



“Impact Of Digital Marketing on Sales of Samsung Phone”

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Abstract

This study explores the impact of digital marketing strategies on the sales performance of Samsung smartphones. With the rapid evolution of digital platforms, marketing approaches have shifted from traditional methods to more data-driven and consumer-targeted campaigns. The research examines how Samsung utilizes digital channels—such as social media, search engine marketing, influencer partnerships, and online

advertisements—to influence consumer behavior and boost sales. Through a combination of primary data collection and secondary analysis, the study evaluates the effectiveness of these strategies in increasing brand visibility, customer engagement, and purchase conversions. The findings suggest a strong correlation between Samsung’s digital marketing efforts and improved sales figures, highlighting the critical role of online engagement in today’s competitive mobile market.

1 INTRODUCTION

In today’s digital age, the rapid shift toward digital platforms has transformed the way businesses approach marketing, making digital marketing a critical component of modern business strategies. With its ability to target specific audiences, measure real-time engagement, and adapt to consumer behavior, digital marketing has reshaped how companies interact with customers.

Digital marketing strategies play a crucial role in shaping consumer perceptions, reaching target audiences, and driving sales. By leveraging these strategies effectively enhance market presence and boost its sales performance.

For global brands like Samsung, which operates in highly competitive markets, digital marketing plays a crucial role in maintaining its leadership, especially in the smartphone sector. As one of the world’s leading technology brands, Samsung uses digital tools to maintain its advantage, to engage customers and to develop the loyalty of the brand that directly influences smartphone sales performance.

1.1 Samsung: A Global Brand

1.1.1 History of Samsung

Originally Samsung was a trading company founded by Lee Byung-chul in 1938, focusing on food and textiles, this South Korean enterprise transformed in the 1960s and 1970s. It ventured into electronics and began making a name for itself internationally. By the end of the 20th century, Samsung had become a global technology powerhouse, producing groundbreaking innovations in fields such as semiconductors, telecommunications, and consumer electronics.

Diverse Product Range

Nearly every aspect of contemporary life is covered by Samsung's wide range of products. It dominates a significant portion of the tech market with its smartphones, tablets, TVs, and household appliances like washing machine and kitchen accessories.

Samsung is one of the world leader in semiconductors, manufacturing memory chips and processors used in various devices. This diverse product line has helped the company expand into new international market.

2 LITERATURE REVIEW

[Agarwal V., & Dsouza, J. J. (2022). "Marketing strategy of Samsung."]

Today, the smartphone market has been fast evolving and it has become a necessity to mankind. Samsung, one of the giant players which dominate the global smartphone market, has carried out innovative strategies, such as releasing smartphones with new features that cater to the needs of customers and achieving higher sales compared to its competitors in the smartphone market.

Since many product benefits may be subjective – attractive styling, say, or a cool image, or maybe the quality of the camera – new product development at Samsung usually involves a team of designers who collaborate closely with the firm's engineers, manufacturing teams, and marketers.

Samsung also regularly teams up with celebrities as brand ambassadors to promote its products to appeal to the audience more. Through this relationship, celebrities were able to promote their phones and other businesses across a variety of social media platforms. Samsung also regularly has digital marketing campaigns on its various social media platforms. Being a community-oriented brand that impacts audiences worldwide, Samsung introduces various marketing campaigns. The promising Samsung marketing strategy focuses on leveraging the power of exceptional marketing campaigns to promote its products and appeal to the audience. Examples of social media campaigns run by Samsung: #YouMake Campaigns: It brings up a global marketing platform for consumers to take the lead with device customization. It brings a better way of personalization via customized control enabled by SmartThings IoT solutions. The #YouMake campaign offers continuous services and virtual benefits, encouraging customer participation by utilizing the best metaverse platforms.

Being a leading electronic brand, Samsung has to keep up with the dynamic industrial changes to meet customer satisfaction. Ever-changing innovations, newer features, and improved performance can help give tough competition to its competitors. Samsung generates revenue by selling smartphones, home appliances, sound devices, etc, excelling in all areas of product diversification. Their products can be classified into: Mobile devices- Smartphones like Samsung Galaxy series, Tablets, Wearables, Phones Accessories

3 METHODOLOGY

Research Design	Qualitative
Target Population of the Study	Individual Samsung users
Sample Unit	Samsung users
Sample Size	104
Sampling Technique	Convenience Sampling
Data Collection Method	Survey Based
Type of Data	Primary Data
Data Collection Tool	Structured Questionnaire
Statistical Techniques used	Pivot Table

4 DATA ANALYSIS

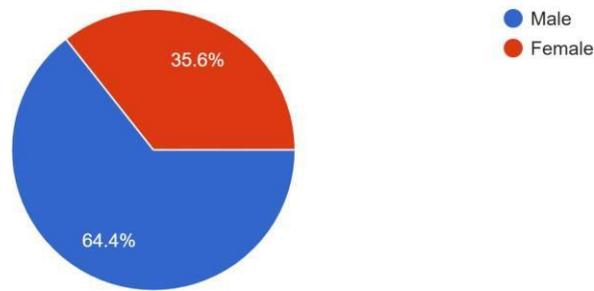
DEMOGRAPHICS

1- Gender

Male	67
Female	37

Your Gender?

104 responses



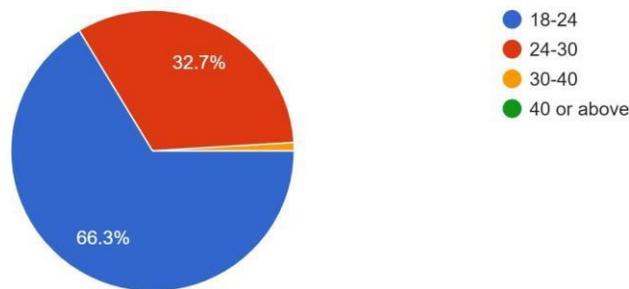
Interpretation: The survey received responses from both male and female participants, with males accounting for 64.4% and females for 35.6%. This implies a higher proportion of male participation, which shows that males were more engaged with the survey.

2- Age Group

18-24	69
24-30	34
30-40	1
40 or above	0

What is your Age ?

104 responses



6 CONCLUSIONS

- A significant portion of respondents (64.4%) are male, and the largest demographic group (66.3%) is aged 18-24. Most respondents (57.7%) are graduates, which emphasizes the importance of Samsung focusing on educated consumers who value detailed product features.
- Income Distribution: 51.9% of respondents earn less than ₹2,00,000, indicating that Samsung should focus on affordable pricing, discounts, and promotions to attract price-conscious buyers. Marketing efforts should also address varying income groups.
- Influence of Online Ads: 49.5% of respondents have made purchasing decisions after seeing online ads. This highlights the importance of targeted digital ads in influencing consumer behavior, which Samsung should continue to invest in.
- Content Type that Influences Purchases: 41.3% of respondents are influenced by product reviews and testimonials, followed by product specifications (28.8%). Samsung should emphasize customer reviews and clear product comparisons to boost trust and sales.
- Importance of Online Promotions: 51% of respondents find online promotions and discounts important when purchasing a smartphone. Samsung should continue offering discounts and promotions to drive consumer interest and increase sales.
- Key Factors in Purchase Decision: Features and specifications (45.2%) are the most important factors for consumers when buying a Samsung smartphone. Samsung should highlight its innovative features and specifications to attract more buyers.
- Effectiveness of Digital Marketing: 56.7% of respondents think Samsung's digital marketing is effective. While the current efforts are successful, there is potential for improvement to increase the impact and reach of the campaigns.
- Frequency of Exposure to Ads: 41.3% of respondents frequently see Samsung ads, while 24% see them occasionally. Increasing the frequency of ads will help reach a broader audience, particularly those with less exposure.

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