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ADVERTISING PROGRAMS FOR PRODUCTS WITH SELECTED DISTRIBUTION

AN ANALYTICAL STUDY OF THE PLACE OF GENERAL ADVERTISING, DEALER COOPERATIVE ADVERTISING, AND DEALER HELPS IN PROMOTIONAL PROGRAMS

BY
JAMES DACON SCOTT



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AN ANALYTICAL STUDY OF THE PLACE OF GENERAL ADVERTISING, DEALER COOPERATIVE ADVERTISING, AND DEALER HELPS IN PROMOTIONAL PROGRAMS

By
JAMES DACON SCOTT

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School of Business Economics
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FOREWORD

In this study Dr. Scott has sought through analysis of advertising case histories to find answers to important advertising and promotional issues met by manufacturers who distribute their products through selected retail distributors. The advertising and promotional programs of such manufacturers are subject to wide variation. Apart from differences in advertising copy techniques, which are to be expected, there are variations involving an important question of advertising and promotional strategy; namely, the question of how most effectively to distribute expenditures among the forms of general advertising placed over the manufacturer's name, dealer cooperative advertising, and point of purchase advertising. Case histories gathered over a long period have shown that some manufacturers devote a preponderant part of their expenditures to general advertising, with little given to dealer cooperative advertising or to point of purchase efforts. Others reverse the procedure and direct most of their appropriations to advertising through retailers. Between these extremes are endless variations in the patterns of expenditures.

Immediately the question arises as to whether there are sound reasons for these widely varying patterns of advertising practice. And if there are sound reasons, what considerations make it wise to follow one pattern in one case and another pattern in another case? Can an analytical approach be set up which will give some assurance of a manufacturer's laying down a wise pattern of expenditures among the various forms of advertising for his particular set of circumstances? Dr. Scott sought to find answers to these questions.

The study is believed to be significant both to practitioners and to students of advertising and marketing. Hope for improvement in business management and for elimination of waste in marketing rests in studies such as this one, which seeks answers to important business problems through the inductive method. As is true with many advertising and marketing problems, answers to the issues are difficult to determine because the variables involved are many, and data are hard to obtain and to appraise, for the methods of measuring business effectiveness are inexact and crude. Accordingly, a beginning study such as this will not give the clear-cut answers that one might wish; nevertheless it is desirable to present the study in considerable detail, not only that the findings, which have significance both to advertising practitioners and to students of marketing, may be appraised, but also that students and research workers may later build upon the extensive efforts described herein.

Aside from an extensive questionnaire study carried on by Dr. Scott, he made use of numerous business cases in the files of the Harvard Business School. A considerable number of these cases were collected by Dr. Scott himself while he was assisting in the extensive research of *The Economic Effects of Advertising*,

carried on under a generous grant from Mrs. Alfred W. Erickson. We are grateful to Mrs. Erickson for this further aid to advertising study from her gift.

This bulletin is an abridgment of Dr. Scott's doctoral thesis, which is on file in the Baker Library of the Harvard Business School. The thesis contains a full statement of the advertising cases, of Dr. Scott's commentaries, and numerous statistical appendices which for the sake of economy have been omitted in this abridgment. Those interested in a more extended study of the subject presented may turn to the original volume in Baker Library.

NEIL H. BORDEN
Professor of Advertising

Boston, Massachusetts September, 1942

PREFACE

In the preparation of this study I have been assisted by the cooperation, suggestions, and advice of many people. In particular, I am especially indebted to the many business executives who provided the information upon which this study is based. To these executives, who must remain anonymous, I express my sincere thanks for their splendid cooperation.

I have benefitted from the helpful suggestions and advice of Professor Melvin T. Copeland, Professor Edmund P. Learned, and Mrs. Mabel Taylor Gragg, of the Harvard Graduate School of Business Administration.

My greatest debt, however, is to Professor Neil H. Borden, of the same institution, who has contributed kindly encouragement, penetrating criticism, and helpful suggestions at each stage of the development of this study.

JAMES DACON SCOTT

BALTIMORE, MARYLAND September, 1942

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APPENDIX

RESULTS OF EXPERIMENTAL ANALYSES OF ADVERTISING PROGRAMS

PERCENTAGE ALLOCATION OF ADVERTISING APPROPRIATIONS CLASSIFIED BY PRODUCT GROUPS

The first step in the analysis of the statistical data secured was an attempt to discover whether there was any typical division of advertising expenditures by kinds of advertising for a given product.

In order to get "typical" figures, the ratios spent on a given type of advertising were ranked according to size. The interquartile average was then computed. In general, the individual percentages allocated to different kinds of advertising in the promotion of different brands of the same product varied widely from the computed averages. Hence, these averages could not be accepted as representing the typical practice in the division of funds among different kinds of advertising.

The averages resulting from these computations are presented on the following pages.

Exhibit A. Advertising Expenditures for Manufacturers of Women's Shoes 1

Classified by Kinds of Advertising

Note: The percentages in each column are arranged in order of size, and hence the figures in each horizontal row are not figures for the same firm.

| | Percentage of Advertising Appropriation Allocated to | | | | | | | | | |
|-------------------------------|--|---|---------------------------------------|---|----------|---|--|--|--|--|
| Type of Average | General Advertising | Advertising over Retailer's Name | Dealer Sales Helps ² | Advertising to Trade ² | Ot he r | Advertising over Retailer's Name Plus Dealer Sales Helps | | | | |
| | 30% | 9% | 5% | 0% | 0% | 34% | | | | |
| | 30 | 20 | 15 | 1 | 0 | 35 | | | | |
| 1 | 33 | 20 22 30 33 33 | 15 15 19 20 25 33 | 2 | 0 | 41 | | | | |
| | 33 48 | 22 | 19 | 3 5 7 | 1 1 | 45 | | | | |
| | 49 50 | 30 | 20 | 5 | 4 | 45 | | | | |
| i | 50 | 33 | 25 | | 10 | 53 | | | | |
| Ţ | 55 | 33 | 33 | 10 | 16 27 | 66 | | | | |
| ` | 60 | 40 | 1 | | 41 | | | | | |
| Arithmetic Average | 44.4% | 25.9% | 18.9% | 4.0% | 7.3% | 45.6% | | | | |
| Inter- quartile Average | 45.0% | 26.3% | 18.0% | 3.3% | 3.7% | 43.7% | | | | |

¹ Five of the companies reported for the year 1937 and three for 1938.

One firm reported that 30% of its advertising expenditure was for Dealer Sales Helps and Advertising to Trade. Since exact figures were lacking, the averages were calculated from data reported by seven firms.

Exhibit B. Advertising Expenditures Classified by Product and by Kind of Advertising

Note: The percentages for each group in each column are arranged in order of size, and hence the figures in each horizontal row are not figures for the same firm.

| | | Percentage | of Advertising | ng Appropi | istion Alloca | ted to |
|--|-----------------------------|------------------------|---|--------------------------|----------------------------|---------------|
| Product | Type of Average | General Advertising | Advertising over Retailer's Name | Desier Sales Helps | Advertising to Trade | Ot he |
| Men's Shoes 1 | | 10% | 0% | 10% | 0% | 7% |
| | | 18 | 9 | 36 | 1 | 7 |
| | | 20 25 | 15 | 37 43 | 2 | 7 9 |
| | | 34 | 20 35 | 44 | 10 16 | 12 |
| | | 38 | 60 | 75 • | | |
| | Arithmetic Interquartile | 24.2% 24.3 | 23.2% 19.8 | 34.0% 40.0 | 5.8% 4.3 | 8.4% 7.7 |
| Men's, Women's, | | 0% | 0% | 20% | 3% | 7% |
| and Children's Shoes | | 40 | · 1 30 | 20 47 | 38 40 | 10 40 |
| | Arithmetic | 14.7% | 10.3% | 29.0% | 27.0% | 19.0% |
| Men's Clothing | | 0% | 3% | 10% | 0% | 0% |
| | | 0 | 30 | 10 | 0 | 0 |
| | | ő | 5 0 5 5 | 12 15 | 0 3, | 0 |
| | | 2 | 68 | 18 | \$ | 5 |
| | | 7 | 75 | 30 | 8 | 10 |
| | | 30 43 | 90 / | 50 / | 10 40 | 10 10 |
| | Arithmetic Interquartile | 10.3% 2.3 | 53.0% 57.7 | 20.7% 15.0 | 8.3% 4.0 | 4.4% 3.8 |
| Ladies' Full- Fashioned Silk | | 0% | 0% | 10 % | 0% | 0% |
| Hosiery2 | | 0 4.5 | 10 38 | 28 | 0 | 10 |
| ,- | | 14 | 40 | 33 40 | 2 7 | 11 12 |
| | | 30 | 44.5 | 40 | . 8 | 18 |
| | | 30 | 90 | 45 | 10 | 25 |
| | Arithmetic Interquartile | 13.1% 12.1% | 37.1% 33.1 | 32.7% 35.3 | 4.5% 4.3 | 12.7% 12.8 |
| Mechanical Refrigerators ³ | | 20% | 20% | 9% | 2% | 0% |
| weili Rei Eroi ? | | 25 3 3 | 21 26 | 11 | 3 | 2 |
| | | 44 | 39 | 12 21 | 3 10 | 5 14 |
| | | 5 1 | 59 | 40 | 12 | 18 |
| | Arithmetic Interquartile | 34.6% 34.0 | 33.0% | 18.6% | 6.0% | 7.8% |
| Corsets ⁴ | | 0% | 28.7 | 0% | 5.3 | 7.0 |
| | | 15 | 25 | 10 | 0 0 | ŏ~ |
| | | 40 45 | 40 | 10 | 5 | 0 |
| | | 60 | 50 50 | 15 30 | 10 | 5 |
| | Arithmetic Interquertile | 32.0% | 37.0% | 13.0% | 40 11.0% | 30 7.0% |
| Gas Ranges 4 | | 33.3 | 38.3 | 11.7 | 5.0 | 1.7 |
| | | 0 | 5 | 20% 27 | 2% 25 | 8% 8 |
| | | 5 | 8 | 32 | 29 | 10 |
| | | 15 16 | 1 1 70 | 37 65 | 34 | 13 15 |
| | Arithmetic Interquartile | 7.2% 6.7 | 18.8% 8.0 | 36.2% 32.0 | 45 27.0% | 10.8% |
| Electric Washers5 | | | | 34.0 | 29.3 | 10.3 |
| お布を打たする。 | | 0% | 0% | 1 5% | 0% | 5% |
| | | _0 | 15 | 21 | 3 3 | 5 |
| Į | | E C | | | | _ |
| | | 5 0 65 | 4 6 75 | 27 37 | 5 5 | 9 17 |

Exhibit B. Advertising Expenditures Classified by Product and by Kind of Advertising (Continued)

| | İ | Percentag | e of Advertisi | п g А рргорг | istion Allocate | n Allocated to | | |
|--|--|-----------------------------|---|---------------------------|----------------------------|--------------------------|--|--|
| Product | Type of Average | General Advertising | Advertising over Retailer's Name | Dealer Sades Helps | Advertising to Trade | Other | | |
| Paints and Varnishes | | 0% 0 0 26 54 | 0% 5 5 30 | 15% 48 55 100 | 0% 1 3 20 | 0% 19 20 | | |
| _ | Arithmetic | 16.0% | 10.0% | 54.5% | 6.0% | 13.0% | | |
| Passenger Automobiles | | 30% 47 90 | 0% 23 60 | 4% 5 10 | 0% 2 3 | 3% 5 18 | | |
| | Arithmetic | 55.7% | 27.7% | 6.3% | 1.7% | 8.7% | | |
| Pianos ⁴ | Arithmetic | 5% 40 70 38.3% | 0% 0 0 0% | 15% 30 45 30.0% | 12% 30 50 30.7% | 0% 0 3 1.0% | | |
| Radios ⁴ | Arithmetic | 10% 32 67 36, 3% | 33% 48 60 47.0% | 5% 17 11.0% | 0.5% | 2.5% 5.0 | | |
| Men's Hats | | 55% 56 80 | 0% 0 40 | 3% 15 22 | 0% 5 8 | 0% 0 4 | | |
| | Arithmetic | 67.0% | 13.3% | 14.0% | 4.3% | 1.3% | | |
| Biectric Ranges 6 | | 0% 34 | 5% 23 | 35 % 60 | 7% 25 | 0% 7 | | |
| Tires and Tubes | | 2.5% 32 | 3 2% 35 | 32% 37 | 4% 14.5 | 0% 11 | | |
| Miscellaneous: | | | | | | | | |
| Ice Refrigerators Cosi Stokers Space Heaters Electric Cleaners Men's Sportwear | | 30% 80 46 79 35 | 0% 0 23 0 35 | 10% 5 16 6 18 | 10% 10 7 1 5 | 50% 5 7 13 7 | | |
| Hosiery: Mon's women's, children's | | 12 | 69 | 17 | o | 2 | | |

Includes dealer sales helps and other advertising. This figure has been excluded in calculating the arithmetic average.

One firm reported that more than 50% of the advertising expenditure was for advertising over the retailer's name and that less than 50% was for dealer sales helps. Since exact figures were lacking, the averages were calculated from data reported by seven firms.

One firm reported that cooperative newspaper advertising and dealer sales helps were used but did not provide exact percentage figures.

¹ Three companies reported data for 1937 and three for 1938.

and company reported data for 1937 and five companies reported data for 1938.

³ Data for 1938. In the case of one firm, the percentages are estimates based on more detailed information reported for 1937.

⁴Data for 1938.

Two companies reported data for 1937, one for 1938, and one for 1939.

One company reported data for 1937, and one for 1938.

CLASSIFICATION OF ADVERTISING PROGRAMS ACCORDING TO THE PROPORTIONS OF THE ADVERTISING APPROPRIATION DEVOTED TO MAJOR KINDS OF ADVERTISING

In order to develop a method of classifying advertising programs, questionnaires were grouped according to the relative proportion of the advertising appropriation devoted to the major kinds of advertising, disclosed by answering the following questions: (1) Was a larger proportion of the ap-

propriation devoted to general advertising or to advertising and promotion through dealers? (2) Was a larger proportion of the appropriation devoted to space advertising or to dealer sales helps?

The results of this classification are presented on the following pages.

Exhibit C. Classification of Advertising Programs into Broad Types for 30 Companies Representing 9 Different Product Groups

| | | | | owing Designated lies in Product Cl | | | |
|------------------------|---------------------------|---|--|---|---|--|--|
| | Number of Companies | First Me Classifi | | Second Method of Classification | | | |
| Product | | Provision for General Adver- tising Greater than for Adver- tising through Retailers | Provision for Advertising through Retailers Greater than for General Advertising | Provision for Space Advertising Greater than for Dealer Sales Helps | Provision for Dealer Sales Helps Greater than for Space Advertising | | |
| Gas Ranges Electric | 5 | None | 5/5 | 1/5 | 4/5 | | |
| Washers | 4 | 2/4 | 2/4 | ^ 4/4 | None | | |
| Paint Passenger | 5 | 1/5 | 4/5 | 1/4• | 3/4• | | |
| Automobiles | 3 | 2/3 | 1/3 | 3/3 | None | | |
| Pianos | 3 3 3 | 2/3 | 1/3 | 2/3 | 1/3 | | |
| Radios | | 1/3 | 2/3 | 3/3 | None | | |
| Men's Hats Electric | 3 | 3/3 | None | 3/3 | None | | |
| Ranges | 2 | None | 2/2 | 1/2 | 1/2 | | |
| Tires and Tubes | 2 | None | 2/2 | 1/20 | ' '' | | |

One firm did not report data.

For one company equal amounts were allocated for space advertising and dealer sales helps.

Exhibit D. Classification of Advertising Programs According to Relative Emphasis Given to Major Kinds of Advertising

| | | | | Percentag | | rtising / | ppropriet | ion ¹ |
|---------------------------------|--------------------------------------|-----------------|----------|--|-------------|--------------------------|------------------------------|---|
| Product | Kind of Advertising Emphasized | Company Code | General | Advertisi Retmiler Desler Co- operative | 's Name | Desler Sales Helps | Adver- tising to Trade | Advertising over Retail er's Name plus Deale Sales Help |
| Women's Shows | General Advertising | 12 | 60% | 20% | 0% | 20%* | 20%• | 20%-40%* |
| 3000 | | Roycroft | 50 49 | 20 | 0 | 15 | 5 | 35 |
| | 1 | Holburn | 55 | , , | 40 | 25 5 | 1 0 | 34 45 |
| | · I | 103 | 48 | 30 | 70. | 15 | 7 | 45 |
| | Advertising and | 104 | 30% | 33% | 0% | 33% | 35 | 66% |
| | Promotion through | 39 | 33 | 33 | 0.7 | 20 | 10 | 53 |
| | Retailers | 106 | 30 | 22 | ŏ | 19 | 2 | 41 |
| Men's Shoes | General Advertising | None | | <u> </u> | | | | |
| | Advertising and | 102 | 10% | • | 5% | | | |
| | Promotion through | 20 | 20 | _ | 0 | 43% 10 | 0% 1 | 78% 70 |
| | Retailers | 101 | 25 | | ö | 754 | -: | 70 75∤ |
| | | 40 | 18 | . 1 | | 44 | 16 | 59 |
| | | Burwind | 34 | 20 | | 37 | 2 | 57 |
| | | 13 | 38 | ! | 9 | 36 | 10 | 45 |
| Men's, Women's, and | General Advertising | None | | | | | | |
| Children's | Advertising and | 105 | 4% | 1% 0 | | 47% | 38% | 48% |
| Shoes | Promotion through | 15 | 0 | | | 20 | 40 | 20 |
| | Retailers | 38 | 40 | | · | 20 | 3 | 50 |
| Men's Clothing | General Advertising | None | | - | | 1 | | |
| C.O. III | Advertising and | Burkhard | 0% | 100%# | 0% | # | | 100% |
| | Promotion through | 55 | 0 | 0 | 90 | 10% | 0% | 100 |
| | Retailers | 30 58 | 0 | 75 50 | 0 | 12 | 3 | 87 |
| | | 11 | 0 7 | 68 | 0 | 30 10 | 10 | 80 78 |
| | | 44 | 2 | 3 | ŏ | 50 | 40 | 53 |
| | | 22 | 30 | 55 | ŏ | 15 | ő | 70 |
| | | Chadborn | 43 | 30 | o (| 18 | 8 | 48 |
| Ladies' Full- Fashioned Silk | General Advertising | None | | | | | | |
| Hosiery | Advertising and | 43 | 0% | 90% | 0% | 10% | 0% | 100% |
| | Promotion through | 24 Reber | 0 4.5 | 40 37 | 0 7.5 | 40 33 | 7 | 80 77.5 |
| } | Retailers | 27 | 14 | 38 | ,·.3 | 28 | á l | 66 |
| | | 28 | 30 | 10 | ١٥ | 40 | 10 | 50 |
| | | 9 | 30 | ō | ō | 45 | 0 | 45 |
| dechanical | General Advertising | 5 | 51% | 219 | | 11% | 3% | 32% |
| Refriger- | Advertising and | Durbin | 20% | 5 9 | 1 | 9% | 12% | 68% |
| ators | Promotion through. | 29 | 25 | 20 | | 40 | 10 | 60 |
| (1938) | Retailers | 4 | 33 | 26 | I . | 21 | 2 | 47 |
| | ļ | 112 | 44 | 39 | | 12 | 3 | 51 |
| Corsets | General Advertising | 25 | 60% | 401 | , | 0% | 0% | 40% |
| | • | 19 | 45 | 25 | | 15 | 10 | 40 |
| | Advertising and | 47 | 0% | 501 | | 10% | 40% | 60% |
| | Promotion through | 32 | 15 | 20 | | 30 | 5 | 50 |
| ł | Retailers | 46 | 40 | 50 | J | 10 | 0] | 60 |

^{*}Includes dealer sales helps and advertising to trade.

Includes dealer sales helps and other advertising not specified.

Expense for dealer sales helps included with Dealer Cooperative Advertising.

Durbin figures for 1938 were estimates based on information provided by company executives and the actual division of expenditures for 1937.

¹ Provision was made by some companies for other advertising not specified in this table.

Exhibit E. Comparison of Percentages of Advertising Appropriation Devoted to Space Advertising and Dealer Sales Helps

Grouped According to Importance of Space Advertising

| · | | Percentage of Advertising Appropriation Allocated to | | | | | |
|---|--|--|---|---|--|--|--|
| Product | Company Code | Space Advertising | Dealer Sales Helps | Space Advertising Minus Desier Sales Helps | | | |
| Women's Shoes | Holburn 12 103 31 39 104 106 Roycroft | 95% 80 78 70 66 66 52 58 | 5% 20° 15 15 20 33 19 34 | 90% 60 - 80 63 55 46 33 33 24 | | | |
| Men's Shoes | 20 Burwind 13 102 40 101 | 80% 54 47 45 33 25 | 10% 37 36 43 44 75,4 | 70% 17 11 2 -11 -50/ | | | |
| Men's, Women's, and Children's Shoes | 38 15 105 | 70% 0 5 | 20% 20 47 | 50% -20 -42 | | | |
| Men's Clothing | 55 22 30 11 Chadborn 58 Burkhardt | 90% 85 75 75 73 50 More than 50# 5 | 10% 15 12 10 18 30 Less than 50# 50 | 80% 70 63 65 55 20 | | | |
| Ladies' Full-Fashioned Silk Hosiery | 43 27 Reber 28 24 9 | 90% 52 49 50 40 30 | 10% 28 33 40 40 45 | 80% 24 16 10 0 -15 | | | |
| Mechanical Refrigerators | 112 Durbin 5 4 29 | 83% 79 72 59 45 | 12% 9 11 21 40 | 71% 70 61 38 5 | | | |
| Corsets | 25 46 19 47 32 | 100% 90 70 50 35 | 0% 10 15 10 30 | 100% 80 55 40 5 | | | |

e Includes both dealer sales helps and advertising to the trade.

Company No. 101 included other advertising expense with the amount reported for dealer sales helps.

Expenditures were concentrated primarily on dealer cooperative advertising; dealer sales helps held a secondary position. The exact division was not indicated.

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