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## Why no canton for the Swiss Abroad? (SR 1/96)

Giving Swiss Abroad the right to vote in elections and referendums is not aimed at strengthening already existing structures and political lobbies within Switzerland. On the contrary, we would like to build up our own political structure in which our full cultural and political potential is able to blossom – so that in this way we can make a valuable contribution to Switzerland. Such a structure can be achieved only by creating a canton for the Swiss Abroad. Like the other cantons this should have two councillors of state and national councillors commensurate with the number of voters. Only in this way would the Swiss Abroad be able to bring their ideas, connections, influence and standards to

Swiss politics. The present voting procedure through one's municipality of origin or where one has once lived – with which we Swiss Abroad often have little contact – may be understandable as an administrative stopgap, but it should not be maintained for long and should be improved.

**Walter R. Hunziker, France**

I think that in elections and referendums the votes of Swiss Abroad should be counted separately and not integrated into the results of the constituency chosen by the voter. Any Swiss citizen living inside the country has the privilege of knowing the results for his canton, his district, his municipality and, in large towns, even his own neighbourhood. So it would be only fair if Swiss

Abroad were given information about the number of those voting and the results.

**André Panchaud, France**

## Swearing in the Federal Council

*In Swiss Review 1/96 we showed a picture of all the federal councillors being confirmed in their posts. Many readers have asked us why Ruth Dreifuss alone amongst them did not have her hand raised. The explanation is simple. The swearing in can take the form either of an oath or a promise. If you swear, you raise your hand and say "I swear". If you promise, you say "I promise" without raising your hand. Federal councillors may choose between the two forms.*

**The Editors**

## SRI News

# Changes in customer services

Swiss Radio International places great value on contact with its listeners. The desire to remain close to the public is all the stronger because so many SRI listeners live thousands of kilometres away. To build ties and maintain them reliably, SRI keeps in touch through letters, an extensive subscription service for its programme guides and regular listener surveys.

However, methods of communication are changing quickly and profoundly everywhere, as technology changes. These changes are affecting SRI's customer services department and prompting it to adjust.

SRI listeners, anywhere and at any time, will be able to keep up to date easily and reliably on news concerning programmes and reception conditions. Listeners who feel the need to criticise programmes or suggest changes will have direct access for their comments. For its part, SRI will be able to carry out listener surveys efficiently

and on schedule for planning programmes, broadcast times and frequencies.

For SRI to achieve its goals in customer services, certain prerequisites have to

be met by both SRI and its listeners. Hence, the following questions. We thank in advance all those who take part in this enquiry and kindly request that you send the

enclosed questionnaire with your answers to:  
*Swiss Radio International  
Communication & Marketing Services, P.O. Box  
CH-3000 Berne 15.*

Name and address:

Do you subscribe to the SRI programme guide?	<input type="checkbox"/> yes	<input type="checkbox"/> no
Would you like to receive the SRI programme guide?	<input type="checkbox"/> yes	<input type="checkbox"/> no
Are you interested in regular SRI programme information (weekly or monthly)?	<input type="checkbox"/> yes	<input type="checkbox"/> no
In your home, do you have...		
a Fax?	<input type="checkbox"/> yes	<input type="checkbox"/> no
a Computer?	<input type="checkbox"/> yes	<input type="checkbox"/> no
Do you have on-line services such as Internet?	<input type="checkbox"/> yes	<input type="checkbox"/> no

*Which of the following information about SRI programmes, broadcast times and frequencies is important for you today?*

	important	less important	unimportant
Subscription to programme guide twice a year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information by special telephone number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information by computer (e.g. Internet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information by Swiss Review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:			

*Would you take part in electronic surveys (via computer) concerning programmes, broadcast times or reception conditions?*

regularly    occasionally    no    don't know