

## 7.9 The use of scales in Psyche 1982

### SUMMARY

When Admedia decided a year and a half ago to do a second psychographics survey in the Netherlands, we were given the opportunity to have this carried out as a part of the fieldwork for the NOP 1982 (the Dutch national readership survey). Thus we were able to add psychographics to our national readership survey on a single source basis. The procedure was as follows: respondents were first questioned in a one-hour face-to-face interview for the NOP and afterwards asked to fill in a self-completion questionnaire on behalf of Psyche 1982 (except for respondents 65 years of age or older).

Our major concern then became how to analyse and present the psychographic data in such a way that it would be easy and comprehensible to use. To guarantee effective daily use of the data required the computer tape to be so ordered that secondary analysis on the psychographics should be as easy to do as in the case of socio-demographic or media data. Previous experience on Psyche 1978 had taught us that general typologies often 'just missed the point' for individual clients or specific problems.

We therefore decided to carry out scale analyses of the original Psyche 1982 data (400 items) in order to reduce the data into a workable set of significant psychographic measures or dimensions. The research agency in question (Veldkamp Marktonderzoek BV) had had useful experience in the application of the so called Mokken Scale Analyses (1), an adjusted version of the Guttman scalogram method. This method ensures a clear interpretation of the resulting scales, because it tests the items carefully on one-dimensionality.

We ended up with 79 significant scales which, after internal inspection, were each divided into 3 labelled categories. On the computer tape each respondent was given his or her individual scale value on each of the 79 new constructs (the original item scores were, of course, kept available). In our publication we presented the scales cross tabulated with socio-demographics, readership scores and some relevant data on product use.

In the daily practice of media planning relevant selections of the 79 scales are now being used for the purpose of describing specific or desired target audiences. On the other hand we are able to use one or more scales in order to define the target audiences for particular products or brands.

We have the strong feeling that by taking these steps we have succeeded in delivering a useful set of psychographic measures to the Dutch advertising industry — measures which for media analysts are as easy to handle as the well-known socio-demographic criteria they are accustomed to work with (and which it is acknowledged often have shortcomings) and which the end users of the data can understand clearly.

This paper outlines the contents of Psyche 1982, the resulting scales and some examples of applications.

We must acknowledge the contribution of Dr. Alfred E. Bronner (Veldkamp Marktonderzoek BV) in developing a new way to handle the (15%) non-response we faced on the project. They gave the procedure the charming name of *Venus* (abbreviation of the Dutch: Veldkamp's Non response en Uitval Simulatieprocedure) and analyses show that this simulation procedure is a very acceptable solution for the non-response problem, which survey designs like these involve.

### BACKGROUND

The background for Psyche 1982 was of course Psyche 1978 (2), our first psychographics survey, carried out as an ad hoc survey (separately from the NOP) in the spring of 1978. It included a face-to-face interview, as well as a self-completion questionnaire. The survey was really extensive and was designed to be fused (3) into the data base of NOP 77 (and afterwards also into NOP 79). Psychographics were in a way new for Holland, so the market as well as the publishers themselves had to get used to working with them.

With Psyche 1978 we decided to publish a series of six general Typologies/Market Segmentations, and our people did a tremendous job by getting it all right on time and on paper for presentation to the market. The market was very enthusiastic, but questions were raised about the reliability of the fusion procedure. It was not easy in all cases to overcome some feelings of doubt in this respect, because fusing of data is of course second best to single source collection. And he who has no belief is hard to convert, although the fusion had cost us quite a lot of money. We therefore decided for Psyche 1982 on a *single source approach*, within the fieldwork for NOP 1982.

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Another starting point with Psyche 1982 was the decision *not* to issue a publication (and a computer data base) in which a number of general typologies would feature. In our experience, general market segmentations which have not been devised in collaboration with marketing people, often just miss the appeal to individual clients that is necessary for a satisfactory application.

Instead we thought it might be more useful to analyse the material thoroughly in order to find as many as possible meaningful scales as the material would appear to contain, for we always could do segmentations or typologies afterwards for specific clients or agencies on an ad hoc basis.

In so doing we planned to end up with a data base which allowed for quick ad hoc secondary analysis, using meaningful psychographic measures, at the same time making visible the major tools to be delivered by Psyche 1982.

## PREPARATIONS

The consequence of the single source approach was plainly that we had less space for questioning, so a very careful selection of items had to be made. We started with screening the Psyche 1978 questionnaires where possible, by dropping those items which obviously could be of only secondary importance to the advertising industry.

Some new features were added, such as: consumer decision styles in shopping, fashion, price consciousness and purchase orientation; activities and interest; self concepts; appreciation of TV programme categories; and preferences for political parties.

## PILOT STUDY (4)

A pilot study was carried out ( $n = 330$ ) in order to test the statements for continuity and scalability (through factor and Mokken scale analyses and partly also split samples) and to check whether the list might cause problems in terms of completion by respondents. For the group of youngsters (13-17 years) who particularly would be questioned for Psyche for the first time the latter aspect was relevant.

What emerged was that: no problems occurred amongst youngsters (13-17 years); no problems occurred amongst male respondents (who this time, had to complete the full questionnaire, also typical female-looking items); the average completion time amounted to 50 minutes; 75% completed the questionnaire at one go (approximately a quarter used breaks); 75% rated completion of the list as amusing/interesting; only 3% qualified the job as boring.

## Changes in content

Based on the above mentioned analyses 157 attitude statements (out of 214) were accepted unchanged, 16 were slightly adjusted and 39 new items were added.

## THE FINAL QUESTIONNAIRE

The final questionnaire eventually consisted of:

- 212 Attitude statements
  - 70 Activities
  - 68 Interest items
  - 34 Self concept items
  - 15 TV programme categories

The attitude statements were scored on a five-point Likert scale:

|                |       |                            |          |                   |
|----------------|-------|----------------------------|----------|-------------------|
| strongly agree | agree | neither agree nor disagree | disagree | strongly disagree |
|----------------|-------|----------------------------|----------|-------------------|

The attitude statements covered the following subjects:

|                                | <i>no. of statements</i> |
|--------------------------------|--------------------------|
| cooking                        | 20                       |
| household                      | 11                       |
| fashion                        | 27                       |
| domestic decoration            | 9                        |
| purchasing of products         | 20                       |
| shopping                       | 5                        |
| advertising                    | 7                        |
| saving                         | 13                       |
| working/leisure time           | 16                       |
| the role of the female         | 14                       |
| environment                    | 10                       |
| moral liberality               | 6                        |
| economical prospects           | 5                        |
| religion/faith                 | 4                        |
| contacts                       | 11                       |
| social relations               | 5                        |
| views upon life                | 10                       |
| problems                       | 10                       |
| interest in romantic stories   | 7                        |
| willingness to move house      | 2                        |
| <b>total no. of statements</b> | <b>212</b>               |

The activities (70) were scored on a six-point frequency scale:

|                      |             |                  |              |                        |       |
|----------------------|-------------|------------------|--------------|------------------------|-------|
| several times a week | once a week | once a fortnight | once a month | less than once a month | never |
|----------------------|-------------|------------------|--------------|------------------------|-------|

The activity items mainly concern sports, hobbies and such other leisure-time activities as for example dining in restaurants or shopping (whether for specific purchases or for pleasure).

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The interests items (68) were scored on a four-point intensity scale:

|                 |                   |                   |                       |
|-----------------|-------------------|-------------------|-----------------------|
| very interested | fairly interested | not so interested | not at all interested |
|-----------------|-------------------|-------------------|-----------------------|

These items cover a variety of subjects, from antiques up to all ordinary types of music.

The self concept items (34), based on contrasted statements were scored on a five-point Osgood scale:

|                         |                    |                          |                    |                         |
|-------------------------|--------------------|--------------------------|--------------------|-------------------------|
| applies much more to me | applies more to me | both apply to me equally | applies more to me | applies much more to me |
|-------------------------|--------------------|--------------------------|--------------------|-------------------------|

and cover a fair number of personal character qualities.

The TV programme categories (15) were scored on a four-point appreciation scale:

|                             |                               |                                |             |
|-----------------------------|-------------------------------|--------------------------------|-------------|
| I really like to watch that | I find that quite interesting | I think that's nothing special | I hate that |
|-----------------------------|-------------------------------|--------------------------------|-------------|

A classification of the most recent TV programmes available was used, in which the programmes (for example) were mentioned as follows:

News programmes (like Hier en Nu, Brandpunt)  
 American Criminal series (like Magnum, Starsky and Hutch)  
 Talk shows (like Sonja Barend, Aad van den Heuvel) show programmes (like Mounties, Andre van Duin).  
 Family series (like Dallas, Dynasty)  
 etc.

Political party preferences were brought into the oral, NOP questionnaire, the first and second preferences for 14 political parties being asked about.

## FOUR VERSIONS OF THE QUESTIONNAIRE

In order to limit to a minimum any possible harmful sequential effects, we produced four questionnaire versions. The 400 items were divided into 8 blocks, and the blocks rotated through the four questionnaires.

## DATA COLLECTION

As mentioned earlier, the self-completion questionnaires were handed over by the interviewers to respondents who had been co-operating in the NOP survey directly after the one-hour face-to-face NOP interview.

Respondents were requested to send in the schedule after completion, to one of two research agencies, in a post-paid envelope. Respondents aged 65 and older were, however, excluded because this age group would certainly have needed assistance, which could not be provided given the chosen fieldwork design. In order to stimulate response, the gift of a Parker pencil was handed over beforehand. Two recalls, a written recall and a telephone recall (if possible) were made. A net and usable response rate of 84.1% was the result.

## The NOP sample

The starting point for the NOP 82 was a household sample based on addresses with a cluster size of four (except for the smaller municipalities). The total number of successful personal interviews amounted to 7,614 (13 years and older) representing a response rate of 75.4%.

Of those 7,614 persons 1,028 were found to be aged 65 years and older. 6,586 persons aged from 13 up to and including 64 were thus suitable to complete and send back the Psyche 1982 schedules.

## The Psyche sample results

As Table 1 shows, out of the 6,586 Psyche 1982 schedules received, 5,537 could be used for further processing and analysis — a response rate of 84.1%

**TABLE 1**  
**Response review Psyche 1982**

|                                                                                                                                                                      | abs.  | %    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------|
| total number of NOP respondents 13/64                                                                                                                                | 6,586 | 100  |
| - received back                                                                                                                                                      | 5,717 | 86.1 |
| - not processed (x)                                                                                                                                                  | 180   | 2.2  |
| - completely usable for processing                                                                                                                                   | 5,537 | 84.1 |
| (x) mostly filled in incompletely; other reasons:<br>doubtful response pattern, wrong person in household, 65+ person, miscoded in the NOP, filled in together, etc. |       |      |

On the non-responses (15.9%) a simulation procedure was employed in order to end up with a full NOP/Psyche 1982 data base of all 6,586 NOP 1982 respondents aged 13 to 64 (the simulation procedure used has been referred to earlier).

## WEIGHTING

The Psyche 1982 sample did not have to be weighted

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separately, because a weighting procedure had already been carried out on the NOP sample, so in constructing the Psyche 1982 data tape the unchanged weighting factors per person were taken over from the data tape of the NOP 1982. **Table 2** gives the results of the weighting upon the original sample sizes.

**TABLE 2**  
**Resulting sizes after weighting**

|                                                | unweighted | after weighting |
|------------------------------------------------|------------|-----------------|
| total number of NOP respondents aged 13 to 64: | 6,586      | 6,697           |
| of which:                                      |            |                 |
| - males                                        | 2,997      | 3,321           |
| - females                                      | 3,589      | 3,376           |
| - family heads                                 | 2,909      | 2,501           |
| - housewives                                   | 3,228      | 2,570           |
| - other persons                                | 1,126      | 1,860           |

## ANALYSING THE DATA/CONSTRUCTING THE SCALES

In analysing the data of Psyche 1982 the procedures developed in the pilot study played an important role: the analyses could be sharply focussed because the results of the main survey were in general the same of those of the pilot.

The procedure was as follows: *factor analyses* were carried out on items which are more or less in the same areas (eg. cooking and household are in the same area); next, *Mokken scale analyses* were done on items of which the researchers felt that there would be a good chance of one-dimensional scales, based upon the findings in the pilot and upon the items contents.

After these first rounds the results were analysed and new rounds of Mokken analyses were carried out. Sometimes items were added, sometimes items which appeared to function weakly in the first Mokken analyses were dropped. This weak functioning of items in a scale can be deduced from the too low H-value of one item compared to the other items in the scale. This can make the whole scale weaker. It is also possible that one item — although it generates a high H-value — disturbs the response pattern as a whole, because of a lack of unambiguousness.

The scale analyses were carried out upon the unweighted data base. The danger of possible 'fake'

correlations (caused by the weighting procedure) could thus be avoided. Moreover, the weightings had not been finished by that time.

A number of scale analyses were, however, repeated upon the weighted data base to gain more assurance. The results were satisfactory: within the scales no items were rejected and the total H-values per scale hardly differed from the H-values of those scales which resulted from the unweighted data base.

Eventually 87 scales could be constructed, (of which 79 were published in the Psyche 1982 Publication). In the case of Mokken scales the dichotomized items were counted. In the case of other scale-types (like indexes and items which do not allow for dichotomising, like TV programme preferences and activities) the whole value-reach of the selected items was counted.

### Reducing the scales

In order to arrive at 'recognizable' categories of respondents, the scales were further examined.

This can be done by comparing the scale with the items comprising the scale. As an example: suppose we want to measure the attitude towards shopping. The items which could be part of the scale are dichotomized so that the positive alternative is always 'positive towards shopping'. The scale constructed then goes from 'very positive' to 'not positive' towards shopping. Because the items have been scored as positive, we do not know if the lowest scores (not positive) represent a 'negative' attitude or simply a 'not positive' (= 'neutral') attitude towards shopping.

We can come closer to a solution of this 'labelling' problem if we analyse the respondent's scale values by the original answers given to the five separate scale items. From this an opinion can be formed as regards contents, and with this procedure, distributions per scale into 3 categories have been made, each category being given a correct and justifiable 'label'.

**Table 3** is an example of a scale construction, reduction and labelling procedure, as described:

### An example of a scale construction and reduction

Five statements appear to represent the dimension 'cooking as a hobby'. (**Table 3**)

Dichotomising of the statement scores can be visualized as shown in **Table 4**.

After counting up the scores the scale distribution results (for the whole sample). (**Table 5**)

That females like cooking better than males becomes clear from the distribution by sex. (**Table 6**)

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**TABLE 3**  
The five statements measuring  
'cooking as a hobby'

|                                                                               | <i>strongly agree</i> | <i>agree</i> | <i>neither agree nor disagree</i> | <i>disagree</i> | <i>strongly disagree</i> |
|-------------------------------------------------------------------------------|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|
| 1 I often keep recipes from magazines                                         |                       |              |                                   |                 |                          |
| 2 For me cooking is one of the most enjoyable things of about housekeeping    |                       |              |                                   |                 |                          |
| 3 I don't care to be in the kitchen for hours in order to prepare a good meal |                       |              |                                   |                 |                          |
| 4 I don't like to spend much time on cooking                                  |                       |              |                                   |                 |                          |
| 5 I think cooking is a necessary evil                                         |                       |              |                                   |                 |                          |

**TABLE 4**  
Dichotomising the statement scores

|                                                                               | <i>agree</i> | <i>disagree</i> |
|-------------------------------------------------------------------------------|--------------|-----------------|
| 1 I often keep recipes from magazines                                         | 1            | 0               |
| 2 For me cooking is one of the most enjoyable things about housekeeping       | 1            | 0               |
| 3 I don't care to be in the kitchen for hours in order to prepare a good meal | 1            | 0               |
| 4 I don't like to spend much time on cooking                                  | 0            | 1               |
| 5 I think cooking is a necessary evil                                         | 0            | 1               |

**TABLE 6**  
'Cooking as a hobby' by sex

| <i>scale score</i> | <i>distribution</i> |              | <i>reduced</i> |              |
|--------------------|---------------------|--------------|----------------|--------------|
|                    | <i>females</i>      | <i>males</i> | <i>females</i> | <i>males</i> |
|                    | <i>%</i>            | <i>%</i>     | <i>%</i>       | <i>%</i>     |
| 5                  | 18.8                | 5.0          |                |              |
| 4                  | 19.6                | 11.4         | 38             | 16           |
| 3                  | 15.8                | 12.6         |                |              |
| 2                  | 16.6                | 18.2         | 32             | 31           |
| 1                  | 15.9                | 30.1         |                |              |
| 0                  | 13.2                | 22.8         | 29             | 53           |
| (n=)               | (3376)              | (3321)       |                |              |

**TABLE 5**  
Scale distribution 'cooking as a hobby'

| <i>scale score</i> | <i>as to content</i>       | <i>distribution</i> | <i>chosen reduction</i>            |
|--------------------|----------------------------|---------------------|------------------------------------|
|                    |                            | <i>%</i>            |                                    |
| 5                  | +++ cooking very enjoyable | 12.0                | } cooking very enjoyable (27.5%)   |
| 4                  | ++                         | 15.5                |                                    |
| 3                  | +                          | 14.2                |                                    |
| 2                  | 0                          | 17.4                | } cooking fairly enjoyable (31.6%) |
| 1                  | 0 (-)                      | 22.9                |                                    |
| 0                  | - cooking not enjoyable    | 18.0                | } cooking not enjoyable (40.9%)    |

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Thus, as previously mentioned, we ended up with 79 significant scales, which are shown in the appendix.

## SOME APPLICATIONS

The advantage of having the data analysed as described are two fold: for potential users it does not take much time to gain an overall view of the study's content; a relevant selection of psychographic measures to be taken into specific media planning procedures can easily be made; the availability of the 79 scales on the computer tape allows for quick and easy secondary analyses (mostly cross-tabulations, in practice).

In principle no complicated and time consuming procedures are necessary to get the desired data from the computer. Although Admedia is equipped to carry out cluster analyses and all the calculations the SPSS-package offers, most of the runs simply use the scales in order to describe readership audiences, and target audiences, otherwise defined, such as: product users,

brand users/owners, customers of specific stores or demographical segments.

On the other hand the scales themselves can be a powerful starting-point for market segmentation or target group selections in the case of new product launches, in whatever market.

A 'count' can, for example, be made of all persons who have an overall high score on a set of dimensions such as: cooking very enjoyable; accessible to new products; wholesome food very important; free-spender.

The selection of persons thus identified can be adopted as a primary target group for the new product in question. A good impression of the group can further be obtained from a cross tabulation of the group by such other passive variables as socio-demographics and/or other psychographic measures. Finally, the most cost-efficient media within this target group can be listed for media planning purposes.

The following tables show some examples of Psyche 1982 results based on specific exercises.

**TABLE 7**  
**Describing readership audiences**

|                            | Readership audiences of:*          |                      |                 |                   |                   |
|----------------------------|------------------------------------|----------------------|-----------------|-------------------|-------------------|
|                            | Total females<br>20-64<br>n = 3149 | Margriet<br>n = 1516 | Viva<br>n = 413 | Story<br>n = 1189 | Privé<br>n = 1234 |
| <i>Psyche 1982</i>         |                                    |                      |                 |                   |                   |
| <i>Dimensions</i>          | 100%                               | 48%                  | 13%             | 38%               | 39%               |
|                            | %                                  | %                    | %               | %                 | %                 |
| - popular sports           | 22                                 | 23                   | 28              | 22                | 24                |
| - pop music                | 13                                 | 14                   | 20              | 17                | 17                |
| - traditional music        | 8                                  | 8                    | 8               | 11                | 10                |
| - impulsive buying         | 34                                 | 35                   | 42              | 38                | 38                |
| - active fashion           | 9                                  | 9                    | 14              | 11                | 10                |
| - shopping pleasant        | 34                                 | 38                   | 41              | 40                | 39                |
| - int. in romantic reading | 18                                 | 22                   | 23              | 30                | 28                |
| - going out                | 12                                 | 13                   | 21              | 15                | 15                |
| - positive advertising     | 17                                 | 17                   | 20              | 21                | 20                |
| Preference TV-progr. cat.  |                                    |                      |                 |                   |                   |
| - amusement programmes     | 40                                 | 43                   | 38              | 55                | 52                |
| - imformative programmes   | 39                                 | 41                   | 41              | 39                | 40                |
| - thrilling programmes     | 30                                 | 33                   | 35              | 41                | 40                |

\* Basis: Average Issue Readership

Source: NOP/Psyche 1982

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**TABLE 8**  
Describing product segments by readership scores — video

|                                    | Total<br>family heads<br><i>n</i> = 3096 | Possesses<br>VIDEO<br><i>n</i> = 182 | Having buying<br>intention<br><i>n</i> = 119 | Having positive<br>interest in info*<br><i>n</i> = 585 |
|------------------------------------|------------------------------------------|--------------------------------------|----------------------------------------------|--------------------------------------------------------|
| Average issue<br>Readership scores | 100%                                     | 5.9%                                 | 4.8%                                         | 18.9%                                                  |
|                                    | %                                        | %                                    | %                                            | %                                                      |
| Panorama                           | 34                                       | 36                                   | 51                                           | 38                                                     |
| Nieuwe Revu                        | 28                                       | 34                                   | 46                                           | 32                                                     |
| TeleVizier                         | 13                                       | 22                                   | 17                                           | 17                                                     |
| Story                              | 30                                       | 31                                   | 41                                           | 32                                                     |
| Privé                              | 30                                       | 34                                   | 49                                           | 36                                                     |
| Beste                              | 15                                       | 15                                   | 20                                           | 17                                                     |
| Volkskrant                         | 8                                        | 9                                    | 9                                            | 10                                                     |
| Parool                             | 4                                        | 3                                    | 3                                            | 4                                                      |
| Regional Newspapers                | 61                                       | 55                                   | 65                                           | 60                                                     |

\*Positive scoring on: "If a new product comes out, like video or magnetron, I want to know all about it".

Source: NOP/Psyche 1982

**TABLE 9**  
Describing car brand owners

| Psyche 1982<br>Dimensions | Total persons<br>M + F<br><i>n</i> = 6586 | Owners of:                  |                                |                                |                             |
|---------------------------|-------------------------------------------|-----------------------------|--------------------------------|--------------------------------|-----------------------------|
|                           | %                                         | Opel<br><i>n</i> = 392<br>% | Citroen<br><i>n</i> = 164<br>% | Renault<br><i>n</i> = 241<br>% | Ford<br><i>n</i> = 247<br>% |
| - brand loyal             | 39                                        | 45                          | 27                             | 36                             | 39                          |
| - price sensitive         | 34                                        | 35                          | 26                             | 35                             | 26                          |
| - buying orientation      | 30                                        | 26                          | 32                             | 42                             | 30                          |
| - impulsive buying        | 31                                        | 23                          | 33                             | 26                             | 29                          |
| - easy spending           | 8                                         | 2                           | 12                             | 6                              | 8                           |
| - social relations        | 43                                        | 51                          | 34                             | 46                             | 42                          |
| - self confidence         | 26                                        | 32                          | 43                             | 35                             | 35                          |
| - interest in cars        | 21                                        | 30                          | 19                             | 22                             | 27                          |

Source: NOP/Psyche 1982

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**TABLE 10**  
Describing scale categories

|                        | 'Cooking very enjoyable'<br>n = 879<br>38%<br>% | Total housewives 20-64 y.<br>n = 2343<br>100%<br>% | 'Active Fashion'<br>n = 303<br>10%<br>% | Total Females 20-64 y.<br>n = 3149<br>100%<br>% |
|------------------------|-------------------------------------------------|----------------------------------------------------|-----------------------------------------|-------------------------------------------------|
| Age                    |                                                 |                                                    |                                         |                                                 |
| 20-34                  | 40                                              | 38                                                 | 63                                      | 42                                              |
| 35-49                  | 35                                              | 36                                                 | 24                                      | 32                                              |
| 50-64                  | 26                                              | 26                                                 | 12                                      | 26                                              |
| - social capability    | 39                                              | 32                                                 | 43                                      | 33                                              |
| - classical music      | 16                                              | 13                                                 | 10                                      | 13                                              |
| - pop music            | 22                                              | 20                                                 | 34                                      | 22                                              |
| - shopping pleasant    | 38                                              | 33                                                 | 47                                      | 34                                              |
| - positive advertising | 21                                              | 17                                                 | 25                                      | 17                                              |
| - imp. leisure time    | 14                                              | 13                                                 | 28                                      | 15                                              |
| Media*                 |                                                 |                                                    |                                         |                                                 |
| Libelle                | 50                                              | 48                                                 | 54                                      | 48                                              |
| Margriet               | 49                                              | 49                                                 | 51                                      | 49                                              |
| Story                  | 39                                              | 38                                                 | 48                                      | 39                                              |
| Telegraaf              | 17                                              | 16                                                 | 19                                      | 16                                              |
| Tip                    | 16                                              | 12                                                 | 17                                      | 13                                              |
| Avenue                 | 9                                               | 7                                                  | 12                                      | 8                                               |

\*Average Issue Readership

Source: NOP/Psyche 1982

### Last example: target group construction with aid of more than one scale

As mentioned earlier the computer programmes allow us to count up the scores of more scale-categories, in order to select target audiences to meet further expectations. For the launch of a new product the following starting-points could be relevant:

*Target Group 1*  
Housewives who very much like cooking who are open to new products, who spend money easily, and who think wholesome food important.

*Target Group 2*  
Housewives who dislike cooking, but otherwise resemble Target Group 1.

The media planner who has no access to these kinds of variables will probably decide on something like:

*Target Group 3*  
Housewives aged 20 to 46 in social classes A + B1.

**Table 11** lists the three target group selections and shows that in many cases the socio-demographical

approach will indeed have shortcomings.

These, then are some examples of NOP/Psyche 1982 applications in the area of secondary analyses, using the scales as psychographical measures in combination with the readership — and other variables — from one single source survey.

### REFERENCES

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**TABLE 11**  
Target group construction based on more than one scale

|                                     | Target group 1<br>(cooking<br>enjoyable)<br>n = 403<br>% | Target group 2<br>(cooking not<br>enjoyable)<br>n = 293<br>% | Target group 3<br>Housew. 20-49<br>soc.cl. A+B1<br>n = 852<br>% |
|-------------------------------------|----------------------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------------|
| <i>Age</i>                          |                                                          |                                                              |                                                                 |
| 20-34                               | 31                                                       | 34                                                           | 53                                                              |
| 35-49                               | 38                                                       | 43                                                           | 47                                                              |
| 50-64                               | 31                                                       | 23                                                           | -                                                               |
| <i>Soc. classes</i>                 |                                                          |                                                              |                                                                 |
| A+B1                                | 34                                                       | 30                                                           | 100                                                             |
| B2                                  | 21                                                       | 23                                                           | -                                                               |
| C                                   | 34                                                       | 35                                                           | -                                                               |
| D                                   | 11                                                       | 12                                                           | -                                                               |
| Impulsive buying                    | 45                                                       | 46                                                           | 33                                                              |
| Shopping pleasant                   | 40                                                       | 34                                                           | 28                                                              |
| Active fashion                      | 15                                                       | 17                                                           | 10                                                              |
| Socially capable                    | 42                                                       | 26                                                           | 39                                                              |
| Popular sports                      | 21                                                       | 26                                                           | 27                                                              |
| Exclusive sports                    | 30                                                       | 32                                                           | 46                                                              |
| <i>Preference for TV programmes</i> |                                                          |                                                              |                                                                 |
| - Amusement programmes              | 45                                                       | 37                                                           | 20                                                              |
| - Informative programmes            | 44                                                       | 41                                                           | 40                                                              |
| - Thrilling programmes              | 33                                                       | 36                                                           | 17                                                              |

Source: NOP/Psyche 1982

5 See also on this subject: P van Westendorp, *Groepering van respondenten naar attitudedimensies op basis van*

*somschalen*, Jaarboek NVM 1980 (pages 105-122) (NVM = Dutch Market Research Society)

## APPENDIX

### REVIEW OF THE SCALES IN PSYCHE 1982 (scored for males and females aged 13 to 64)

| <i>Subject: scales/dimension</i>  | <i>reduction</i>                      | <i>F</i><br>% | <i>M</i><br>% |
|-----------------------------------|---------------------------------------|---------------|---------------|
| <b>COOKING</b>                    |                                       |               |               |
| 1 cooking as a hobby              | 1) cooking very enjoyable             | 38            | 16            |
|                                   | 2) fairly enjoyable                   | 32            | 31            |
|                                   | 3) not enjoyable                      | 29            | 53            |
| 2 creative cooking                | 1) creative                           | 18            | 6             |
|                                   | 2) not so creative                    | 47            | 33            |
|                                   | 3) not creative                       | 35            | 61            |
| 3 importance of wholesome food    | 1) very important                     | 27            | 15            |
|                                   | 2) fairly important                   | 55            | 47            |
|                                   | 3) not so important                   | 18            | 37            |
| 4 importance of eating meat       | 1) very important                     | 34            | 42            |
|                                   | 2) not so very important              | 52            | 50            |
|                                   | 3) not important                      | 14            | 8             |
| <b>HOUSEKEEPING</b>               |                                       |               |               |
| 5 importance of a clean house     | 1) housekeeping imp.                  | 37            | 34            |
|                                   | 2) not so important                   | 23            | 24            |
|                                   | 3) not important                      | 40            | 42            |
| 6 enjoying housekeeping           | 1) housekeeping enjoyable             | 26            | 9             |
|                                   | 2) not particularly boring            | 40            | 37            |
|                                   | 3) boring                             | 34            | 54            |
| <b>PRODUCTS</b>                   |                                       |               |               |
| 7 open to new products            | 1) open to new products               | 24            | 16            |
|                                   | 2) not open                           | 76            | 84            |
| 8 brand loyalty                   | 1) strong                             | 39            | 38            |
|                                   | 2) fair                               | 38            | 42            |
|                                   | 3) not at all                         | 23            | 20            |
| 9 importance of price in shopping | 1) price sensitive                    | 44            | 24            |
|                                   | 2) fairly sensitive                   | 27            | 32            |
|                                   | 3) not sensitive                      | 29            | 43            |
| 10 purchase orientation           | 1) strongly interested in information | 31            | 29            |
|                                   | 2) fairly interested                  | 46            | 48            |
|                                   | 3) not interested                     | 23            | 23            |
| 11 impulse buying                 | 1) casual buying                      | 37            | 25            |
|                                   | 2) careful buying                     | 63            | 75            |
| <b>SHOPPING</b>                   |                                       |               |               |
| 12 enjoying shopping              | 1) shopping pleasant                  | 37            | 12            |
|                                   | 2) not unpleasant                     | 52            | 53            |
|                                   | 3) shopping unpleasant                | 11            | 35            |
| 13 dislike large stores           | 1) dislike large stores               | 8             | 15            |
|                                   | 2) not so nice                        | 21            | 26            |
|                                   | 3) no dislike                         | 70            | 59            |

### REVIEW OF THE SCALES IN PSYCHE 1982 (scored for males and females aged 13 to 64)

| <i>Subject: scales/dimension</i>     | <i>reduction</i>          | <i>F</i><br>% | <i>M</i><br>% |
|--------------------------------------|---------------------------|---------------|---------------|
| <b>SAVING/MONEY BEHAVIOUR</b>        |                           |               |               |
| 14 easy spender                      | 1) easy spender           | 7             | 8             |
|                                      | 2) not too careful buyer  | 42            | 43            |
|                                      | 3) thoughtful buyer       | 51            | 49            |
| 15 saving behaviour                  | 1) strongly saving-minded | 18            | 17            |
|                                      | 2) fairly so              | 49            | 48            |
|                                      | 3) not saving-minded      | 33            | 35            |
| 16 housekeeping money behaviour      | 1) strongly organised     | 7             | 7             |
|                                      | 2) fairly organised       | 35            | 32            |
|                                      | 3) not organised          | 59            | 61            |
| <b>LABOUR</b>                        |                           |               |               |
| 17 labour ethos                      | 1) strong sense of duty   | 25            | 33            |
|                                      | 2) average sense          | 54            | 48            |
|                                      | 3) not strong sense       | 21            | 18            |
| <b>LEISURE TIME</b>                  |                           |               |               |
| 18 importance of leisure time        | 1) important              | 18            | 24            |
|                                      | 2) fairly important       | 57            | 52            |
|                                      | 3) not so important       | 25            | 24            |
| <b>DWELLING</b>                      |                           |               |               |
| 19 importance of domestic decoration | 1) very important         | 25            | 18            |
|                                      | 2) fairly important       | 61            | 54            |
|                                      | 3) not so important       | 14            | 28            |
| 20 preference in domestic decoration | 1) modern preference      | 20            | 18            |
|                                      | 2) no specific preference | 46            | 52            |
|                                      | 3) classical preference   | 34            | 30            |
| <b>FASHION</b>                       |                           |               |               |
| 21 interest in fashion               | 1) interested             | 34            | 8             |
|                                      | 2) fairly interested      | 41            | 22            |
|                                      | 3) not interested         | 24            | 70            |
| 22 following fashion                 | 1) active following       | 14            | 6             |
|                                      | 2) to a certain extent    | 53            | 50            |
|                                      | 3) not following          | 33            | 43            |
| 23 shopping in clothes shops         | 1) enjoyable              | 51            | 11            |
|                                      | 2) fairly enjoyable       | 30            | 20            |
|                                      | 3) not enjoyable          | 19            | 70            |
| <b>ADVERTISING</b>                   |                           |               |               |
| 24 attitude towards advertising      | 1) positive               | 18            | 19            |
|                                      | 2) neutral                | 41            | 45            |
|                                      | 3) negative               | 41            | 36            |
| <b>NEIGHBOURHOOD</b>                 |                           |               |               |
| 25 social relations neighbourhood    | 1) very good              | 46            | 41            |
|                                      | 2) fairly good            | 36            | 39            |
|                                      | 3) not so good            | 19            | 20            |

## APPENDIX

### REVIEW OF THE SCALES IN PSYCHE 1982 (scored for males and females aged 13 to 64)

| <i>Subject: scales/dimension reduction</i>            |                                             | <i>F</i> | <i>M</i> |
|-------------------------------------------------------|---------------------------------------------|----------|----------|
|                                                       |                                             | <i>%</i> | <i>%</i> |
| <b>REMOVING</b>                                       |                                             |          |          |
| 26 removal mindedness                                 | 1) willing and away from neighbourhood      | 5        | 5        |
|                                                       | 2) willing, but not away from neighbourhood | 7        | 7        |
|                                                       | 3) not so willing to move                   | 88       | 88       |
| <b>FEMALES</b>                                        |                                             |          |          |
| 27 importance of women's lib                          | 1) important                                | 17       | 13       |
|                                                       | 2) fairly important                         | 56       | 54       |
|                                                       | 3) not important                            | 27       | 33       |
| 28 social equality men and women                      | 1) women equal                              | 23       | 19       |
|                                                       | 2) not entirely equal                       | 57       | 55       |
|                                                       | 3) women not equal                          | 20       | 26       |
| <b>SHOW/FANTASYWORLD</b>                              |                                             |          |          |
| 29 interest in show-business                          | 1) very interested                          | 21       | 15       |
|                                                       | 2) fairly interested                        | 46       | 48       |
|                                                       | 3) not interested                           | 33       | 37       |
| <b>NATIONAL ECONOMY</b>                               |                                             |          |          |
| 30 pessimism national economy                         | 1) very pessimistic                         | 30       | 29       |
|                                                       | 2) fairly pessimistic                       | 28       | 29       |
|                                                       | 3) not so pessimistic                       | 42       | 42       |
| <b>ENVIRONMENT</b>                                    |                                             |          |          |
| 31 problems of pollution                              | 1) probably not so important                | 17       | 21       |
|                                                       | 2) fairly important                         | 24       | 26       |
|                                                       | 3) important                                | 59       | 53       |
| 32 willingness to make sacrifices for the environment | 1) strongly willing                         | 15       | 16       |
|                                                       | 2) fairly willing                           | 57       | 55       |
|                                                       | 3) not so willing                           | 28       | 28       |
| 33 fear of environmental disasters                    | 1) much fear                                | 24       | 19       |
|                                                       | 2) some fear                                | 40       | 37       |
|                                                       | 3) no fear                                  | 36       | 44       |
| <b>LIBERAL MINDEDNESS</b>                             |                                             |          |          |
| 34 moral conservatism                                 | 1) conservative                             | 33       | 40       |
|                                                       | 2) fairly conservative                      | 42       | 37       |
|                                                       | 3) not conservative                         | 25       | 23       |
| <b>DENOMINATIONAL SEGREGATION</b>                     |                                             |          |          |
| 35 denominational segregation                         | 1) segregated                               | 22       | 20       |
|                                                       | 2) not segregated                           | 78       | 80       |
| <b>RELIGION</b>                                       |                                             |          |          |
| 36 belief in life after death                         | 1) belief                                   | 51       | 44       |
|                                                       | 2) not so much belief                       | 49       | 56       |
| <b>MYSELF AND THE WORLD</b>                           |                                             |          |          |
| 37 social capability                                  | 1) very capable                             | 33       | 39       |
|                                                       | 2) fairly capable                           | 49       | 48       |
|                                                       | 3) not capable                              | 18       | 13       |

### REVIEW OF THE SCALES IN PSYCHE 1982 (scored for males and females aged 13 to 64)

| <i>Subject: scales/dimension reduction</i> |                                          | <i>F</i> | <i>M</i> |
|--------------------------------------------|------------------------------------------|----------|----------|
|                                            |                                          | <i>%</i> | <i>%</i> |
| 38 many contacts                           | 1) many                                  | 22       | 20       |
|                                            | 2) not so many                           | 50       | 50       |
|                                            | 3) few                                   | 28       | 31       |
| 39 social helpfulness                      | 1) social helpful                        | 42       | 33       |
|                                            | 2) not so helpful                        | 58       | 67       |
| 40 carefulness                             | 1) very careful                          | 28       | 17       |
|                                            | 2) fairly careful                        | 39       | 34       |
|                                            | 3) not so careful                        | 33       | 49       |
| 41 self confidence                         | 1) much self confidence                  | 16       | 35       |
|                                            | 2) not so much                           | 54       | 53       |
|                                            | 3) slight self confidence                | 29       | 12       |
| 42 happiness in life                       | 1) happy                                 | 22       | 35       |
|                                            | 2) fairly happy                          | 64       | 60       |
|                                            | 3) unhappy                               | 14       | 5        |
| 43 pessimistic expectations of the future  | 1) pessimistic                           | 13       | 13       |
|                                            | 2) neither pessimistic nor optimistic    | 28       | 24       |
|                                            | 3) fairly optimistic                     | 59       | 63       |
| 44 vulnerability                           | 1) easily discouraged                    | 31       | 13       |
|                                            | 2) not so easily                         | 44       | 47       |
|                                            | 3) not easily discouraged                | 25       | 40       |
| 45 success                                 | 1) satisfied                             | 41       | 32       |
|                                            | 2) fairly satisfied                      | 30       | 31       |
|                                            | 3) not so satisfied                      | 29       | 37       |
| 46 satisfaction with personal appearance   | 1) satisfied                             | 45       | 59       |
|                                            | 2) not so satisfied                      | 55       | 41       |
| 47 nerviness                               | 1) nery                                  | 26       | 14       |
|                                            | 2) not so nery                           | 44       | 42       |
|                                            | 3) not nery                              | 30       | 44       |
| 48 decisiveness                            | 1) decisive                              | 21       | 36       |
|                                            | 2) neither decisive nor doubtful         | 59       | 55       |
|                                            | 3) doubtful                              | 19       | 9        |
| 49 systematic                              | 1) systematic                            | 33       | 40       |
|                                            | 2) neither systematic nor doubtful       | 58       | 54       |
|                                            | 3) chaotic                               | 9        | 7        |
| 50 self-will                               | 1) self-willed                           | 10       | 15       |
|                                            | 2) neither self-willed nor accommodating | 61       | 59       |
|                                            | 3) accommodating                         | 30       | 27       |

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### REVIEW OF THE SCALES IN PSYCHE 1982 (scored for males and females aged 13 to 64)

| <i>Subject: scales/dimension</i>       | <i>reduction</i>     | <i>F</i><br>% | <i>M</i><br>% |
|----------------------------------------|----------------------|---------------|---------------|
| <b>INTERESTS</b>                       |                      |               |               |
| 51 interest in technology              | 1) strong            | 10            | 46            |
|                                        | 2) fair              | 23            | 29            |
|                                        | 3) not so much       | 67            | 25            |
| 52 cultural interests                  | 1) strong            | 12            | 11            |
|                                        | 2) fair              | 44            | 49            |
|                                        | 3) not so much       | 44            | 39            |
| 53 political/social interests          | 1) strong            | 30            | 29            |
|                                        | 2) fair              | 40            | 44            |
|                                        | 3) not so much       | 30            | 28            |
| 54 interests in gastronomy             | 1) strong            | 41            | 22            |
|                                        | 2) fair              | 23            | 15            |
|                                        | 3) not so much       | 37            | 63            |
| 55 interest in beauty care             | 1) strong            | 48            | 4             |
|                                        | 2) fair              | 16            | 10            |
|                                        | 3) not so much       | 36            | 87            |
| 56 financial/economic interests        | 1) strong            | 11            | 30            |
|                                        | 2) fair              | 15            | 20            |
|                                        | 3) not so much       | 74            | 50            |
| 57 interest in cars                    | 1) strong            | 8             | 35            |
|                                        | 2) fair              | 20            | 33            |
|                                        | 3) not so much       | 72            | 32            |
| 58 medical/psychological interests     | 1) strong            | 26            | 14            |
|                                        | 2) fair              | 45            | 42            |
|                                        | 3) not so much       | 29            | 45            |
| 59 interest in foreign countries       | 1) strong            | 19            | 15            |
|                                        | 2) fair              | 19            | 17            |
|                                        | 3) not so much       | 63            | 68            |
| 60 interest in the natural way of life | 1) strong            | 17            | 9             |
|                                        | 2) fair              | 46            | 35            |
|                                        | 3) not so much       | 37            | 56            |
| <b>INTEREST IN STYLES OF MUSIC</b>     |                      |               |               |
| 61 interest in pop music               | 1) very interested   | 19            | 17            |
|                                        | 2) fairly interested | 51            | 54            |
|                                        | 3) not so interested | 30            | 28            |
| 62 interest in light music             | 1) very interested   | 22            | 15            |
|                                        | 2) fairly interested | 59            | 62            |
|                                        | 3) not so interested | 19            | 23            |
| 63 interest in jazz and blues          | 1) very interested   | 9             | 8             |
|                                        | 2) fairly interested | 49            | 51            |
|                                        | 3) not so interested | 42            | 41            |

### REVIEW OF THE SCALES IN PSYCHE 1982 (scored for males and females aged 13 to 64)

| <i>Subject: scales/dimension</i>                  | <i>reduction</i>         | <i>F</i><br>% | <i>M</i><br>% |
|---------------------------------------------------|--------------------------|---------------|---------------|
| 64 interest in classical music                    | 1) very interested       | 11            | 6             |
|                                                   | 2) fairly interested     | 46            | 42            |
|                                                   | 3) not so interested     | 42            | 52            |
| 65 interest in traditional music                  | 1) very interested       | 8             | 7             |
|                                                   | 2) fairly interested     | 46            | 50            |
|                                                   | 3) not so interested     | 46            | 43            |
| <b>PREFERENCE BETWEEN TV PROGRAMME CATEGORIES</b> |                          |               |               |
| 66 preference for amusement programmes            | 1) fond of....           | 42            | 22            |
|                                                   | 2) like it in a way      | 42            | 53            |
|                                                   | 3) nothing special       | 17            | 25            |
| 67 preference for informative programme           | 1) like to watch them    | 33            | 27            |
|                                                   | 2) ..... in a way        | 55            | 64            |
|                                                   | 3) not for me            | 12            | 8             |
| 68 preference for thrillers                       | 1) fond of .....         | 36            | 25            |
|                                                   | 2) .....in a way         | 47            | 56            |
|                                                   | 3) not for me            | 17            | 18            |
| <b>ACTIVITIES</b>                                 |                          |               |               |
| 69 reading popular novels                         | 1) monthly or more often | 23            | 6             |
|                                                   | 2) less often            | 33            | 19            |
|                                                   | 3) never                 | 44            | 76            |
| 70 cultural activities                            | 1) monthly or more often | 11            | 8             |
|                                                   | 2) less often            | 42            | 35            |
|                                                   | 3) (almost) never        | 47            | 57            |
| 71 youthful outdoor activities                    | 1) monthly or more often | 19            | 30            |
|                                                   | 2) less often            | 43            | 44            |
|                                                   | 3) (almost) never        | 38            | 26            |
| 72 popular sports (watching and practising)       | 1) monthly or more often | 29            | 48            |
|                                                   | 2) less often            | 30            | 25            |
|                                                   | 3) (almost) never        | 41            | 27            |
| 73 practising the more exclusive sports           | 1) ever                  | 31            | 35            |
|                                                   | 2) never                 | 69            | 65            |
| 74 practising fighting sports                     | 1) ever                  | 3             | 7             |
|                                                   | 2) never                 | 97            | 93            |
| 75 eating outdoors                                | 1) monthly or more often | 14            | 23            |
|                                                   | 2) less often            | 66            | 58            |
|                                                   | 3) (almost) never        | 21            | 19            |

**APPENDIX**

**REVIEW OF THE SCALES IN PSYCHE 1982  
(scored for males and females aged 13 to 64)**

| <i>Subject: scales/dimension reduction</i> |                          | <i>F</i> | <i>M</i> |
|--------------------------------------------|--------------------------|----------|----------|
|                                            |                          | <i>%</i> | <i>%</i> |
| 76 creative occupations                    | 1) monthly or more often | 9        | 9        |
|                                            | 2) less often            | 24       | 27       |
|                                            | 3) never                 | 67       | 65       |
| 77 outdoor recreation                      | 1) weekly or more often  | 35       | 33       |
|                                            | 2) monthly               | 55       | 53       |
|                                            | 3) less than a month     | 10       | 14       |

**REVIEW OF THE SCALES IN PSYCHE 1982  
(scored for males and females aged 13 to 64)**

| <i>Subject: scales/dimension reduction</i>                              |                                    | <i>F</i> | <i>M</i> |
|-------------------------------------------------------------------------|------------------------------------|----------|----------|
|                                                                         |                                    | <i>%</i> | <i>%</i> |
| 78 playing records/<br>cassette tapes                                   | 1) several times a week            | 28       | 28       |
|                                                                         | 2) weekly to monthly               | 53       | 53       |
|                                                                         | 3) less often than once<br>a month | 19       | 19       |
| 79 going out visiting or<br>entertaining<br>acquaintances/<br>relatives | 1) several times a week            | 22       | 12       |
|                                                                         | 2) weekly                          | 51       | 47       |
|                                                                         | 3) less often than once<br>a week  | 27       | 40       |