10), there are …

2. Write your summary/paraphrase and then give the authors' names with year and page number in brackets:

> … (Johnson, Rogers & May 2020, 10).

> … (Johnson et al. 2020,10).

Notes:

1. Laurea uses a **comma only between the year and page number,** not between the author and year.

2. The verb (e.g., "Smith and Jones state") is **always** in the **present tense** (not "~~Smith and Jones stated~~").

3. If there are 3-5 authors, all surnames are given in the **first reference,** e.g., (Smith, Kay & Hill 2000). In **later references,** the first author's name and et al. are used, e.g., (Smith et al. 2000).

Listing references at the end of the text:

Any references given in the main text are listed in alphabetical (not chronological) order in the list of references. All in-text references must correspond to an end-text reference and vice versa. The most common references are to books, websites, and online journals:

1. Examples of printed books with one author or with many authors:

Bailey, S. 2011. Academic writing: a handbook for international students. 3rd edition. London: Routledge.

Grewal, D., Levy, M., Mathews, S., Harrigan, P., Bucic, T., & Kopanidis, F. 2021. Marketing. Sydney: McGraw-Hill Education.

2. Example of a webpage without an author (the website is used as the author instead):

Statistics Finland. 2007. Finns consume eleven times more now than 100 years ago. Accessed 24 October 2012. http://www.stat.fi/tup/suomi90/heinakuu_en.html

3. An article in an online journal:

Robinson, S., Irmak, C. & Jayachandran, S. 2012. Choice of cause in cause-related marketing. Journal of marketing, 76 (4), 126-139. Article from EBSCO Business Source Elite. Accessed 20 May 2012. http://www.ebsco-host.com/

Table of contents

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1   Introduction

These guidelines are intended for Laurea students who are looking for detailed instructions and examples on how to refer to sources and list references in English-language assignments and thesis reports.

Laurea follows a modified version of the **Harvard standard** of referencing, so these guidelines are different to those found in other sources. The guidelines closely follow the Finnish-language guidelines used at Laurea. Differences between Finnish- and English-language styles of referencing are discussed in section 3.4.

The document is structured in three parts. Firstly, **general information** is provided about source referencing, and the importance of referring to sources in academic work is emphasized. Secondly, different methods of **referring to sources from the main body of the text** are reviewed. Finally, instructions on **how to list references** are given with examples showing how to list references from various sources.

This guide provides students with examples of how to reference most of the sources they will need to use in their work and serves as a one-stop guide to this frequently confusing subject. The bibliography contains references to other works and useful websites with further advice on how to refer to sources and list references.

2   General information about referencing

Referencing is the method used to acknowledge the influence and source of another person's ideas, concepts, and data in the writer's work.

The writer is required to acknowledge these sources in **two** places:

1. **In-text references[1]**: here the source is indicated **in the main text**, usually by giving the author's surname (or key words) and the year of publication **in brackets** near the text which references the source. For example:

    The ability to read critically is often under-valued (Bailey 2011).

    Note: in-text references should be kept **as brief as possible** in order not to interrupt the flow of the text. If an author's surname is not known and key words are used instead, such as the title of the work, this should be shortened as appropriate (see section 3.1.2).

2. **End-text references**: the **full** reference for the source is given in the **list of references** at the **end of the document**. For example:

    Bailey, S. 2011. Academic writing: a handbook for international students. 3rd edition. London: Routledge.

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[1] the word **citation** is commonly used to describe the in-text reference. Citation can also refer to the direct **quotation** of another person's text and in this sense is like the Finnish term *sitaatti*. To avoid any confusion the word 'citation' is not used in this document, except when referring to the Citations and Bibliography function in MS Word.

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> **Note: end-text references** should contain **detailed information** about the source and should **not** be shortened unless they include very long URL addresses (see <u>section 3.5</u> for more details).

> In general, the heading **References** is used for the list of all sources that are referred to in the main body of the text. The similar term, **Bibliography**, is used as the heading of a list of works which influenced the writer in composing the work, but which may not have been referenced in the main text. At Laurea, students should only use the heading **References** or **List of References**, and all entries contained underneath this should therefore be referred to in the main text.

2.1   Why and when to reference

> In academic writing writers need to **demonstrate their familiarity with professional literature** and discussions on topics in their subject area. This is particularly true in the theoretical section of the paper, where the context of the study is examined, and writers show their understanding of key concepts, issues, and debates.

> Referencing allows writers to **provide evidence for opinions and arguments** they present in the work. It also enables the reader to trace the origin of ideas in the work and to evaluate the strength of the claim made for the writer's arguments. If the writer is able to refer to external authorities to substantiate or justify a position, this increases the credibility of that position.

> Since referencing is an important aspect of academic writing, it is paid close attention in assessments of academic work. It is essential, therefore, for students to **follow the guidelines for referring to and listing source references very carefully**. Lack of care in this area will reflect on the work as a whole. If the writer does not follow the appropriate format for referring to and listing sources this may be taken as an indication of lack of care in other areas and is likely to weaken the credibility of the document as a whole.

> In general, **sources should be referenced whenever they are used** in the text. This applies to any writing produced for reports, essays, projects, presentations, or web pages. When referencing a source, **the source text should never be copied directly unless this is a quotation**, in which case great care should be taken to reproduce the exact words of the original.

> It is not necessary to reference your own ideas unless these have already been submitted elsewhere in another document or format. In these cases, the standard rules for referencing will apply.

2.2   What to reference

> References should be given for any material which is used in the production of a document or report. In addition to such standard sources as books or articles from journals, it is also possible to reference, for example, web pages, television programes, online videos, lectures, or written correspondence.

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When referencing, it is important that **the version of the source which was actually consulted** is the one that is referred to in the text and appears in the list of references. For this reason, the writer should try to track down and consult the original source and refer to this directly whenever possible. Similarly, the immediate source of an idea is not necessarily the best source. The writer may have heard the idea in a casual conversation, but this will have little credibility if the actual source lies in published material. Thus, the writer should try to identify and read the best or most credible version of the source they wish to use.

If the writer is not sure of the source of an idea, then research should be conducted to determine the likely source.

Writers will need to exercise judgment regarding whether an idea or fact should be viewed as **common knowledge**. If this is so, then it is not necessary to provide a source. Examples of common knowledge might include the fact that ice hockey is a popular sport in Finland or that saunas are commonly found in Finnish homes.

Certain facts may not be common knowledge (such as the date of Mannerheim's birthday), but as the information is readily available it would not be necessary to include a reference to one particular source.

In some instances, a topic may be common knowledge, but also a point of controversy, such as whether or not people have five or more senses (see the website plagiarismtoday.com for a discussion of this). In this case, it is safer to reference, but also bear in mind the level of knowledge of the reader and the context of the writing. Common knowledge in Finland is not the same as common knowledge in the US.

If an idea or opinion originates from unpublished material, such as personal correspondence, and the writer wishes to identify the source in the text, then it is **essential to receive permission before the source is referenced in the text**.

2.3   Avoiding plagiarism

Plagiarism is the practice of **using other people's ideas or work and presenting it as one's own**. This is a serious offence in academia and can result in a piece of work being rejected, or in the worst cases of the student being expelled from the academic institution.

Plagiarism can come in several forms:

1. **Unacknowledged copying of text**. Perhaps the most common form of plagiarism is when text (often from an online source) is copy-pasted into the writer's text without acknowledging the source. It is important to realise that all text presented in this way **must be placed inside quotation marks and accompanied by an in-text reference**.

2. **Copied text, although the source is acknowledged**. Here the source is recognized but the text is **still** not in quotation marks. Without the quotation marks

this would appear to be a paraphrase of the original text when it **is** in fact the original text.

3. **Unacknowledged copying of ideas**. This is when a writer takes an idea or line of argument that has been presented elsewhere and presents it as his or her own, without properly acknowledging the original author.

   An example of this form of plagiarism can be found in a literature review where another writer's review is 'borrowed' to the extent that the discussion and analysis is identical or very similar, but the contribution of the original writer is not sufficiently acknowledged.

   It may also occur because the writer is simply unaware that the idea has been introduced elsewhere. Although efforts should be made to track down the source of novel ideas (as opposed to common knowledge), this may at times be difficult. Nevertheless, since one of the purposes of academic writing is to demonstrate familiarity with ongoing debates and discussion, not acknowledging others' ideas will indicate lack of familiarity with the discussion.

   For this last reason academic writers are very careful to acknowledge other writers' ideas since they understand that these are excellent opportunities to demonstrate their understanding of the wider context. By doing so they are strengthening the credibility of their own writing.

   If the source of the ideas is an AI, such as ChatGPT, this should still be acknowledged in the text. See section 3.6 for a discussion of when and how to reference AI in your work.

4. **Copying of structure, phrases, or metaphors**. Although student writers may understand that it is wrong to copy text directly without quotation marks, it should also be understood that it is not enough to change the odd word or rearrange the source text slightly to make it one's own.

   Copy detection software will also recognize similarities in the way texts are structured, or when distinctive expressions are used in the same order. Text which is substantially similar to the source material in these respects is also risking plagiarism.

This last form of plagiarism is avoided by giving sufficient acknowledgement of the original author (always essential) **and** applying techniques of **paraphrasing**. This skill and the related technique of **summarising** are reviewed in the next section, along with a more detailed overview of different situations encountered when giving in-text references.

3   In-text references

This section contains examples and instructions on **how to provide in-text references** and **quote sources** in a variety of cases. In addition, the key skills of **paraphrasing** and **summarising** are described in more detail.

3.1   Principles of source referencing

In the Harvard method of referencing the usual form of reference is to the **author's name** and the **year of publication**. When there is more than one author, or the author is not known, then differences occur. This section gives guidelines for in-text references in these and other situations.

3.1.1   Referring to one or more authors or editors

One author

Assuming that the author and year of publication are known then the basic method of referencing from within the text is to give the author's name and the year of publication in brackets:

Jones (2020, 34) states that...

In a recent survey (Jones 2020, 34), it was found that...

The cause of the increase in customer loyalty was "entirely due to improved customer satisfaction" (Jones 2020, 34).

Please note there is **no comma between the surname and the year** when these appear together in brackets, but **there should be a comma between the year and the page number**. In general, a page number is given in the reference when this includes a quotation as in the above example, or when the reference is to specific information in the source material (and the source material has pages).

Two authors

Many sources may have more than one author. If there are two authors, then both authors' names should always be given in the in-text reference:

Smith and Drake (2011, 45-47) argue the need for new legislation.

It has been argued that new legislation is needed (Smith & Drake 2011, 45-47).

Note that it is acceptable to use '&' when linking the names inside brackets (or in the list of references), but outside brackets 'and' should be used.

Three or more authors

If there are **3-5 authors** of the source the abbreviation 'et al.' can be used after the **first mention** when **all authors' names** are given. If there are **6 or more authors,** 'et al.' can be used throughout the text (including the first mention):

According to Taylor, Johns and Moss (2019), there are...

Recent research (Taylor et al. 2019) has demonstrated...

Taylor et al. (2019) conclude that...

With multiple authors, their names are given in the order in which they appeared in the publication. The same order is used in the list of references. This is because the first listed author (Taylor in the examples above) is the lead author.

Multiple references to authors

If the **same author is referred to several times** in the text, each in-text reference should be **done in the same way**, unless abbreviated in the case of multiple authors with 'et al.' as explained above.

The practice of using the Latin terms *ibid.* or *op. cit.* to indicate references to the same source should **not** be followed.

If the writer wishes to make multiple references to **different authors** or works at one time, then these should be separated by a **semi-colon**:

Several studies have shown that alcohol consumption impairs brain function (Smith 2020; Hall 2018).

Referring to editor(s)

If a source is edited, but the author is not mentioned, the editors are referred to in the same way that authors are:

Hall and Peel (2005) demonstrate that...

The end-text reference will indicate that Hall and Peel are editors:

Hall, E. & Peel, R. (eds.) 2005. Market forces. New York: Wiley and Sons.

Note that if there is only **one editor** then (ed.) is the correct abbreviation.

3.1.2   References where the author or year is not known

In some situations, it may be impossible or too difficult to identify the author of the source or the year it was published.

Author unknown

When the author is not known, **the title of the document or book can be used as the key word(s)** in an in-text reference:

According to the Dictionary of urban slang (2007), a 'nano nap' is a...

A 'nano nap' is an unintentional.... (Dictionary of urban slang 2007).

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As mentioned in section 2, the writer should consider the reader's need for brevity when referring to sources. If the source title is long, it is enough to use the first three words of the title in the in-text reference followed by an ellipsis (…), as long as the complete title is given in the list of references.

The full title should always be given in the list of references at the end of the report. References in this list are always presented in alphabetical order, so titles should appear at the appropriate place on the list in between the names of the authors of other sources.

It may also be that the author of the source is **an organisation, company, or government body**, in which case this **can be used as the key word(s)** when referencing the source:

(Kone 2021)

In a press release Kone (2021) stated that...

In the case of online sources, it is more likely that the corporate author, or the name of the website, will be used in the in-text reference than the title of the document. However, this is up to the discretion of the writer. More information can be found in section 3.5.

Year unknown   If the year of publication for the source cannot be identified then this should be indicated in the reference with the words 'no date' or the abbreviation 'n.d.'[2]:

Smith (no date) offers a possible solution to the dilemma.

One possible solution (Smith n.d.) involves the subcontracting of...

In the list of references 'No date' should be given as the year of the publication:

Smith, G. No date. Rationalization processes. Accessed 7 December 2011. http://edff.smith.org

3.1.3   Referencing the same author(s) or authors with the same name

Same author   If different publications by the same author are referenced in the text, these will be **distinguished by the year of publication**:

Kotler (2007) describes...

This situation is more fully outlined by Kotler (2003).

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[2] See section 3.5 for more discussion about finding a date in electronic sources and differences with the Finnish guidelines

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Same year	If the publications are from the same year, then they should be **distinguished by a letter after the year**:

Kotler (2003a) argues...

This is due to... (Kotler 2003b).

In the list of references these publications will be shown in alphabetical order according to the letter after the year:

Kotler, P. 2003a. Marketing insights from A to Z: 80 concepts every manager needs to know. Hoboken: John Wiley & Sons.

Kotler, P. 2003b. Marketing management. 11th edition. Upper Saddle River: Prentice Hall.

Different authors with the same name	If two authors share the **same surname** and have different works published in the **same year**, the in-text reference should include their initial to help the reader distinguish between them:

C. Jones (2012) and R. Jones (2012) both find that...

3.1.4   Referencing the sources of figures, tables, diagrams, and illustrations

Copyright restrictions should be observed when reproducing figures, tables, diagrams, and illustrations made by other authors.

If these are included, then the source of the material should be given in the normal way underneath the caption:

Figure 10: Cloud application development process
           (Moyer 2011, 34)

In the above example, Moyer will appear in the list of references as normal:

Moyer, C. 2011. Building applications for the cloud: concepts, patterns and projects. Upper Saddle River: Addison-Welsey.
However, because the source is given underneath the caption it won't appear in the list of figures.

Usually, the figure, table, diagram, or illustration which is borrowed from a source will **also** be referred to from within the main text:

In his book on cloud applications, Moyers (2011, 34) illustrates the process as shown in Figure 10.

If a figure, table, diagram, or illustration is used only to **decorate** the work and does not contain information necessary to advance the argument or support theory

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presented in the text, it is enough to give the source underneath, and this should not be included in the list of references or given any further in-text reference.

If the author of the diagram is not the same as the author of the book, then the **principle of secondary referencing** (see also section 3.3.2) is followed:

Moyer (2011, 102) illustrates this concept with a diagram by Crowley, which is reproduced in Figure 11.

The reference in the list of references **would not mention Crowley**:

Moyer, C. 2011. Building applications for the cloud: concepts, patterns and projects. Upper Saddle River: Addison-Welsey.

3.2   Quoting sources

This section contains guidelines for using quotations, relating to layout and punctuation and the principles used to render an author's text faithfully.

Note that quotations are needed **whenever** another writer's **exact text** is reproduced, even when this amounts to only a few words. For more information about quoting correctly to avoid plagiarism see section 2.3.

Quoting is a useful tool for academic writers, but one that **should be exercised with caution**. As a general principle, quotations should only be used when they are particularly concise or relevant expressions of the points that are to be made. Also, quotations are more likely to be used to exemplify different opinions than to present merely factual information, although this depends on the genre of writing. Either way the writer should always carefully question the need for a quotation and consider whether the information would be better paraphrased instead (see section 3.3).

3.2.1   Including quoted sources

As mentioned above, quoting refers to the use of someone else's **exact words** in your own text. This is shown by either enclosing the words in quotation marks ("......") or indenting the section of text in a new paragraph.

Use of quotation marks   The following examples illustrate some problems with quotations.

According to Smith (2012, 11), the new proposals were "wholly inadequate".

Note that there are differences between British and American English in the placement of the **full stop** or other punctuation marks at the end of a sentence which ends in a quotation. The **above quote is according to British English**.

In **American English** all punctuation is within the quotation (here underlined):

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According to Smith (2012, 11), the new proposals were "wholly inadequate."

More information can be found online about these differences in punctuation (see Bibliography), and it is acceptable to use either style. However, it is important to be **consistent** in whatever style is chosen.

To avoid this dilemma completely it is also possible to include the in-text reference after the quotation at the end of the sentence and before the full stop:

According to Smith, the new proposals were "wholly inadequate" (2012, 11).

Unless a quotation is one of several from the same source in a sentence or over successive sentences, it is necessary to **include the reference either immediately before or immediately after the quotation**. Either way it should always be clear to the reader what the source of a particular quotation is.

This question is also discussed in section 3.4 with regard to Finnish and Anglo-Saxon differences in quoting and referencing.

Indenting quotations

Quotations can be integrated into the sentence and enclosed in quotation marks when they are short. For longer quotations, perhaps running to several sentences, it is better to include the quotation as a separate paragraph and indent this in the text:

In his guide to referencing, Neville highlights the lack of clear guidelines in many universities:

> Referencing styles adopted may vary from one department to another within the same institution, and even then there may be inconsistencies among tutors in how these styles are interpreted and applied (2007, 1).

In such cases line spacing may also be adjusted to 1 pt to make the quotation stand out from the surrounding text.

Use of page numbers

Page numbers should **always** be given for quotations. If a piece of information or opinion is taken from a specific page or section of a book it is also advisable to give the page number after the year.

In the Laurea version of the Harvard Standard, **the abbreviation 'p.' is not used before the page number**. Instead, the year of publication is given followed by a comma and the page number:

(2008, 121) or (Smith 2008, 121)

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If the in-text reference refers to more than one successive page in the source, then these should also be indicated with a hyphen ('-'). This is essential for quotations that run onto the following page[3]:

Neville states that "plagiarism, in an academic context, refers to a deliberate decision not to acknowledge the work of others in assignments – or deliberately ignoring an obligation to do this" (2007, 4-5).

Sometimes the original text **may not have page numbers** that allow for more precise location of the quoted text, for example on websites, in legislation, or in e-books. In such cases, if the text is subdivided in some way, either into sections or paragraphs, these should be indicated in the reference, using abbreviations 's.' for section or 'para.' for paragraph:

(Jones 2008, s. 4) = a publication by Jones in the year 2008, section 4

(Jones 2008, para. 6) = a publication by Jones in the year 2008, paragraph 6

See also section 3.1.1 for more discussion of using page numbers in references. Also see section 4.2.1 for a discussion of e-books, and 4.2.3 for examples of how to refer in-text to specific parts of other media, such as video and audio.

3.2.2   Changing quoted text

An important principle to observe when quoting is to make sure that the quoted text is an **exact reproduction** of the original text.

Use of *sic*   If quoted text contains any mistakes these should be indicated as such to demonstrate to the reader that the writer is fully aware of the defects of the original and has not simply misquoted. To indicate mistakes the Latin adverb *sic* is used. This is usually written in square brackets and in italic letters:

The police authorities announced that they would "review there [*sic*] policies".

In the above example "there" should be written "their" and is thus incorrect.

In general, the writer is unlikely to need to use *sic* since quotations should be selected on the basis that they are well-written expressions of a particular thought or viewpoint. Also, it should be noted that the use of *sic* in the English-speaking world is often viewed with suspicion, as it can be used as a method of sarcastically undermining the credibility of the quoted source.

In student research *sic* **should thus be avoided** when quoting spoken statements by individuals as speech is by nature imperfect. If *sic* is used then this should be in those **rare** cases when mistakes, factual or orthographic, are reproduced in

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[3] The use of hyphens to show that several pages are covered in a reference is not restricted to quotations but applies equally to regular in-text references (e.g., Smith 2019, 13-19). However, if the number of pages is more than 20 (e.g., ~~Smith 2019, 13-33~~), it is better to use several references to cover the material you want to reference.

credible sources, and where the writer feels that it is essential to quote that par-
ticular text.

Omitting or inserting text

Other acceptable ways in which quoted text can be changed include the use
of **ellipsis** ([...]) to omit words and the insertion of **pronouns or other explanatory
words in brackets** to help the text fit the sense of the surrounding text:

"Referencing in Britain [...] is part of a societal value system that vigorously sup-
ports the idea of the intellectual property rights of others" (Neville 2007, 4).

Square brackets should be used with ellipsis or when inserting text to show that
these changes are not in the original.

Zamel advocated that writing teachers "no longer present [them]selves as authori-
ties, but act instead as consultants, assistants and facilitators" (1985, 86).

In the second example, Zamel originally recommended that:

"...we no longer present ourselves as authorities..."

The change made here (our->them) is more appropriate to the third person per-
spective used in the reference.

3.3   Paraphrasing and summarising

As discussed in the previous section, quotations should be used **sparingly** and only
when the writer feels that the original text expresses a particular idea or point in
such a succinct, precise or memorable way that it would benefit his/her own text
to include the original words as they are.

In contrast to quoting, the complementary skills of paraphrasing and summarising
should be used frequently in academic writing. Particularly in the literature review
or theoretical section of a thesis or report, the academic writer needs to be able to
paraphrase and summarise the ideas of other writers, sometimes presenting factual
information and at other times integrating and synthesising other perspectives.

Paraphrasing refers to the process of re-writing or re-telling another author's text
in one's own words. In a paraphrased text it is important to render the ideas and
points of the original text faithfully. The paraphrased text may also be longer than
the original text. In comparison, a **summary** is always an abbreviated form of the
original text, in which the main points are mentioned but no attempt is made to
recount all the details.

It is important to remember that when paraphrasing or summarising another au-
thor's text, it is still **necessary to acknowledge the source of the text** even when
none of the actual words in the original have been used.

In the following sections guidelines for paraphrasing and summarising are reviewed.

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3.3.1   Techniques for paraphrasing and summarising

Paraphrasing and summarising are **important skills** that demonstrate that the writer has properly understood the source text and is able to translate these ideas into his/her own words and style, while retaining the meaning of the original.

Paraphrasing

When paraphrasing or summarising, it is **not** enough to simply copy the original text and change individual words. Ideally, the author should make notes of the original and then construct a new text based on these notes, making sure that there is no obvious reproduction of phrases and the structure of the original and that the paraphrase accurately renders the meaning of the original.

For non-native speakers it is useful to be aware of different techniques that can be employed in paraphrasing. Although it is recommended that writers **not apply these techniques too mechanically** in their writing, the techniques should nevertheless help less confident writers to successfully incorporate the ideas of others into their own original text.

These techniques, which are reviewed in Bailey (2011, 50-54), involve the use of **synonyms**, and making changes in **word class** and **word order.**

Synonyms

English is rich in synonyms and writers can often find other words which approximate the original:

companies > businesses
opinions > viewpoints

Note that thesauruses are usually included in word-processing software, and these can be useful tools to find synonyms. However, writers should take care that they check the meaning of words suggested in this way.

Changes in word class

Very often the sense of the original can be preserved by changing the **word class** of the word in a new sentence:

benefit > beneficial
reproduction > reproduce

Changes in word order

By combining the above techniques with changes in the structure and word order of the original text, a **new and significantly different text** can be produced:

Original text: "Effective paraphrasing is a key academic skill needed to avoid the risk of plagiarism: it demonstrates your understanding of a source" (Bailey 2011, 50).

Paraphrased text: According to Bailey (2011, 50), it is essential for academic writers to paraphrase effectively so that plagiarism can be avoided, and writers can show that they have properly understood the original text.

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Note that in the above example not every word is changed. The paraphrased text is nevertheless sufficiently different from the original and the source is properly acknowledged.

Summarising

When **paraphrasing** the writer should render the meaning of the original fairly closely without copying the text; a **summary** is a more condensed and shorter version of the original which will leave out details. Both techniques should still **acknowledge the source** in the writing.

In order to summarise effectively the writer should identify the key points or arguments made in the original text and include these in the summary. As when paraphrasing, the writer should avoid copying the same phrases and language found in the original but try to express the main ideas in a more concise form.

3.3.2 Referencing work not read in the original

The practice of referring to work that has not been read in the original but has been read about in another source is called **secondary referencing**.

Although in an ideal situation writers will try to track down and consult the original sources of the ideas and material they are using in their work, occasionally it may not be possible. In such cases the writer will use **secondary referencing to indicate the original source**.

A typical example of this is when a writer would like to refer to a study or other writer referenced in another work. For example, the writer would like to refer to research conducted by Jones which is referenced in a work they have read by Smith, but they do not have access to the original text by Jones.

In this case the writer should indicate that they have read about Jones in Smith's work:

Smith (2017, 60) refers to a study by Jones in 2014 on the introduction of vulnerability assessment models in the food industry.

Or:

...as demonstrated by a study on the introduction of vulnerability assessment models in the food industry (Jones 2014, cited in Smith 2017, 60).

Similarly, if the first source **quotes** from a second source and the writer would like to use this quotation the same principles apply:

According to Smith (2017, 60), Jones states that "climate change will be the single most important factor affecting food security in the coming years".

In the list of references Smith and **not Jones** will be mentioned, since the original work by Jones was not consulted:

Smith, J. 2017. Food security. New York: Wiley.

3.4   Differences in Finnish and Anglo-Saxon referencing conventions

Content-based versus author-based

Different perspectives can be seen in Finnish referencing conventions compared to those common in the English-speaking world. One of these concerns the distinction between '**content-based**' and '**author-based**' referencing. In the former, the main concern is with the origin of the **factual information** presented in the writing. In the latter, the **opinions** of the author of the source material are given more prominence.

This different emphasis in Finnish academic writing can be seen in the **positioning** of the in-text reference and the **punctuation** used in the brackets.

Punctuation in the in-text reference

Punctuation is used in Finnish academic writing to signify whether an in-text reference refers to the information in **one sentence only**, or whether **several sentences** of the text are covered by the reference.

If **one sentence** is covered by the reference the in-text reference is **inside** the sentence:

A paraphrase should be significantly different to the original text while accurately rendering its meaning (Bailey 2011).

If **several sentences** are covered by the in-text reference this is placed **outside** the sentences with **a full stop inside the brackets**:

Summarising is a familiar technique in daily life when the contents of a film or book are retold. For academic writers it represents an important and necessary skill as the main points of long source texts often need to be presented succinctly. (Bailey 2011.)

In English-language texts little attention is paid to punctuation at this level, although as a general principle all in-text references should come inside the sentence and thus be like the first example. The second example above might actually be considered rather vague since it is not clear which information is from Bailey and which is the author's contribution.

Positioning of the reference

The distinction between **content-based** and **author-based** references also affects the positioning of the in-text reference in Finnish texts.

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In Finnish author-based referencing, the paraphrased text is more concerned with presenting the opinions of the author of the source and thus the in-text reference is given close by. This is the same as the Anglo-Saxon style of referencing:

According to Salonen (2008), this decrease is due to...

However, in Finnish academic writing it is acceptable to place an in-text reference at the end of a paragraph in which factual information is presented, such as in a content-based reference. Since this reference will cover all the preceding sentences it is necessary to punctuate the in-text reference as shown in the example in the previous section with the full stop inside the brackets.

This style of referencing is less acceptable in an English-language text. Although English-language texts also give less prominence to the sources of factual material, the principle of keeping in-text references as close as possible to the paraphrase is very strong. If a longer section of factual source text is paraphrased in English, it is better to indicate the source at the beginning (and possibly again at the end) of the paraphrased text.

To illustrate these differences the same longish text taken from Neville (2007, 148-9) is paraphrased twice in the following section. The first paraphrase uses a style acceptable in Finnish academic text and the second follows the English-language guidelines recommended here. The paraphrased text reviews important considerations when referencing electronic sources.

Comparing Finnish and Anglo-Saxon styles

In the first example a Finnish style is used, with the in-text reference given at the end of the paraphrase:

When referencing electronic sources four principles should be followed. Firstly, the in-text reference should clearly link to the end-text reference through a key word, which can be the author's name, organisation name or title of document but not the URL address. Secondly, the reader should be able to access the exact source with the information given in the reference, and so password-protected sources should be avoided. Thirdly, the URL address should always be checked. Finally, hard copies should be made of the source in case the site disappears. These can then be included in the appendix if necessary. (Neville 2007, 148-149.)

Here the paraphrase is almost entirely based on Neville's text with the exception of additional text in the second sentence about the content of the key word. There are similarities in the wording of the text and especially the structure, but by Finnish standards this would be an acceptable paraphrase of the original. The author's name, date of publication and the page numbers are correctly given at the end in the appropriate manner.

As mentioned, in Anglo-Saxon academic writing this paraphrase would be **less** acceptable. For all the differences in wording, the similarity in structure between this and the original text with its successive points with nearly identical content would require a firmer acknowledgement of the influence of the original writer than is provided by the brief in-text reference at the end of the paragraph.

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Using the same example, a more acceptable presentation of Neville's recommendations in Anglo-Saxon academic writing would follow a similar style to the author-based referencing style mentioned earlier. This might read as follows:

Neville suggests four principles that should be followed when referencing electronic sources. Firstly, the in-text reference should clearly link to the reference. Secondly, the reader should be able to access the exact source with the information given in the reference, and so password-protected sources should be avoided. Thirdly, the URL address should always be checked, and, finally, hard copies should be made of the source in case the site disappears, which can then be included in the appendix if necessary (2007, 148-149). In addition to these principles, it is important to emphasise that the URL address should not be included in the in-text reference, which should consist of a key word: either the name of the author of the source, or otherwise the document title or name of the organisation.

Although slightly longer, the second text clearly separates the author's views from those of the source. In addition, the whole section of paraphrased text is bookended by references to Neville.

Different approaches to objectivity

The differences described in this section may reflect cultural values with respect to methods of indicating objectivity and authority in the text.

Objectivity is an important quality of all academic writing. However, it could be argued that in Anglo-Saxon academic writing (though not necessarily at the technical or scientific end of the spectrum) the voice of the author is important in establishing the objectivity of the text. In contrast, in Finnish academic writing there is a stronger tendency to downplay the role of individual voices in the text.

The reader of Anglo-Saxon academic writing should be able to identify the voice of the writer in the text at all times. Other voices in the form of opinions and supplied factual information are introduced into the writing, but their presence is always tagged through the use of in-text references. In Finnish academic writing, particularly where factual information is being presented as in the above examples, objectivity is perhaps felt to be compromised by excessive reference to the source of the information.

Students will need to decide for themselves how to introduce other voices into their texts, but it should be clear that there are many ways to refer to a source and that these are also influenced by cultural differences.

Since many Finnish teachers are naturally familiar with the Finnish style of referencing, they may expect students to follow this style even when writing in English. Although this guide does not recommend using a Finnish style in English-language texts with respect to the differences in punctuation and positioning of the in-text reference described in this section, if in doubt students can check with individual teachers regarding their expectations.

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3.5   Using electronic sources

Electronic sources can be **problematic** for a number of reasons. The Internet contains a vast amount of information, but this can often be **written anonymously and lack credibility**. Even when authorship is given, the work may be self-published and not liable to fact-checking or editorial control. Such material, however persuasive, may be as convincing in academic terms as an overheard conversation in a cafe.

Whenever possible when writing for academic purposes the **most credible source** of an idea should be located. Although online resources such as **Wikipedia** can be useful as a starting point for investigations into a subject, they are **not** considered the final word on a subject and are unlikely to be recognized as credible sources. Likewise, AI tools, such as **ChatGPT**, can be considered useful tools but should not be treated as authoritative sources. See the next section for a more detailed discussion of this topic.

In spite of these caveats, it should also be clear that today the online platform is also the dominant one for the vast majority of source materials that are likely to be used. Books are found in print and electronic versions and and much of what is published online will be credible or even essential as a source of information. It is thus expected that most academic writers will make use of online or electronic resources in preparing their assignments.

Referring to electronic

The same principles apply when citing **electronic and online sources** as for **printed** sources. Where possible the source is referred to by the author's name and year:

Zurier (2021) reports on the trend of companies assessing cyber maturity.

The above reference is taken from a website with the URL 'www.darkreading.com'. It should be stressed that the following way of citing in this case would **not** be acceptable:

~~Zurier states that organisations are increasingly assessing their cyber maturity (www.darkreading.com).~~

URL addresses should not be included in in-text references.

When listing this source in the references section the details would be given as:

Zurier, S. 2021. Some 65% of organizations now weigh their 'cyber maturity' Dark Reading, 27 July. Accessed 3 September 2021. https://www.darkreading.com/risk/some-65-of-organizations-now-weigh-their-cyber-maturity-

Note that full stops are used to separate information in the reference, but **not** at the end of a URL address.

When the author is not known

The above example is a relatively easy one since the author's name is clearly given along with the date of the published article. When the author's name is **not** given,

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the title of the document or article, or then the organisation publishing the article, could be used instead:

Healthcare providers, in particular, have been an attractive target for ransomware operators. (Researchers examine active market for stolen network access 2021).

Note that this title here could be abbreviated as a key word to (Researchers examine active market 2021). Alternatively, a **better** key word would be the website itself:

Healthcare providers, in particular, have been an attractive target for ransomware operators (Dark Reading 2021).

Note that in either case the reference would begin with the key word that was used to cite the source in the main text:

Researchers examine active market for stolen network access. 2021. Dark Reading, 10 August. Accessed 3 September 2021. https://www.darkreading.com/analytics/researchers-examine-active-market-for-stolen-network-access

Or:

Dark Reading. 2021. Researchers examine active market for stolen network access. 10 August. Accessed 3 September 2021. https://www.darkreading.com/analytics/researchers-examine-active-market-for-stolen-network-access

Finding the date   It may be difficult to identify the correct year for an online source:

- If the source is the online version of a print article, then **the original date the article was published** should be used.

- If the online article was not published in print form, then **the date it was written should be used**. This is usually given for articles and blogs.

- If the online text does not have a date attached, there may be information about **when the page was last updated**. In this case this date can be used.

Sometimes the date showing on a web page will be the date on which the page is being accessed. It is **not recommended in these English-language guidelines** to use this as the date of the document[4], although naturally the date of access should always be mentioned in the end-text reference.

- If the date of publication is not visible anywhere on the web page or the website, then as with other printed matter the words 'no date' or 'n.d.' is recommended to be used in the in-text reference and list of references.

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[4] The **Finnish guidelines for referencing** are different in this respect and **do recommend** using the date of access if no date can be found. Students can decide for themselves if they would prefer to follow the Finnish guidelines in this case.

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3.6   Using AI or ChatGPT in written work

Recent years have seen the integration of AI into many aspects of our online experi-ence and the rapid emergence of powerful new tools that will facilitate all manner of content production. Such tools can assist in writing, ideation, and many kinds of creative activity, and the ability to leverage and utlise AI is fast becoming a key skill in the workplace.

Schools and universities recognize the importance of guiding students in the use of these tools. However, it is also understood that such tools can be used to take shortcuts. When misused they can give a false impression about what a student has learned about a subject and thus become a threat to academic integrity.

Using ChatGPT
One of the most frequently discussed AI tools and most relevant for writing pur-poses is ChatGPT. This is a large language model-based chatbot which generates automatic responses to questions and prompts. The AI attempts to understand the prompt and makes predictions about the most likely words to come next in the sen-tences in its response. These sentences are processed by the AI so the text forms a coherent whole.

While ChatGPT is undoubtedly useful **its results should always be treated with caution**. The text it generates is prone to inaccuracy and bias and should not be viewed as a reliable source of information or used uncritically. To produce its re-sponses ChatGPT uses sophisticated machine learning algorithms which have ana-lysed and processed large amounts of textual data which the AI is trained on. The training data does not include the most recent information so it is also possible its responses will be out of date. The data utilized by the AI is also not necessarily high quality.

AI tools are capable of generating imitations of a variety of text types, including academic text, but should not be relied on especially when dealing with more spe-cific topics. AI-generated academic text, in particular, is likely to contain source references which are made up. The text cannot be used as an authoritative source in its own right: it has no authority or credibility as a source of claims since it is generated by a machine.

Students who utilise AI (when allowed) should be responsible for checking the relia-bility of the material it generates and should always trace the source of an idea and use this as their reference. In academic writing at university the student should aim to consult high-quality up-to-date source materials, written by experts in the sub-ject. These sources are evaluated and applied to the work at hand and referenced in the ways described elsewhere in these guidelines.

The ultimate responsibility for any piece of academic writing lies with the student. Text which has been produced by AI and passed off as the student's own is subject to the same penalties as other plagiarized writing or work that is submitted but is not the student's own. In most cases the limits to using AI on a course or as a tool in creating academic work will be indicated by the course teacher and they should be consulted if a student is unsure.

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Referencing AI   Any use of AI in written assignments should in all cases be indicated in the writing itself, whether this is in the production or editing of text or images. The writer must explain how the AI has been used, for example whether this was in summarising or analysing source material.

If AI is used to modify writing, for example to make the text smoother and easier to read, this can be explained via a sentence in the introduction:

In this report, ChatGPT has been used to edit the language of the text and make the text smoother.

This should also be mentioned **again** at the end of the List of references:

ChatGPT (or other tool) has been used to edit the language of this text.

If AI has been used in producing an assignment or other text it is important to state exactly how it has been used. This should be mentioned either in the introduction or at the point in the text where the AI has been used, for example if this was a specific chapter or section of a text. If necessary, a **footnote** is used to explain exactly how and for what purposes the AI was used. The footnotes at the end of this page show how this could be done for the following examples:

The pictures used in this report were generated using AI[5].

The marketing plan presented in this report was created using models generated by ChatGPT[6], which was adapted in line with the needs of the client.

The video script utilized a design created by ChatGPT[7].

In some situations, the teacher may request, or it may be otherwise desirable, to **also give the prompt** that was used when consulting the AI. In such cases, the reference could be made in a similar way to the following:

The study utilized ChatGPT to generate research questions on remote work motivation factors, using the prompt, "Generate research questions on employee motivation when working from home"[8].

Or the prompt could be given in the footnote:

The study utilized ChatGPT[9] to generate research questions on remote work motivation factors.

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[5] Midjourney, generated 1 Jun 2023
[6] ChatGPT, generated 10 May 2023
[7] ChatGPT, generated 2 Aug 2023
[8] ChatGPT, generated 4 Mar 2023
[9] ChatGPT, response to "Generate research questions on employee motivation when working from home", generated 4 Mar 2023.

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3.7   Using Citations and Bibliography in MS Word and other software tools

The section on in-text referencing concludes with a brief mention of the referencing feature available in MS Word, in addition to some other software tools and websites. Students are strongly recommended to make use of these tools.

Although the style recommended in this guide is not available in MS Word at the time of writing, the writer should be able to use a similar style and then afterwards make any further changes as necessary.

This function is accessed through the **References** tab in Word. When the writer wishes to include an in-text reference the **Insert citation** option is chosen and then **Add New Source**. The writer can then add details about the source, such as author, year, title, edition, place of publication and publisher. Information about date of access and URL can also be recorded for online sources.

Manage sources will show the details of all the sources the writer has added to previous documents as stored in a master file. These can then be edited or added to the current document as needed.

The **Style** option allows the writer to select from several referencing systems and **Bibliography** will allow the writer to insert a list of references containing all the references given in the document. When the writer wishes to make changes to the formatting this can be done by left-clicking on the in-text reference or bibliography field and clicking **Convert citation** (or **bibliography**) **to static text.**

Once the in-text and end-text references have been converted to static text they can no longer be updated automatically by the programme so this should be done at the end of the writing process when the author is not going to add any more references to the document.

Several **websites** are also available to help students with their references. One of the most useful is the worldcat.org website, which contains all the details needed to give complete references to a large number of books and publications. In particular, the website will help you find information about the author(s), year, place of publication and publisher, all of which should be included in the list of references as discussed in the next section.

A final mention here will also be made of some of the **dedicated software to manage references and citations**. Students are recommended to explore this option independently as new tools are introduced every year. However, two popular citation managers that have been available for many years are Zotero[10] and Mendeley. If you decide to start storing all your references in one of these citation managers already at the beginning of your Bachelor studies, you will reap the benefits later on. The material and publications that you refer to in earlier assignments and courses will undoubtedly be useful also on subsequent courses, or when doing your thesis, or if you go on to deepen your knowledge at Master's level.

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[10] For additional help in making Zotero compatible with Laurea-style references please email the author of this guide.

4   The list of references

This section reviews the main principles followed when listing **end-text references** in the references section. This is followed by extensive examples showing how to format end-text references in different cases.

4.1   General principles in formatting end-text references

References listed in the references section should be arranged in **alphabetical order** and whenever possible contain the following pieces of information, here numbered from 1 to 6:

1. **Name(s) of the author(s)**. The surname is given first followed by a comma and the first initial only followed by a full stop:
    Bailey, S. (or Smith, J. & Jones, F.)

2. **The year of publication.**
    Bailey, S. 2011.
    If no year is available, the words 'No date' can be given:
    Hall, R. No date.

3. **The name of the work or document**.
    Bailey, S. 2011. Academic writing: a handbook for international students.

4. The **edition** where several editions of a work are available.
    Bailey, S. 2011. Academic writing: a handbook for international students. 3rd edition.

5. The **place of publication** followed by a **colon**.
    Bailey, S. 2011. Academic writing: a handbook for international students. 3rd edition. London:

6. The **name of the publisher** (without information about the type of company).
    Bailey, S. 2011. Academic writing: a handbook for international students. 3rd edition. London: Routledge.

Many different sources can be referred to in a piece of academic writing which are not covered by the above examples. Several of these are reviewed in the next section.

4.2   Examples of how to refer to and list references

In the following sections examples are given for how to refer to and list references for such sources as books with multiple authors, online books, print and online

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journals, newspaper articles, magazines, blogs, conference proceedings, govern-
ment and organisational publications, laws, video or television media, artworks,
and private correspondence.

4.2.1 Books

	Example end-text reference	**Example in-text reference**
Books with one author	Hinkel, E. 1999. Culture in second language teaching and learning. Cambridge: Cambridge University Press.	As Hinkel (1999) observes...
Books with two authors	Murray, R. & Moore, S. 2006. The handbook of academic writing: a fresh approach. Maidenhead: McGraw Hill Education.	Paradoxes of academic writing are identified in Murray and Moore (2006).
Books with three or more authors	Grewal, D., Levy, M., Mathews, S., Harrigan, P., Bucic, T., & Kopanidis, F. 2021. Marketing. Sydney: McGraw-Hill Education.	According to Grewal, Levy, Mathews, Harrigan, Bucic and Kopandis (1921, 32), ...

Note that the first time three or more authors are mentioned all their names
should be given. After that et al. can be used in the in-text reference. The list of
references should nevertheless give the names of all the authors. Either 'and' or
'&' can be used before the last author's surname.

Books with one editor	Ashwin, P. (ed.) 2006. Changing higher education. Abingdon: Routledge.	Learning technologies have... (Ashwin 2006).
Books with two or more editors	Burley, J. & Harris, J. (eds.) 2002. A companion to genethics. Malden: Blackwell.	Genethics refers to... (Burley & Harris 2002)
Books with no author	Rome and the Vatican: guide to the city divided into 11 zones. 2001. Roma: Edizioni Lozzi.	A guide to Rome mentions that... (Rome and the Vatican 2001).

Note that the full title is not needed in this in-text reference as it is quite long.

Book in a second or later edition	Bailey, S. 2011. Academic writing: a handbook for international students. 3rd edition. London: Routledge.	Bailey (2011) mentions...
Chapter of a printed book	Benford, G. 2008. After the stars are gone. In: Broderick, D. (ed.) Year million: science at the far edge of knowledge. New York: Atlas & Co, 248-263.	Benford's pessimistic vision is encapsulated in his 2008 essay on...

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It is necessary to record the edition that was used unless there is only a first edition. Authors can make significant changes in each edition, so writers should also try to use the latest edition of a given work.

	Example end-text reference	**Example in-text reference**
Part of an anthology	Kilian, K. 2009. Experiential marketing and brand experiences: a conceptual framework. In: Lindgreen, A., Vanhamme, J. & Beverland, M. (eds.) Memorable customer experiences: a research anthology. Farnham: Gower, 25-44.	Kilian (2009, 33) identifies three …

If articles by **different writers** are used from the same anthology, then a new reference is created for each individual writer/article. Note that the year is not repeated after the editor of the anthology and page numbers are given at the end separated by a comma from the publisher.

Part of an encyclopedia	Turner, M. 2006. Business plan. In: Helms, M. (ed.) Encyclopedia of management. 5th edition. Detroit: Gale Group, 54-59.	The basic elements of a business plan include … (Turner 2006).

Note that if the encyclopedia or anthology consists of several volumes, then the **volume number** should be given **before the page numbers** indicating the selection covered: e.g., 2, 41-80. would mean that the chapter appears from pages 41-80 in the **second** volume of the series.

Dictionary with author(s)	Statt, D. 2015. The Routledge dictionary of business management. 3rd edition. London; New York, NY: Routledge.	Brand-stretching is "…" (Statt 2015, 45)
Dictionary with no authors	The dictionary of real estate appraisal. 1984. American Institute of Real Estate Appraisers.	(The dictionary of real estate appraisal 1984)
Translated book	Dostoyevsky, F. 1955. The idiot. Translated by David Magarshack. London: Penguin classics.	... (Dostoyevsky 1955).
Translated book not in English	Niemi, M. 2004. Nahkaolo. Translated by Tuula Tuuva. Helsinki: Like.	...Nahkaolo, the Finnish translation of Niemi's second book (2004).
Reprinted book	Butler, S. 1903. The way of all flesh. Reprint. London: Everyman, 1968.	Butler (1903) exposed Victorian hypocrisy...

In this last example the book was originally written in 1903, but the version consulted was published in 1968. The original year of publication is nevertheless used in the in-text reference.

	Example end-text reference	Example in-text reference
Books accessible online	Dawson, C. 2011. Projects in computing and information systems : A guide for students. 2nd edition. Harlow: Addison-Wesley. Accessed 7 September 2021. https://ebookcentral.proquest.com	Dawson (2011, 110) explains …

Books which are available to read online and accessible in libraries and online repositories are referenced in the same way as regular books with the page number given. The end-text reference contains the date the source was accessed and the repository.

Books or sources with a DOI	Spiller, L. & Tuten, T. 2019. Assessing the pedagogical value of branded digital marketing certification programs. Journal of Marketing Education, 41 (2), 77–90. doi: 10.1177/0273475318822686	Spiller and Tuten (2019, 89) conclude that …

If a DOI (Digital Object Identifier) is available in addition to the URL, it is preferable to use the DOI as your link to the source, as DOIs are more permanent than URLs. If a DOI is used, it is not necessary to mention the date the resource was accessed.

E-books	Zuboff, S. 2019. The age of surveillance capitalism: the fight for a human future at the new frontier of power. E-book. Public Affairs.	… (Zuboff 2009, chap. 3).

An e-book is one which is read using dedicated software on an e-reader or other device. Since page numbers in e-books may change depending on the font size used for viewing, it is preferable to use the chapter or section of the book in the in-text reference. In the E-book end-text reference the place of publication is not given.[11]

4.2.2 Journals, conference papers, newspapers and magazines

Articles and papers from journals, conferences, newspapers and magazines require extra information in the reference. This may include the volume or issue of the journal, or the database of the journal if it is online. For online articles it is often possible to export a reference directly, although this will need to be formatted to conform to the standards outlined below.

Articles in print journals	Phillips, W. & Jang, S. 2012. Exploring seniors' casino gaming intention. Journal of hospitality and tourism research, 36 (3), 312-334.	Phillips and Jang (2012) show how...

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[11] The guidelines given for referencing E-books are slightly different in the Finnish guidelines for referencing. Students can choose which recommendation they wish to follow.

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The numbers after the journal refer to the volume. In the last example: '36 (3), 312-334' refers to the volume (36), the issue (3) and the page numbers of the article (312-334).

	Example end-text reference	**Example in-text reference**
Articles in online journals	Robinson, S., Irmak, C. & Jayachandran, S. 2012. Choice of cause in cause-related marketing. Journal of marketing, 76 (4), 126-139. Article from EBSCO Business Source Elite. Accessed 20 May 2012. http://www.ebscohost.com/	According to Robinson et al. (2012)...

Note that for online journals which have restricted access you do not need to give the exact URL. Also, some online journals may not have volume numbers or page numbers if they do not have a print equivalent.

Abstract from an online journal or magazine	Pagan-Rodriguez, R. & Perez, S. 2012. Depression and self-reported disability among older people in Western Europe. Journal of Aging and Health, 24 (7), 1131-1156. Abstract from Sage Journals. Accessed 20 October 2012. http://jah.sagepub.com/content/early/2012/07/20/0898264312453070.abstract	Pagan-Rodriguez and Perez (2012) outline...

If the information cited is not from the actual research paper, but only the abstract for the paper this should be indicated in the reference.

Conference paper	Jones, G. 2007. Lexical cohesion as a predictor of item difficulty. In: The Sixth Annual Conference of EALTA, Turku, Finland, June 2009.	According to Jones (2007), there are...
Conference paper from an online source	Kunnan, A. 2001. Test fairness. In: European language testing in a global context: proceedings of the ALTE Barcelona conference July 2001. Cambridge University Press. Accessed 24 October 2012. http://assets.cambridge.org/97805215/35878/frontmatter/9780521535878_frontmatter.pdf	The importance of test fairness has been well documented (Kunnan 2001).
Newspaper article in print	Cavaglieri, C. 2012. Pack a free overdraft as you head off to university. The Independent, 16 September, 14.	Cavaglieri (2012) advises...

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Newspaper article online	Garside, J. 2012. Apple Maps service loses train stations, shrinks tower and creates new airport. The Guardian, 20 September, 32. Article from The Guardian online. Accessed 28 September 2012. http://www.guardian.co.uk/technology/2012/sep/20/apple-maps-ios6-station-tower	Garside (2012) described the chaos which...

Note that a comma separates the following information: the name of the newspaper, the date of the article, the page number at which it appeared (e.g., 'The Guardian, 20 September, 32.') For some online news articles, it might be that no page numbers are available, in which case this information is omitted.

Example end-text reference	**Example in-text reference**

Newspaper article with no author	The Daily Herald. 2006. The perils of porcelain. 1 April, 5.	(Daily Herald 2006)
Newspaper article not in English	Kanniainen, T. 2012. Väärä valinta lisää vakuutuslaskuasi satasilla. Talous Sanomat, 15 September, 6.	Kanniainen (2012) writes that...

4.2.3   Online sources in general

Examples of how to list references to books, newspapers, radio programmes etc. which have been encountered online can be found in the relevant sections of this guide. (In particular, see section 4.2.1 for examples of online books.)

This section contains examples of references to other online sources such as blogs, wikis, or information on social networks, as well as web pages that don't appear to fall under any specific category.

When giving references to web pages the key word will be the author's surname as usual. If the author's name is not given with the text, then the author of the web site can be used. Otherwise, it is possible to use the organisation or company that produced the web site as the author's name. A third option is to use the title of the web page as the key word.

Often it is difficult to identify the year when a web page was produced. If the text itself is not dated, the year given with the copyright sign or the year when the page was last updated may be used.

Since web pages don't usually have page numbers which can be used for the in-text reference writers can instead refer to sections or paragraphs if a specific reference is needed. See section 3.2.1 for more discussion of alternatives to page numbers.

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Web pages with an author	Bennis, W. 2006. The leadership advantage. Accessed 7 December 2006. Wiley Online Library. Accessed 24 September 2021. https://doi.org/10.1002/ltl.40619991205	Bennis (2006) describes…
Web pages with a site author	Statistics Finland. 2007. Finns consume eleven times more now than 100 years ago. Accessed 24 October 2012. http://www.stat.fi/tup/suomi90/heina-kuu_en.html	According to Statistics Finland (2007), Finns are…
	Example end-text reference	**Example in-text reference**
Web pages with no author or where the site title is the author	Online Application to Polytechnics in Finland. 2011. Accessed 28 September 2011. https://www.admissions.fi/vierashaku/prod_index.html	…have at least level 6 on the IELTS scale (Online Application to Polytechnics in Finland 2011).
Blog	Anderson, M. 2012. Displaying online work – some ideas & methods. Posted 24 August. Accessed 2 September 2012. http://ictevangelist.com/?p=1044	Anderson (2012) comments…
Tweet	Ojasalo, K. [@katriojasalo]. 2021. Jakoon tuore esimerkki Laurean kehittämispohjaisesta oppimisesta. October 28. Twitter. Accessed 29 October 2021. https://twitter.com/katriojasalo/status/1453609771744043008	Ojasalo (2021) …
	The username of the person who wrote the tweet is also given in the end-text reference. Since the text of the tweet may be quite long, it is enough to give the first words of the tweet as the title.	
Social network	Kosonen, J. 2011. Profile. Linked in. Accessed 3 September 2012. http://fi.linkedin.com/in/jjjkosonen	(Kosonen 2011)
Wikis	ICT magic. 2012. Last modified 18 September. Accessed 20 September 2012. http://ictmagic.wikispaces.com/	(ICT magic 2012)
	Usually, the title of the wiki will be the key word. Information about when the wiki was last modified should also be included in the reference.	

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| **Wikipedia** | Wikipedia contributors. 2021, August 9. Business process. In Wikipedia, The Free Encyclopedia. Accessed 24 September 2021. https://en.wikipedia.org/w/index.php?title=Business_process&oldid=1037921440 | (Wikipedia contributors 2021) |

Wikipedia is included as an example here as students have been known to use it is as a source reference, although this is **not recommended.** In fact, Wikipedia's own web pages advise students not to refer to them in assignments: Wikipedia (and other encyclopedias) may be useful for getting quick facts on a subject, but they are not considered to be good source materials for student use in research reports and essays. If you do use Wikipedia, you should always go further in your reading and consult acknowledged authorities and experts in the subject area. Students who use Wikipedia should be aware that they risk having their work rejected or receiving a lower grade if they do so.

4.2.4   Video and audio: online or offline

Online media, such as podcasts or YouTube videos, should be referenced so that enough information is given for the reader to be able to locate the source. Exact details will depend on the repository. For example, if a **video on YouTube** is referenced, the **channel or name used by the person uploading the source** is given rather than the person or subject being referenced in the video. Other details such as year and title, date accessed, and URL are given as usual.

Offline media such as television, or music, should be referenced with details about the type of media (if not reproduced online) and the programme title and date. Usually, the reference word will be the title of the programme series and not an author or company. Note that only the first letter of the title is written in capital letters unless it is an acronym like 'BBC'.

With any media, more precise information can be given in the in-text reference to show the **exact time** in the broadcast, podcast or video that the reference refers to. This is shown in some of the following examples.

Example end-text reference	**Example in-text reference**
Online video — homeproject. 2009. Home. Directed by Yann Arthus-Bertrand. Accessed 24 October 2021. http://www.youtube.com/watch?v=jqxENMKaeCU	...as shown in the documentary Home (homeproject 2009).

In the above example the video is shared on a channel run by the makers of the film, but the channel name is still given as the key word.

| **Podcast** — A week of you and yours. Liquid collagen drinks. 2012. [podcast]. BBC Radio 4. Broadcast 28 September. Accessed 24 October 2012. http://www.bbc.co.uk/podcasts/series/yyhighlights | ...as described in a popular podcast (A week of you and yours 2012). |

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In this example, a podcast is referenced. Here the series name is the key word and given first with the episode name given second. Podcasts and similar online broadcasts (TV shows, radio programmes) are unlikely to be stored online for long. So, the link is to the page publishing the podcast.

Radio broadcast	Puheen aamu. Mitä taksissa puuhataan? 2012. [radio]. YLE Puhe. 22 October.	According to Puheen aamu (2012, 16m), ...
TV broadcast	Human planet. Grasslands – roots of power. 2012. [TV]. BBC1. 24 October.	(Human planet 2012, 45m 20s)

In the above two examples, the first piece of information is the programme series title. This is followed by the title of the episode and the year. The reference shows whether the programme was seen on TV or heard on the radio, along with the date of the broadcast. The time within the broadcast is also shown in the in-text references in these examples.

	Example end-text reference	**Example in-text reference**
Audiobook	Brown, T. 2019. Change by design, revised and updated: how design thinking transforms organisations and inspires innovation. [audiobook]. HarberAudio. Listened 13 September 2019. https: //www.s ory-tel.com/fi/fi/books/749329-Change-by-Design-Revised-and-Updated-How-Design-Thinking-Transforms-Organisations-and-Inspires-Innovation	(Brown 2019, 2h 23 mins)

In this example, the source is an audiobook obtained online, so the date when this was accessed should be mentioned as usual, though as an audiobook the word "Listened" can be used instead of "Accessed". Note also that it is preferable to give the time within the recording in the in-text reference, rather than a chapter number as this is an audio recording.

News broadcast	BBC news summary. 2020. [TV]. BBC1. 24 October, 09.30.	...as reported by the BBC (BBC news summary 2020).
Feature film	The two towers. 2002. [DVD]. Directed by Peter Jackson. New Line Cinema.	(The two towers 2002, 2h 26m 20s)
Commercial or training film	Effective presentations. 1991. [video]. Oxford: Oxford University Press.	(Effective presentations 1991)
Music	Bon Iver. 2008. For Emma, forever ago. [CD]. London: 4AD Ltd.	Bon Iver (2008) …

Some media will have a place of publication and publisher as with books or printed materials. These should be given in the standard way with the type of media indicated again in square brackets.

4.2.5   Government, institutional and corporate sources

When referring to laws it is recommended to give the jurisdiction or country where they apply. However, the law itself can be given as the key word. This is commonly done in Finland, so if you are only referring to Finnish laws follow the first example below.

	Example end-text reference	Example in-text reference
Laws in Finland	Polytechnics act 351/2003. Accessed 24 October 2012. http://www.finlex.fi/fi/laki/ajantasa/2003/2003035 1	(Polytechnics Act 351/2003).
Laws in other countries	United Kingdom. 2012. Finance act 2012. Chapter 14. Accessed 24 October 2012. http://www.legisla-tion.gov.uk/ukpga/2012/14/contents	The Finance Act (United Kingdom 2012) states that…
Publication by the Finnish government	Ministry of Education. 2009. Strategy for the interna-tionalisation of higher education institutions in Fin-land 2009–2015. Accessed 11 August 2012. http://www.minedu.fi/export/sites/de-fault/OPM/Julkaisut/2009/liit-teet/opm23.pdf?lang=en	(Ministry of Education 2009)

If ministries in different countries were being referred to, the country would also be given in the reference.

EU Directive	Directive 2011/24/EU. European parliament and council directive on the application of patients' rights in cross-border healthcare. Official Journal of the Eu-ropean Union. 4 April 2011. Accessed 28.09. 2021. https://eur-lex.europa.eu/legal-con-tent/EN/TXT/PDF/?uri=CELEX:32011L0024&from=en	(Directive 2011/24/EU).
Publication by a Euro-pean institution	Council of Europe. 2001. Common European frame-work of reference for languages: learning, teaching, assessment. Cambridge: Cambridge University Press.	According to the Council of Europe (2001) …

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Publication by an international organisation	World Health Organization. 2008. The world health report 2008. Accessed 24 October 2012. http://www.who.int/whr/2008/en/index.html	…as described in the World Health Report (World Health Organization 2008).
White paper online	Webmethods. 2004. Realizing the promise of business process productivity. Webmethods Ltd. White paper from CRN White Paper Library. Accessed 24 October 2012. http://research.crn.com/whitepaper662	According to Webmethods (2004), …

	Example end-text reference	**Example in-text reference**
Market research report	MicroCapital. 2012. Friends with benefits: on micro-finance networks. Preview edition of MicroCapital Monitor. Accessed 24 October 2012. http://www.microcapital.org/downloads/monitor_volume7/MicroCapitalMonitorPreview_Sep2012.pdf	MicroCapital (2005)…

The database used for the white paper or market report is mentioned.

Company annual or other report	Kesko Corporation. 2011. Corporate social responsibility report. Helsinki: Kesko Corporation.	Kesko describes its… (Kesko Corporation 2011).
Company annual report online	Nokia Corporation. 2008. Nokia in 2008. Accessed 3 August 2012. http://i.nokia.com/blob/view/-/264254/data/1/-/Request-Nokia-in-2008-pdf.pdf	…in their annual report (Nokia Corporation 2008).
Computer programme	Pinnacle. 2012. Pinnacle Studio 16. [computer program]. Corel.	(Pinnacle 2012)
Product manual instructions	Adobe. 2001. Photoshop Elements User Guide. San Jose. Adobe Systems Incorporated.	(Adobe 2001)

4.2.6   Maps, images, tables, figures and artwork

Sources should be given for any tables or figures in the main text. Images included for decorative purposes do not need to be included in the list of references but may be sourced in the main text. Maps and other artwork may have little accompanying information and lack a title. In such cases the writer should give as much information as possible in the description.

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Map	Harvey. 2011. British mountain map: Lake District. 1:40 000 or 2.5cm to 1km. Doune: Harvey.	… can be seen (Harvey 2011).
Map with no author	Vantaa pyöräily kartta. 2012. 1:35 000. www.ulkoilukartta.fi	(Vantaa pyöräily kartta 2012)
Online map	Google maps. 2012. Helsinki. Coordinates: 60.170699, 24.938744. Accessed 24 October 2012. http://maps.google.fi/maps?hl=fi&tab=wl	(Google maps 2012)

	Example end-text reference	**Example in-text reference**
Diagram, figure, image, or table from a book or other resource	Pinker, S. 2011. The angels of our better nature: a history of violence and humanity. London: Penguin.	Pinker provides a map (2011, 112) showing the variations in the annual homicide rate in the US.
Image or photo from a stock photo agency or website	Manchester libraries. 2012. Chester Street, Hulme, 1898. Accessed 24 October 2012. http://www.flickr.com/	(Manchester libraries 2012)
Artwork in a book	Magritte, R. circa 1935. The key of dreams. [painting]. In Berger, J. Ways of seeing. 1972. London: British Broadcasting Company.	…in his painting, The Key of Dreams (Magritte circa 1935).
Artwork on the web	Magritte, R. circa 1935. The key of dreams. [image]. Accessed 24 October 2012. http://brendanbehan.us/blog/art-history/ways-of-seeing-john-berger/	(Magritte circa 1935)

If the exact date is not known circa can be used.

4.2.7   Theses, dissertations, lectures, and schoolwork

References to theses or dissertations will contain the level of the degree and the name of the institution which awarded it. Information about the department may also be given.

In most cases the thesis accessed will be one that has been published online. Thus, the reference will contain the URL to the online database (e.g., Theseus) and as with other online sources it will be included in the list of electronic references in

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the References section. If the thesis is unpublished then it will be included in the list of unpublished sources.

Doctoral dissertation/thesis online	Zotzmann, K. 2006. Educating for the future: a critical discourse analysis of the academic field of intercultural business communication. PhD. Lancaster University. Accessed 3 September 2021. http://eprints.soton.ac.uk/id/eprint/179439	Zotzmann (2006) explores…

	Example end-text reference	**Example in-text reference**
Master's dissertation/thesis online	Halttunen, J. 2012. Improving the process for mail delivery services. MSc. Industrial management. Metropolia University of Applied Sciences. Accessed 3 September 2021. http://urn.fi/URN:NBN:fi:amk-2012060812306	…was described by Halttunen (2012, 45).
Bachelor's dissertation/thesis online	Lenger, X. 2012. A feasibility study of market expansion for company X. BBA. Business management. Laurea University of Applied Sciences. Accessed 9 November 2012. http://urn.fi/URN:NBN:fi:amk-201204104237	According to Lenger (2012, 68), …
Dissertation/thesis unpublished	Jones, L. 2018. Factors affecting car purchasing decision making. BBA. Business Management. University of Hull.	(Jones 2018)

The format of the thesis or dissertation actually consulted, whether online or in paper form, is the one that should be referenced.

Lecture	Bradshaw, M. 2012. Pitching 101. [lecture]. Held on 4 October. Laurea University of Applied Sciences.	… (Bradshaw 2012).
Lecture handout/notes	Halvorson, M. 2012. Creative confusion. [lecture handout]. Held on 11 May 2012. Laurea University of Applied Sciences.	In Halvorson's opinion (2012), …

Lecture handout/notes	Halvorson, M. 2012. Creative confusion. [lecture handout]. Held on 11 May 2012. Laurea University of Applied Sciences.	In Halvorson's opinion (2012), …

References to lectures or lecture notes should, if possible, be given along with the date of the lecture.

Lecture slides/notes from Canvas	Koivu, M. 2009. The Finnish judicial system. [online lecture notes]. From the Canvas workspace Business Processes. Accessed 13 August 2021. https://can-vas.laurea.fi	…mentioned by Koivu (2009).

The reference can also give information concerning the course or study unit where the source originated, as well as indicating the type of media.

	Example end-text reference	**Example in-text reference**
Student coursework	Suomalainen, S. 2008. Business communication skills. Assignment 2. Laurea University of Applied Sciences. Unpublished.	…was described by the author in an earlier assignment (Suomalainen 2008).

It is very unusual to cite unpublished work written by oneself, but if this is necessary then it should also be marked as **unpublished**.

4.2.8 Personal communications

Personal communications may refer to, for example, emails, phone calls or meetings that a writer has had with private individuals in the process of gathering data for their research. Since such communications are unpublished, they cannot be verified by the reader. For this reason, in standard referencing systems they are often not listed in the references section.

In Laurea reports, however, the list of references section is divided into sub-sections which include a section for Unpublished sources. Personal communications should thus be listed in this section and referenced in the main text in a similar way to other sources. One difference is that the writer indicates in the in-text reference that the source being referred to is a personal communication. This is done by including the words Personal communication or Pers. Com. in the in-text reference (see the examples below). [12]

Although personal communications may be used quite extensively in some research projects, particularly at master's level, writers should make sure that they behave in accordance with **ethical guidelines** whenever using such information. **It is very**

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[12] Note that the Finnish guidelines at Laurea recommend that personal communications be referred to in the text in the same way as other in-text references, without using the words 'Pers. com.' or 'Personal communication'.

important for the writer to receive permission from any people they have communicated with personally, whether through emails or interviews, before using their name in any report. Likewise, it is essential that the information presented is correct. Also, if several individuals are interviewed or surveyed for the purposes of acquiring a data set it is standard practice to **use a pseudonym** when attributing information or quotations to them (see the end of this section).

In the examples below, the in-text reference contains the additional words Personal communication or Pers. com., and the end-text reference includes information about the type of communication, e.g., whether this was an email, SMS message, private conversation. However, the writer may also want to mention as a part of the in-text reference the type of communication as in the first email example below.

	Example end-text reference	Example in-text reference
Email or letter	Smith, R. 2007. Communications officer. Sunshine PR. Email to the author. 20 August 2007. Personal communication.	… as stated in an email to the author (Smith 2007. Personal communication.)
SMS message	Smith, R. 2007. Communications officer. Sunshine PR. Text message to the author. 20 August 2007. Personal communication.	..which was confirmed by Smith (2007. Pers. com.)
Private conversation	Griffin, M. 2004. Personnel Manager. PigTech. Conversation with the author. 14 April 2006. Personal communication.	(Griffin 2004. Pers. com.)
Private telephone conversation	Read, K. 2003. Mountain Guide. Lakeland Trust. Telephone conversation with the author. 14 January 2009. Personal communication.	...was described to the author by K. Read (2003. Pers. com.)
Private interview	Mäkinen, J. Managing Director. Digital Equipment Corporation Oy. Interview with the author. 4 October 2007. Helsinki. Personal communication.	(Mäkinen 2007. Personal communication.)

Qualitative research will often include data from interviews, which are recorded in some way and are more structured than other forms of personal communication. **Such interviewees are usually quoted anonymously and not cited in the list of references.** The methodology used in gathering the information from the interviews is then described elsewhere in the report.

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Bibliography

There are many guides and resources with further information about source referencing and academic writing, some of which are listed in this bibliography[13].

Unfortunately, due to the wide range of formats and variations within individual formats, the recommendations given online, and in the sources below, will differ from those presented in this guide. However, the reader will be able to find more examples of different cases that have not been covered.

Particularly helpful are the online citation managers and tools such as Citation Machine (see below) which generate references for books, journals, and websites. These can be useful in identifying authors, years, places of publication and publishers, as well as providing a ready-made reference, which with a little modification can be used in the list of references.

Software tools and applications can also generate reference from bar codes which are scanned with a webcam or tablet camera.

Textbooks and manuals

Bailey, S. 2011. Academic writing: a handbook for international students. 3rd edition. London: Routledge.

Bell, J. 2005. Doing your research project: a guide for first-time researchers in education, health, and social science. 4th edition. Maidenhead: Open University Press. Book from ebrary. Accessed 12 November 2012. http://site.ebrary.com/lib/laurea/

Biggam, J. 2008. Succeeding with your masters dissertation: a practical step-by-step handbook. Buckingham: Open University Press. Book from ebrary. Accessed 12 November 2012. http://site.ebrary.com/lib/laurea/

Creme, P. & Lea, M. 2008. Writing at university: a guide for students. Buckingham: Open University Press.

Garson, G. 2002. Guide to writing empirical papers, theses and dissertations. New York: Marcel Dekker.

Neville, C. 2010. The complete guide to referencing and avoiding plagiarism. 2nd edition. Maidenhead: Open University Press. Book from ebrary. Accessed 12 November 2012. http://site.ebrary.com/lib/laurea/

Pears, R. & Shields, G. 2010. Cite them right: the essential referencing guide. 8th edition. Basingstoke: Palgrave Macmillan.

Swales, J. & Feak, C.2012. Academic writing for graduate students. 3rd edition. Ann Arbour: University of Michigan Press.

Useful links and tools

Anglia Ruskin University. 2012. Harvard system. Accessed 12 November 2012. http://libweb.anglia.ac.uk/referencing/harvard.htm

Citation machine. 2020. Citation generator. https://www.citationmachine.net/apa

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[13] Note that in Laurea student theses and reports the term **References** is used. This section, however, provides information and links to other sources not mentioned in the main text and so the term **Bibliography** is used.

Et plagieringseventyr. 2010. The University of Bergen. Accessed 28 September 2021. https://www.youtube.com/watch?v=Mwbw9KF-ACY

Imagine Easy Solutions. 2012. EasyBib. [application]. iPad. Imagine Easy Solutions LLC.

Laurea University of Applied Sciences. 2020. Lähdeviitteet ja lähteiden merkintätavat Laureassa.

Monash University. 2020. Academic integrity and referencing. Accessed 28 September 2021. https://www.monash.edu/rlo/research-writing-assignments/referencing-and-academic-integrity

Northumbria University. 2012. Referencing and avoiding plagiarism. Accessed 28 September 2021. https://cragside.northumbria.ac.uk/everyone/skill-splus/55388426/page_01.htm

Purdue Online Writing Lab. No date. Research and citation sources. Accessed 28 September 2021. https://owl.purdue.edu/owl/research_and_citation/re-sources.html

School of Access Education. 2020. An abridged guide to the Harvard referencing style. Academic Learning Centre. CQ University. Accessed 28 September 2021. https://sportal.cqu.edu.au/__data/assets/pdf_file/0018/107433/Harvard-Guide-2020.pdf

University of Leeds. 2012. Referencing. Accessed 12 November 2012. http://li-brary.leeds.ac.uk/skills-referencing

WorldCat.org: The World's Largest Library Catalog. 2021. Accessed 28 September 2021. https://www.worldcat.org/