#### Social Media in Hawaii Agriculture

Jari Sugano & Kristi Katayama
University of Hawaii at Manoa
College of Tropical Agriculture and Human Resources
June 2012



Social Media is only going to become more pervasive and as such become a critical factor in the success or failure of any business

#### Business in the past









#### No longer just a cup of coffee





#### Custom preferences





#### **New Business Opportunity**



- \* Social Media
- New generation of consumers
- \* New Technology
- \* Etc.

#### What is Social Media?

- \* Web-based
- \* Mobile based
- \* Interactive
- \* Dialogue
- Bridges individuals, organizations, and communities



#### Social Media Types

- \* Blogs and microblogs (e.g., Blogger, Twitter)
- \* Content communities (e.g., YouTube)
- \* Social networking sites (e.g., Facebook)
- \* Collaborative projects (e.g., Wikipedia)
- \* Virtual game worlds (e.g., World of Warcraft)
- \* Virtual social worlds (e.g. Second Life)

#### Examples of Social Media:

#### Social Media Types

- \* Social Networks
- \* Microblogs
- \* Blogs
- \* Podcasts
- \* Discussion Forums
- \* Videos
- \* Photo Sharing

#### Examples

- \* Facebook.com & Linkedin.com
- \* Twitter.com
- \* Blogger.com
- \* Archive.org
- \* Agriculture.com
- \* Youtube.com
- \* Pinterest.com & Flickr.com

#### Social Media Landscape





"Social networks and blogs continue to dominate Americans' time online..."

Social media has grown rapidly-today nearly 4 in 5 active internet users visit social networks and blogs

# SOhat?

89% of US internet users search online before they make a purchase, even when the purchase is made at a local business.

- Hubspot

### 70% of active adult social networkers shop online

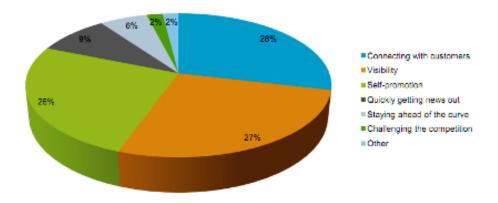
#### Social Media New Marketing Tool

\* Marketing through social networks isn't as much about selling your product, as it is about engaging your followers.

#### Reasons Why Small Businesses Leverage Social Media

- \* Connecting with customers
- \* Visibility
- \* Self-promotion

What is the most important reason your business leverages social media? Select one.





90% of marketers said social marketing was important to their businesses

Exposure was the #1 reason for using social media

#### **Business Benefits of Social Media**

Based on a Survey of 1,898 business owners



#### Agricultural Marketing

- \* Referrals
- \* TV
- \* Newspaper
- \* Magazines
- \* Radio
- \* Etc

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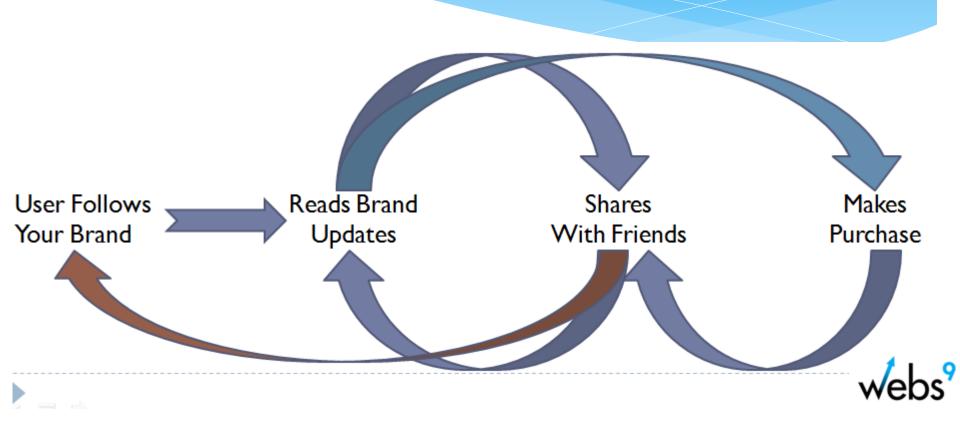
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The trick is not to sip but to slurp from a spoon so vigorously that a spray of coffee hits all your taste buds at once.

http://www.hanahou.com/pages/magazine.asp?Action=DrawArticle&ArticleID=907&MagazineID=58



#### New generation of consumers



## 78% of people trust the recommendations of other consumers

#### Customer Reviews Affect Purchases

Influence of Online Reviews	% of US Internet Users
Read product reviews	92%
-of which, influenced to purchase	46%
-of which, deterred from purchasing	43%
-of which decisions were unaffected	3%

### 58% increase in sales and partnerships from using social media

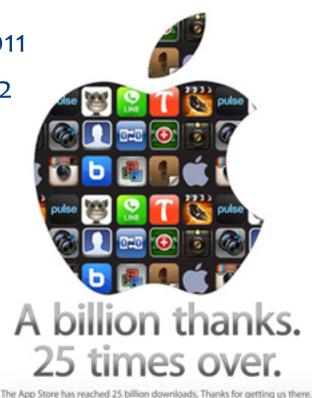


### Social networking sites are officially more popular than porn sites



#### Choosing The Right Apps

- \* Application software
- \* 10 billion downloaded –January 2011
- 25 billion downloaded March 2012



CEBOOK 53457258 BLOGGER 723793 TUMBLE 623525 TWITTER 565156 LINKEDIN 325679

## U.S. Internet Users Spend More Time on Facebook than Any Other Web Brand

Facebook has become synonymous not only with social media, but with Web use more generally, as Americans spend more time on Facebook than on any other site.

Too 10 U.S. Web Brands by Total Minutes, in Billions, Home and Work (May 2011)

53.5 FACEBOOK

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YAHOOI

GOOGLE

AOL MEDIA NETWORK MSN/ WINDOWSLIVE/ BING

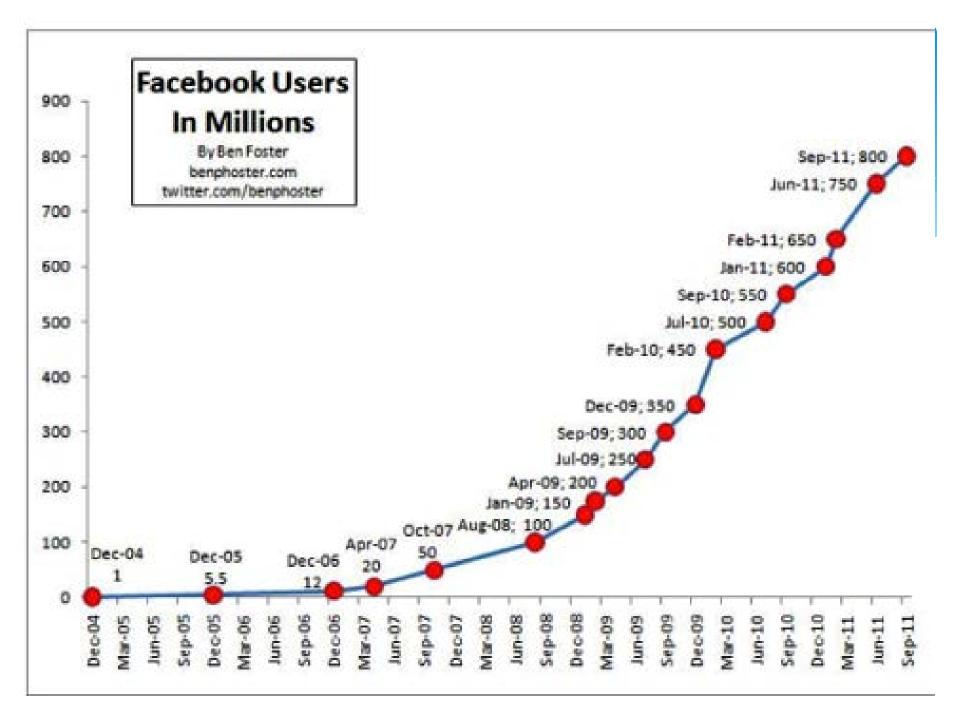
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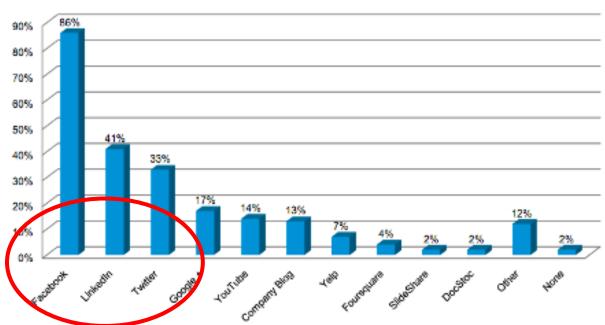
#### Facebook Facts

- \* Reaches over 845 million people worldwide
- \* 425 million people are mobile users
- \* 1 in every 5 page views is FB
- \* Average time spent on FB is 20 minutes/visit



# Top Social Media Outlets

### Which of the following social media outlets do you use to market to customers? Select all that apply.



# Facebook, Twitter, Linkedin and blogs were the top 4 social media tools

# Facebook

- \* Connects people with friends and others worldwide
- \* In North America, 50.3% of the entire population uses FB
- \* Americans spend more time on Facebook than any other website

Facebook



# Facebook Tips for Businesses:

- \* Encourage likes and fans
- \* Keep it relevant
- \* Respond to inquiries
- \* Engage & interact with fans
- \* Utilize Photos





WWW.WHITEHOUSE.GOV

Become a Supporter

Add to my Page's Favorites

View Updates

President Barack Obama is the 44th President of the United States of America.

#### Information

#### **Current Office**

Offices

President of the United States



Wall

Info.

Boxes

Events

Barack Obama

Just Fans



#### Barack Obama



#### Organizing for America | Tell Congress to Support President Obama's Budget

Source: my.barackobama.com

Call your elected representatives and tell them to support President Obama's budget. It's a bold plan that confronts the long-term threats to our prosperity and builds a new foundation for economic growth by investing in energy, health care, and education.



March 26 at 1:25pm · Show Feedback (34,171) · Share



Barack Obama The White House is inviting you to post your questions on the economy and vote on submissions from others. The President will answer some the most popular in an online town hall on Thursday. Submit your questions at http://www.whitehouse.gov/OpenForQuestions/



Open for Questions: President Obama Answers Your **Ouestions** 

Lenoth: 1:27

March 24 at 7:18pm : Show Feedback (45,540) : Share



#### Barack Obama



3/21/09: Your Weekly Address

Source: www.youtube.com

# Linked in Linkedin

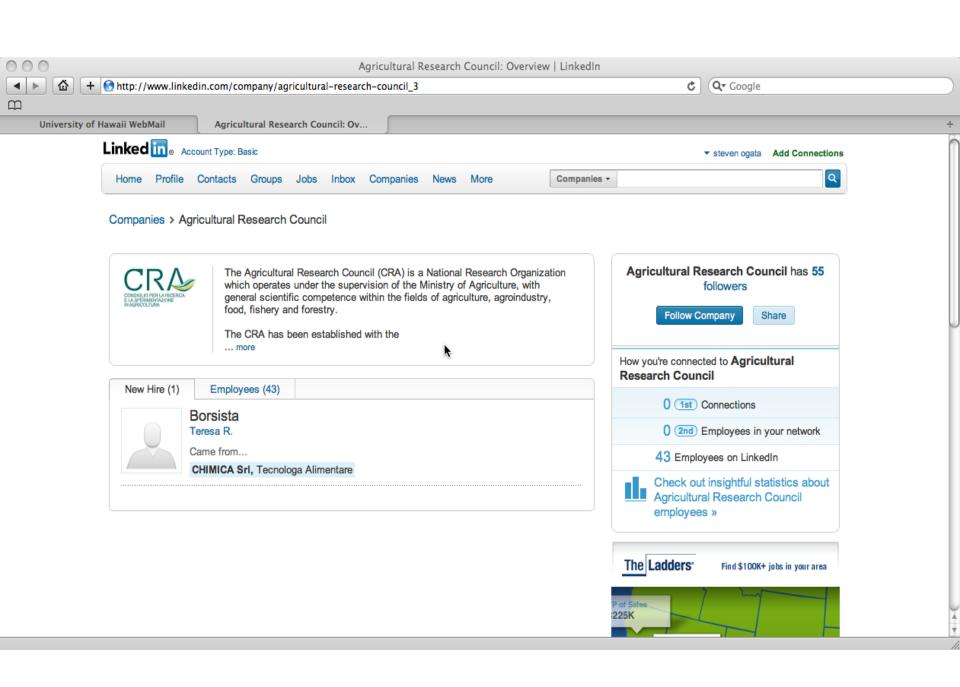
- \* Largest professional network on the internet
- \* Members include:
  - \* Executives from Fortune 500 companies
  - Company Pages

# Linkedin Tips for Businesses:

- \* Promote your products & services
- \* Join Groups
- \* Ask for introductions
- \* Recommend others
- \* Share







# Blogger e



- \* Similar to an online journal
- \* Host pictures, opinions, information, etc.
- \* Interactive with readers posting



« Older Entries | Main |

# Connecting Farmers Markets to a New World of Opportunities

May 8th, 2012 at 2:36 PM by Debra Tropp, AMS Branch Chief, Farmers Markets and Direct Marketing

Editor's note: Cross-posted from the USDA blog.



A young boy looks over the fresh fruits and veggies with his mother at a farmers market in Mississippi. By listing their market in the National Farmers Market Directory, market managers open their market up new customers. Photo courtesy Natalie Maynor

Spring is in the air and it's time to gear up for the outdoor market season. People are looking for fresh

#### SEARCH

#### CATEGORIES

**Business Structures** 

Farm to School

Farmers Market

Grants

Healthy Food Access

Loans & Support

Opportunities in Food & Agricu

Promote Healthy Eating

Protect Natural Resources

Regional Food Hub

Strengthen Rural Communities

Support Local Farmers

The National Conversation

Uncategorized

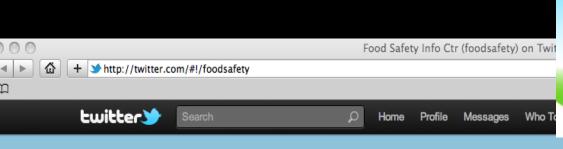
What We Know

#### TAG CLOUD

Access to Capital Al Beginning Farme Business Tools c

# Twitter **B**

- \* Mini-blogger
- \* Post and read about:
  - \* Stories, ideas, opinions, news, etc.
- \* Does not exceed 140 characters/tweet
- \* Members include:
  - Global leaders such as Pres. Obama, the Dalai Lama, etc.
  - \* 99% of America's top non-profit organizations







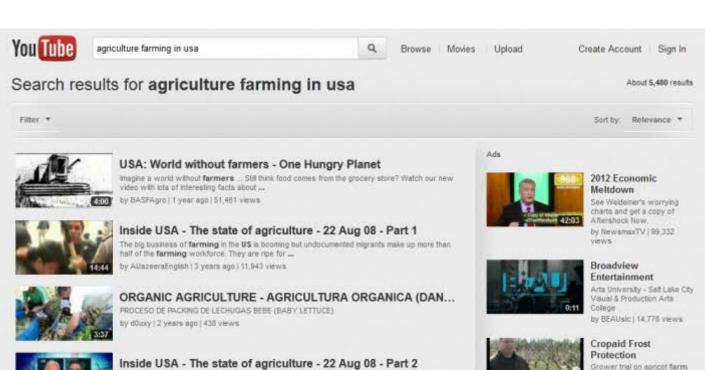


# YouTube

- \* Video sharing
- \* Free
- \* User friendly
- \* Visual
- \* Reach large populations







-6C 5 days frost protection in

by cropaidnpa | 1,707 views

Sol Romero Campbell

Y did u LeaVe Official Video

by RomeroSol I 493,293 views

The big business of farming in the US is booming but undocumented migrants make up more than

MONSANTO Taking Over Global Agriculture - Are you Eating...

MONSANTO Taking Over Global Agriculture - Are you Eating GMO Foods? Over 2000 farmers

half of the farming workforce. They are ripe for ...

and others within the food industry are threatening to take ...

by AtlazeeraEnglish | 3 years ago | 2,987 views

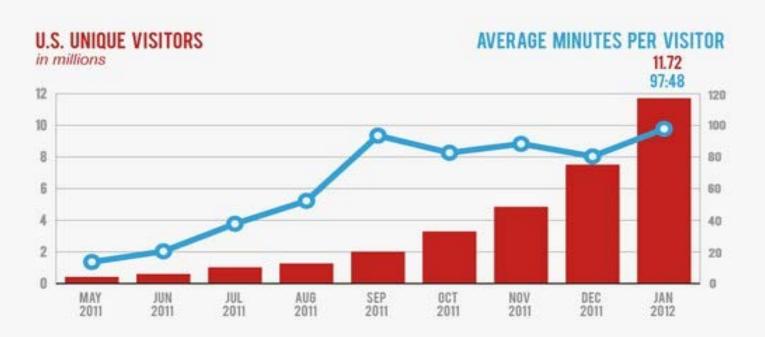
by 829speedy | 3 weeks ago | 758 views

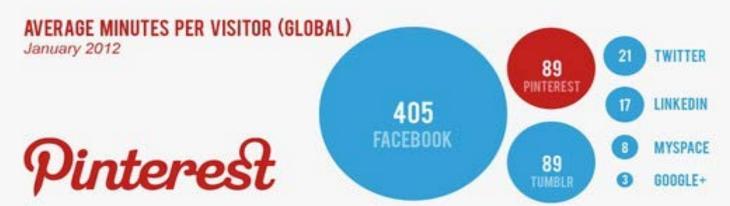
### Pinterest

- \* Online billboard
- \* Social photo sharing
- \* Idea sharing
- \* Online community development



#### The Rise of Pinterest

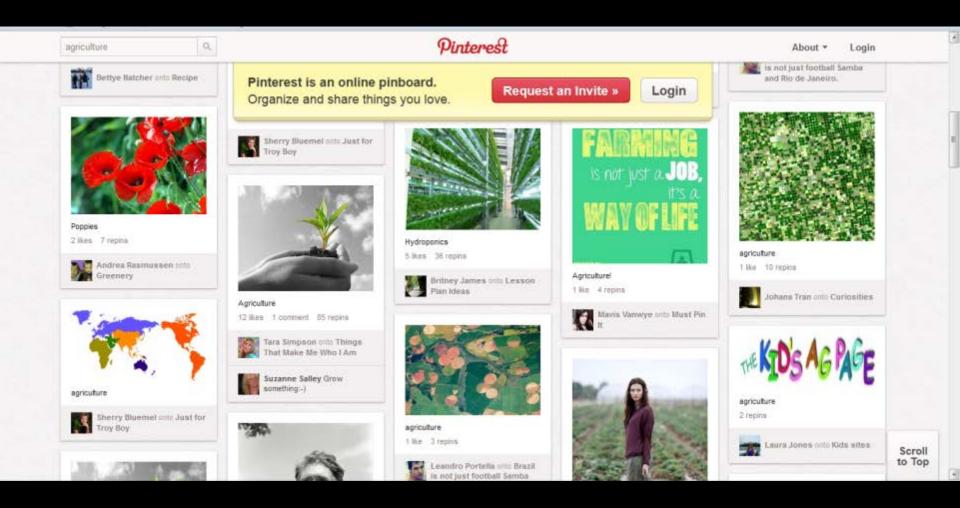




statista @creative commons

Source: comScore

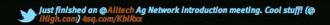
# Pinterest



# QR Codes

- \* Quick Response Code
- \* Matrix barcode
- \* Fast readability
- \* Accessible via phone devices

















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9 Search

Posted on September 6, 2011 by Chuck

← Previous Next

-

#### QR Codes Add Mobile Info To Farm Shows

See the funny looking black and white design in the picture? That's a QR code of four mobile device has a QR Code reader on it, just point it at that image and voila, you'll be taken to the latest Boomer information on the web. It's that imple. Got your device with you now? Give it a try. It even works right off your computer screen right now! I saw a lot of these around the Farm Progress Show last week.



You'll notice that the picture also includes a New Holland Boomer. I can't for get to mention the New Holland Boomer. 555 Contest we've been here to promote a new Holland is giving.





Contest Rules Entry Form Get to know the Boomer™



#### Announcing the New Holland Boomer 555 Contest Winners

Posted By Chuck January 5, 2012





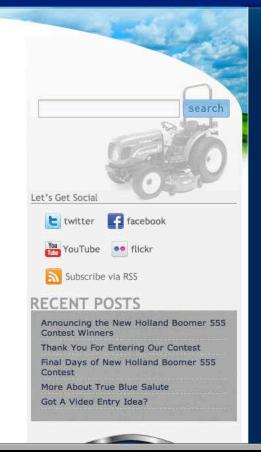
Happy New Year from New Holland and thank you to everyone who entered our contest. A big congratulations to our eight regional winners who have been selected and are listed below. We sincerely hope you enjoy the use of

your Boomer tractor protected by the industry-leading Boomer Guard-5 Warranty for the next five years!

- · Daniel Del Vicario, Merrimack, NH
- . Wounded Warriors In Action Foundation (WI), Apollo Beach, FL
- · Joe Caffee, Geneva, IN
- Melissa Horejsi, Webster, MN
- Duncan Smith, Mtn. Grove, MO
- . Standing Stone Brewing Co., Ashland, OR
- KR Equestrian, Schomberg, ON
- · Tristen Crooks, Weyburn, SK

Categories: Announcement





to to "http://hoomer555.com/"

# RSS Feeds

- \* Really simple syndication
- \* Web feed in a standard format
- \* Timely updates
- \* Many feeds into 1 site



### RSS Feeds

Type a webpage address, title, or bookmark

#### Ag Hawaii

#### 10 Total

USDA-RD Single Family Housing Guarantee Loan Program (SFHGLP) BIFB Today, 4:36 PM

FAST FACTS for the USDA-RD Single Family Housing Guarantee Loan Program (SFHGLP) ü 102% FINANCING is still available ü NO DOWN PAYMENT required from buyer\* ü CPR PROPERTIES are acceptable ü CONDOS are ok so long as they are approved by either the VA, Fanni Mae, Freddie Mac or FHA ü DHHL properties are [...] Read more...

#### HAWAII FARMERS AND RANCHERS TO RECEIVE TRANSPORTATION REIMBURSEMENTS BIFB Monday, 2:40 PM

WASHINGTON, D.C.—Farmers and ranchers in Hawaii who participate in a federal program designed to help those far removed from the marketplace will soon receive reimbursements to help defray the costs incurred from shipping their produce, meat and other products to the Mainland, Senator Daniel K. Inouye, Senator Daniel K. Akaka, U.S. Representative Mazie K. Hirono [...] Read more...

#### Honey Bee Health and Pollination Security in Hawaii Class on 4/20/2012 BIFB Apr 17, 2:35 PM

BEI Hawaii has announced an upcoming class on honey bee health and security in Hawaii. This educational class being sponsored by BEI Hawaii is open to all growers. Honey Bee Health and Pollination Security in Hawaii Danielle Downey, State Apiarist, HDOA Friday, April 20, 2012 5:00-6:00PM Waimea Civic Center Conference Room 67-5189 Kamamalu Road [...] Read more...

#### "Pesticide Risk Reduction Education" short course for Oahu (Pearl City) BIFB Apr 17, 1:39 PM

"Pesticide Risk Reduction Education" short course for: \*Oahu (Pearl City) \*May 21-23, 2012 (2.5 days) \* Registration deadline: May 7 \* Fee for registration: \$100 / person \* Fee for study packet (if you need one): \$35 / packet. Please refer inquiries to me cynagami@hawaii.edu , 808-956-6007 and/or to this webpage: http://pestworld.stjohn.hawaii.edu/pat/schedule.html Charles Nagamine Pesticide Risk [...] Read more...

#### New Employee Rights Posting Requirements for April 30, 2012 BIFB Apr 17, 1:05 PM

This new NLRA posting regulation applies to all private-sector employers who fall within the jurisdiction of the National Labor Relations Board (NLRB). The poster is available free from their web-site. Employees, exporters, non-profits... You may be subject to these regulations... You do not have to have 100 employees or be part of a union for these rules to apply... The Board has statutory [...] Read more...

#### Farmers Market Promotion Program Grants Available BIFB Apr 5, 2:44 PM

Farmers Market Promotion Program Grants Available USDA Office of Communications sent this bulletin at 04/05/2012 12:00 PM EDT You are subscribed to USDA Office of Communications. Release No. 0117.12 Contact: Gwen Sparks, gwen.sparks@ams.usda.gov (202) 260-8210 Farmers Market Promotion Program Grants Available WASHINGTON, April 5, 2012 – Agriculture Deputy Secretary Kathleen Merrigan announced today that the [...] Read more...

#### Calling Hawaii's Value-added agricultural producers BIFB Apr 4, 3:47 PM

2012 Value Added Agriculture Product Manufacturing Grant is OPEN! Hawaii companies; Would your product benefit from dehydration? juicing? purverzing? concentrating? purve? How about making a tea from your product? a nutraceutical? a fruit leather? a cosmetic? dye? Can you bottle it? add seasonings to make a new product? GREAT opportunity for Hawaii agricultural value-added producers! [...] Read more...

#### Farming the Youth in Hawaii BIFB Apr 2, 1:06 PM

Reblogged from The Harvest Gypsies: Hilda from MA'O Organic Farms is one of the four-year program participants. She recently graduated from MA'O's two-year program and is currently pursuing a Bachelor of Arts at the University of Hawaii while working at MA'O as a manager. The drive to MA'O Organic Farms in Waianae on the West [...] Read more...

#### April 2 - National Peanut Butter and Jelly Day BIFB Apr 2, 11:24 AM



Search Articles:

#### Sort By: Date

Title Source New

#### Recent Articles:

#### JI .

Today Yesterday Last Seven Days This Month Last Month

#### Source:

Ag Hawaii

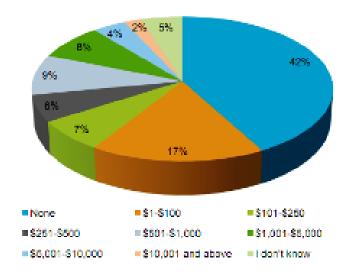
#### Actions:

Update Now
Mail Link to This Page
Subscribe in Mail
Add Bookmark...

# Why Use Social Media Marketing

 60% of all small business decisionmakers spend less than \$100 on social media marketing

Approximately how much money does your business spend to market to customers using social media?





# Advantages of Social Media

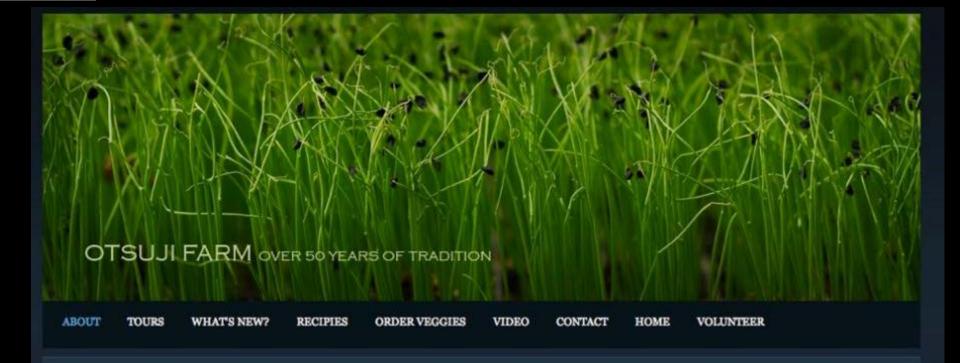
- \* Low Cost Investment
- \* Global Reach
- \* Increase Brand Awareness
- \* Interactive Engagement
- \* Monitor Market



# Local Businesses That Utilize Social Media

- \* Slow Food Maui
- \* Hawaii Organic Farmers Association
- \* Abundant Life Natural Food and Café
- \* Big Island Bees
- \* Greenwell Farms
- Otsuji Farm FreshVeggies

- \* Ma'o Organic Fruits and Vegetables
- \* Royal Hawaiian Honey
- \* Holualoa Kona Coffee Company
- \* Haleiwa Farmers Market
- \* Maunakea Tea
- Noni Biotech International





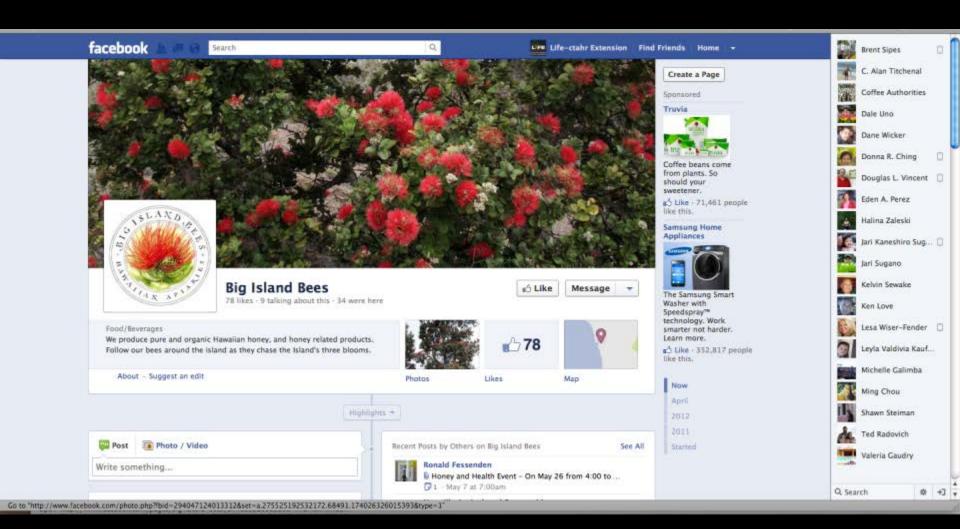
OTSUJI FARM was founded in 1954. At the young age of 19 Kakuji Otsuji father of Edwin Otsuji came to Hawaii by himself on a boat from Kagoshima Japan with the hopes of building the American dream. With no English skills and a burning desire for the good life, Kakuji made a living as a black smith. Kakuji soon met his wife, Fumie and had 5 children, Richard, Masa, and Edwin. It was Fumie that had the vision to start Otsuji Farm. With much persistence Fumie convinced Kakuji to take their life savings and begin farming in Hawaii Kai. Not only did it provide well for their family, it was also the bread and butter for all of their children. Edwin, the youngest of the three children now has taken over the responsibility of running the farm. Edwin's children Derek, Marcus, and Jonas have worked the land from the time they were old enough to walk. Jonas Otsuji, the youngest has plans to take over the farm when his father retires.

**OTSUJI FAMILY** 

# Greenwell Farm: Facebook



# Big Island Bees: Facebook



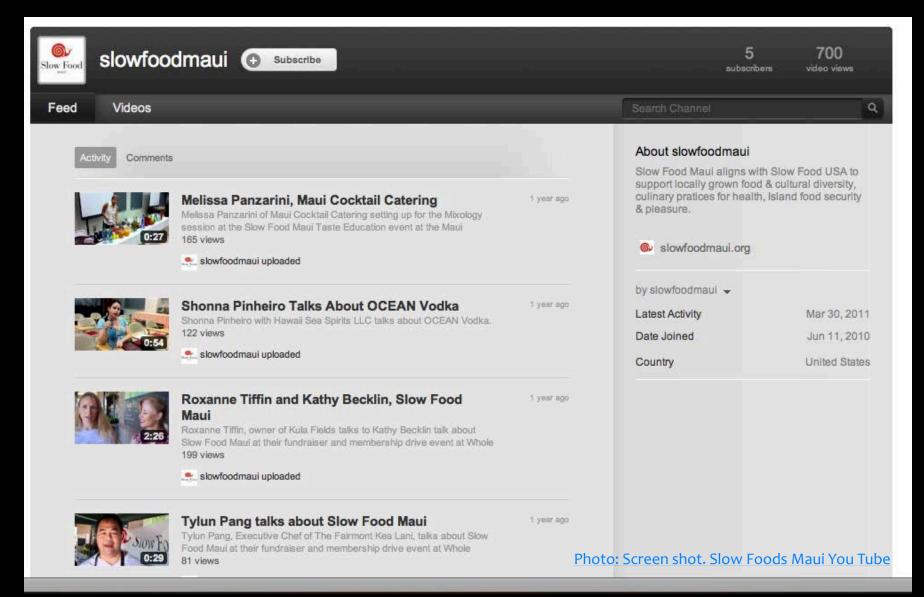
# Kahuku Brand: Twitter



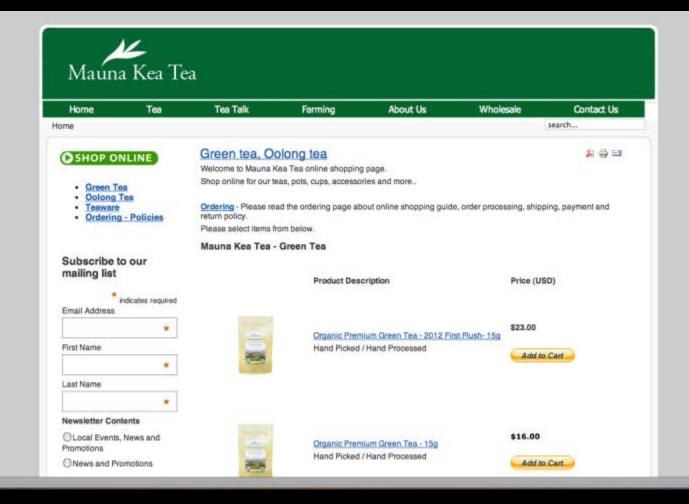
# Ma'o Farms: Blog



## Slow Foods Maui: You Tube



# Mauna Kea Tea Online Shopping





OUR NEWSLETTER

Would you like the latest news about all of our coffees? We'd love to send you our newsletter.

Email \*

Name \*

First Name Last Name

#### **Upcoming Events**

#### Ka'u Farmers Market

Across from the Punalu'u Bake Shop in Na'alehu, in the Ace Hardware parking lot. 7:30 a.m.-noon, Wednesdays and Saturdays, except for December 17

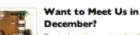
#### Kino'ole Farmers Market

1990 Kinoole St., Hillo 6:30 a.m.-noon Saturdays

#### KCC Farmers Market

4303 Diamond Head Rd., Honolulu 7:30 a.m.-11:00 a.m., December 17

#### **Latest News**



Posted on November 21, 2011 by Rusty's Hawaiian

a O Items

If you'll be on the Big Island or in Honolulu during the month of December, we'd love to see you in person! Here's a list of our upcoming events: KINO'OLE FARMERS MARKET 1990 Kino'ole St., Hilo Saturdays 6:30 a.m.-noon KA'U FARMERS MARKET Across from the Punalu'u Bake Shop in Na'alehu, in the Ace Hardware parking ...



HOME SHOP - NEWS - OUR HISTORY CONTACT

We craft award-winning coffees by him, we baby our beans ity in competitions and reviews. r you?

#### About Rusty's Hawaiian

#### Rusty Obra had a big dream:

Turn Hawaii's Ka'u District into a celebrated coffee region. After his death, his wife vowed to fulfill his vision.

Lorie Obra transformed the farm, mill and roastery into a model of passion and artisanal quality. She is the Specialty Coffee Association of Europe's

2010 Outstanding Producer, as well as Grand Champion of the Hawaii Coffee Association's 201 and 2010 statewide cupping competitions.

#### Want to connect?



Twitte



\* Goog



rie Obra

RS5



Email

#### nect?









# Lei Fresh Mobile App

### Hawaii Agricultural Foundation

- Mobile app
- \* Up-to-date
- \* Inventory of locally available produce, beef, poultry and other products



#### UNIVERSITY of HAWAI'I at MANOA



University of Hawai'i at Mānoa College of Tropical Agriculture & Human Resources



LIFE Overview

Outputs

LIFE Programs

Staff of LIFE

Training Materials

erials Articl





#### For More Information

Jari Sugano Kanoehe Extension Office 45-260 Waikalua Road Suite 101 Kaneohe, HI 96744 (808) 622-4185

Maria Derval Diaz-Lyke Waimea Extension Office 87-5189 Kamamalu Rd Kamuela, HI 96743 (808) 887-6183

#### Welcome to the Local and Immigrant Farmer Education Program

The goal of this program is to: 1) increase the viability and sustainability of commercial farms in Hawaii, 2) integrate more farmers into mainstream agriculture, and 3) help drive Hawaii's diversified industry forward.

LIFE Website

### The Power of Social Media

- \* Change.org: Petition to Bank of America to drop \$5 fee
  - \* 300,000 customers join the petition
  - \* Bank of America removes proposed fee
- \* Facebook.com: Organ donor program with Donate Life America.
  - \* After day 1: over 6,000 people had enrolled
- Farmville: Support Save the Childrens' Japan Earthquake Tsunami Emergency Fund
  - \* Purchase of program = over \$2.2 million raised

Portable devices allow us to access information anytime, any place, at our convenience and in a manner which we choose to obtain it

### New Technology: Smart Phones

- Cellular telephone with built-in applications and Internet access
  - \* Digital voice service
  - \* Text messaging
  - \* E-mail
  - \* Web-browsing
  - Still and video cameras
  - Music player
  - \* Video viewing
  - Mobile computer
  - \* Etc.



### Ipad

- \* Tablet style computer
- \* Mobile
- \* Internet capabilities
- \* Business, office, games and social media apps
- \* Multi-media device



You can buy attention (advertising). You can beg for attention from the media (PR). You can bug people one at a time to get attention (sales). Or you can earn attention by creating something interesting and valuable and then publishing it online for free. David Meerman Scott, Best-Selling Author & Speaker

## Is Social Media right for your business?

### Ves.

### Social Media in Your Creative Organization: Where to Start?



be simple, be social:

# Engage them!

**GOT AN IDEA?** 

VIEW IDEAS

IDEAS IN ACTION

Hi there. Sign In to make a comment.



### Communicate & Participate

### Ideas so far

Search Ideas

### PRODUCT IDEAS

22,192 Coffee & Espresso Drinks Frapouccino® Beverages

6.850 Tea & Other Drinks

10,006 Food

4.681 Merchandise & Music

6,479 Starbucks Card

6.8c1 Other Product Ideas

### EXPERIENCE IDEAS.

Ordering, Payment, & Pick-Up

9,387 Atmosphere & Locations

7.844 Other Experience Ideas

### SHARE. DISCUSS. SEE.

You know better than anyone else what you want from Starbucks. So tell us. What's your Starbucks Idea? Revolutionary or simple ve want to hear it. Share your ideas, tell us what you think of other people's ideas and oin the discussion. We're here, and we're ready to make ideas happen. Let's get started.

### Most Recent Ideas

5 Hour(s) Ago Strawberry Shortcake

5 Hour(s) Ago Reusable Cups

s Hour(s) Ago Gift card/resards card

6 Hour(s) Ago Cinnamon Bun Latte

6 Hour(s) Age Free Caramel Sauce for Gol

### INSPIRED BY YOU!

mystarbucksidea.com

Print Screen: My Starbucks

# A brand is no longer what we tell the consumer it is – it is what consumers tell each other it is.

-Scott Cook, co-founder Intuit

### So...

## Put Your Business Out There

# Engage & be social

### Keep Moving Forward

