# Digital Marketing Strategies In The Age Of Social Media: A Comparative Study Of Global Brands

Nargis Parveen<sup>1</sup>, Rima Osama Mohammad Othman<sup>2</sup>, Dima Mahmoud Aref Abbadi<sup>3</sup>, Esraa M. Al-Lobani<sup>4</sup>, Hina Skhawat<sup>5</sup>, Muhammad Skhawat Ali<sup>6</sup>, Khaled Mejdi<sup>7</sup>

<sup>1</sup>Department of Computer Sciences, Faculty of Computing and Information Technology, Northern Border University, Rafha, Saudi Arabia, nargis.norulhaq@nbu.edu.sa <sup>2</sup>Department of Administrative Sciences, Applied College, Northern Border University, Rafha, Saudi Arabia, REMA.MOHAMMAD@nbu.edu.sa

<sup>3</sup>Department of Administrative Sciences, Faculty of Applied College, Northern Border University, Rafha, Saudi Arabia, dema.Abadi@nbu.edu.sa

<sup>4</sup>Department of Mathematics Sciences, Faculty of Applied College, Northern Border University, Rafha, Saudi Arabia, esraa.khaled@nbu.edu.sa

<sup>5</sup>Department of Basic Sciences, Applied College, Northern Border University, Rafha, Saudi Arahia

Hina.Skhawat@nbu.edu.sa

<sup>6</sup>Department of Basic Sciences, Applied College, Northern Border University, Rafha, Saudi Arabia,

mohammed.moneer@nbu.edu.sa

<sup>7</sup>Department of Administrative sciences, Applied College, Northern Border University, Rafha, Saudi Arabia, khaled.mejdi@nbu.edu.sa

This paper discusses the way in which global brands adopt social media to execute digital marketing activities keeping culture subtleties, and market-specific interest intact. The research investigates various strategies of the firms from a broad spectrum, exploring how social media is overhauling traditional marketing in to less-expensive, more sophisticated and interactive ways their brands interface with consumers. The results also show the importance to customize content and strategies based on local consumer behaviour as well as maximize engagement or visibility through built in platform features. What is more, the research highlights how essential data analytics has become in enhancing marketing strategies so that brands reach their audience with even better intent-driven campaigns. The document investigates the world landscape of social media marketing and offers information on what works in various places, finding out how to combine cultural adaptability with strategic use from online tools to expand brand awareness & connect along with consumers.

Keywords: global, brands, cultural, expensive, strategic, awareness.

#### 1. INTRODUCTION

The arrival of the internet and subsequent explosion in digital technologies led to a seismic shift in marketing that we see today. Across the (ever evolving) marketing landscape very few shifts have had as significant an impact in such a short period of time. With Social media, not only has it change the way communication takes place in between people but also the fundamental approach of how business communicates with its consumers. In the rapidly changing, highly interconnected world of digital platforms and global audiences, businesses have to stay ahead with new opportunities as well navigate through challenges. Social media meanwhile has rapidly become a default weapon for some of the biggest brands in the world-not just for their ability to communicate personally with customers, immediately and directly. This marks the transformational phase into a new era of marketing one where traditional forms of advertising and promotion have quickly gone by wayside making way for tactics designed to connect with today's digitally-sophisticated consumer.

## Transformation from Conventional Marketing To Digital Marketing

This is how marketing has been done, historically advertising was built around traditional media channels like television, radio and print. Years ago these methods were sufficient but being manual and anecdotal, there was only so far you could go with it. Commercials on TV and magazine ads can do only so much targeted customer targeting, while consumer engagement is very one-way. The internet and digital technology bloomed, creating new channels inciting interactivity that overshadowed the static possibilities of traditional media. Business discovered that the Internet created broader, more targeted outreach opportunities to consumers and recognized faster dialog helped foster real-time interaction[1].

This marked the advent of a new era; where advertising was not limited to an even newer medium, this time on people's computer screens. The first wave of digital marketing strategies were the search engines, email marketing and website advertising that enabled brands to target specific demographics or simply put, track user behavior and refine messaging with almost every tracking/ analytics details. This method was taken a notch higher by the onset of social media platforms, which allowed brands to go beyond just broadcasting and start participating in genuine conversations with their customers.

## Social Media as a Marketing Channel

It has come as no surprise that such platforms, Facebook to TikTok and elsewhere in between have become the most dominant weapon of digital marketers. What makes social media different, however is that it offers businesses the opportunity to directly reach their target audience and provides a channel where dialogue can flow both ways[2]. While traditional advertising pushes messages to consumers, social media marketing enables companies and brands a two-way conversation with their customers; this opens up the possibility for engagement, interaction, and community building.

Global reach is one of the most powerful benefits to social media marketing. With billions of users, platforms like Facebook or Instagram present brands with a unique opportunity to reach various target groups in different regions. In addition to this, social media platforms also equip businesses with the ability to segment audiences in order conduct detailed targeting campaigns

and, track engagement metrics that will allow them test & tweak their strategies appropriately. Other advertising options from display ads to sponsored posts enable brands to create customised marketing based on specific results types like brand awareness, lead generation or sales conversion.

Social media has done two things: it broadened reach and also reinvented what marketing means by making dynamic, visual content the currency of togetherness As brands transition from static ads to multimedia, opportunities for creativity have expanded including shaping narratives through video and images as well with interactive content. Additionally, until recently social media platforms were thought to be a platform that democratized content; whether it is user generated or branded, because after all brand audiences would potentially spread their message. Known as user-generated content, this trend has become an important part of popular social media marketing strategies and enables brands to leverage the power of their customers for authentic sharing with new audiences[3].

#### **How Data And Analytics Drive Social Media Marketing**

Social media marketing and the part data & analytics play in creating strategies are major aspects. Every second, social media platforms create tremendous piles of data: likes and shares from the users side; age, gender, location on the other. For companies, this marks a treasure trove of information on how audiences behave along with what works during engagement. Brands are able to monitor how these campaigns perform in real time, and can change their strategies based on what works most effectively with their audience through the use of advanced analytics.

When it comes to social media marketing, data analytics mean more than likes and shares and comments. Brands today can obtain information on audience demographics, locations of most activities are carried out and also the hours at which engagements peak as well as sentiment analysis to show how users feel. With this level of granular data, brands are able to promulgate the content helping them make better decisions and keeping their strategies correlated with business objectives. Additionally, the predictive analytics provided by these tools can help brands predict future trends and consumer behaviors so they stay current in a digitally evolving environment.

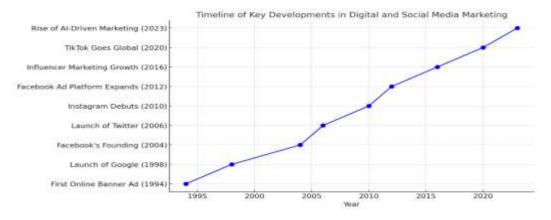


Figure 1. Timeline of Key Developments in Digital and Social media marketing

Further, social media platforms have introduced advanced advertising system where businesses are able to run very specific targeted ads. Using the data of a user, these tools make sure that ads are targeted only at those audience buckets which have higher chances of conversion. For instance, businesses in Facebook's ad platform have the ability to target users by age and gender as well as location, interests and behaviours online. This targeting enables marketing efforts to be directed at people most likely to engage with the brand, thus maximizing social media marketing campaigns[4].

## **Significance of Influencer Marketing**

A second major trend in the world of social media marketing is Influencer Marketing. Source Influencers The ever-chair of digital marketing strategy, influencers people with mass followings on social media Brands partner with influencers to push their products or services in front of the influencer's audience, utilizing their authenticity and reach to propel consumer action.

Influential Marketing: It is a very good and useful approach especially fashion, beauty, food & technology. Influencer marketing also creates an excellent channel for brand awareness and purchase decision and that is because current consumers are likely to trust their friends or people they look up to than the corporate message. Those with agency often tout influencer-induced purchases as more authentic and relatable than traditional advertising a strategy that works in an era of growing consumer around overt marketing messages.

The influencer marketing landscape is now a billion-dollar market, with brands large and small tapping into the power of influencers to reach targeted audience groups. Micro-influencers bring a special sauce of authenticity and targeted reach that can be irreplaceable for brands looking to laser-target communities or demographics. As such, the key to successful influencer marketing is identifying influencers that share the brand's values and target market preferences.

### The World-Wide Influence Of Social Media Advertising And Marketing

The ways in which global marketing professionals use social media to build relationships with the markets they serve go deep. Social media platforms are a worldwide phenomenon and this has many implications for companies that wish to reach specific audiences in different countries or regions. On the one hand, by creating a single campaign, brands can easily scale their marketing efforts up to tens or hundreds of millions of potential customers all over the world. In contrast, international brands have to negotiate the nuances of cultural diversity and language, as well as differences in consumer behaviors across geographies[5].

One of the keys to successful global social media marketing campaigns is cultural adaptability. Neonicotinoids may be relatively accepted by consumers in one region, but potentially rejected another. Humour, jokes or certain messages may not work the same way in an Asian/European country from one that works well across the U.S. For this reason, global brands have to consider local preferences and cultural norms while working on their social media strategies.

This can mean developing market-specific content, working with local influencers and adjusting the brand messaging to be relevant for that respective target audience[6].

Moreover, social media platforms vary according to areas as well. Though Facebook is the most used service worldwide, countries like China uses their own ones such as WeChat and Weibo because there are very limiting regulations that allow them to use only local social media. In a similar way, the Chinese social media app TikTok started gaining worldwide attention and with especially targeting at younger audiences it offers brands unique chances for leveraging this demographic. These regional platform preferences must be taken into special consideration while designing social media marketing strategies by brands.

#### Problems and Morals of social media marketing

Challenges in social media marketing Although the use of social media for marketing purposes is filled with opportunities, it also comes with a number of challenges related to privacy and ethics[7]. The giant scale of data collected by social media networks has made user privacy and security nightmare. Recent scandals like the Cambridge Analytica saga has shown how personal data may be abused for directed advertising and media scrutiny of social media platforms data management are questioning.

This has led to a tightening of data privacy regulations worldwide, as governments have increasingly focused on these issues. For example, the European Union's GDPR sets strict limits on how businesses can collect consumer data and what they do with it. So, brands involved in social media marketing are required to conform their practices within the framework of these regulations or risk legal consequences as well face adverse reputation!

Additionally, the surge of fake news and misinformation on social media have also placed a lot pressure in front of brands to establish trust with their users. When we do that type of association with things like fake news, it can really tarnish a brand. In today's age of 'cancel culture', furthermore, brands need to be more careful than ever about the perceived ethicality of their activities and messages as consumers are increasingly willing to police these on social media[8].

#### What is ahead for Social Media Marketing

Social media will always be changing and so too the strategies used by brands to connect with consumers. Artificial intelligence, augmented and virtual reality are among the emerging tech that will be in real demand when it comes to social media marketing. Take AI chatbots as an example, it automate customer service and support on social media channels with personalization. Brands are able to engage with consumers in fun and exciting new ways using augmented reality features, such as Instagram/Snapchat filters.

Instagram Shopping and Facebook Marketplace are evidence that social networks can follow the trend natively with additional options to enable users buying through these platforms. But this shift toward real-time shopping on social will continue to erode the distinction between those two sectors and provide new touchpoints for brands looking to acquire consumers, drive sales.

#### 2. RELATED WORK

The world of digital marketing, and especially social media has changed enormously over the last two decades changing how businesses connect with their customers. Over the years researchers and industry professionals have conducted a lot of research on shifting from traditional marketing to digital platforms because they believe that technological advancement has ignited new principles in this category. This has allowed social media platforms and more specifically some innovative marketing strategies that we have never seen before; platforms make it possible for brands to engage on levels not previously attainable, offer personalization unlike anything else out there in the market place but most importantly they do all this with a data driven reasoning behind their advice.

A substantial volume of research has studied the difference between traditional or digital marketing actions. Traditional marketing channels, including television, radio and print were most always one way communication forums in which brands pushed messages out to consumers without needing any kind of interaction. But with the evolution of digital marketing and social media, it introduced a new model: one that became more interactive channelized towards consumers. This transformation allowed for businesses to engage with consumers instantaneously, answer their requirements and build followers around its brand. These platforms allowed businesses to interact with customers in a more creative and unique way, also enabling them to know about ways they could generate effective campaigns on the go!

Social media marketing quickly became a predominant player within the digital marketing scene for being competitively able to tap giant, variable audiences. While doing so, among the roles played by each of Facebook, Twitter and Instagram in boosting digital presence for brands has been studied. Restricting it all to a list that can never do justice we have LinkedIn etc., Tiktok referenced as well. The characteristics, uses and user profiles of any given platform are different from the B2B to another; allowing brands tailored strategies that match with their audiences. Products heavy on visuals and lifestyle content like Instagram or TikTok, can enabled from the B2B/B2C as could be LinkedIn ideal for professional networking. Research has investigated how brands choose platforms according to their audience demographics, product types and marketing objectives at large[9,10].

Content marketing is also one of those things that is changing due a social media marketing, where companies are going further to create attractive and engaging content which will be retained by consumers. Brands are investing largely in creatives for social media marketing strategies by creating videos, blogs and infographics, live streams on their behalf. The goal of this content is not only to sell products or services but also to establish trust, authoritativeness and a relationship with the consumer. Some research has even gone so far as to suggest that high-quality content confers brand loyalty, since people are more likely to stick with brands that consistently provide them information or entertain them (or move their hearts somehow...). The increasing popularity of platforms like YouTube a very visual medium, which is why video content has become the primary marketing strategy across all different types of industries.

This has also caught the eye of digital marketing, with brands well and truly investing into influencer marketing. The rise of the influencer started with social media platforms democratizing content creation, where masses are able to create and share their own narrative shaping consumer opinions from macro-influencers. Brands work with everyone from celebrities to nano-influencers (those least amount of followers, but an incredibly loyal base in a small niche) who can help facilitate the delivery you want. It relies on the trust and authenticity these creators have with their followers, making it a lot more powerful than traditional advertising in most cases! Over the years, influencer marketing has become a multibillion dollar industry and researches concerning its efficiency in various fields from fashion & beauty to tech or travel niche. Brands are using influencers more to reach unique target consumer groups, especially younger demographic who engage with social content the most[11,12].

Following an extensive look at content and influencer marketing, it is now the turn of data analytics within social media a popular subject which I find particularly engaging. Businesses can use data gleaned from user demographics, to engagement metrics and more social media platforms represent treasure troves of information that enable organisations (be they consumer or commercial facing) to optimise their strategies. With the capability to monitor and evaluate user engagement with your posts, ads, an campaigns brands are equipped to incremental improvement of their marketing. As a result, data analytics tools have become more sophisticated to see what your audience is currently feeling about certain topics and making decisions accordingly helping act in ways that will benefit short-term marketing results[13-15]. Yet, with predictive analytics which is underpinned by artificial intelligence (AI) and machine learning digital marketing took on even more of a shape as brands now have the ability to predict what consumers might be thinking years ahead, making their efforts highly intuitive and personalized.

Sour	Objective	Methodology	results	Research gap
ce				
[16]	<ul> <li>Identify social media marketing strategies</li> <li>Discuss benefits, challenges, and emerging trends in marketing</li> </ul>	<ul> <li>Social media marketi ng strategie s</li> <li>Utilizati on of modern technolo gy in marketi ng</li> </ul>	<ul> <li>Identifies         social media         marketing         strategies for         brand         promotion.</li> <li>Discusses         benefits,         challenges,         and emerging         trends in         social media         marketing.</li> </ul>	<ul> <li>Lack of full exploitation of creativity and innovation.</li> <li>Failure to recognize benefits of social networks.</li> </ul>

[17]	<ul> <li>Explore evolution and drivers of digital marketing strategies.</li> <li>Analyze interactions between marketing initiatives and target audiences.</li> </ul>	<ul> <li>Historio graphic descripti on, compara tive analysis, synthesi s, forecasti ng, modelin g</li> <li>Tabular, graphica I data represen tation for strategic objectives and develop ment trajector ies</li> </ul>	<ul> <li>Evolution of digital marketing strategies and communicati on channels.</li> <li>Advantages include reduced costs, globalization, and regulatory interference mitigation.</li> </ul>	<ul> <li>Crisis model developm ent for financial and marketing synergy challenges</li> <li>Adhering to guidelines for competitiv e edge in digital marketing.</li> </ul>
[18]	<ul> <li>Explore effective marketing strategies in the digital era</li> <li>Identify current trends and best practices in marketing</li> </ul>	<ul> <li>Qualitati ve research approach</li> <li>Thematic analysis</li> </ul>	<ul> <li>Effective marketing strategies in the digital era</li> <li>Importance of regularly updating and adapting marketing strategies</li> </ul>	<ul> <li>Lack of focus on specific industries</li> <li>Limited exploratio n of competitor analysis</li> </ul>
[19]	Discuss strategies for successful	Leverag ing country of origin	<ul> <li>Strategies for successful brand internationali</li> </ul>	<ul> <li>Brand internation alization requires</li> </ul>

	brand internation alization.  • Highlight impact of brand authenticity on consumer attitudes.	effect for brand percepti on. • Incorpor ating influenc er marketi ng and localizin g brands.	zation in global marketplace Case studies of Huawei and TikTok's successful international brand management	effective targeting and positionin g strategies.  • Promoting brand authenticit y is essential for consumer trust.
[20]	<ul> <li>Investigate effectivene ss of digital marketing tactics</li> <li>Examine impact on brand awareness and customer engagemen t</li> </ul>	<ul> <li>Social media marketi ng, content marketi ng, SEO, email marketi ng, PPC</li> <li>Data analytic s for measuri ng digital marketi ng campaig n perform ance</li> </ul>	<ul> <li>Improved brand visibility, consumer relationships, and customer loyalty.</li> <li>Emphasizes data analytics for optimizing marketing efforts.</li> </ul>	<ul> <li>Research gaps include specific industry case studies for validation.</li> <li>Further exploratio n needed on emerging digital marketing trends.</li> </ul>
[21]	<ul> <li>Find out the nature of social media marketing.</li> </ul>	<ul> <li>Analysis and synthesi s</li> </ul>	<ul> <li>There is a direct link between the cost of brand social media</li> </ul>	<ul> <li>Finding new methods for brand social</li> </ul>

	<ul> <li>Identify benefits of using social media marketing.</li> <li>Determine relationship between SMM and share value.</li> <li>Develop recommend ations for social media branding.</li> </ul>	<ul> <li>Economics and statistics analysis</li> <li>Monographic method</li> <li>Econometric regression model</li> </ul>	marketing and the market capitalization of global companies.  • The connection is associated with the intensification of marketing efforts in SMM.	media marketing.  Improving existing methods for brand promotion effectiven ess.
[22]	<ul> <li>Review traditional and innovative marketing strategies in digital age.</li> <li>Discuss challenges, responses, case studies, and future developme nt trends.</li> </ul>	<ul> <li>Review of tradition al and digital marketi ng strategie s.</li> <li>Case studies on innovati ve marketi ng models and challeng es.</li> </ul>	<ul> <li>Enterprises         must adapt to         digital age         challenges.</li> <li>Success         relies on         innovation         and user-         centered         strategies.</li> </ul>	<ul> <li>Privacy and security challenges</li> <li>Talent cultivation in digital marketing</li> </ul>
[23]	<ul> <li>Comparative analysis of digitalend</li> </ul>	<ul> <li>Compar ative analysis of</li> </ul>	<ul> <li>Digital marketing enhances brand-</li> </ul>	Explore     AR, VR,     blockchai

	traditional	digital	consumer	n in
	marketing strategies • Explore impact on brand-consumer relationship s and future research avenues	and tradition al marketi ng strategie s  Case studies on successful transitio ns to digital marketi ng by compani es	interactions through personalizati on and real- time engagement. • Successful transitions to digital marketing by companies like Nike and Dove.	marketing.  • Address data privacy, algorithmic bias in digital marketing.
[24]	<ul> <li>Analyze and compare global business strategies of MNCs.</li> <li>Identify patterns and variations in strategic approaches across industries.</li> </ul>	<ul> <li>Compar ative research design</li> <li>Multicase study approach</li> </ul>	<ul> <li>Analyzed global business strategies of multinational corporations in digital age</li> <li>Explored relationship between digitalization and strategic decision-making</li> </ul>	<ul> <li>Data         availabilit         y,         participant         bias,         generaliza         bility         limitations</li> <li>Transpare         nt         discussion         of         limitations         in final         research         report</li> </ul>
[25]	Examine brand marketing strategies on social media.	<ul> <li>Literatur         e         research</li> <li>Analysis         methods</li> </ul>	• Examines brand marketing strategies on social media.	Biases in understan ding social media among

Offer	<ul> <li>Analyzes</li> </ul>	businesses
practical	successful	and
recommend	cases to	marketers.
ations for	enhance	<ul> <li>Need for</li> </ul>
enhancing	brand	appropriat
brand	recognition	e and
awareness	and	judicious
and loyalty.	influence.	use of
		social
		media
		platforms

Table 1. Literature review

Additionally, there is a wealth of research in studying regional and cultural differences when it comes to social media advertising. With global brands, there is always the problem of having to tailor their social media strategies according to local market tastes and cultural idiosyncrasies. What the American audience likes, does not necessarily mean the same can apply to a different region. Hence creating an individual approach for various markets is vital. Research has provided insights about how brands change their messaging, content and platform usage to meet this cultural demands. For instance Facebook and Instagram enjoy a prominent spot in most Western markets but local entities like WeChat and Weibo rule the roost of China. Brands that manage to traverse these differences in culture across the world generally do better, resonating more with their audience by not offending what is held unique within those markets.

Customer engagement on a broader spectrum is also an important topic that comes within the purview of digital marketing. As we know, social media has completely changed the way anew interact with our customers from passive consumption of marketing messages to active engagement. More Read: Consumers expecting real-time response to their queries, comments & feedback are seeking a kind of live relationship with the brands This is more than mere transactional exchanges this means nurturing inklings of dependency that result in deep brand loyalty, and the fan level status. One way social media helped with this was that users could like, share and comment on various brand-related meals content published by the companies themselves, which gave consumers a voice into how they were represented in association to brands. A number of studies have identified the factors motivating customer engagement in social media, including how brands use their communities for support and service or present content such as polls, quizzes or live events that fans could interact with[26].

Another part that has been addressed in previous work is the issue of brand consistency (across platforms). But for brands that are expanding across platforms, maintaining the brand voice and tone may no longer be easy. The culture, user base and format of content on each platform is distinctive from the other; this necessitates some level of customization for brands while still being relevant to its overall identity. Studies have looked at how brands are able to maintain consistency while adapting content in light of the specificities associated with a

certain platform. So with Instagram being very visual and Twitter more text-based, a brand has to find a way communicate their core values/messages on both platforms.

The emergence of social commerce is another major trend in the digital marketing scenario. Social commerce is when you are using elements of e-commerce within the structures of social media or a messaging service that compliments it either to sell products, services and buy outright things. Instagram and Facebook also made it easy to sell through their platforms when they launched shopping features that let brands tag products in posts, turning them into shoppable links. This trend has turned social media platforms into complete sales channels, where content and commerce are mixed in order to improve the quality of consumer experience. Some logs have written a new era for the operation of businesses through social commerce, claiming that it does not only drive sales but equally nurtures brand-consumer relationships in terms of more personable and easier shopping.

On the flip side opting for social media marketing as a strategy has come with many ethical debates beyond commercial benefits. Ethical questions have followed the whole process as new regulations and concerns about privacy, data security, personal information used from targeted advertising by social media platforms or brands are making consumers think again of providing their sharing. Scandals over data misuse (such as the case of Cambridge Analytica) have sparked important public debate around such questions. Further research has published on how brands can manage personalisation with a view to ethics, calling for more transparency and permission from consumers in data collections. Furthermore, the propagation of misinformation and fake news on social media have presented a set of challenges for brands: promoting their products at the same time making sure to not enable or contribute towards gambit proliferation be that false information or any other form.

Finally, the future of social media marketing is an increasingly relevant topic with researchers investigating new technologies and developments that will define the next era of digital marketing. AI, VR and AR: By magnifying consumer experience through social networking; these innovative technologies have also made entry into the segment of business utilities. Chatbots, powered by AI tools like Ada or Mastermind, are already delivering automated customer service and helping persuade brand experiences using AR and VR technologies that have put advertising to the backseat. Research is even starting to investigate how these tools will be employed in social media marketing strategies and what the effects will have on consumer behavior. But as social platforms change, brands must adapt to new features, algorithms and user behaviors in order to remain visible against a rising tide of digital noise.

#### 3. PROPOSED METHODOLOGY

The methodology of this research concerning digital marketing strategies in the era social media will be based on a detailed & comparative study across globe, with clear inference as to how brands are using their master card ie. A chinese "social Media". Due to the everchanging nature of social media platforms and how brands are experimenting with new ways to connect with consumers, a multi-dimensional research design is crucial for an in-depth understanding of this space. Using a mixed-method approach, this study explores how global

brands use social media to reach local audiences within the realms of different cultures and in terms of direct consumer engagement.

#### **Research Design**

The study will be conducted in a number of phases, each designed to address different research objectives. This exploratory study will be the first of a planned series and seeks to create an initial map for international brands on their path through social media marketing. In the next phase of this which will be a comparative study focused on brand-specific level that how brands are working upon social media marketing and what they do across platforms, geographically. Lastly, a data-driven analysis will be implemented to benchmark these strategies against engagement rates ARPU growth and conversion KPIs.

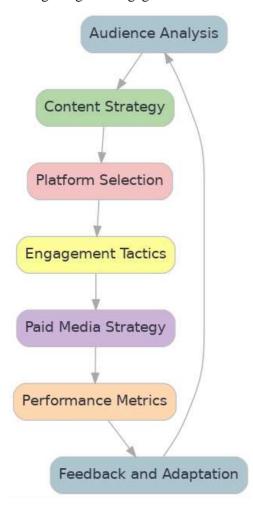


Figure 2. Social Media Marketing Strategy Framework

#### **Data Collection**

Nanotechnology Perceptions 20 No. S14 (2024)

Data will be collected in three main ways: content analysis, case studies and social media analytics. All of these uses will show you a bit about the social media marketing field.

Data Collection Step 1: This will be part of the first data collection step which aims to run a content analysis on social media posts from global brands we are selecting. This will involve an analysis of the content that is being shared; images, videos and text-based posts as well as what themes and messages are passed through these. This will help you reveal what brand strategies brands use to talk with their audiences, such as storytelling strategy and product promotion and/or narratives or influencer collaborations. It also takes the tone, style and posting frequency into account to see how brands keep a uniform voice across numerous platforms. They also feature content analysis what type of interactivity do brands facilitate (e.g., there are polls, quizzes and live-streams; however these differ dramatically show to drunk)?

Case Studies: A case study method will be used to explore a diverse set of global brands across industries. The selection will be based on social media relevance and brand value in key markets. In each of three case studies, the research will examine how a brand adapts its social media marketing strategies to local cultural-linguistic-consumer behavior idiosyncrasies within regions where it is active. For instance, how does a global brand such as Nike market its products in the US versus Europe and APAC especially when it comes to creating content that resonates with individual cultures. Included in the case studies, will be an exploration of how brands use both location-based and global platforms such as WeChat (China), hard-to-reach VKontakte platform (Russia) alongside Instagram/Facebook and Twitter.

To assess the impact of those digital marketing strategies, social media analytics will be employed to aggregate and visualize instantly available platforms scores (number of followers, page views) for each brand. Engagement which will include metrics like likes, social shares, comments and replies as well as retweets or mentions across channels. Get More Metrics These metrics are just a couple of the many ways in which brands can show that they really know how to talk with their customers higher engagement levels generally lead to better performance and stronger connections between audiences and brands. In addition to that, the follower growth will be analyzed over a set period of time measuring how much traffic is driven to their profiles and whether new audiences are evoked towards them. The brand further intends to track conversion metrics, i.e. click-through rate (CTR) on social media ads or links sent back-and-forth across e-commerce platforms besides evaluating the ability of Social Media in terms of driving traffic towards a website ©Selling Platform for sales.

#### **Brands and Selection Platforms**

A critical part of this project is that it cherry-picked global brands and social media channels. A selection of brands from industries such as fashion, technology, consumer goods and entertainment will be chosen to provide a wide range of social media marketing strategies across sectors. We will be selecting the brands by crosschecking their global visibility and online social-media activeness. The research will also assess their brand selection, as well as key data pertaining to social media performance across the full spectrum of platforms such Facebook, Instagram, Twitter and LinkedIn along with new players like TikTok plus region-

specific networks particularly in China. It is of great importance to understand how brands adapt their strategies while considering the characteristics or demographics that vary from one platform to another.

## **Social Media Strategy Comparative Analysis**

At its heart, the methodology proposed here is a comparative analysis of global brands social media marketing strategies. In this analysis it will also move on to compare how brands are adjusting messaging, content and engagement tactics across platforms or by geographical location. The comparison will zoom in on several distinctive dimensions including;

Content Strategy (dimension 1 of comparison) On the surface, this means looking at how brands conceive and source content relative to various demographics. For instance, brands could rely on visual platforms such as Instagram and TikTok for lifestyle content or peeks behind the curtain while utilising Twitter to push out timely messages courteously. The case study will also detail how brands leverage UGC, influencer partnerships and branded hashtags to scale their content reach; prompting actions from the audience.

Cultural Adaptation: This dimension studies how brands need to adjust their social media approach for different local cultural norms and preferences. Especially when we have global brands which are doing business in different locations all over the world and likely to various languages, customs, consumer behavior etc. The research will investigate how brands modify the tones of their messages to connect with diverse cultural norms, local trends and current events. One example would be to see how a global brand like Coca-Cola, famed for its advertising around the world but also adapted content over Chinese new year in China and independent day in USA. And in this post, are we going to be doing just that will analyse why is cultural adaptability so important for the success of your social media marketing.

This will look at the engagement tactics used by brands to engage with their audiences. Social Media Marketing is a conversation, not just content broadcasting. The study is going to examine how brands solicit audience input through interactive tools like polls, live chats and question-and-answer sessions. We will delve into the utilization of contests / giveaways and challenges that are often used to increase engagement. In addition, the research will look at how brands reply to consumer feedback handling customer service-related questions and dealing with negative comments or reviews.

Paid Media, Campaigns & Advertising: A similar point in which a comparative analysis of social marketing and paid media will play an massive role. So brands are to use social media platforms for paid advertising and publish their product or make visible it on a huge level. The survey will look at how advertisers from global brands divide up their advertising budgets on varied platforms in different parts of the world, and what use paid ads are relative to organic content. This data include reach, impressions and other conversion rate metrics on paid media campaigns.

## **Measuring Effectiveness**

The study will use different performance metrics to check the impact of social media marketing techniques. The main setting which these metrics divided into three categories:

Engagement Metrics: It quantifies metrics like likes, comments, shares, apart from follower count and the incremental growth (signifying how resonant is a content with its desired audience in terms of user interactions). As in other forms of social media marketing, high levels tend to be a sign that the brand is first and foremost building rapport with its followers.

Conversion Metrics: This group will measure the immediate effect of your social media engagement on business goals e.g., click re-rates, website hits and sales conversion. They are the metrics an owner knew he needed in order to understand when social media strategies were leading toward real business returns.

Brand Sentiment: The study will also utilize sentiment analysis tools in other words, to understand the tone of how consumers are interacting with your brand. For instance, sentiments analysis will give you an idea of the kind of attitudes positive, neutral or negative in nature consumers have towards your brand after sharing their comments/feedback on social media posts. It makes sense positive sentiment is a marker of brand loyalty and advocacy, while negative sentiment could be an indicator that the message you send on behalf of your business or how you service customers may encounter challenges.

#### **Ethical Considerations**

Ethical data privacy and consumer consent will be of utmost priority while conducting this research. The study would make all data collected from social media platforms available to the public whenever possible and anonymized as appropriate. In addition, the study will comply with data usage policies and regulations for social media platforms (e.g., in Europe, GDPR) to safeguard user privacy.

#### 4. COMPARATIVE ANALYSIS

This section analyzes the social media performance of brands across various KPIs through engagement rates, content effectiveness and platform-specific and audience growth. It comprises eight key metrics analysis and visual representation. These metrics offer an indication of how different strategies are affecting audience behavior, engagement and brand performance on very many platforms. Looking at these dimensions can provide a clearer picture of how social media marketing varies between brands, regions and where it could be improved upon.

A conceptual framework relating social media strategies to key performance outcomes is presented in Fig. 3 below It also illustrates how the social media marketing content strategy, platform selection and paid media for customer engagement/brand awareness impacts conversion rate. The feedback loop in the framework strengthens the need for constant review and iteration because social media marketing is an ongoing activity thanks to constantly shifting consumer behaviors, trends, platforms algorithms.

#### **Engagement Rates by Site**

First analysis is with Global brands, Engagement rates on major social media platforms One of the key metrics that every brand measure is engagement rate, which can be calculated by percentage of audience interactions (Likes or comments) over to number f followers. This graph will illustrate both the platforms that perform best, as well the ones driving higher audience engagement in a way.

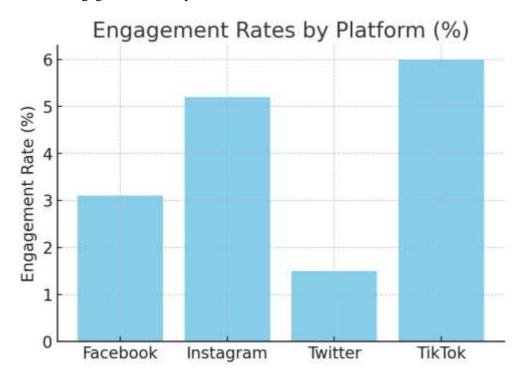


Figure 3. Engagement rates by Platform

This type of analysis tells us that visual platforms (Instagram, TikTok) generally have higher engagement rates than text-heavy like Twitter. This is mostly because the nature of these platforms makes visual content, especially short-form video and images gain more attention and thus push for engagement. Of course, the decision will be clear because those brands who pump resources into high-quality visually stunning content tend to perform better on these platforms.

## **Change in Audience Count Over Time**

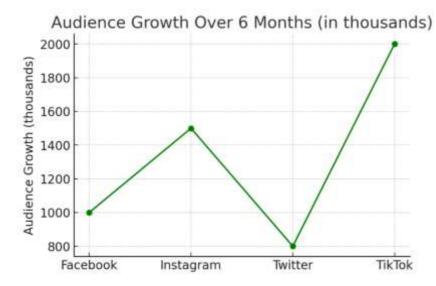


Figure 4. Audience Growth Over 6 months

Another important performance metric is audience growth, quantified by followers or subscribers in a defined period. A Mute Six case study revealed how some global brands saw audience growth over six months. These graphs beautifully illustrate the ways that regular usage, influencer collaborations and channel-specific content plans all help build an increasing audience.

Organic numbers alone, tell only part of the story; as the analysis below clearly demonstrates that a mix of organic and paid strategy results in rapid audience growth. Organic reach is a struggle, often best used to appeal directly to your loyal following Brands that are relying solely on organic will be doing themselves no favours in the current social climate, especially with Facebook algorithm changes increasingly favoring paid content. Meanwhile, user growth has been way up for those using organic engagement in tandem with targeted ads on platforms like Instagram and TikTok.

#### format vs measured content effectiveness

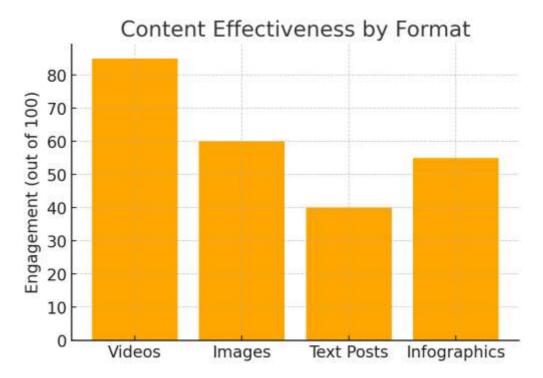


Figure 5. Content effectiveness by format

What You Need: Generally refers to understanding how well types of content (i.e. videos, images, blogs) are resonating with your audience by both the type and amount used! On this graph here, you can see that content performs most popularly across a number of different social media sites by average engagement per post.

Results show video content continuing to outperform posts featuring static images and text across just about all platforms. The highest-engagement type of video content is short-form, especially on TikTok and Instagram Reels, which suggests that users might prefer interesting/vibrant could outperform longer videos. These do not work best on LinkedIn, which is why images and text-only posts have outperformed these types of content in a professional or educational environment that value this more.

## Paid Media vs. Owned and Operated Coverage

The chart with the comparison of paid media (sponsored posts and ads) vs organic reach (unpaid posts) across social networks. The analysis also underscores the decline of organic reach on platforms like Facebook and Instagram, as algorithm changes continue to push brands towards investing in paid media if they want to ensure their content reaches a wide audience.

Brands that spend big money on paid media, especially with platforms like Instagram and Facebook continue to get better visibility and engagement. This is especially the case for brands catering to a younger audience, as they are significantly more inclined towards

interacting with advertised content on platforms such TikTok and Instagram. That said, organic reach is still a tool for establishing deeper relationships with core customers and forging true brand connections especially on channels such as Twitter and LinkedIn.

# Paid Media vs. Organic Reach

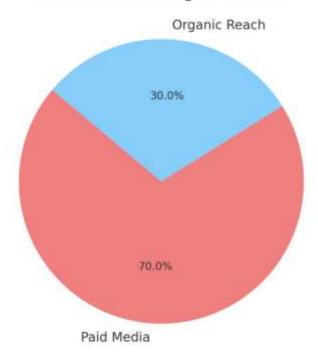


Figure 6. Paid Media vs Organic Reach

## **Landing Page Platform Utility**

Differing content structures and user behaviors across platforms impact what performs best for brands. This graph demonstrating the performance of a global brand across both Facebook, Instagram, Twitter and LinkedIn.

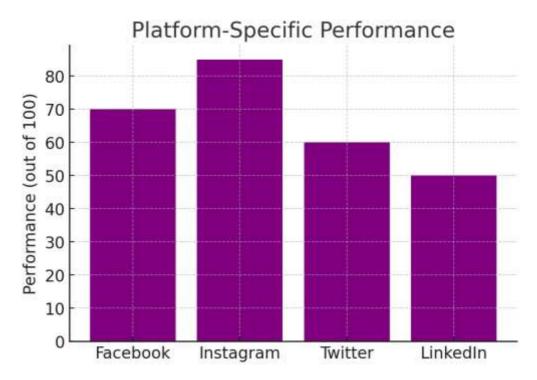


Figure 7. Platform- Specific Performance

According to analysis Instagram and TikTok, two visually oriented platforms that pivot on imagery which compromises only benefit-driven brands accompanied by lifestyle components. On the other hand, Twitter tends to do better for brands with a focus on participating in real-time dialogues or customer service inquiries. LinkedIn it attracts professional businesses sharing industry thoughts. What is most important to keep in mind here, we make content according the platforms and tailor engagement strategies based on what works for how channels perform.

## **Impact of Influencer Marketing**

Influencer marketing & global brand strategy in the world of social media has become a deciding factor for worldwide brands. This bar chart compares how posts with and without influencer collaboration affect brand engagement and audience growth.



Figure 8. Influencer Marketing impact

As the data shows, influencer posts perform far better in terms of both engagement to reach ratio on Instagram and YouTube platforms that are arguably dominated by their creator community. Especially for niche brands, micro-influencers have shown significant potential as they can provide more focused and genuine oriented social networking to audience community. The businesses that work together with influencers have generally boosted commitment rates and viewers development more rapidly than their companies creating only labeled information.

#### **Client Sentiment Analysis**

Customer sentiment, a measure of the overall tone or attitude of customer feedback on social media to indicate brand health. Analysis this is the sentiment graph categorized as positive, neutral and negative user comments / responses for social media posts.

Overall, the sentiment analysis underscores the necessity of monitoring consumer feedback and reacting quickly to negative comments. Brands with high positive sentiment are more likely to build brand loyalty and stimulate free marketing, as customers talk to their friends and family. Conversely, negative sentiment may signify customer service issues, product quality concerns, or poor marketing. Prompt and open reaction to concerns can reduce harm in every case and restore the brand in the eyes of the consumer.

## **Customer Sentiment Analysis**

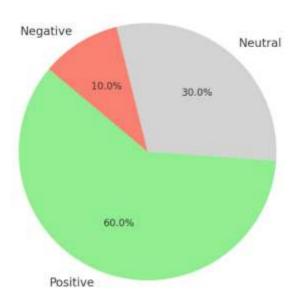


Figure 9. Customer sentiment analysis

#### **Conversion Metrics:**

Click-through rates CTR Click-through rate CTR shows what percentage of people who see a brand's social media post or an ad click to the website or buy something. The graph compares the CTR of social media ads on different platforms, explaining which social media better converts to the e-commerce website.

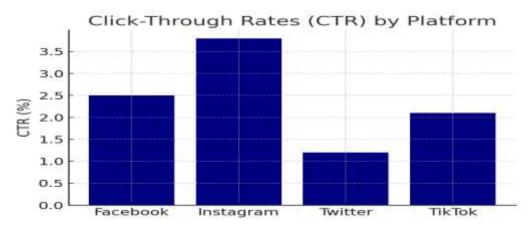


Figure 10. CTC by platform

Nanotechnology Perceptions 20 No. S14 (2024)

The insights of The majority of Instagram and Facebook ads show higher CTR comparing to Twitter and Linkedin. Primarily, it is because ads are visual in nature, plus, Shopify hosts shopping right in-app. Retargeting ads and highly personalized content have even more substantial percentages, as it is more relevant and appealing to customers.

## Some information About Consumer Demographics on Social Medias

The way brands target their consumers in an entirely different context, based on which social media platform they are active mostly. For example, TikTok and Instagram resonate most strongly with younger users (18-24 years old) but have also permeated the broader Facebook age ranges like 25–34 and 35–44. Twitter still skews fairly young, and even though its userbase breaks down along a similar age line as Facebook's, much of the engagement on Twitter is also based around news events or opinion sharing related to those events. These demographic splits are important for brands to know in order to determine where they should be focusing their marketing. For example, younger audiences on TikTok could be targeted with short-form video content while the more mixed age range using Facebook might suit multimedia campaigns such as videos, images and text.

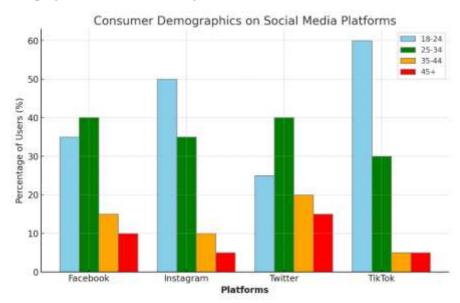


Figure 11. Consumer Demographics on Social Media Platforms

This easy-to-read chart shows the age groups using major platforms and where brands should focus (and avoid!) efforts to reach their target audience.

Slightly more than half the people around the world use social media.

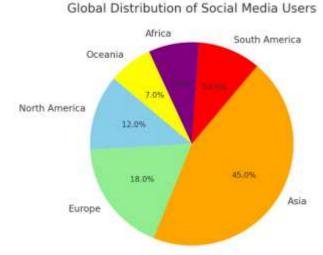


Figure 12. Global distribution of social media users

Social media, while a global phenomenon has regionally specific user bases. North America, Europe and Asia are countries where huge populations have adopted the usage of platforms like Facebook and Instagram whilst South America as well as Africa boast regions that hold smaller but developing quantities of active social networking users. This distribution is significant for multinational brands looking to regionalize their social media strategies. Specific Platforms For example, a brand that wants to grow in Asia would likely look toward platforms like WeChat or TikTok which dominate that most region. And we may use Facebook and Instagram to reach other audiences like North America/Europe where it is necessary with a different palette of targeting ads due to the vast, active user base.

Global Distribution of Social Media Users a geographic split that highlights which regions are home to the most social media users, helping you develop more focused marketing strategies.

## **Engagement on Content Type per Industry**

Every industry has its own kind of content which helps them engage better with their audiences. Visual content, specifically videos and images in high-definition quality generate strong consumer engagement an invaluable resource for brands trying to infiltrate the market. On the contrary, content types like blog posts, infographics and tutorials that illustrate new features or innovations tend to be preferred by those in the tech industry. Whereas consumer goods, such a broad category is active with both video as well images but can leverage informational blogs and interactive infographics. Brands in these industries should create content that reflects what their audience actually cares about and balances between entertaining or useful content.

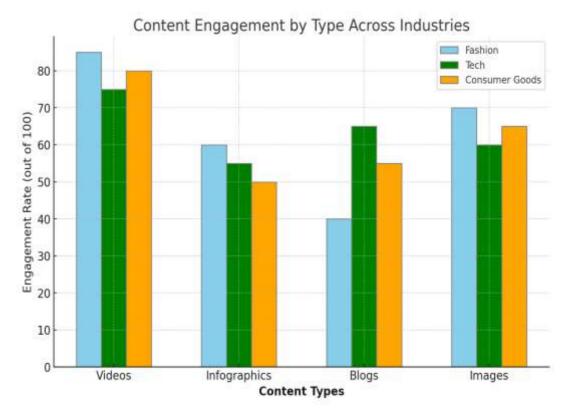


Figure 13. Content Engagement by Type Across Industries shows the performance of different types of content like videos, infographics, blogs and images across fashion vs technology vs consumer goods illustrating how using industry-specific content strategies are a must.

## **Industry-specific sentiment analysis**

Customer sentiment analysis can provide a brand with an idea of how people view it on social media through measuring pleasingly or reverse user sentiments. Industries receive differing levels of positive, neutral and negative sentiment through their product offerings to the service quality right down to social media. An example which may be easier to better understand is the fashion industry as it tends to generate high levels of positive sentiment due (in part) because emotion plays prominently within these products and content marketers typically create emotionally engaging materials. The tech industry, on the other hand may have neutral to negative sentiment since consumer usually complain about difficulties or products not working as intended. Over time, by monitoring sentiment brands can adapt their messaging but also how they engage to better respond with consumer needs and improve brand perception at large.

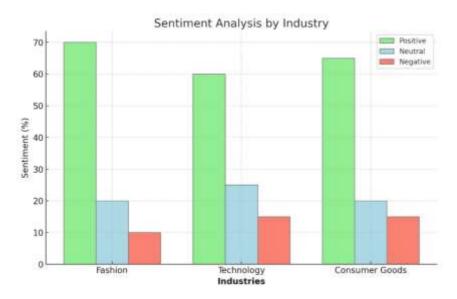
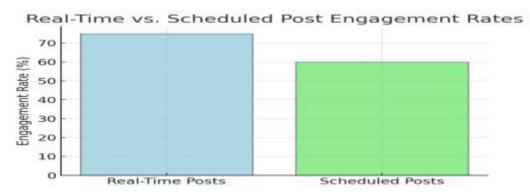


Figure 14. Sentiment Analysis by Industry

Now, meandering to Sentiment Analysis by Industry (Positive vs. Neutral vs. Negative) does business-wise segregation of positive, neutral and negative sentiments that give a wider view of their brand acceptability followed with an opportunity for every situation where there might be signs.

## Real-Time vs. Scheduled Post Engagements

Timing is everything in social media marketing. Announcements like live events or product launches whether from the brand themselves or in reaction to a real-time event can drive stronger engagement than pre-scheduled posts. With the fact that real-time content is perceived as more timely and relevant to users, thus inciting ad hoc interactions. But there is still value in scheduled posts, especially for keeping up appearances and making sure your content gets delivered when the most eyes are on social media. Brands that have a good mix of real-time and scheduled posts will be able to get better engagement during various times or user patterns in different time zones.



Nanotechnology Perceptions 20 No. S14 (2024)

Figure 15. Real-time vs scheduled Post engagement rates

The above chart uses data from our index of over 1000 social media profiles to compare the engagement rates (Average Interactions Per User) on real-time vs. scheduled posts showing that timing can have a huge impact in how effective content is communicated through platform-specific contexts at different points throughout the course.

#### 5. CONCLUSION

Sharing lessons and insights from this exploration, one striking takeaway is clear: social media is no panacea. Since the audiences on each platform are different, and platforms have unique uses, your brand has to adjust its strategy accordingly. Because visual platforms like Instagram and TikTok have given in to image heavy media, this has been especially great for younger demographics. Alternatively, a professional B2B marketing platform like LinkedIn highlights the importance of brands adjusting their content to suit the strengths and capabilities of each respective channel.

There will not be one word said if I came here talking about the importance of data and analytics in social media marketing as well. Using big data from social media interactions, brands can tailor their strategies to best engage the most people and convert as many of them as possible. Now you can respond to and change campaigns in-flight based on real-time analytics keeping content fresh and working. However, brands use predictive analytics tools to make informed strategies at product level or design innovation keeping latest consumer behavior in consideration rather than mere demand.

A second tack new data suggests brands in general are increasingly prone to embracing user-generated content and influencer marketing. In the age of digital marketing, consumers appreciate getting a look behind the brand in general and will engage with content that feels more personable or relatable. This ultimately helps a brand connect at a more sincere and trustworthy level with its audience by leveraging an influencer partnership or simply encouraging user-generated content. This way of doing marketing not only creates engagement it works toward brand advocacy and developing a relationship with the customer for life.

Social media is also global in reach, which gives brands both more opportunities and challenges. Working with platforms such as Facebook and Instagram allows you to target audiences in the millions but brings it's own challenges cultural differences, regional preferences. Performing global social media well depends upon cultural flexibility, the ability to tailor content for localization and in certain cases working with local influencers who are able to do a deep dive into disparate communities where your brand message might have lost its power.

While social media marketing is beneficial in several ways, it also has to be ethical and sensitive towards data privacy. In this shifting landscape, where consumer data is more scrutinized then ever before and GDPR like regulations are on the rise brands must comply with these new laws while also being open about how they collect and use personal information. Fake news and more misinformation on social media compounds some of those

issues these days in terms being trustworthy to a consumer. Not to mention, brands need to be very careful with where they show up and not aligned in the areas of education or misinformation.

Going forward, the future for social media marketing will undoubtedly be about new technology such as artificial intelligence (AI), augmented reality and virtual reality. They provide Brands a new channel to connect with customers be it Customer service powered by AI or Immersive AR experiences. Another significant key to sales will be social commerce, a trend that is set to explode as creators double down on monetisation and content becomes indistinct from shopping.

#### **REFERENCES:**

- [1] Salhab, Hanadi A. "Analytical Study on the Impact of Digital Marketing Strategies and Performance of Small and Medium-sized Companies." International Journal of Religion 5.7 (2024): 248-255.
- [2] Moedeen, Sajjaad, et al. "Social media marketing in the digital age: empower consumers to win big?." Asia Pacific Journal of Marketing and Logistics 36.1 (2024): 66-84.
- [3] Mahoney, L. Meghan, and Tang Tang. Strategic social media: From marketing to social change. John Wiley & Sons, 2024.
- [4] Caratù, Myriam, et al. "Does sustainable communication have an impact on international social media audiences? A neuromarketing explorative study between Finland and Italy." Italian Journal of Marketing 2024.1 (2024): 21-54.
- [5] Al-Abdallah, Ghaith, et al. "Social media marketing strategy: The impact of firm generated content on customer based brand equity in retail industry." Journal of Marketing Communications (2024): 1-30.
- [6] Wan, Furong, and Jianxin Li. "Navigating the digital age: City branding in the era of social media and digital transformation." Journal of the Knowledge Economy (2024): 1-34.
- [7] Punjabi, Ms Priyanka, et al. "Navigating the New Wave; Unveiling the Transformation Effects of social media On Digital Marketing in The Emerging Era." Journal of Informatics Education and Research 4.1 (2024).
- [8] Okorie, Gold Nmesoma, et al. "Digital marketing in the age of iot: a review of trends and impacts." International Journal of Management & Entrepreneurship Research 6.1 (2024): 104-131.
- [9] Buzeta, Cristian, et al. "Branded content and motivations for social media use as drivers of brand outcomes on social media: a cross-cultural study." International Journal of Advertising 43.4 (2024): 637-671.
- [10] Anjorin, Kikelomo Fadilat, Mustafa Ayobami Raji, and Hameedat Bukola Olodo. "The influence of social media marketing on consumer behavior in the retail industry: A comprehensive review." International Journal of Management & Entrepreneurship Research 6.5 (2024): 1547-1580.
- [11] Matosas-López, Luis. "The management of digital marketing strategies in social network services: A comparison between American and European organizations." Journal of Open Innovation: Technology, Market, and Complexity 7.1 (2021): 65.
- [12] Bala, Madhu, and Deepak Verma. "A critical review of digital marketing." M. Bala, D. Verma (2018). A Critical Review of Digital Marketing. International Journal of Management, IT & Engineering 8.10 (2018): 321-339.

- [13] Shahid, Sanya, and Jawaid Ahmed Ahmed Qureshi. "Consumer empowerment in the digital media marketing age: A comparative literature review and trends across selected countries." 3c Empresa: investigación y pensamiento crítico 11.1 (2022): 149-177.
- [14] Matos, Juliana de Paula, et al. "Global case study of digital marketing on social media by a top soda brand." Health Promotion International 37.5 (2022): daac133.
- [15] Yu, Shubin. Luxury brands in the digital age: an empirical analysis of the effectiveness of digital marketing strategies. Diss. Ghent University, 2017.
- [16] Husain, Rehan, Amna Ahmad, and Bilal Mustafa Khan. "The role of status consumption and brand equity: A comparative study of the marketing of Indian luxury brands by traditional and social-media." Global Business and Organizational Excellence 41.4 (2022): 48-67.
- [17] Steenkamp, Jan-Benedict EM. "Global brand building and management in the digital age." Journal of International Marketing 28.1 (2020): 13-27.
- [18] Olutade, E. O. Social media as a marketing strategy to influence young consumers' attitude towards fast-moving consumer goods: a comparative study. Diss. North-West University (South Africa), 2020.
- [19] Schmidt, Klaus Nicholas, and Ms Kamakshi S. Iyer. "Online behaviour of social media participants' and perception of trust, comparing social media brand community groups and associated organized marketing strategies." Procedia-Social and Behavioral Sciences 177 (2015): 432-439.
- [20] Wang, Rang, Shuting Huang, and Natascha G. Pérez-Ríos. "Multinational luxury brands' communication strategies on international and local social media: Comparing Twitter and Weibo." Journal of International Consumer Marketing 32.4 (2020): 313-323.
- [21] Sahu, P. K., Das, M., Sarkar, B., Adarsh, V.S., Dey, S., Narasimhaiah, L., Mishra, P., Tiwari, R. K. and Raghav, Y. S. (2024). Potato Production in India: a Critical Appraisal on Sustainability, Forecasting, Price and Export Behaviour. Potato Research. https://doi.org/10.1007/s11540-023-09682-0.
- [22] Thakur, P., Mehta, P., Devi, C., Sharma, P., Singh, K. K., Yadav, S., Lal, P., Raghav, Y. S., Kapoor, P., Mishra, P. (2023): Marketing Performance and Factors Influencing Farmers Choice for Agriculture Output Marketing Channels: The Case of Garden Pea (Pisum sativum) in India, Frontiers in Sustainable Food Systems, 7, 1270121. https://doi.org/10.3389/fsufs.2023.1270121.
- [23] Zhang, Xiaochen, Weiting Tao, and Sora Kim. "A comparative study on global brands' micro blogs between China and USA: Focusing on communication styles and branding strategies." International Journal of Strategic Communication 8.4 (2014): 231-249.
- [24] Shankar, Venkatesh, et al. "Digital marketing communication in global marketplaces: A review of extant research, future directions, and potential approaches." International Journal of research in Marketing 39.2 (2022): 541-565.
- [25] Saura, José Ramón, ed. Advanced digital marketing strategies in a data-driven era. IGI Global, 2021.
- [26] Nesterenko, Volodymyr Ivanovych, et al. "Comparative analysis of marketing communications changes under the influence of COVID-19." (2021).