## 12.

## Just Getting Read Isn't Enough

When Wallaces Farmer began its first readership studies in 1938, we could say that a certain number of readers of the issue had actually read some or most or none of the article on page six or the advertisement on page 21. But presently it dawned on us, as on many others, that this kind of readership figure wasn't enough.

Fortunately, the readership survey can be handled so as to tell us much more. We can find out how readership is affected by age, education and other factors. We can even approach a more vital question: What do our subscribers think of what they read?

A reader may go through an article and still wind up with a poor opinion of the article and of the magazine. High readership may be associated with either favorable or unfavorable response. How can we find out which it is?

We are using on Wallaces Farmer and Wisconsin Agriculturist some simple devices that may give us some clues as to what farm readers think of what they read.

We started out with the most obvious of tests. In repeated surveys, conducted both by ourselves and by the Statistical Laboratory of Iowa State, we have found that farmers want practical information on timely production problems. The perfect tribute to us comes from the farmer who says, "I was just going to write you. But when I got your paper out of the mailbox, I found you had answered the question I had in mind."

So in the reader-interest survey of the January 18, 1958 issue of Wallaces Farmer, we prepared a card that asked these questions:

If you read most of the story, "Wet Corn Makes Top Feed," on page nine how would you rate this article on the points below?

1. Real practical help for me.
2. A few things here I can use.
3. Nothing practical here for me.
4. Article told about something new to me.
5. I'd heard about it before, but not as much.
6. Nothing new in this article.

In this test, we hoped to find out whether the article was of practical help, and also whether some of the information was new. These points, in our minds, weren't the same. A farmer could be reminded of standard information and still get practical help.

Interviewers waited until they got to page nine and listened to the report of the respondent on that page. If he said he had read most of the wet corn article, he was handed the card.

Here is the response:

|  | No. | Percent |
| :---: | :---: | :---: |
| Real practical help for me | 32 | 24.1 |
| A few things in it I can use | 70 | 60.1 |
| Nothing practical here for me | 21 | 15.8 |
|  | $\overline{123}$ | 100.0 |
| Article told about something new to me . | 29 | 23.6 |
| I'd heard about it before, but not as much | 80 | 65.0 |
| Nothing new in this article | 7 | 5.7 |
| No comment | 7 | 5.7 |
|  | 123 | 100.0 |

Since this was the first attempt, we weren't sure what it meant. What is par for the course? Our guess was that the article did pretty well.

To check again, we took the reader-interest survey of Wisconsin Agriculturist (April, 1958). When the interviewer got to page 76 and the respondent indicated he had read most of the article, "Spray Yellow Rocket in Hay Fields," he was given a card which asked him to rate the article. Scores for men follow:

|  | No. | Per cent |
| :---: | :---: | :---: |
| Real practical help for me | 20 | 23.0 |
| A few things in it I can use . | 40 | 46.0 |
| Nothing practical here for me | 18 | 20.7 |
| No comment | 9 | 10.3 |
|  | 87 | 100.0 |
| Article told about something new to me. | 25 | 28.7 |
| I'd heard about it before, but not so much | 41 | 47.1 |
| Nothing new in this article | 5 | 5.8 |
| No comment | 16 | 18.4 |
|  | 87 | 100.0 |

To get a little more light on what to expect from a "practical help" vote on a dirt copy theme, we asked the same questions about three articles in Wallaces Farmer (January 17, 1959). The three scored an average vote on "real practical help" of around 38 per cent among the men who read some or most of the copy. If we measure these enthusiastic readers against the whole sample, they made up 25 per cent of the total.

What kind of men were these enthusiastic readers? There were 77 men out of the sample of 200 who voted "real practical help" on one or more of the three articles. These enthusiastic readers had slightly more education, more income, took more farm papers and had bigger farms than the non-enthusiasts.

We had another problem allied to this one. On it, we used a similar device. We were running two departments about whose merits we were doubtful. For the test, we added a third department whose long-time record was excellent and on which we had no doubts at all.

To the folks - both men and women - who read some or most of the three departments, the interviewers handed out a card which said:

The editors of Wallaces Farmer are wondering whether to drop this department. They'd like your advice. Which of the statements below comes nearest to representing your views:

1. Don't take the department out. I like it very much.
2. I usually read it, but I could get along without it.
3. Take it out if you want to. I won't care.
4. No opinion.

We had interviewer trouble on this one. Some interviewers didn't present the card to all the Read Somes and Read Mosts. But the main disappointment was the general amiability of the comments. Very few wanted to get rid of any of the departments. The following scores list those who said, "Don't take it out."

|  |  | Men |  | Women |
| :---: | :---: | :---: | :---: | :---: |
|  |  | Per cent |  | Per cent |
| Workday Pointers | 103 | 86.5 | 63 | 80.1 |
| (This was the strong depar | nent, | accordi | ot | r tests.) |
| Rural Route Ramblings | 93 | 77.5 | 82 | 78.8 |
| (This was the department we had doubts.) | humo | rous in |  | on which |
| Country Air |  | 80.0 | 82 | 85.4 |

On this test, all three departments earned the right to stay in. However, I'm not satisfied with the answer. Maybe our respondents were too amiable. A less brutal third choice than "Take it out" might have showed us more about farm attitudes.

We had another problem with the department dealing with recipes. Readership scores don't show much about recipe reading. Scores are always high. But surely there are differences between one set of recipes and another. Yet you wouldn't think so from the usual scores.

In the reader-interest survey of Wallaces Farmer (January 17, 1959) (Figure 12.6), we had interviewers find women who said they had read some or most of the recipe column. Then each respondent who had read the department was given a card which said:

Since you read some or most of this Cookery Corner department. I'd like to know a little more about your use of the recipes:

1. Have you tried out any of the recipes on this page?
2. Yes 2. No
3. If Yes, how did the family like the recipe?
4. Liked it
5. Didn't like it
6. No comment
7. Are you planning to use in the future any of the recipes on this page?
8. Yes
9. No
10. Undecided

A similar study was made in Wisconsin Agriculturist (April 4, 1959). Here are the results for both papers:

| Wallaces Farmer | Wisconsin Ag |
| :---: | :---: |
| No. Per cent | No. Per cent |

1. Have you tried out any of the recipes on this page?

2. If Yes, how did the family
like the recipe?

| Liked it . . | . | . | . | 26 | 65.0 | 32 | 55.2 |
| :--- | :--- | :--- | :--- | ---: | ---: | ---: | ---: |
| Didn't like it | . | . | . | 2 | 5.0 | 7 | 12.0 |
| No comment | . | . | . | 12 | 30.0 | 19 | 32.8 |
|  |  |  |  | $\boxed{40}$ | $\underline{100.0}$ |  | 58 |
|  | $\underline{100.0}$ |  |  |  |  |  |  |

3. Are you planning to use in the future any of the recipes on this page?


The main value of the experiment was to establish a base line that would mean more than the standard one: "Every recipe column should get a Read Most score from 60 to 65 per cent." Now we are inclined to say, "If less than 20 per cent of the recipe readers have tried out a recipe in the column, we're slipping."

Another study of women's readership came in Wallaces Farmer (January 16, 1960). We ran an article about selecting, cooking and serving a prime rib roast (Figure 12.5).

The Poll asked: "Have you ever cooked and served a beef roast in the way described?


We found here that our farm women were less familiar with this kind of meat cookery than we had guessed.

We also asked: "If No, did the article make you want to try it some time?"


Apparently a large number were interested in trying out what, for them, was a new method in cooking meat.

The Poll also asked: "Would you like to see more articles of this type in Wallaces Farmer?"


The editors learned that there was a demand for this kind of copy and that for many women, it was a fairly new field. We had not expected as many to be unfamiliar with the subject; neither had we expected so much interest in more articles.

The over-all score (Read Most 56.5 per cent) was good, but it did not convey any of the information secured through the questions above.

Advertisers are even more anxious than editors to find out whether farmers believe what they read. In a reader interest survey of Wisconsin Agriculturist in 1959 one advertiser asked us to find out whether farmers believed the claims in copy about the efficiency of the feed being advertised.

We found 47 men in the sample who had read some or most of the ad copy, and who expressed an opinion on the ad. These men were given a card which restated the claim in the ad. We then asked the respondent to check one of the following:

1. Sounds reasonable to me.
2. Might be possible, but I'm not sure.
3. Don't think you could do it.
4. Undecided.

Of the 47 men who checked an answer to the question, 19 had serious doubts about the claim. The scores follow:

|  | No. | Per cent |
| :---: | :---: | :---: |
| 1. Sounds reasonable to me | 7 | 14.9 |
| 2. Might be possible, but I'm not sure . | 17 | 36.2 |
| 3. Don't think you could do it | 19 | 40.4 |
| 4. Undecided | 4 | 8.5 |
|  | 47 | 100.0 |

This seemed to show that the claim in the ad wasn't getting across. A change in copy was indicated.

Another advertiser wanted to find out whether a testimonial, using the picture and name of a farmer, was believed. This MoorMan's ad appeared in the Wallaces Farmer (September 20, 1958) (Figure 12.2). The card asked whether an average farmer could be as successful in feeding hogs as was the man in the testimonial. There were 42 men who read some or most of this copy. They expressed themselves as follows:

| 1. Yes, seems likely . . . . . . | 22 | Per cent |
| :--- | :--- | :--- | ---: |
| 2. No, he was lucky . . . . . . | 10 | 23.4 |
| 3. I didn't pay much attention |  |  |
| to his experiences . . . . . . | 10 |  |

While the sample is smaller than we like, the testimonial does seem to get a fair vote of confidence. Of the 42 farmers who read this copy, 20 were large hog raisers who had marketed 100 hogs or more in the past
year. Of these 20 prospective buyers of hog feed, 14 accepted the testimonial and only two rejected it. This approval by men who were presumably the better prospective buyers of hog feed gave additional weight to the results.

Another advertisement also ran testimonial copy on a feed ad. Farmers who read the ad were asked, "You've read the report of the experience of John Doe in feeding livestock. Do you think it likely that he could really do this well?"

## The farmer readers of the ad answered:

"Yes, I think he could probably do that well" . . . $43 \%$
"Seems like the ad claims a little too much" . . . 35
"It claims a lot too much" . . . . . . . . . . 8
"No opinion" . . . . . . . . . . . . . . 14
This advertisement had a good readership score. But was the believability score high enough? The advertiser had some doubts. The copy is getting another look.

In the three feed ads discussed above, much the same kind of sales argument was used.

In all three ads, layouts were of almost equal merit. All three had good readership scores. What made the difference in believability?

One of the lower ranking ads ordered the farmer to buy the product and shouted in large type what the benefits would be. The better ad tackled the theme with this head:
"Good results - as reported by Marvin Gesell, Howard County, Iowa."

The copy following gave a detailed report of what happened on the Gesell farm. The conclusion -
reached in the twentieth short line under the head presented a feed cost about the same as that reported in one of the less successful ads.

Questions can throw more light on reader response to articles. Two articles may have the same readership score. Yet one may be enthusiastically received and the other cast aside with the bored remark, "That's old stuff."

Tests like these have the great merit of being fairly easy to handle in connection with a standard readerinterest survey. They answer, easily and inexpensively, one of the major questions every editor asks about readership. (1)

Figure 12.1

Page Score

## Men 72.5\%

## Women 44.0\%

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Figure 12.2

## Page Split A

## GOOD RESULTS

_as reported by Marvin Gesell, Howard County, Iowe

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Page Score
Men 42\%
Women 26\%

## "Did You Believe Gesell?"

These two pages came out almost even in scores, with one marked exception. The sales copy in B, pushed up to the top of the page, did better with men (Read Some 27 per cent to 16 per cent) than the sales copy in A.

Readers of the page were also asked, "Do you think an average farmer could be as successful in feeding hogs as Mr. Gesell was in the case reported here?"

Over half ( 52.3 per cent) answered, "Yes, seems likely." Other experiments on the believability of testimonials indicate that a 50 per cent approval is an unusually strong vote of confidence.

Figure 12.3

## Page Split B

Page Score
Men 48\%

## Women 24\%



Women showed less interest in the ad, more skepticism about the testimonial. Only one-third of the women readers of the ad said, "Yes, seems likely."

The A reader may note that this cutout did about as well as the square photograph. This is contrary to the result in Figures 4.10, 4.11. In that case, the square photograph out pulled the cutout. One explanation may be that in 12.3, no damage was done to the hogs; in 4.11 the cows were badly chopped up. The mutilated cut in 4.11 destroyed the appeal of one part of the photograph; in 12.3, the hogs were allowed to make their usual appeal.

Figure 12.4

Copy Score

Read Some

Men 65.5\%

## Women 33.5\%

## "Will These

## Methods Work?"

Men who read this article on dairying were asked if they thought "the methods reported would work on my farm."

Of the men readers of the article, 43.7 per cent said "Yes." And another 22.2 per cent checked, "These methods might work on my farm." Only 6.3 per cent said, "They wouldn't work on my farm."

Wisconsin Agriculturist, October 3, 1959


High Production is the rule in this herd owrned by John and
 practick have helpud is bring reesta peesuction.

## Good Management Means More Milk

Feeding and milking practices have big influence on dairy production

Finemincs and miking practices It influmick mote milik rectide than any other mankikement fix: tor.
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"Productian rectids ane now being broken becakise of bettior teedis and better mansigetment: points out E. E. Haser, University of Wreconsin dairy sweckallst. "trs pest itmades hioh prever: if wesent considerxd as important wand cout: fost werant producing at the highwal thte oxseible.

## Regularity Is Important

 to Good ManagementSome datymen like Oliver Frovel. Paidee comity: swisidee rekularity one of the most hinpor tant mannamment points
"Choren come first on my turn," he saya Ohese ywu yet a system. swidm cham, sows. so I lke to be as remular with milking as possilhe."
The Propst herd was one of 43 Wilumasin Ululstnin herds anaiysted by fesearchets ts pin soum the decoee to which milk and fat production we influanceed by "ensimommentsl factors:
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## Takes 40 Average Cows

 to Equal 7 High OnesDaity experts point out that it wouta tiker to average ut \$. sows to qutal tha million pound lite. time mark of the sewen bartsett Mnistein:
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This points up the palte of knopins coty: ki the herd an many yhat: as wablble
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Figure 12.5

## Department

Score

Women 88.5\%

## They Tried

## Out Recipes

This department "Cookery Corner" always has a high score. But what does the score mean?

One way to find out is to ask, "Have you tried out any of the recipes on this page?" The women were interviewed from 10 days to two weeks after they received the paper. Of the women readers of the department, 24.3 per cent answered "Yes."

And 62 per cent said they planned to use one or more of the recipes in the future.

[^0]

Figure 12.6

Page Score

# Men 11.5\% 

## Women 85.0\%

## "Do You Want To Try This?"

Women readers on this page were told about selecting and cooking a prime rib roast. Then they were asked, "Have you ever cooked and served a beef roast in the way described?"

Less than half ( 41.5 per cent) said, "Yes."
We also asked, "If No, did the article make you want to try it some time?" Of this group, 80.6 per cent said they'd like to try it. And of the whole number of readers of the article, 95.7 per cent said they'd like to see more articles like it in the paper.

Farm women were less familiar with this kind of cookery than we had guessed. They were also more eager than we had expected for more copy of this kind.

From this series of ads and from similar studies, is it possible to draw any conclusions that will help copy writers to anticipate trouble in this field? Plainly more data is needed, but the following suggestions may be helpful:

1. The best ad didn't claim too much and didn't shout too loud. An almost diffident approach, coupled with a conservative claim, seemed to help believability.
2. Testimonial copy apparently can be either good or bad. It is bad if it sounds like the farmer quoted was bragging. A farmer talking across the fence to his neighbor doesn't brag too openly. He is more apt to say, "I was lucky this year. Got a bigger crop than usual."
3. Easy reading of copy is important. In terms of a Flesch "reading ease" score, the copy lead in the top ranking ad had 13 words to the sentence and 132 syllables per 100 words. The copy lead in one of the other ads had an average sentence length of 20 words and a syllable count of 156 per 100 words.
4. If the advertiser's experiments show that he can, most of the time, cut feed costs 50 per cent under those shown by the average farm, this is good news for the product. Yet it may not pay to make so strong a claim - even if well documented - in the ad. Farmers discount big claims.
5. Copy that issues orders: "Buy this, etc.," is not likely to do as well as a more indirect approach that says, in effect, "John Doe is doing pretty good with this feed. Maybe you'll have the same experience."

[^0]:    Wallaces Farmer, January 17, 1959

