Learning Unit 1b: CITATION AND REFERENCING

By the end of this session, you should be able to:
- cite and write references based on APA referencing style;
- differentiate between citing and referencing.

A. Introducing Citation and Referencing

Read the text and answer the questions that follow.

Dimensions to Measure Service Quality in Private Higher Education Institutions

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Private higher education institutions in Malaysia have to develop the confidence of a number of stakeholders to ensure successful operations. Among them, students perhaps are the key stakeholder because all other stakeholders are geared to serve the students as customers (Schmidt, 2002). These institutions would not be able to serve the students well if they do not take the initiative to measure the students' expectations and perceptions of services provided (Shanahan & Gerber, 2004). The process of measurement should involve how the customers are treated during the period of service interaction (Altman & Hernon, 1998) and the outcome is the actual end result as experienced by the customer (Arambewela & Hall, 2006).

However, students' perceptions of service quality depend highly on what they receive rather than on what was given (Joseph, Yakhou & Stone, 2005; Taylor & Baker, 1994). Under these circumstances, there is an urgent need for the private higher education institutions to measure the perceptions and expectations of students on the quality of services received.

According to Joseph et al. (2005), service quality is directly related to student satisfaction. Furthermore, high satisfaction level will also lead to high customer loyalty (Voss, Gruber, & Szmigin, 2007). Taylor and Baker, in their study on the relationship between service quality and satisfaction, have noted that there is a strong correlation between the two. In this respect, it can be postulated that high service quality will eventually lead to high student satisfactions.

(Excerpt adapted from Bulletin of Higher Education Research, No. 17, June 2011, pp. 9-12).

References
Altman, E., & Hernon, P. (1998). Service quality and customer satisfaction do matter. *American Libraries*, *29*(7), 53.

Arambewela, R., & Hall, J. (2006). A comparative analysis of international education satisfaction using servqual. *Journal of Services Research*, *6*, 141-163.

Joseph, M., Yakhou, M., & Stone, G. (2005). An educational institution's quest for service quality: Customers' perspective. *Quality Assurance in Education*, *13*(1), 66-82.

O'Neil, M., & Palmer, A. (2004). Cognitive dissonance and the stability of service quality perceptions. *The Journal of Services Marketing*, *18*(6), 433-449.

Schmidt, R. (2002). A student's initial perception of value when selecting a college: an application of value added. *Quality in Education*, *10*(1), 37-39.

Shanahan, P., & Gerber, R. (2004). Quality in university student administration. *Stakeholder conceptions*, *12*(4), 166-174.

Taylor, S. A., & Baker, T. L. (1994). An assessment of the relationship between service quality and customer satisfaction in the formation of consumers' purchase intentions. *Journal of Retailing*, *70*(2), 163-178.

Voss, R., Gruber, T., & Szmigin, I. (2007). Service quality in higher education: The role of student expectations. *Journal of Business Research*, *60*(9), 949-959.

Task 1
Answer the questions that follow.

1. How many in-text citations are there in this excerpt?

2. How many of these are quotations (exact words used by the author indicated by quotation marks " …") or paraphrases (rewriting in own words)?

3. How many references are listed in the reference list at the end of the article?

4. Are these references listed in chronological order (by year) or alphabetical order?

5. Which reference(s) should be deleted from the reference list?

Remember - when you use ideas from other sources in your academic essays, you must acknowledge those sources. This is intellectual honesty, giving credit to the person(s) who did the work. Academia requires that such sources be acknowledged and identified, and respected. If you use another writer's ideas and you do not acknowledge it, this is called **plagiarism**. It is equivalent to cheating and is a very serious offence in academia. If you are caught plagiarising, disciplinary action will be taken against you.

B. Citation Styles

The cartoonist stated that his resolution this year is "not to work so hard".

To attribute information to authoritative sources, you can either quote directly or paraphrase (write in your own words). The paraphrasing techniques will be dealt with in Learning Unit 1c.

For citations involving direct quotations, the amount of text quoted determines the style used:

(1) Short quotations

Quotations fewer than 40 words are incorporated into the paragraph. For example:

> Marketers know that toddlers and preschool children have considerable purchase influence and can successfully negotiate purchases through what marketers term t "nag factor" or "pester power" (McNeal, 1999, p. 75).
>
> OR
>
> McNeal (1999) reported that marketers know that toddlers and preschool children have considerable purchase influence and can successfully negotiate purchases through what marketers term the "nag factor" or "pester power" (p. 75).

The citation is taken from:

Story, M., & French, S. (2004). Food advertising and marketing directed at children and adolescents in the US. *International Journal of Behavioral Nutrition and Physical Activity, 1*(3). Doi: 10.1186/1479-5868-1-3.

Note:
- Double quotation marks are used.
- The page number must be indicated. Use pp. if the quotation is found on two pages.
- The full-stop is at the end of the sentence.

(2) **Long quotations**

Long quotations of 40 words or more are placed in a paragraph, indented ½ inch from the left margin.

one's presence in other nations. In forming multiple national identities, it is thought that transmigrants will also be better equipped to withstand sometimes overwhelming social, economic and political pressures encountered in their daily lives. Engaging in transnational practices may result in

> an institutional expression of multiple belonging, where the country of origin becomes a source of identity, the country of residence a source of rights, and the emerging transnational space, a space of political action combining the two or more countries. (Kastoryano, 2000, p. 311)

On the other hand, subscribing to multiple national identities such as dual citizenships or dual nationalities[2] is also said to degrade nationhood to merely

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Alternative:

In forming multiple national identities, it is thought that transmigrants will also be better equipped to withstand sometimes overwhelming social, economic and political pressures encountered in their daily lives. Kastoryano (2000) stated that engaging in transnational practices may result in

> an institutional expression of multiple belonging, where the country of origin becomes a source of identity, the country of residence a source of rights, and the emerging transnational space, a space of political action combining the two or more countries. (p. 311)

The long quotation is taken from:

Lam, T., & Yeoh, B. S. A. (2004). Negotiating 'home' and 'national identity': Chinese-Malaysian transmigrants in Singapore. *Asia Pacific Viewpoint, 45*(2), 141-164.

Note:
- No quotation marks are used.
- Begin the quotation on a new line from the text.
- If the quotation is more than one paragraph, indent the first line of second and additional paragraphs ½ inch from the new margin.
- The full-stop is at the end of the sentence before the citation.

Generally for both short and long quotations:

- Indicate quoted material within the quotation using single quotation marks.
- Use ellipses to indicate that you have omitted material from a quotation. Type three periods with a space before and after each period …

(3) Citing same author(s) several times in the same paragraph

When the same author is cited multiple times in the same paragraph and the author's name is part of the narrative, you do not have to include the year in subsequent author-focus (non-parenthetical) citation. However, you must include the year in all parenthetical citations. Example:

> A study by Tunon and Brydges (2007) found that the quality of the two sets of citations were comparable. The subjective rubric developed by Tunon and Brydges helped establish this. The study went on to show a difference between academic programs. Their results indicated clearly that some academic programs were better in highlighting the need of acknowledge others' works while some failed miserably (Tunon & Brydges, 2007).

(4) Two or more works within the same parentheses

When several research articles have similar information, you can write a general statement that covers the results of those articles and put the studies in the same parenthesis, as shown in the box below.

A survey of recent articles published on AIDS shows a growing interest in developing reliable research methods to test high-risk groups, such as drug abusers and prostitutes (Broadhead & Heckathorn, 1994; Carlson et al., 1994; Steiner, Lemke, & Roffman, 1994).

Note:
- List the works by different authors in alphabetical order but do not change the order of names for a particular article. E.g., Do NOT change Steiner, Lemke and Roffman (1994) to Lemke, Roffman and Steiner (1994).
- If the works are by the same author, you can write something like this:

    Several studies (Johnson, 1991a, 1991b, 199c; Singh, 1983) have been conducted on …

(5) Citing and Referencing Malay names

The APA publication style does not specifically deal with Malay names but Malay researchers who publish internationally usually follow APA conventions and use their father's name as the surname. Note that bt and bin are not included.

Wiantoro, S., Maryanto, I., & Abdullah, M. T. (2012). Phylogeny and phylogeography of *Myotis muricola* (Gray, 1846) (Chiroptera: Vespertilionidae) from the West and East of Wallace's Line inferred from partial MtDNA cytochrome *b* gene. *Pertanika J. Trop. Agric. Sci, 35*(2), 271-292.

Pertanika J. Trop. Agric. Sci. **35** (2): 271 - 292 (2012)

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Abdullah, M. T. is actually Mohd Tajuddin b Abdullah.

Phylogeny and Phylogeography of *Myotis muricola* (Gray, 1846) (Chiroptera: Vespertilionidae) from the West and East of Wallace's Line Inferred from Partial MtDNA Cytochrome *b* Gene

Wiantoro S.[1,2*], Maryanto I.[2] and Abdullah M. T.[1]
[1]*Department of Zoology,*
Faculty of Resource Science and Technology,

However, for some Malaysian publications, the Malaysian convention may be used. In this case, cite the Malay names in full in the text and in the reference list.

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In the text and the reference list, Mazmi Maarof would be written in full. She would be cited as (Mazmi Maarof, 2012).

Young Women Speak Out: Healing The Selves Through Narrative Therapy

Mazmi Maarof
mazmi_maarof@yahoo.com.my
Institut Pendidikan Guru Kampus Perempuan Melayu Melaka

In other cases, Malay researchers use their first names and their articles would be cited by others using their first names since info about their full name is not found in the article. However, this would be misleading to the international research community.

Monaliza, M. D., & Samsur, M. (2011). Toxicity and toxin properties: Study of puffer fish collected from Sabah waters. *Health and the Environmental Journal, 2*(1), 14-17.

Health and the Environment Journal, 2011, Vol. 2, No. 1

Monaliza's full name is Monaliza bt Mohd Din and Samsur's full name is Samsur bin Mohamad.

Toxicity and Toxin Properties Study of Puffer Fish Collected from Sabah Waters

Monaliza MD[a], Samsur M[a]
[a]*Faculty of Resource Science and Technology Universiti Malaysia Sarawak, 94300 Kota Samarahan, Sarawak, Malaysia*

C. Referencing Styles

For APA style, the cited sources are listed alphabetically at the end of the article.

Each entry takes the form of hanging indent – the first line of every entry is always aligned with the margin. If the entry covers two (or more lines), the second (and subsequent) line(s) are indented.

REFERENCE STYLE: AMERICAN PSYCHOLOGICAL ASSOCIATION (APA) – 6th Edition

Here are samples of how referencing and in-text citation are done using the APA style.

Types	Variants	Citations (Used in the text)	Reference List (Appear at the end – in alphabetical order)
Books	1 author	The theory was first propounded in 1993 (Comfort, 1997). **OR** Comfort (1997) claimed that the theory was first propounded in 1993.	**General format:** **Author, A. (Year).** *Title of the book*. **Place of publication: Publisher name.** *(Note: Only the first letter of the first word in the title and subtitle are capitalised except for proper nouns or acronyms e.g. Malaysia, Asia, AIDS)* Comfort, A. (1997). *A good age*. London, UK: Mitchell Beazley.
	2 authors	Madden and Hogan (1997, p.17) stated that "the method should be used to achieve consistency". **OR** "The method should be used to achieve consistency" (Madden & Hogan, 1997, p. 45).	Madden, R., & Hogan, T. (1997). *The definition of disability in Australia: Moving towards national consistency*. Canberra, Australia: Australian Institute of Health and Welfare.
	3 to 5 authors	**For citation (3 - 5 authors)** **Cite all authors the first time the reference occurs.**	**For referencing – 3 to 5 authors** Guerin, M., Labor, K., Morgan, B., Reesman, L., & Willingham, P. (2005). *Introduction to chemical engineering*. New York, US: McGraw-Hill.

		Guerin, Labor, Morgan, Reesman, and Willingham (2005) found … **In subsequent citations, include only the surname of the first author followed by et al. and the year.** Guerin et al. (2005) found …	**(List the last names of all the 5 authors)**
	6 or more authors	(Rodgers et al., 1996, p. 35) **OR** Rodgers et al. (1996) **Immediately use et al. without listing the authors.**	**6 or more authors [List the first six authors, … and the last author – No "&" is used]** Rodgers, F. H., Choi, M. J., Angeli, L. L., Harland, A. A., Stamos, J. A., Thomas, S. T., . . . Rubin, L. H. (2009). *Web site usability for the blind and low-vision user*. Mason, OH: Thomson South Western.
	No author	(*Employment the Professional Way*, 2000) **OR** the book *Employment the Professional Way* (2000) **(Choose maximum the first 5 words of the title and it should be italicised – the letters of main words are capitalised)**	*Employment the professional way: A guide to understanding the Australian job search process for professionally qualified migrants.* (2000). Carlton, Victoria: Australian Multicultural Foundation. **(When no author is present, the title of the book replaces the author's place. The title should be written in full in the reference list)**
	Author - Chinese and English names	Foo (1983) **E.g.** **Name: Vincent Foo Hiap Khian.** **Cite the surname only**	Foo, V. H. K. (1983). *Sarawak: Mini episodes of the past*. Petaling Jaya, Selangor: Fajar Bakti.

	Author - Chinese Names	Chu (1995) ***E.g.*** ***Name: Chu Chin Ning*** ***Cite the surname only***	Chu, C. N. (1995). *Simulated counter-current adsorption processes: A comparison of modeling strategies.* Oxford, UK: Oxford University Press.
	Multiple works by same author cited at the same time	University research (Brown, 1982, 1988) has indicated that…	Brown, P. (1982). *Corals in the Capricorn group.* Rockhampton: Central Queensland University. Brown, P. (1988). *The effects of anchor on corals.* Rockhampton: Central Queensland University. ***Order chronologically in the reference list (the older comes first).***
	Multiple works published in the same year by the same author	In recent reports (Napier, 1993a, 1993b)… ***Use a/b etc. to differentiate between works in same year.***	Napier, A. (1993a). *Fatal storm.* Sydney: Allen & Unwin. Napier, A. (1993b). *Survival at sea.* Sydney: Allen & Unwin. ***Order alphabetically by title in the reference list (e.g. F comes first before S).***
	Author as sole author in one citation, and first author of a group in another citation	Berndt (1999) Berndt and Keefe (1995)	Berndt, T.J. (1999). *Friends' influence on students' adjustment to school.* New York: Pearson. Berndt, T.J., & Keefe, K. (1995). *Friends' influence on adolescents' adjustment to school.* New York: Pearson. ***List the entry with one author first.***
	Authors with the same last name but **different** works	(E. Johnson, 2001; L. Johnson, 1998) **Use first initials with the last names to prevent confusion. If same last name but belongs to the <u>same</u> work, the initials are not needed.**	Johnson, E. (2001). *Important rules in negotiating.* Chicago, IL. University of Chicago Press. Johnson, L. (1998). *The new Grove dictionary of music and musicians.* New York, NY: Grove.

	Books with Editor(s)	Kastenbaum (1993) **OR** (Kastenbaum, 1993)	Kastenbaum, R. (Ed.). (1993). *Encyclopedia of adult development.* Phoenix: Oryx Press. *(If multiple editors, use Eds. Note: E is capitalised)*
	Different Editions	Renton (2004) **OR** (Renton, 2004)	Renton, N. (2004). *Compendium of good writing* (3rd ed.). Milton: John Wiley & Sons. *(Note: No full stop after the title. The full stop comes after the edition. The edition should be in number format and not spelled out)*
	Article or chapter in an edited book (Different chapters written by different authors)	As discussed by Blaxter (1976)…	**General Format:** **Author, A. , & Author, B. (Year of publication). Title of chapter. In F. Editor & G. Editor (Eds.), Title of book (pages of chapter). Location: Publisher.** Blaxter, M. (1976). Social class and health inequalities. In C. Carter & J. Peel (Eds.), *Equalities and inequalities in health* (pp. 120-135). London: Academic Press. *Take note of the list of names of editors for the <u>edited book.</u> The initial comes before the last name. E.g., C. Carter.* *For authors, the initial comes after the last name, as usual. e.g. Blaxter, M.* *Italics is used to highlight the important information. The title of the edited book is italicised, not the book chapter because if the edited book can be found, then the chapter can be easily located.* *The page number of the chapter is provided after the title with p. (single page) or pp. (multiple pages).*
	Electronic Book (eBooks)	DeHuff (2011) mentions that… **OR** DeHuff (2011)	DeHuff, E.W. (2011). *Taytay's tales: Traditional Pueblo Indian tales.* Retrieved from http://digital.library.upe nn.edu/women/dehuff/taytay/taytay.html. *Ensure the link to the eBook is provided. EBooks should be in proper format with pages and not merely a webpage.*

	Book by Organisations or Institutions	Ministry of Health Malaysia (2011) reported that…. **OR** … (Ministry of Health Malaysia, 2011). **(The name of the organisations or institutions is used as the author)**	Ministry of Health Malaysia. (2011). *AIDS prevention manual*. Putrajaya: Pelanduk Publication. Department of Statistics Malaysia, Sarawak (2012). *Monthly statistical bulletin Sarawak: May 2012*. Kuching, Malaysia: Author.
Journal Article	Journal - Article in print version *(Note: the listing of multiple authors is the same as books)*	Whitmeyer (2000) **OR** (Whitmeyer, 2000)	**General format:** **Author, A. (2000). Title of the article. *Journal Name, Volume*(Number), pages of the article.** Whitmeyer, J. M. (2000). Power through appointment. *Social Science Research, 29*(3), 535-555. *Note: For journal articles, Journal Name and Volume are italicised and not the title of the article. As for the journal number, not all journals provide number, in such case, provide volume only.*
	Journal - Article in print and electronic version	Potter (2000) **OR** (Potter, 2000)	Potter, H. (2000). Marketing principles [Electronic version]. *International Economics, 29*, 535-555.
	Journal - Internet-Only Article	(Sopensky, 2002) OR Sopensky (2002)	Sopensky, E. (2002). Ice rink becomes hot business. *Austin Business Journal, 3*(4). Retrieved from http://www.bizjournals.com/austin/stories/2002/10/14/small b1.html
	Article – no Author	It's a growing problem in the U.K. ("Anorexia Nervosa", 1969)… *When no author, cite the title with quotation marks.*	Anorexia nervosa. (1969). *British Medical Journal, 1*, 529-530.

Encyclopedia	Printed	Ho (1993) **OR** (Ho, 1993)	Ho, R. (1993). Singapore. In *The new encyclopedia Britannica* (Vol. 26, pp. 501-508). Chicago: Encyclopedia Britannica.
	Online	Feminism (n.d.) **OR** (Feminism, n.d.) **(*n.d. is used for documents without publication date*)**	Feminism. (n.d.) In *Encyclopedia Britannica online*. Retrieved from http://www.britannica.com/EB checked/topic/724633/feminism.
Dictionary	Printed	Sadie (1980) **OR** (Sadie, 1980)	Sadie, S. (Ed.). (1980). *The new Grove dictionary of music and musicians* (6th ed., Vols. 1-20). London: Macmillan.
	Wiki	**Accuracy of information in Wikis (e.g. Wikipedia) cannot be verified** **Citation from Wiki is discouraged.**	OLPC Peru/Arahuay. (n.d.). Retrieved from the OLPC Wiki: http://wiki.laptop.org/go/OLPC_Peru/Arahuay.
Thesis	Thesis from online Database	(Jones, 1998) **OR** Jones (1998) …	Jones, F. (1998). *The mechanism of Bayer residue flocculation*. PhD Thesis. Curtin University of Technology. Retrieved from Curtin University of Technology Digital Theses.
	Unpublished Thesis	(Santini, 2008) **OR** Santini (2008)…	Santini, S. N. (2008). *Research methods for business: A skill building approach.* Unpublished master's thesis, University of Malaya, Kuala Lumpur, Malaysia. ***Replace "master's" with "doctoral" for PhD thesis.***
Magazine	1 author ***(Note: listing of multiple authors is the same as books)***	Posner (1993) **OR** (Posner, 1993) ***(Do not provide month/date as given in the reference list)***	Posner, M. I. (1993, October 29). Seeing the mind. *Science, 262*, 673-674. ***For magazine, the date of publication is provided. In the case when exact date is not given, provide the year and the month.* If volume is not given (e.g. 262 in the example above) then you can omit it.**

Newspaper	1 author *(Note: listing of multiple authors is the same as books)*	Scultz (2005)	Scultz, S. (2005, December 28). Calls made to strengthen state energy policies. *The Country Today*, pp.1A-2A. *Note: pp. is used for multiple pages and p. is used for single page.*
	No author	*New drug appears* (1993) *(Choose the title of the article as author, maximum the first 5 words)*	New drug appears to sharply cut risk of death from heart failure. (1993, July 15). *The Washington Post*, p. A12.
	Online	Parker-Pope (2008)	Parker-Pope, T. (2008, May 6). Psychiatry handbook linked to drug industry. *The New York Times*. Retrieved from http://www.nytimes.com.
Other Reports	Government report	Malaysia Department of Health (1992)	Malaysia Department of Health. (1992). *The health consequence of smoking*. Kuala Lumpur: Jabatan Percetakan Negara.
	Report from a private organisation	American Psychiatric Association (2000)	American Psychiatric Association. (2000). *Practice guidelines for the treatment of patients with eating disorders* (2nd ed.). Washington, DC: APA.
	Online	Ministry of Education (n.d.)	Ministry of Education. (n.d.). *KBSM curriculum specification.* Retrieved from http://www.moe. edu.my/kbsmcs.html.
	Lecture or publicly delivered paper	Ministry of Education (n.d.)	Ministry of Education. (n.d.). *KBSM curriculum specification.* Retrieved from http://www.moe. edu.my/kbsmcs.html.
World Wide Web (Internet documents / webpages)	Document with author, published date and title	(Dawson, Smith, Deubert, & Grey-Smith, 2002). **OR** Dawson, Smith, Deubert and Grey-Smith (2002) mentioned that…	**General Format:** **Author. (Year). *Title of the webpage.* Retrieved from http://www.website.com/fullpage.html.** Dawson, J., Smith, L., Deubert, K., & Grey-Smith, S. (2002). *Trek 6: Referencing, not plagiarism.* Retrieved from http://www.academicworld.com/ referencing-not-plagiarism.html.

	Document with no author	(*Leafy Seadragons*, 2001) **OR** *Leafy Seadragons* (2001) **(Choose maximum the first 5 words of the title and it should be italicised)**	*Leafy seadragons and weedy seadragons.* (2001). Retrieved from http://www.windspeed.net.au/ jenny/seadragons. **The title should be written in full.**
	Document with no published date	(Royal Institute of British Architects, n.d.) **OR** Royal Institute of British Architects (n.d.)	Royal Institute of British Architects. (n.d.). *Shaping the future: Careers in architecture.* Retrieved March 9, 2009, from http://www.careersinarchitectur e.net/articles/124.html. **(Retrieved date is compulsory when no date of publication is given.)**
Secondary Sources **(Other sources mentioned in the reference)**	Book	… including neuralgia (Carini & Hogan as cited in Thibodeau & Patton, 2002, p. 45) **OR** Carini and Hogan's study (as cited in Thibodeau & Patton, 2002, p. 45)	Thibodeau, G. A., & Patton, K. T. (Eds.). (2002).*The human body in health and disease.* St. Louis, MO: Mosby Publishing. **Record the book that you actually sourced and NOT the reference for the secondary sources.**
	Journal article	Carini and Hogan's study (as cited in Patton, 2002). **OR** "… origins of neuralgia" (Carini & Hogan as cited in Patton, 2002, p. 2154).	Patton, K. T. (2002). Neuralgia and headaches. *Science, 400*, 2153-2155. **Record the journal that you actually sourced.**
Conference Papers	Published in proceedings **(Note: Similar to Chapter in a book)**	Gibson (2005) **OR** (Gibson, 2005)	Gibson, C. C. (2005). Impact of the larger social context on the distance learner. In S. Allsop (Ed.), *International Conference on Distance Education: One world many voices: Quality in open and distance learning* (pp. 279-282). Chicago: Milton Keynes.

	Unpublished conference paper.	Portman (2000) **OR** (Portman, 2000)	**General Format:** **Author, A. (Year, Month). *Title of the paper*. Paper presented at The Conference Name, Location, Country.** Portman, J. (2000, May). *Teaching learners English using video games*. Paper presented at The 3rd International Conference on Computer-Assisted Language Learning, Kuala Lumpur, Malaysia. ***(If the paper is taken from online source, Include the URL/web address after the location. E.g. …. Malaysia. Retrieved from http://www.icall.org/pa per/221.html.)***

From *Publication manual of the American Psychological Association* (6th ed.). (2009). Washington: American Psychological Association.

Task 2

The passage below contains TEN (10) errors in citation. The errors are numbered for you. For each one, provide the corrected form.

Interdependence in Asian Families

Perhaps the most often cited characteristic of Asian parenting is the strong emphasis on interdependence among family members. Typically, researchers contrast Asian and Asian American emphases on interdependence with European and European American emphases on independence. Interdependent construals of the self stress persons in relation to others within harmonious relationships, whereas independent construals stress individualism and persons as separate or unique from others 1 (Markus and Kitayama, 1991). In Asian parenting, the strong emphasis on interdependence has "important implications for what is responded to, emphasised, and sanctioned in the socialisation process and for the character of social relations" 2 (Greenfield, p.4, 1994).

Interdependence orientations depend on the reference group, and within Asian cultures, children are socialised to view the family as the focal reference group for interdependence. The family is so prominent in Asian cultures that some scholars have asserted that "the family is considered the prototype for all relationships," including educational, political, economic, and religious ones 3 (Javillonar, 1979; Ho, 1996; Kim & Choi, 1994). Similarly, 4 Rhee, Uleman, & Lee (1996) have found that delineating kin versus nonkin reference groups is important for contrasting cultures along the related concepts of collectivism and individualism. Collectivistic cultures emphasise interdependent relationships and prioritising of the in-group's goals over personal ones. Individualistic cultures, in contrast, emphasise independence and prioritising personal goals over those of the in-group. Their findings indicated that Koreans were more collectivistic (interdependently oriented) and less individualistic (independently oriented) than were European Americans in relation to their families. In relation to nonkin or general others, Koreans either did not differ from European Americans or were actually less collectivistic and more individualistic. These findings generally were obtained across several established measures of collectivism and individualism, including 5 Triandis's (1991) Self-Behaviours, Attitudes Scales, and Parent's Behaviour Scale (p.48).

Asian parenting beliefs are shaped by a cultural emphasis on interdependence among family members. 6 Chao's (1995; 1998) comparisons of childbearing beliefs among immigrant Chinese and European American mothers provided a contrast between parenting for interdependent versus independent goals. Both groups of mothers stressed the importance of loving the child. However, Chinese mothers emphasised the importance of love for fostering a close, enduring parent-child relationship, whereas European American mothers emphasised the importance of love for fostering the child's self-esteem. Both groups of mothers stressed the same quality, but Chinese mothers were motivated toward relational goals and European American mothers were motivated toward individual goals. Moreover the Chinese mothers' interdependence goals were focused principally on harmonious relationships within the family.

Even with infants and toddlers, Asian and Asian American parents are oriented toward interdependence. For example, Japanese mothers are more likely to engage in social interactions, emphasising physical and verbal interpersonal exchanges with their infants than are European American mothers [7] (Marc Bornstein, Hiroshi Azuma, Catherine Tamis-LeMonda, & Misako Ogino, 1990). In addition, mothers in Japan and Japanese mothers in the United States actually engage in more social than didactic interactions, the latter of which involves encouraging attention toward objects, properties, or events, rather than people [8] (Marc, Bornstein, Tal, Cote, Chao, Azuma, Riau, & Ogina, 2000). In another study of Japanese mothers' verbal interactions with their 2-year-old children, [9] Clancy, 1986, found that these mothers strongly engaged in what she labelled empathy training. Such training was achieved by these mothers through (a) directing their children's attention to fulfilling the wishes of others, (b) expressing their own feelings to their children in the hopes that their children will feel the same, and (c) fostering the ability to anticipate the needs of others by instructing or telling children what others are thinking and feeling. Clancy also points out, in another study by [10] Matsumori's (1981) analysis of interactions with 3- to 6-year-old children, showed that Japanese mothers often used directives that appealed to social norms, particularly those reflecting the intimacy of the mother-child relationship (as cited in Myers, 1987).

Scholars have often noted this emphasis on family interdependence within Asian cultures, but they have rarely examined the sociocultural roots of interdependence for different Asian groups.

(adapted from Bornstein, 2002, pp. 64-65)

Task 3

The following reference list contains errors (some more than one error). Identify the parts which are wrong and correct each error.

Stevie Gerard, Andy Carol, & Lionel Suarez. (2011). *You will never walk alone again*. Blackwell Publishing: Nevada, Texas.

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NOTE: Always remember that the reference list should be listed in alphabetical order. E.g. Starts with Adams, M. (n.d.) … and end with Rowe, G. (2001) …