

## Encouraging customer feedback on the company's website or via social media presence during the online media sale process

<sup>1</sup>Kambala Kumar Ashok, <sup>2</sup>Bhimavarpur Sandya, <sup>3</sup>Buddeli Srisailam, <sup>4</sup>Gaddapu Raghu

<sup>1,2,3</sup>Assistant Professor, <sup>4</sup>PG Student, Department of Master of Business Administration-MBA, Siddhartha Institute of Engineering and Technology, Hyderabad, India.

### Abstract

In this age of computers, advertisers are presented with new challenges and opportunities. Advanced selling is the practice of advertising showcasing their products or services via the use of electronic media. The main goal of computerized selling is to bring in customers and provide them the ability to interact with the whole through computerized media. This article focuses on the value of advanced selling for both consumers and advertisers. People often consider how computerized selling affects business transactions. Also, this article offers the differences between traditional selling and contemporary selling. This study looks at several computerized selling techniques, their effectiveness, and how they affect business transactions. The analyzed test comprises of 1 hundred fifty partnerships and fifty heads that are subjectively first class to demonstrate the viability of advanced selling. Gathered data has been examined with the help of arranged applied math devices and strategies

### Introduction

One type of promoting that is frequently used to promote goods or services and contact customers through digital channels is advanced advertising. Beyond web advertising, computerized advertising also includes media that don't require Internet access. It includes mobile phones (both SMS and MMS), web-based media marketing, show promotion, internet searcher showcasing, and many other sorts of advanced media in touch with customers, and it subsequently makes an effort to strengthen customer brand loyalty (Merissa et al., 2004). Buyers may get info through electronic media whenever and wherever they need to. With the presence of advanced media, buyers don't simply depend on what the organization says about their image yet additionally Afrina Yasmin, Sadia Tasneem, Kaniz Fatea Adequacy of Digital Marketing in the Challenging Age: An Empirical Study 70 ISSN 1849-5664 (on the web) <http://researchleap.com/class/global> diary of-the board science-and-business-organization ISSN 1849-5419 (print) International Journal of Management Science and Business Administration Vol 1. No 5. April 2015., pp. 69-80 they can follow what the media, companions, affiliations, peers, and so on, are saying too. Advanced showcasing is a wide term that alludes to different special procedures sent to arrive at clients by means of advanced innovations. Computerized promoting exemplifies a broad determination of administration, item and brand advertising strategies which fundamentally use Internet as a center limited time medium notwithstanding versatile and customary TV and radio. Standard image Gateway assists buyers with sharing their computerized photographs with companions on the web. L'Oréal's image Lancôme utilizes email pamphlets to stay Magazine distributors can enact and drive their clients into Internet with messages and SMS messages to improve re-membership rate (Merissa et al., 2004).

Advertisers logically bring brands closer to purchasers' lifestyle. The steadily changing part of customers as coproduces of import is transforming into dynamically indispensable (Pralhad and Ramaswamy, 2004). Khan and Mahapatra (2009) commented that innovation assumes a critical part in up the norm of administrations gave by the specialty units with regards to Hoge (1993), electronic advancing (EM) might be an exchange of items or administrations from seller to buyer including one or a great deal of electronic procedures or media. E-Marketing started with the work of transmits inside the nineteenth century. McDonald's utilizes on-line channel to reinforce entire messages and connections they need planned on-line networks for kids, similar to the Happy Meal site

with enlightening and fun games to remain clients perpetually near themselves (Rowley 2004). Reinartz and Kumar (2003) tracked down that the amount of mailing endeavors by the organization is totally associated with organization benefit over the long run. the principal advantages of social media advancing are diminishing costs and upgrading the compass. the estimation of an online media stage is as a rule lower than various elevating stages like vis-à-vis deals or deals with an encourage of mediators or wholesalers. furthermore, online media elevating licenses organizations to accomplish clients that won't be available because of worldly and locational impediments of existing conveyance channels. For the most part, principal benefit of online media is that it will change firms to expand reach and cut back costs (Watson et al. 2002; Sheth and Sharma 2005).

As indicated by Chaffey (2011), online media selling includes "empowering customer correspondences on organization's own site or through its social presence". Online media selling is one fundamental procedure in computerized selling as firms will utilize web-based media kind to appropriate their messages to their crowd without paying for the distributors or merchant that is trademark for old selling. Advanced promoting, electronic selling, e-advertising and web selling are all comparable terms that, basically, allude to "advertising on-line whether by means of sites, online promotions, select in messages, intuitive stands, intelligent TV or mobiles" (Chaffey and Smith, 2008). Giese and Gate (2000) finds that customer information fulfillment (CIS) for computerized selling will be conceptualized as an adof passionate reaction of fluctuated force that follows utilization and is excited by central parts of deals exercises, data frameworks (sites), advanced items/administrations, customer support, after-deals administration and friend's culture.

Waghmare (2012) discovered that few nations in Asia square measure exploiting web-based business through opening up, that is pivotal for advancing rivalry and dissemination of web advancements. Zia and Manish (2012) found that as of now, customers in metropolitan Bharat square measure being driven by internet business: these buyers square measure booking ventures, looking for customer material science and books on-line. despite the fact that disbursal per on-line purchaser stays low, exactly 59 of on-line customers in metropolitan Bharat as of now make buys on-line at least once in an extremely month. Dave Chaffey (2002) characterizes e-showcasing as "utilization of advanced innovations - online channels (web, email, information bases, and versatile/remote and advanced TV) to add to selling exercises designed for accomplishing benefit procurement and clients maintenance (inside a multi-channel looking for interaction and customer lifecycle) by up customer data (of their profiles, conduct, esteem and steadfastness drivers) and really conveying coordinated interchanges and on-line benefits that match clients' singular cravings. Chaffey's definition mirrors the connection selling idea; it stresses that it should not be innovation that drives e-advertising, anyway the plan of action. a wide range of web-based media give partner freedom to blessing organization itself or its item to dynamic networks and individuals that will show interest (Roberts and Kraynak, 2008). per Gurau (2008), on-line selling environmental factors raises an arrangement of chances and furthermore challenges for web-based media selling experts.

The fundamental goal of this paper is to detect the adequacy of computerized selling inside the serious market. The certificatory destinations territory unit following:

- to bring up the varying parts of computerized advertising;
- To focus on the fundamental correlation among old and advanced showcasing;
- to discuss the consequences of differed styles of computerized selling on the association's deals and option exercise. To bring up the different advantages of advanced offering to the buyers.\

## **2. Theoretical and conceptual framework**

### **2.1 Traditional Marketing versus Digital Marketing**

Conventional advancing is that the most unmistakable sort of advancing. antiquated advancing is non-computerized strategy used to advance the product or administrations of business substance. On the contrary hand, computerized advancing is that the promoting of product or administrations misuse advanced channels to accomplish customers. A few examinations are introduced underneath: Conventional advancing Digital

advancing Conventional advancing incorporates print, broadcast, post office-based mail, and phone Computerized advancing remembers for line promoting, email promoting, web-based media, text electronic correspondence, offshoot showcasing, program improvement, pay per click No communication with the crowd Interaction with the crowd

Results are direct to live to a superb degree clear to live Publicizing efforts arranged over an extended time of your time Publicizing efforts arranged over short time of your time Costly and long technique respectably minimal effort and expedient on account of advance the Afrina Yasmin, Sadia Tasneem, Kaniz Fatema Adequacy of Digital advancing inside the troublesome Age: partner certificate Empirical Study 72 items or administrations Accomplishment of old advancing ways might be celebrated if the firm will contact monstrous local crowd Accomplishment of computerized advancing ways might be celebrated if the firm will arrive at some particular number of local crowd One mission wins for an extended time Campaigns might be essentially changed effortlessly and developments might be presented inside any mission Restricted reach to the customer in light of confined number of customer innovation More extensive reach to the customer because of the usage of different clients innovation every minute of every day year-around openness isn't achievable day in and day out year-around openness is plausible No capacity to venture out microorganism Ability to travel microorganism One way voice correspondence 2 manners by which voice correspondence Reactions will exclusively happen all through work hours Response or criticism will happen whenever Promoting mediums that might be utilized as a piece of advanced selling procedure of a business may embrace limited time endeavors made through web, online media, cell phones, electronic boards, similarly as by means of computerized TV and radio channels. Advanced selling might be a sub part of old selling and uses stylish computerized channels for the area of product for example downloadable music, essentially for human activity with partners for example clients and financial backers in regards to finish, product and business progress.

## 2.2 Various elements of digital marketing

There are changed segments by that computerized advancing is made. All structures work through electronic gadgets. the preeminent imperative parts of advanced advancing are given beneath:

(I) on-line promoting Web based publicizing could be a significant a piece of computerized advancing. it's moreover known as web publicizing through which organization will convey the message concerning the product or administrations. Web based promoting gives the substance and promotions that best matches to customer interests. Distributer's place concerning their product or administrations on their sites so clients or clients get free data. Publicists should put more straightforward what's more, pertinent promotions on-line. Through on-line promoting, organization well administrations its financial plan and its full control on schedule.

(ii) Email advancing at the point when message concerning the product or administrations is transported through email to the overall or likely customer, it is illustrated as email advancing. Direct advanced elevating is utilized to send promotions, to make total and customer unwaveringness, to make customer trust and to shape total mindfulness. Organization will advance its product and administrations by misuse this part of advanced advancing just. it's similarly low value correlation with promoting or different kinds of media openness. Organization will bring total consideration of the customer by making locks in blend of designs, text and connections on the product and administrations. Afrina Yasmin, Sadia Tasneem, KanizFatema (iii) Social Media Today, web-based media advancing is one taking all things together the first fundamental computerized advancing channels. it's a PC based device that grants people to frame, trade ideas, information and film in regards to the organization's item or administrations. in sync with Nielsen, web clients actually pay longer with online media locales than any other sort. Web-based media advancing organizations embrace Facebook, Twitter, LinkedIn and Google+. Through Facebook, organization will advance occasions in regards to item and administrations, run advancements that befits the Facebook pointers and investigate new freedoms. Through

Twitter, organization will build the mindfulness and perceivability of their entirety. it's the least difficult instrument for the advancement of organization's item and administrations. In LinkedIn, experts compose their profile and offer information with others. Organization will build up their profile in LinkedIn so the experts will peruse and may get a great deal of information with respect to the organization's item and administrations. Google+ is moreover web-based media network that is more straightforward than various social media like Facebook, Twitter. it's not exclusively simple online media network anyway conjointly it's AN origin device that joins web-content straightforwardly with its proprietor.

(4) Text electronic informing It is the best approach to send information concerning the item and administrations from cell and great telephone gadgets. By utilizing telephone gadgets, organization will send information inside the sort of text (SMS), pictures, video or sound (MMS). selling through cell phone SMS (Short Message Service) turned out to be dynamically popular inside the early 2000s in Europe and a couple of components of Asia. One will send request affirmations, dispatching alarms abuse text message. abuse SMS for crusades get snappier and extra generous outcomes. beneath this framework, organizations can send offering messages to their clients in timeframe, any time and might be guaranteed that the message will be seen. Organization will deliver a frame and obtain important customer criticism fundamental to build up their item or administrations in future.

(v) Affiliate Marketing: Associate selling could be an assortment of execution-based selling. during this assortment of selling, a company rewards partners for each voyager or customer {they bring theycarry theyconvey they bring about they produce} by selling endeavors they make for the benefit of organization. Industry has four center players: the money manager (likewise alluded to as "retailer" or "brand"), the organization, the distributor (additionally alluded to as "the partner") and consequently the customer. The market has completely filled in such intricacy prompting the rise of an auxiliary level of players just as partner the board organizations, super-members and concentrated outsider merchants. There square measure 2 different ways that to move toward subsidiary showcasing: Company can give partner degree offshoot program to other people or it will sign on to be another business' member. In the event that organization needs to drive partner degree partner program, at that point, the corporate proprietor should pay associates a commission charge for each lead or deal they drive to organization's site. Organization's fundamental objective here is to search out subsidiaries United Nations office will arrive at undiscovered business sectors. For instance, an enterprise with partner degree e-zine may turn into a fair subsidiary because of its supporter's square measure hungry for assets. Thus, presenting one's stockpile through "believed" organization will snatch the eye of possibilities that probably won't have in any case reached.

vi) PC program improvement (SEO) Internet searcher improvement (SEO) is that the technique for powerful the perceivability of a site or an online page in an incredibly internet searcher's "regular" or un-paid ("natural") query items. All in all, the sooner (or higher separated on the Query items page), and extra oft a site appears inside the output list, the extra visitors it'll Afrina Yasmin, Sadia Tasneem, Kaniz Fatema Viability of Digital selling inside the troublesome Age: Associate in Nursing Empirical Study 74 ISSN 1849-5664 (on the web) <http://researchleap.com/classification/global> diary of the executives science-and-business-organization ISSN one849-5419 (print) International Journal of Management Science And Business Administration Vol 1. No 5. April 2015., pp. 69-80 get from the PC program clients. Website design enhancement may target very surprising assortments of search along with picture search, neighborhood search, video search, instructive pursuit, news search and industry-explicit vertical web search tools.

(vii) Pay Per Click (PPC) Pay-per-click selling could be a strategy for abuse PC program publicizing to get snaps to your site rather than "procuring" those snaps naturally. Pay per click is pleasant for searchers and publicists. it's the best strategy for organization's advertisements since it carries low cost and bigger commitment with the product and administrations.

**2.3 Gifts advanced selling brings to clients:** With quick mechanical turns of events, advanced selling has adjusted clients looking for conduct. It has carried fluctuated gifts to the clients as given underneath: (I) keep refreshed with item or administrations Advanced selling advances empower the clients to stay with the corporate information refreshed. These days heaps of customer will get to net anyplace whenever and firms square measure ceaselessly change data with respect to their item or administrations.

(ii) bigger commitment with advanced selling, clients will have association with the organization's changed exercises. clients will visit organization's site, examine information in regards to the item or benefits and make buys on-line and supply criticism.

(iii) Clear information in regards to the item or administrations Through computerized selling, clients get clear information in regards to the item or administrations. there's a touch possibility of translation of the information taken from sales rep during a business outlet. Notwithstanding, Internet gives extensive item information that clients will have certainty and make buy call.

3. Strategy of the examination: Strategy comes from precise and hypothetical examination of the methodologies to gauge nature of 1 explicit strategy to use to a field of study. It generally includes thoughts like worldview, hypothetical model, stages and quantitative or subjective procedures. This investigation is led upheld every essential and optional data sources.

Essential sources: Essential stock could be an inventory from any place we tend to gather direct data or unique data regarding a matter. Meeting strategy was utilized with organized structure for the social event of essential data.

Optional sources: Optional stockpile could be an inventory from any place we tend to gather data that has effectively been gathered by someone. We have gathered optional data from the printed money related articulations of the enterprises, paper and articles. For the point of this examination, we've assigned 100 fifty enterprises aimlessly way} which are abuse computerized showcasing framework to offer their item to clients. for sure, we tend to furthermore gathered data from fifty heads from test and diverse totally various partnerships to get a handle on their assessment on the adequacy of advanced advancing.

Gathered data and information has been coordinated, clarified and investigated by abuse totally unique applied arithmetic apparatuses furthermore, methods. This investigation shows results each in engaging and insightful methodology.

#### 4. Analysis and discussion

**4.1 Correlation analysis:** To show the correlation between the various elements of digital marketing and increased sales, we have collected data from one hundred fifty firms who are taking the various techniques or elements of digital marketing. Results are given below

Increased Sales Online Advertising Email Marketing Social Media Text Messaging Affiliate Marketing Search Engine Optimization (SEO) Pay Per Click (PPC) Increased Sales Pearson Correlation(r) 1 .869 .873 .840 .667 .560 .840 .560 Sig. (2- tailed) .056 .053 .075 .219 .326 .075 .326 N 150 150 150 150 150 150 150 150 Table 4-1

Correlations From the above table, we can conclude that every element of digital marketing is positively related to sales increase. It indicates that all elements of digital marketing show positive effect on firm's sales. Online advertising, email marketing, social media and search engine optimization (SEO) are highly positively correlated with sales increase since showing value of r to be .869, .873, .840 and .840 respectively. The value of r of text messaging, affiliate marketing and pay per click (PPC) are .667, .560 and .560 which also shows low positive correlation with sales increase. 4.2 Analysis of digital marketing Digital media is so pervasive that consumers have access to information any time and any place they want. It was long ago when the messages people got about specific products or services consisted of only what a company wanted them to know. Model R square F Stay updated with products or services .718 122.117 Greater engagement .516 51.276 Clear information about the products or services .629 81.254 Easy comparison with others .639 85.141 24/7 Shopping .749 142.868

Share content of the products or services .656 91.498 Apparent Pricing .636 83.962 Enables instant purchase .667 96.028

Table 4-2 Model Summary From the above table, we can conclude that almost all the variables having weight explaining with great extent its relationship with digital marketing. For example, stay updated with products or services is explained by 71.80% of digital marketing and the remaining 28.20% is explained by another factor. Greater engagement is explained by 51.60% of digital marketing and the remaining 48.40% is explained by another factor. Clear Information about the products or services is explained by 62.90% of digital marketing and the Afrina Yasmin, Sadia Tasneem, Kaniz Fatema Effectiveness of Digital Marketing in the Challenging Age: An Empirical Study 77 ISSN 1849-5664 (online) <http://researchleap.com/category/international-journal-of-management-science-and-business-administration> ISSN 1849-5419 (print) International Journal of Management Science and Business Administration Vol 1. No 5. April 2015., pp. 69-80 remaining 37.10% is explained by another factor. We can also see from the above table that F value is bigger more than 80 indicating the strength of the model. Coefficient of Different Variables: The coefficient of different variables in relation with independent variables will be discussed below: Coefficients Model Unstandardized Coefficients Standardized Coefficients B Std. Error Beta ( $\beta$ ) t Sig. Constant 1.000 .215 4.649 .000 Digital Marketing 2.882 .261 .847 11.051 .000 Dependent Variable: Stay updated with products or services Constant 1.000 .254 3.937 .000 Digital Marketing 2.206 .308 .719 7.161 .000 Dependent Variable: Greater engagement Constant 1.000 .248 4.040 .000 Digital Marketing 2.706 .300 .793 9.014 .000 Dependent Variable: Clear Information about the products or services Constant 1.000 .234 4.275 .000 Digital Marketing 2.618 .284 .800 9.227 .000 Dependent Variable: Easy compare with others Constant 1.000 .215 4.649 .000 Digital Marketing 3.118 .261 .865 11.953 .000 Dependent Variable: 24/7 Shopping Constant 1.000 .223 4.482 .000 Digital Marketing 2.588 .271 .810 9.565 .000 Dependent Variable: Share content of the products or services Constant 1.000 .262 3.816 .000 Digital Marketing 2.912 .318 .798 9.163 .000 Dependent Variable: Apparent Pricing Constant 1.000 .240 4.165 .000 Digital Marketing 2.853 .291 .817 9.799 .000 Afrina Yasmin, Sadia Tasneem, Kaniz Fatema Effectiveness of Digital Marketing in the Challenging Age: An Empirical Study 78 ISSN 1849-5664 (online) <http://researchleap.com/category/international-journal-of-management-science-and-business-administration> ISSN 1849-5419 (print) International Journal of Management Science And Business Administration Vol 1. No 5. April 2015., pp. 69-80 Coefficients Model Unstandardized Coefficients Standardized Coefficients B Std. Error Beta ( $\beta$ ) t Sig. Constant 1.000 .215 4.649 .000 Digital Marketing 2.882 .261 .847 11.051 .000 Dependent Variable: Enables instant purchase Table 4-3 Coefficients Analysis for Dependent Variable -Stay updated with products or services Unstandardized Coefficients (B) indicates that if independent variable is zero (0) then what is the impact on dependent variable? Here if we don't use digital marketing then stay updated with products or services will be 2.882. Standardized Coefficients ( $\beta$ ) indicates that if independent variable is increase by 1% then what will be the impact on dependent variable. Here if the usage rate digital marketing is 1% then 84.70% stay updated with products or services will be happened.

5. terminal comments and proposition Computerized divert in selling has become fundamental a piece of procedure of the numerous companies. These days, in any event, for entrepreneur there's an extremely minimal effort and affordable on account of market his/her item or administrations. Computerized promoting has no limits. Organization will utilize any gadgets like cell phones, tablets, workstations, TVs, game consoles, computerized boards, and media like online media, SEO (web search tool enhancement), recordings, content, email and ton extra to push organization itself and its item and administrations. Advanced selling may succeed extra on the off chance that it considers client needs as a high need. like "Rome wasn't designed in a day," thus, computerized selling results will not conjointly return while not attempt, while not preliminary (and mistake). The watchwords "test, learn and develop" should be at the focal point of all computerized selling activities. Organizations should deliver creative customer encounters and explicit ways for media to detect the least difficult way for driving up computerized selling execution.

**Findings**

- Email marketing is up to 40 times more effective than other social media platforms.
- According to a study by McKinsey & company shows that the buying process happens 3 times faster than other social media platforms.
- Statistically there is a potential growth of email marketing.
- 91% of people access their email at least once a day.
- According to fourth source website, 92% of internet users have at least one email account.

**Suggestions:**

To build an effective email marketing

- Build your subscriber list.
- Encourage readers to reply.
- Make it personal.
- Keep your emails out of spam folders.
- Include interesting links and calls to action.
- Make sure your email looks clean and crisp.
- Testing and updating.
- Track your data regularly.

**Conclusion**

The effectiveness of email marketing is increasing day by day with the increase in usage of internet. According to sources we can conclude that most of the people use email as it is easy to access with low cost and maintain more security. Hence, we can conclude that email marketing is best among all the social media platforms.

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