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ANALYZING THE IMPACT OF DIGITAL MARKETING ON ONLINE MARKETS.

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# **Table of Contents**

Acknowledgement	893
Abstract	894
CHAPTER 1	895
INTRODUCTION	895
PROBLEM STATEMENT	895
RESEARCH GAP	896
RESEARCH QUESTION	896
OBJECTIVE OF STUDY	896
SIGNIFANCE OF THE STUDY	896
CHAPTER 2	897
LITERATURE REVIEW	897
Research Question/ Purpose	897
Main Points:	897
Methodology	898
Independent Variables	898
Dependent Variables	
Research Hypothesis	898
Conceptual Framework	899
Article Strength	899
Article Weakness	899
How well research answers the research question	899
CHAPTER 3	900
RESEARCH DESIGN	900
Methods of Data Collection	900
Primary Research	900
Secondary Research	900
Sampling Technique	900
Sample Size	900
Instrument of Data Collection	900
Statistical Technique	901
CHAPTER 4 DATA ANALYSIS	902
Demographics	902
Reliability	904

Exploratory Factor Analysis	906
Confirmatory Factor Analysis	915
Hypothesis Test Summary	917
CHAPTER # 05	918
DISCUSSION, CONCLUSION AND RECOMMENDATIONS	918
Discussion	918
Conclusion	918
Recommendations	919
Appendix	920
References	922

# IJSER

Table	LIST OF TABLES	Page #
1	Frequency Table	13
2	Reliability Statistic	14
3	Correlation Matrix	16
4	KMO and Bartlett's Test Table	17
5	Anti-Image Matrix Table	18
6	Communalities	19
7	Total Variance Explained	20
8	Scree Plot	21
9	Component Matrix	22
10	Rotated Component Matrix	23
11	Component Transformation Matrix	24
12	Table 12	34

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#### **Abstract**

Digital marketing is an emerging method of marketing in todays world. One of the most important mediums of digital marketing is the internet which not only the cheapest but most effective E-marketing tool that help companies to globalize, the main objective of this study is to examine the effects of digital marketing on online market. Convienient sampling technique was used to collect the data from 234 respondants. Demographics & Exploratory factor analysis was analyzed using SPSS & a confirmatory factor analysis was done using SPSS AMOS. In the end the hypothesis test summary states that we reject the null hypothesis thus resulting that there is a positive impact between digital marketing and online markets.



#### CHAPTER 1

#### INTRODUCTION

Digital marketing is an emerging method of marketing in todays world. One of the most important mediums of digital marketing is the internet which not only the cheapest but most effective E-marketing tool that help companies to globalize, however businesses are still scratching their head on how to use this tool for online markets, therefore this article explain the effects of digital marketing on online markets.

Online market is a kind of web-based business site where item brand products are offered by several manufacturer and retailer in one roof. Online markets are the essential kind of multichannel web-based business and can be a method for smoothing out the creation. In an online business community, customer trades are dealt with by the business place executive and a short time later passed on and fulfilled by the sharing retailers or wholesalers. These kinds of destinations license customers to select and offer single things to various things for a post-selling fee. For Eg: naheed store, airdrop, daraz, amazon, October now, krave shop etc. An appropriately arranged and all around designated computerized showcasing effort can arrive at the right clients at a much lower cost than conventional advertising techniques estimating your online promoting with web examination and other web-based measurement instruments makes it more straightforward to build up how powerful your mission has been. You can get definite data regarding how clients utilize your site or react to your promotion.

The purpose of the research is to analyze the impact of digital marketing on online markets, This gap was extracted from the article "Effects of digital marketing on international market growth "by Hanifeh Manafzadeh &\_Zolaykha Manafzadeh 2019. After reviewing this article, we got to know that the author has left a job for the future researcher which is to analyse the effect of digital marketing on the performance of online markets.

# PROBLEM STATEMENT

To analyze the impact of digital marketing on online market.

#### RESEARCH GAP

In past many researchers have done researches on the effects of digital marketing on international market growth. In which they tell about how digital markets effect and influence international market and growth, however, it is found that limited numbers of studies have focused on online markets. So, we have found a research gap on analyzing the effects of digital marketing on online markets.

# RESEARCH QUESTION

Does digital marketing have a positive impact on online markets?

# **OBJECTIVE OF STUDY**

The main objective of our study is to examine the effects of digital marketing on online market.

# SIGNIFANCE OF THE STUDY

The significance of the following research is to evaluate the impacts of digital marketing on online market

#### **CHAPTER 2**

#### LITERATURE REVIEW

Title: - EFFECTS OF DIGITAL MARKETING ON INTERNATIONAL MARKET GROWTH

**Date: -** 10 August 2019

Citation: - (Hanifeh Manafzadeh & Zolaykha Manafzadeh , 2019)

**Keywords:** - E-marketing; International export market growth; Business network relationships; Digital marketing; Marketing ability.

# **Definitions of important terms: -**

- 1. E-Marketing: The process of planning and executing the message about the company, brand or its product or services through web-based channels.
- 2. Digital Marketing: Similarly like e marketing it is a marketing tool that allow companies to market themselves through the internet and other mediums.
- 3. Export growth: When a company wants to globalize through international trade (more than before.)
- 4. Marketing ability: These are the skills you need in marketing.
- 5. Business network relationships: Process of building networks or benefitable relationships with other businesses or customers.

# **Research Question/ Purpose**

To find out the effects of digital marketing on international market growth.

#### **Main Points: -**

Digital marketing is an emerging method of marketing in today's world. One of the most important mediums of digital marketing is the internet which not only the cheapest but most effective E-marketing tool that help companies to globalize, however businesses are still scratching their head on how to use this tool for export markets, therefore this article explain the effects of digital marketing on international market growth.

# Methodology

The data was collected using field technique, The inventory was an important method for data collection. Moreover, tools including Questionnaires, surveys were the part of the primary research (47 questions, 213 Respondents).

# **Independent Variables: -**

- Digital marketing capabilities
- The availability of export information
- Business network relationships
- Internet marketing capability

# **Dependent Variables: -**

- Growth of the export market
- The availability of export information
- Business network relationships

# Research Hypothesis: -

**H1:** Digital marketing capabilities have significant effects on the growth of the export market.

**H2:** The availability of export information has significant effects on the growth of the export market.

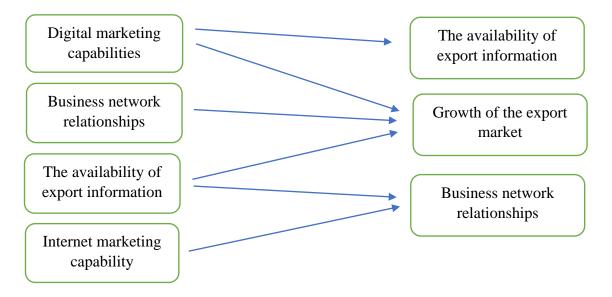
**H3:** Digital marketing capabilities have a positive relationship with the availability of export information.

**H4:** Business network relationships have significant effects on the growth of the export market.

**H5:** Internet marketing capability has significant effects on business network relationships.

**H6:** The availability of export information has significant effects on business network relationships.

# **Conceptual Framework: -**



# Article Strength: -

In order to access the reliability and quality of the questionnaire Cronbach's alpha tests are done resulting in a score of more than 0.7

# **Article Weakness: -**

There has been limited research on analyzing the effect of digital marketing on online markets.

# How well research answers the research question

Here in this research data is gathered using field technique. In the field technique, the inventory is considered as an important strategy for the collection of data. So, in this work an inventory was applied as an instrument for data collection. To look at the reliability of the inventory, the Cronbach's alpha was used. A questionnaire measuring for variables, including internet marketing capability, data availability, business network relationships, and the growth of the customer export market, is given and distributed among 232 experts. At last, the statistical hypothesis was tested through structural equations with LISREL software.

The results of study affirmed the hypothesis of the impact of digital marketing ability on the growth of the export market and the business network relationships and data availability as well.

# **CHAPTER 3**

# RESEARCH DESIGN

# **Methods of Data Collection**

# **Primary Research**

Medium of gathering information for the research includes likert style questionnaires through google forms.

# **Secondary Research**

This includes the findings on the internet and review of the literature.

# Research Approach

This survey questionnaire based research uses a cross sectional research design to collect the data.

# **Sampling Technique**

Convienient sampling technique was used to collect the data from 234 respondants. We choosed this technique because of the lack of time we have to complete our research, this how we were able to match our predecided sample size in a short period of time.

# Sample Size

The sample size was 234 random respodents.

# **Instrument of Data Collection**

Quantitative Research – Questionnaires through google forms.

# **Statistical Technique**

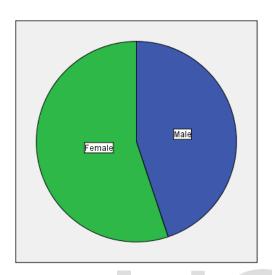
Demographics & Exploratory factor analysis was analyzed using SPSS which include (Summary description, Correlation Analysis, Sampling Adequacy test, determine factors & reliability test) & a confirmatory factor analysis was done using SPSS AMOS which include (Factor diagram, value of variables and Parameters, Construct model fitness & Construct reliability).



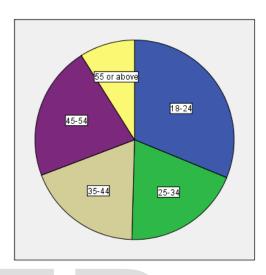
# CHAPTER 4 DATA ANALYSIS

# **Demographics**

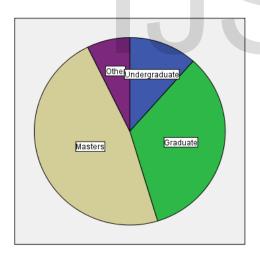
Gender



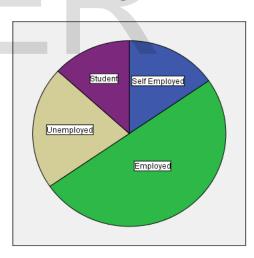
Age



**Education** 



Occupation



The demographic information collected from 234 respondents through google form, The data included Gender, Age, Education and Occupation.

Frequencies are provided below: -

# **Statistics**

		Gender	Age	Education	Occupation
N	Valid	234	234	234	234
	Missing	0	0	0	0

# **Table 1 Frequency Table**

# Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	105	44.9	44.9	44.9
	Female	129	55.1	55.1	100.0
	Total	234	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	73	31.2	31.2	31.2
	25-34	45	19.2	19.2	50.4
	35-44	44	18.8	18.8	69.2
	45-54	51	21.8	21.8	91.0
55 or above		21	9.0	9.0	100.0
	Total	234	100.0	100.0	

# **Education**

					Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	Undergraduate	27	11.5	11.5	11.5
	Graduate	79	33.8	33.8	45.3
	Masters	111	47.4	47.4	92.7
	Other	17	7.3	7.3	100.0
	Total	234	100.0	100.0	

**Occupation** 

					Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	Self Employed	36	15.4	15.4	15.4
	Employed	117	50.0	50.0	65.4
	Unemployed	50	21.4	21.4	86.8
	Student	31	13.2	13.2	100.0
	Total	234	100.0	100.0	

Reliability

**SCALE: ALL VARIABLES** 

Table 2

**Case Processing Summary** 

		N	%
Cases	Valid	234	100.0
	Excludeda	0	.0
	Total	234	100.0

a. Listwise deletion based on all variables in the procedure.

The data collected from 234 respondents.

**Reliability Statistics** 

Ken	Renability Statistics										
	Cronbach's										
	Alpha Based on										
Cronbach's	Standardized										
Alpha	Items	N of Items									
.424	.543	21									

Cronbach alpha is used to measure the reliability and internal consistency of the questionnaire. The range of alpha value is between 0 to 1 which means the questionnaire is more reliable when the values is near to 1 and vice versa. In this case the test value resulted is 0.543 based on standardized items which is moderate liability in this case because alpha value usually results low when the number of items are many(21 items). (Perry, R. H., Charlotte, B., Isabella, M., & Bob, C. (2004).) & (Cortina 1993). Hence this value is not unacceptable in fact a moderate reliability.



# **Summary Item Statistics**

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.594	2.128	4.786	2.658	2.249	.552	21
Item Variances	.954	.246	2.790	2.544	11.340	.490	21
Inter-Item Covariances	.032	-2.121	1.631	3.752	769	.267	21
Inter-Item Correlations	.054	832	.882	1.714	-1.060	.173	21

The synopsis of thing insights the review compromised of mean and scope of all dependent and independent factors in the exploration model. Range fluctuates least to most extreme which is least of - 1.060 and the extreme of 2.249. Though the change differs from .173 to .552 the complete number of N (items) is 21.



# Exploratory Factor Analysis Correlation Matrix – Table 3

#### Correlation Matrix

	COTTEIRIUM MATUX																					
		Var_a_1	Var_a_2	Var_a_3	Var_a_4	Var_b_1	Var_b_2	Var_c_1	Var_c_2	Var_c_3	Var_d_1	Var_d_2	Var_d_3	Var_d_4	Var_e_1	Var_e_2	Var_e_3	Var_e_4	Var_f_1	Var_f_2	Var_f_3	Var_f_4
Correlation	Var_a_1	1.000	349	832	549	462	070	.385	332	.659	.152	630	665	.795	.146	609	.484	.731	.695	084	.882	.018
	Var_a_2	349	1.000	.600	.018	.496	157	508	.709	086	373	.640	.398	350	.185	.675	021	355	260	.414	355	038
	Var_a_3	832	.600	1.000	.421	.548	081	410	.611	541	205	.732	.775	745	045	.794	463	621	667	.298	777	.001
	Var_a_4	549	.018	.421	1.000	.165	.299	.142	114	330	.436	.155	.458	279	.001	.099	378	348	413	.074	494	.272
	Var_b_1	462	.496	.548	.165	1.000	.069	394	.519	093	051	.510	.376	313	.199	.575	189	556	366	.285	467	192
	Var_b_2	070	157	081	.299	.069	1.000	.382	290	.149	.481	.086	017	.050	.374	112	.391	.024	.214	376	.042	.004
	Var_c_1	.385	508	410	.142	394	.382	1.000	493	.145	.540	286	014	.238	084	449	.296	.713	.482	495	.457	.420
	Var_c_2	332	.709	.611	114	.519	290	493	1.000	062	338	.694	.510	338	.082	.713	088	291	268	.465	334	124
	Var_c_3	.659	086	541	330	093	.149	.145	062	1.000	.385	406	623	.817	.560	370	.582	.346	.445	.117	.561	114
	Var_d_1	.152	373	205	.436	051	.481	.540	338	.385	1.000	347	069	.439	.289	311	.116	.222	.181	005	.159	.217
	Var_d_2	630	.640	.732	.155	.510	.086	286	.694	406	347	1.000	.687	718	.020	.784	060	373	298	.126	545	.029
	Var_d_3	665	.398	.775	.458	.376	017	014	.510	623	069	.687	1.000	685	245	.640	373	258	443	.165	554	.189
	Var_d_4	.795	350	745	279	313	.050	.238	338	.817	.439	718	685	1.000	.380	601	.388	.442	.524	.113	.701	051
	Var_e_1	.146	.185	045	.001	.199	.374	084	.082	.560	.289	.020	245	.380	1.000	.108	.490	005	.120	.316	.155	.052
	Var_e_2	609	.675	.794	.099	.575	112	449	.713	370	311	.784	.640	601	.108	1.000	202	456	393	.394	504	075
	Var_e_3	.484	021	463	378	189	.391	.296	088	.582	.116	060	373	.388	.490	202	1.000	.530	.590	231	.558	.088
	Var_e_4	.731	355	621	348	556	.024	.713	291	.346	.222	373	258	.442	005	456	.530	1.000	.704	331	.788	.308
	Var_f_1	.695	260	667	413	366	.214	.482	268	.445	.181	298	443	.524	.120	393	.590	.704	1.000	273	.775	.052
	Var_f_2	084	.414	.298	.074	.285	376	495	.465	.117	005	.126	.165	.113	.316	.394	231	331	273	1.000	149	122
	Var_f_3	.882	355	777	494	467	.042	.457	334	.561	.159	545	554	.701	.155	504	.558	.788	.775	149	1.000	.015
	Var_f_4	.018	038	.001	.272	192	.004	.420	124	114	.217	.029	.189	051	.052	075	.088	.308	.052	122	.015	1.000
Sig. (1-tailed)	Var_a_1		.000	.000	.000	.000	.143	.000	.000	.000	.010	.000	.000	.000	.013	.000	.000	.000	.000	.101	.000	.394
	Var_a_2	.000		.000	.395	.000	.008	.000	.000	.094	.000	.000	.000	.000	.002	.000	.372	.000	.000	.000	.000	.281
	Var_a_3	.000	.000		.000	.000	.108	.000	.000	.000	.001	.000	.000	.000	.249	.000	.000	.000	.000	.000	.000	.497
	Var_a_4	.000	.395	.000		.006	.000	.015	.041	.000	.000	.009	.000	.000	.495	.065	.000	.000	.000	.130	.000	.000
	Var_b_1	.000	.000	.000	.006		.146	.000	.000	.078	.217	.000	.000	.000	.001	.000	.002	.000	.000	.000	.000	.002
	Var_b_2	.143	.008	.108	.000	.146		.000	.000	.011	.000	.094	.398	.223	.000	.044	.000	.359	.000	.000	.261	.479
	Var_c_1	.000	.000	.000	.015	.000	.000		.000	.013	.000	.000	.416	.000	.101	.000	.000	.000	.000	.000	.000	.000
	Var_c_2	.000	.000	.000	.041	.000	.000	.000	470	.173	.000	.000	.000	.000	.104	.000	.090	.000	.000	.000	.000	.029
	Var_c_3	.000	.094	.000	.000	.078	.011	.013	.173		.000	.000	.000	.000	.000	.000	.000	.000	.000	.037	.000	.041
	Var_d_1	.010	.000	.001	.000	.217	.000	.000	.000	.000	000	.000	.148	.000	.000	.000	.039	.000	.003	.468	.007	.000
	Var_d_2	.000	.000	.000	.009	.000	.094	.000	.000	.000	.000		.000	.000	.383	.000	.180	.000	.000	.027	.000	.330
	Var_d_3	.000	.000	.000	.000	.000	.398	.416	.000	.000	.148	.000		.000	.000	.000	.000	.000	.000	.006	.000	.002
	Var_d_4	.000	.000	.000	.000	.000	.223	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.042	.000	.217
	Var_e_1	.013	.002	.249	.495	.001	.000	.101	.104	.000	.000	.383	.000	.000	040	.049	.000	.469	.033	.000	.009	.216
	Var_e_2	.000	.000	.000	.065	.000	.044	.000	.000	.000	.000	.000	.000	.000	.049	004	.001	.000	.000	.000	.000	.126
	Var_e_3	.000	.372	.000	.000	.002	.000	.000	.090	.000	.039	.180	.000	.000	.000	.001	000	.000	.000	.000	.000	.091
	Var_e_4	.000	.000	.000	.000	.000	.359	.000	.000	.000	.000	.000	.000	.000	.469	.000	.000	000	.000	.000	.000	.000
	Var_f_1 Var_f_2	.000	.000	.000	.000	.000	.000	.000	.000	.000	.003	.000	.000	.000	.033	.000	.000	.000	000	.000	.000	.213
		.101	.000	.000	.130	.000	.000	.000	.000	.037	.468	.027	.006	.042	.000	.000	.000	.000	.000	044	.011	.032
	Var_f_3	.000	.000	.000	.000	.000	.261	.000	.000	.000	.007	.000	.000	.000	.009	.000	.000	.000	.000	.011	400	.408
	Var_f_4	.394	.281	.497	.000	.002	.479	.000	.029	.041	.000	.330	.002	.217	.216	.126	.091	.000	.213	.032	.408	

This table above is adjustable for the reader to read. Correlation matrix tells us about how each 21 questions are corelated with other 21 items. The table above show correlations with a combination of higher and lower frequencies, High correlations such as +/- 0.60 or greater shows that two items can be grouped together means if one variable increases the other follow its lead and low correlations such as 0.20 or less indicates the inverse effect.

# **KMO** and Bartlett's Test

Kaiser-Meyer-Olkin M	016					
Adequacy.	.816					
Bartlett's Test of	Approx. Chi-Square	5425.698				
Sphericity	df	210				
	Sig.					

# Table 4

The KMO measure is 0.816 which is greater than 0.70, this indicates that the KMO test is acceptable as there are sufficient items for each factor. Moreover, the significance level is 0.00 which is less than 0.5, thus this means that the variables are highly corelated and based on that we can reject the null hypothesis.



# Anti-Image Matrix Table 5

#### Anti-image Matrices

		Var_a_1	Var_a_2	Var_a_3	Var_a_4	Var_b_1	Var_b_2	Var_c_1	Var_c_2	Var_c_3	Var_d_1	Var_d_2	Var_d_3	Var_d_4	Var_e_1	Var_e_2	Var_e_3	Var_e_4	Var_f_1	Var_f_2	Var_f_3	Var_f_4
Anti-image Covariance	Var_a_1	.080	022	.011	.039	021	013	016	002	012	.027	.002	.015	019	.014	.018	.024	026	.003	039	027	017
	Var_a_2	022	.280	048	060	060	031	.046	004	031	.065	015	.001	005	.040	026	028	021	- 035	038	.016	075
	Var_a_3	.011	048	.084	008	.025	.012	006	024	009	014	.014	030	.025	042	034	.034	.011	.018	.021	.005	.016
	Var_a_4	.039	060	008	.260	.024	017	024	.038	.008	057	013	025	010	016	.058	.035	.017	.019	038	012	058
	Var_b_1	021	060	.025	.024	.411	.034	021	040	005	062	003	034	.019	069	034	.019	.074	004	.073	010	.057
	Var_b_2	013	031	.012	017	.034	.209	030	.019	.028	089	040	021	.007	101	.023	060	.060	021	.109	025	.123
	Var_c_1	016	.046	006	024	021	030	.124	.050	033	028	012	041	.014	.026	-1.111E-5	.023	043	019	.032	002	064
	Var_c_2	002	004	024	.038	040	.019	.050	.152	044	.000	053	042	009	.030	.000	.012	024	009	018	.002	007
	Var_c_3	012	031	009	.008	005	.028	033	044	.104	045	018	.048	043	026	.014	060	.013	.037	.015	.003	.062
	Var_d_1	.027	.065	014	057	062	089	028	.000	045	.181	.038	.000	025	.035	021	.028	036	028	074	.034	051
	Var_d_2	.002	015	.014	013	003	040	012	053	018	.038	.117	023	.036	010	037	011	.006	048	005	.022	028
	Var_d_3	.015	.001	030	025	034	021	041	042	.048	.000	023	.115	026	.048	008	019	023	.041	049	-7.785E-5	.003
	Var_d_4	019	005	.025	010	.019	.007	.014	009	043	025	.036	026	.079	034	.006	.024	.017	030	003	015	009
	Var_e_1	.014	.040	042	016	069	101	.026	.030	026	.035	010	.048	034	.235	037	059	037	.031	106	.006	112
	Var_e_2	.018	026	034	.058	034	.023	-1.111E-5	.000	.014	021	037	008	.006	037	.169	001	.006	013	033	034	.019
	Var_e_3	.024	028	.034	.035	.019	060	.023	.012	060	.028	011	019	.024	059	001	.220	037	023	.017	015	046
	Var_e_4	026	021	.011	.017	.074	.060	043	024	.013	036	.006	023	.017	037	.006	037	.090	018	.045	033	001
	Var_f_1	.003	035	.018	.019	004	021	019	009	.037	028	048	.041	030	.031	013	023	018	.255	.004	046	.022
	Var_f_2	039	038	.021	038	.073	.109	.032	018	.015	074	005	049	003	106	033	.017	.045	.004	.261	021	.055
	Var_f_3	027	.016	.005	012	010	025	002	.002	.003	.034	.022	-7.785E-5	015	.006	034	015	033	046	021	.119	.032
Anti incore Constation	Var_f_4	017	075	.016	058	.057	.123	064	007	.062	051	028	.003	009	112	.019	046	001	.022	.055	.032	.515
Anti-image Correlation	Var_a_1	.904ª	146	.137	.272	118	105	164	022	128	.223	.025	.159	245	.101	.152	.185	304	.023	268	278	084
	Var_a_2	146	.858ª	309 .901 a	223	178	127	.247	021	184	.287	081	.008	035	.157	120	114	130	132	140	.090	198
	Var_a_3 Var_a_4	.137 .272	309 223		055 .812ª	.134	.093	063	209 .189	101 .050	114	.137	305	.308	298	281	.250	.121	.121	.140	.047	.078 157
	Var_b_1	118	223	055 .134	.074	.074 .856ª	074 .116	135 091	159	022	261 226	074 015	143 155	.105	063 223	.278	.064	.109	.074	147 .221	068 045	.124
	Var_b_1	105	127	.093	074	.116	.459ª	185	.106	.189	457	259	137	.056	456	.121	281	.440	012	.465	156	.376
	Var_c_1	164	.247	063	135	091	-,185	.789ª	.364	295	-185	098	341	.146	.155	-7.680E-5	.138	412	107	.179	020	252
	Var_c_2	022	021	209	.189	159	.106	.364	.833ª	353	.002	397	320	079	.157	001	.067	202	044	091	.011	024
	Var_c_3	128	184	101	.050	022	.189	295	353	.755ª	325	165	.437	- 469	164	.109	399	.135	.226	.092	.029	.269
	Var_d_1	.223	.287	114	261	226	457	185	.002	325	.631ª	.261	.001	- 208	.168	118	.142	284	130	340	.231	168
1	Var_d_2	.025	081	.137	074	015	259	098	397	165	.261	.862ª	195	.373	062	260	070	.061	278	029	.186	113
	Var_d_3	.159	.008	305	143	155	137	341	320	.437	.001	195	.815ª	- 271	.294	054	117	230	.237	282	001	.011
	Var_d_4	245	035	.308	070	.105	.056	.146	079	469	208	.373	271	.853ª	250	.049	.181	.203	208	024	150	043
	Var_e_1	.101	.157	298	063	223	456	.155	.157	164	.168	062	.294	250	.527ª	185	261	258	.127	429	.034	323
	Var_e_2	.152	120	281	.278	128	.121	-7.680E-5	001	.109	118	260	054	.049	185	.917ª	004	.048	061	157	243	.063
	Var_e_3	.185	114	.250	.147	.064	281	.138	.067	399	.142	070	117	.181	261	004	.813ª	260	096	.072	090	137
	Var_e_4	304	130	.121	.109	.386	.440	412	202	.135	284	.061	230	.203	258	.048	260	.784ª	118	.294	322	003
	Var_f_1	.023	132	.121	.074	012	093	107	044	.226	130	278	.237	208	.127	061	096	118	.907ª	.015	266	.061
	Var_f_2	268	140	.140	147	.221	.465	.179	091	.092	340	029	282	024	429	157	.072	.294	.015	.613ª	121	.150
	Var_f_3	278	.090	.047	068	045	156	020	.011	.029	.231	.186	001	150	.034	243	090	322	266	121	.917ª	.128
	Var_f_4	084	198	.078	157	.124	.376	252	024	.269	168	113	.011	043	323	.063	137	003	.061	.150	.128	.477ª

a. Measures of Sampling Adequacy(MSA)

This table above is adjustable for the reader to read. In anti-image correlation we check the diagonal correlation between items and if any value is less than 0.5 than we must delete the item. Here variable b-2 and f-4 is having a MSA value of less than 0.5 and other variables lies in a range greater than 0.5.

# **Communalities**

Communanties									
	Initial	Extraction							
Var_a_1	1.000	.916							
Var_a_2	1.000	.740							
Var_a_3	1.000	.906							
Var_a_4	1.000	.828							
Var_b_1	1.000	.597							
Var_b_2	1.000	.895							
Var_c_1	1.000	.874							
Var_c_2	1.000	.825							
Var_c_3	1.000	.854							
Var_d_1	1.000	.833							
Var_d_2	1.000	.901							
Var_d_3	1.000	.849							
Var_d_4	1.000	.922							
Var_e_1	1.000	.767							
Var_e_2	1.000	.828							
Var_e_3	1.000	.818							
Var_e_4	1.000	.915							
Var_f_1	1.000	.744							
Var_f_2	1.000	.829							
Var_f_3	1.000	.859							
Var_f_4	1.000	.612							

SER

Extraction Method: Principal

Component Analysis.

Table 6

Communalities are the percentage each question of the questionnaire contributing to the variable. If any value is less than 0.5 then we must delete the item. Here all the values of the extraction is greater than 0.5

**Total Variance Explained** 

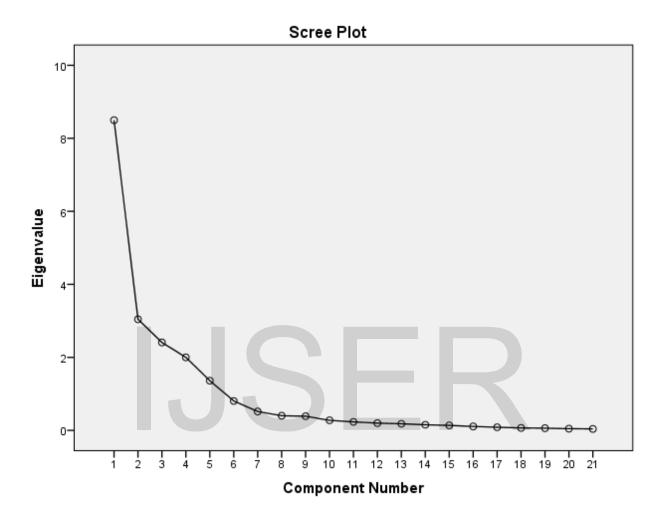
				Extract	ion Sums of	Squared	Rotation Sums of Squared		
	Iı	nitial Eigenv	alues		Loadings	1		Loadings	
Compone			Cumulative			Cumulative		% of	Cumulativ
nt	Total	Variance	%	Total	Variance	%	Total	Variance	e %
1	8.497	40.460	40.460	8.497	40.460	40.460	5.307	25.270	25.270
2	3.043	14.493	54.952	3.043	14.493	54.952	5.101	24.289	49.558
3	2.409	11.472	66.424	2.409	11.472	66.424	2.769	13.184	62.742
4	2.000	9.523	75.948	2.000	9.523	75.948	2.156	10.268	73.010
5	1.362	6.484	82.431	1.362	6.484	82.431	1.979	9.421	82.431
6	.805	3.834	86.265						
7	.517	2.461	88.726						
8	.400	1.906	90.632						
9	.388	1.847	92.479						
10	.275	1.310	93.790						
11	.232	1.107	94.896						
12	.198	.944	95.840						
13	.181	.861	96.701						
14	.153	.728	97.429						
15	.136	.647	98.076						
16	.107	.510	98.586						
17	.085	.407	98.993						
18	.067	.318	99.310						
19	.059	.283	99.593						
20	.046	.220	99.813						
21	.039	.187	100.000						

Extraction Method: Principal Component Analysis. – Table 7

The first 5 factors have a variance of greater than 1 which is a common criteria for a factor to be useful. If the eigenvalue is less than 1 the factor is unfortunately explaining less information. IBM SPSS have found out the best 5 factor by using rotation. The percentage of variance of the 5<sup>th</sup> factor is comparatively lower than the four factors.

# **SCREE PLOT**

Table 8



The scree plot is the item values from the total variance table plotted from left to right on the graph. For example, component 1 have a eigenvalue of 8.497 as you can see on the graph and so on...The scree plot shows that the eigenvalue after the fifth component declined to less than 1 which shows that this is a 5 component solution.

# Component Matrix<sup>a</sup>

	Component					
	1	2	3	4	5	
Var_a_1	.879	.300	124	.098	.167	
Var_a_2	616	.526	.161	.221	.093	
Var_a_3	932	033	.169	.048	.078	
Var_a_4	372	575	.449	343	.201	
Var_b_1	607	.301	.308	145	149	
Var_b_2	.175	251	.723	024	528	
Var_c_1	.572	536	.350	.333	.160	
Var_c_2	629	.560	.076	.274	.190	
Var_c_3	.633	.549	.313	228	.031	
Var_d_1	.367	302	.644	370	.236	
Var_d_2	762	.142	.271	.458	133	
Var_d_3	741	272	.220	.328	.264	
Var_d_4	.803	.330	.100	348	.193	
Var_e_1	.151	.506	.657	235	038	
Var_e_2	800	.304	.182	.246	.045	
Var_e_3	.546	.363	.419	.379	263	
Var_e_4	.748	056	.054	.528	.264	
Var_f_1	.735	.164	.119	.398	065	
Var_f_2	331	.539	.039	371	.539	
Var_f_3	.855	.241	030	.241	.106	
Var_f_4	.082	368	.296	.308	.536	

Extraction Method: Principal Component Analysis.

a. 5 components extracted.

# Table 9

This is an unrotated matrix, we will observe this to see the loading that will change in the rotated component matrix.

Rotated Component Matrix<sup>a</sup>

	Component						
	1	2	3	4	5		
Var_a_1	455	.786	.242	.026	176		
Var_a_2	.816	066	.110	139	195		
Var_a_3	.703	622	140	.056	053		
Var_a_4	023	736	.133	.485	.180		
Var_b_1	.568	389	.258	227	.068		
Var_b_2	040	065	.336	.113	.874		
Var_c_1	356	.326	045	.699	.387		
Var_c_2	.843	021	.052	116	314		
Var_c_3	207	.496	.741	122	026		
Var_d_1	362	157	.585	.527	.239		
Var_d_2	.888	195	190	.013	.196		
Var_d_3	.625	431	298	.429	.000		
Var_d_4	538	.462	.620	014	186		
Var_e_1	.205	.123	.825	048	.165		
Var_e_2	.861	271	046	060	086		
Var_e_3	.090	.714	.346	001	.425		
Var_e_4	256	.791	054	.467	.044		
Var_f_1	204	.792	.116	.125	.216		
Var_f_2	.315	215	.469	051	679		
Var_f_3	368	.823	.187	.098	034		
Var_f_4	.039	.061	053	.776	039		

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.<sup>a</sup>

a. Rotation converged in 8 iterations.

Table 10

Factors are rotated so that they became easy to read and interpretate. This table above show the correlation between the variables and the factors, the correlation value range is between -1 to +1. The total amount of variation remains the same however the contribution is not the same for individual factors compared to the normal component matrix.

# **Component Transformation Matrix**

Component	1	2	3	4	5
1	687	.669	.237	.109	.113
2	.443	.428	.480	515	353
3	.305	080	.653	.444	.526
4	.488	.602	519	.299	.201
5	.033	.004	.131	.661	738

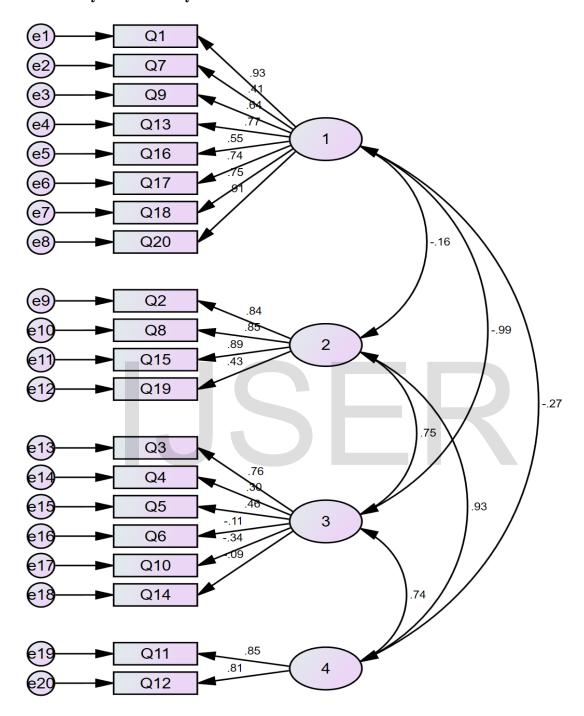
Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

Table 11

Another view of the correlation between the components and the variables.

# **Confirmatory Factor Analysis**



# **Computation of degrees of freedom (Default model)**

Number of distinct sample moments: 210

Number of distinct parameters to be estimated: 44

Degrees of freedom (210 - 44): 166

Minimum was achieved as the Chi-square = 2821.200, Degrees of freedom = 166 & Probability level = .000

# **Model Fit**

After checking the factors RMSEA is 0.262 for the default model which is greater than 0.1 resulting in a poor fit. Moving on the GFI is 0.449 and the AGFI is 0.303 which lies under the range of 0.90 which do not indicate a model fit which might be unacceptable. Moving on the NFI TLI and CFI resulted as 0.483, 0.423 and 0.498 respectively. These values are all less than 0.90 which is not unacceptable but might count as a poor model fit.

Lastly it is need to be defined that there is negative variance thus the solution is not admissible.

# **Hypothesis Test Summary**

	Null Hypothesis	Test	Sig.	Decision
1	The categories of Q1 occur with equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
2	The categories of Q2 occur with equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
3	The categories of Q3 occur with equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
4	The categories of Q4 occur with equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
5	The categories of Q5 occur with equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
6	The categories of Q6 occur with equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
7	The categories of Q7 occur with equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
8	The categories of Q8 occur with equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
9	The categories of Q9 occur with equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
10	The categories of Q10 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
11	The categories of Q11 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
12	The categories of Q12 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
13	The categories of Q13 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
14	The categories of Q14 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
15	The categories of Q15 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
16	The categories of Q16 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
17	The categories of Q17 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
18	The categories of Q18 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
19	The categories of Q19 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
20	The categories of Q20 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.
21	The categories of Q21 occur wit equal probabilities.	One-Sample Chi-Square Test	.000	Reject the null hypothesis.

Asymptotic significances are displayed. The significance level is .05.

#### **CHAPTER # 05**

# DISCUSSION, CONCLUSION AND RECOMMENDATIONS

# **Discussion**

The main objective of our study is to examine the effects of digital marketing on online market. This study has been conducted using EFA, CFA and reliability testing, comparing the variables such as digital marketing capabilities, the availability of export information, business network relationships, internet marketing capability, growth of the export market, the availability of export information & business network relationships. There will be total of 6 hypotheses examined that include: - [1] Digital marketing capabilities have significant effects on the growth of the export market. [2] The availability of export information has significant effects on the growth of the export market. [3] Digital marketing capabilities have a positive relationship with the availability of export information. [4] Business network relationships have significant effects on the growth of the export market. [5] Internet marketing capability has significant effects on business network relationships. [6] The availability of export information has significant effects on business network relationships.

There are total of 21 questions that have came out from these hypotheses which have been tested and will be discussed below.

#### Conclusion

Literature have shown that digital marketing have positive impact on international market growth however impact of digital marketing on online market is what left for the future researcher and this study solely focuses on that. We designed a questionnaire with problem variables such as digital marketing capabilities, business network relationships, internet marketing capabilities and the availability of export information available and collected data from 234 respondents using convenient sampling method. We check the reliability of the questionnaire; Cronbach alpha is used to measure the reliability and internal consistency of the questionnaire. In this case the test value resulted is 0.543 based on standardized items which is moderate liability. The KMO measure is 0.816 this indicates that the KMO test is acceptable. Moreover, the significance level is 0.00 this

means that the variables are highly corelated and based on that we can reject the null hypothesis. We also did CFA but after checking the factors the solution is not admissible. In the end the hypothesis test summary states that we reject the null hypothesis thus resulting that there is a positive impact between digital marketing and online markets.

# Recommendations

As per the findings the following things are recommended: -

Digital marketing and internet marketing is very effective in making revenues, Businesses should digitally market themselves if they want to globalize as here it shows a positive impact between the two variables. Moreover, digital marketing could be prove as an important tool for those who want to have foreign collaborations as it makes communication easy.



# **Appendix**

Questionnaire	
Designation:	
Gender:	
AGE:	
Education: -	

# **Note to interviewee:**

Thank you for your participation. We believe your input will be valuable to this research. Confidentiality of responses is guaranteed.

The purpose of this research is to analyze the effect of digital marketing on online markets.

For each of the questions below select the response that best characterizes how you feel about the statement, where:

(1) Strongly Disagree, (2) Disagree, (3) Neither Agree nor Disagree, (4) Agree, (5) Strongly Agree.

QUESTIONS	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Digital marketing capabilities & Growth of export market					
Q1. Digital marketing positively impact revenue.					
Q2. Digital marketing has a greater impact on online markets rather than physical markets.					
Q3. Digital marketing do not contribute in searching the right product while shopping online.					
Q4. Digital marketing helps business to globalize.					
The availability of export information & Growth of the export market.					
Q1. Local companies do not have the resources to sell beyond borders.					
Q2. Digital marketing makes it easy to target international audience.					

Digital marketing capabilities & the	
availability of export information.	
Q1. The data on the net helps me to compare any	
product from any market around the world.	
Q2. The availability of information about	
international markets do not help local companies	
to sell their products abroad.	
Q3. The information available help in analysing	
the industry & competitors to make strategies	
accordingly.	
Business network relationships & The growth	
of the export market	
Q1. Collaboration with dealers abroad can land a	
product in a foreign country.	
Q2. Foreign collaborations do not fill up pockets	
with foreign currency.	
Q3. Business to business relationships end up in a	
complete disaster.	
Q4. Business to business relationship is an	
important part of business growth or expansion.	
Internet marketing capability has & business	
network relationships	
Q1. Internet can be used to link or collaborate	
with business partners.	
Q2. Online shopping has no contribution in	
bringing or retaining customers.	
Q3. Tools on the net make conversation between	
clients or business partners easy.	
Q4. Company periodically sends email updates	
about new services and products	
•	
The considerities of constant of the constant of	
The availability of export information &	
business network relationships	
Q1. I do get attracted by advertisement of	
products and services on the internet.	
Q2. Reviews available online never effect my	
buying actions and behavior.	
Q3. Detail information is available in E-media	
while online shopping	

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Table 12

Sr.	Author	Title	Theory	Variables	Findings	Methods
No						
1	Hanifeh	Effects of	the effects of	Digital	The results of	The data was
	Manafzadeh	digital	digital	marketing	study affirmed	collected using
	& Zolaykha,	marketing on	marketing on	capabilities	the hypothesis of	field
		international	international	the	the impact of	techniques,
		market growth	market	avaliablity of	digital marketing	The inventory
			growth	export	ability on the	was an
				inovation	growth of the	important
				business	export market	method for
				network	and the business	data collection.
				relationship	network	Moreover,
				internet	relationships and	tools including
				marketing	data availability	Questionnaires
				capabilities	as well.	, surveys were
						the part of the
						primary
						research (47
						questions, 213
						Respondents).
2	(Magano &	Digital	Marketing is	Digital	affirmed the	The second
	Maria	marketing	the activity,	marketing	hypothesis of the	part of the
	Nascimento	impact on	set of	capabilities	impact of	questioner was
	Cunha,	tourism in	institutions,	the	tourism ability	elaborated
	2020)	Portugal	and process	avaliablity of	on the growth	based on the
			for creating,	export	with the trends	Yadav and
			communicatin	information	of tourism, the	Rahman scale,
			g, delivering		brand value,	5 point likert
			and		interactivity,	scale was used.
			exchanging		purchase of	(240 of its

offerings that	internet,	elements in
have value for	customization	sample 607
customers,	and word of	individuals
client's	mouth to mouth.	present in
partners and		sample).
society at		
large. As all		
the social		
websites play		
vital role in		
connecting		
people play		
big role in the		
"old mouth to		
mouth"		
publicity		
because there		
are so many		
people		
sharing their		
travelling		
experience		
that can't be		
ignored by the		
by the tourism		
industry		

3	(Andersson,	Analyzing the	understand	commitment,	therefore have	The data was
	et al., 2018)	usage of digital	how SMEs in	trust,	turned out	collected
		marketing and	the B2B	relationship	different if the	through
		relationship	sector, in	benefits,shar	study was	interviews on
		marketing	Sweden	ed values,	carried out in	zoom & Skype
		within Swedish	market	communicati	another country	which took
		SME's in the	themselves	on,	with a different	around 30-60
		B2B sector	and for what	cooperation	culture. Lastly,	minutes each
			purpose. Also,		the data was only	interview.
			to analyze		collected from	
			relationship		seven companies	
			marketing and		so if the authors	
			digital		had conducted	
			marketing and		more interviews	
			how they are		there might have	
			utilized, to get		been a different	
			a better		result with more	
			understanding		conclusive	
			of whether		information.	
			one tool is			
			more effective			
			than the other			
			or if they go			
			hand in hand.			

4	(Yamin,	Impact of	the factors	Business	affirmed the	The data was
	2017)	digital	that influence	network	hypothesis of the	collected out
		marketing as a	consumer's	relationships,	impact of digital	with both
		tool of	psychology,	digital	marketing ability	primary and
		marketing	the digital	marketing,	on the customers	secondary data.
		communication	media's	social media.	of Bangladesh to	Data was
			impact on		get the product	collected
			demography,		through social	through
			impact of		media marketing	structured and
			each		and the business	unstructured
			promotional		network	questions
			tools to		relationships to	through the
			consumer and		get stronger by	survey.
			social media		growth of	Moreover,
			compared to		internet and	tools including
			other medium		mobile	Questionnaires
			of brand		communication	, surveys were
			communicatio		widening the	the part of the
			n and its		horizon for more	primary
			benefits.		people to reach	research (120
					and	Respondents).
					communicated to	
					bring more	
					effective and	
					effecting	
					marketing.	

5	(BASHAR,	EFFECTIVEN	To examine	Internet	. Exhibiting	utilized relapse
	2012)	ESS OF	the extent,	marketing	appreciation for	examination
		SOCIAL	social media	capability,	the brand,	for testing of
		MEDIA AS A	that helps	social media,	showing what	speculation.
		MARKETING	consumers in	digital	you like, and	For visual
		TOOL	buying	marketing,	supporting the	portrayal of
			decision	social media	Brands esteems	finding and
			making	power.	assume a	results bar
					functioning part	graphs, pie
					in producing	outlines and
					backing. The	tables and so
					longing to draw	on ahs been
					in with the brand	utilized
					either through	
					discourse with	
					the brands	
					delegates or with	
					different	
					customers	
					arrives at an	
					intriguing level.	

6	(DURAI &	IMPACT OF	we intend to	Advertising,	Data assortment	From the 130
	Rachel	DIGITAL	study and	online	strategies for this	surveys circled
	King, 2019)	MARKETING	understand	marketing,	review included	to the test 100
		ON THE	those factors	online	up close and	polls were
		GROWTH OF	that influence	shopping,	personal, semi	viewed as fit
		CONSUMERI	the consumers	onlineshoppi	structured	for
		SM	through	ng	interviews with	examination.
			shopping	markerting	foreordained	Questions were
			behavior of		open-finished	outlined on
			consumers.		inquiries	single and
					questions.	various
					Review of public	decision.
					business records	Information
					followed the	was gone into
					semi structured	the Statistical
					interviews. The	Package for
					collected	Social
					information	Sciences
					requires the	(SPSS) ver.
					utilization of an	15.0 for
					insightful way to	examination
					deal with	and broke
					comprehension	down.
					the phenomenon	

7	(Lockett,	Title Online	Friends	It is currently	The utilization
	2018)	Marketing	invitation,tim	more basic than	of the
		Strategies for	e consuming,	any other time in	qualitative and
		Increasing	engagement	recent memory	quantitative
		Sales	marketing	that effective	research was
		Revenues of		organizations use	reasonable to
		Small Retail		Engagement	draw in
		Businesses		Marketing	business
				standards to get	pioneers in
				ready for	semi structured
				effectively	interviews with
				captivating their	open-finished
				possibilities and	inquiries. The
				clients	objective
				previously,	populace for
				during and after	this review was
				their buy cycle,	four business
				and that the	pioneers from
				reason for this	four small
				commitment is	retail
				top notch and	organizations
				important data.	in California.

8	(Jose, 2019)	Digital	its	The result of the	The data was
		marketing	effectiveness	study has	collected using
		action that		important practical	the Delphi
		achieve a		implication for	technique. This
		better		managers of	technique one
		attraction and		digital	of the research
		loyalty of users		communication	methods used
		an analytical		agencies and	for prospective
				people responsible for online content	investigation.
				and e commerce	This technique
				stores as well as	uses a
				academic research	structured
				B2c business in	process to
				the future will	obtain
				used artificial	information
				intelligence and	from
				internet of things	previously
				technology as the	selected group
				most effective	
				customer loyalty	of expert for a
				actions it is very	range of
				important for	questions that
				companies to have	are important
				diversified	for the subject
				marketing strategy	under research.
				which include	
				different digital	
				marketing. Fu	

9	(gakii &	Nexus between	Basically the	Loyalty	This study	This study
	Samuel	online	purpose of the	towards	recommends	recommends
	Maina,	marketing	study was to	brand,	positivism	positivism
	2019)	strategies and	conceptualize	market	philosophy as	philosophy as
		market	and examine	performance,	the most suitable	the most
		performance	the conceptual	online	philosophy it	suitable
			literature	marketing	drives	philosophy.
			empirical		quantitative	Positivism
			literature		outlook that	drives
			theoretical		holds there is an	quantitaves
			methodologie		object reality	outlook that
			s gap and		that can be	holds there is
			propose a		expressed	an objective
			conceptual		numerically with	reality that he
			model for		explanatory and	expressed
			implementatio		predictive power	numerically
			n of the		semi structured	with
			relationship		questionnaire	explanatory
			between		used in this	and predictive
			online market		article and	power semi
			strategies and		stratified	structure
			market		sampling data	questionnaire
			performance.		will be used for	data collection
					sampling	method will be
						used whereby
						they will be
						administered
						via drop and
						pick unlike
						other studies
						which

						contradict by
						using seven
						point linker
						scale survey
						method.
						Stratified
						sampling
						method will
						used for
						sampling.
10	(khin, Wong	factor affecting	The paper	Online	The set of	This study was
	Hong	for online	presents the	process	question were	quantitative
	Chau1,	marketing	factors	simplicity	designed in	analysis using
	Chong	strategy of	affecting for	(FB)	accordance to	questionnaire a
	Shyue	business	online	Product	the demographic	total of 152 out
	Chuan, &	development in	marketing	commitment(	factor include	of 200
	Lim Kok	Malaysia	strategy of	FC) Product	the internet	questionnaire
	Tong, 2015)	·	business	homogeneity	usage and in	were
			development	(FD)	multiple set of	completely
			for publisher	Product	query to the 6+	received from
			and buyers in	visualization	independent	the selected
			Malaysia.	(FE) Cyber	variable 2	Malaysian
				culture effect	mediating	above the age
				(FF) Internet	variable include	of 21 years old.
			i	l	İ	ı

				technology	variable of the	
				(FG)	high click	
				(FG)	_	
					through rate of	
					online marketing	
					of research	
11	(AL-	The Effect of	This article	Email	evaluated that	The
	AZZAM &	Digital	was selected	marketing	digital marketing	methodology
	K AL-	Marketing on	because	online	channels that	includes 300
	MIZEED,	Purchasing	digital	advertising	include email,	questionnaires
	2021)	Decisions	marketing	social media	mobile	out of which
			helps a	marketing	marketing,	220 were
			business to	mobile	online	answered. Now
			globalize and	marketing	advertisement	due to the time
			through this		and social media	constrain a
			article, we can		marketing have a	random
			get to know		positive and a	sampling
			the effects of		significant	method was
			digital		impact on	used where the
			marketing on		consumer	respondents of
			other regions		purchase	the
			or parts other		decisions of	questionnaire
			than Pakistan.		students however	consisted of
					email marketing	three different
					in students is the	universities
					least	
					influenceable	
					mmucheadle	

					factor in the purchase decision of the students.	
12	(Javed, 2013)	Online Marketing Through Consumers: A Study Of Effectiveness Of Various Tools And Techniques Across Industries	the effects of online marketing through consumers, using various tools and techniques across industries.	Online word of mouth marketing through consumers Email advertising through consumers. Online chat section.	This research proved that brand perception and purchase decision of a consumer are influenced by different marketing tools, it evaluated that online marketing through consumer's word of mouth resulted in influencing the brand perception and purchase	An unrestricted non probabilistic sampling is used in this research, 75 respondents from several different areas of Karachi including offices and shopping mall.

					decision of a	
					consumer	
					however email	
					marketing and	
					_	
					chat section	
					failed to do so as	
					majority oof the	
					respondents	
					disagree to it.	
13	(Dagtona	Impact Of	Tomogram	Digital	the mediating	A quantitativa
13	(Dastane,	Impact Of	To measure	Digital	the mediating	A quantitative
	2020)	Digital	impact of	marketing	effect of CRM	method was
		Marketing On	digital	CRM	does not promote	applied, data is
		Online	marketing on		a positive impact	collected from
		Purchase	online		on purchase	202 online
		Intention:	purchase		intention, nor	shoppers using
		Mediation	intention		does digital	snowball
		Effect Of	Besides, the		marketing has a	technique. A
		Customer	mediating		positive impact	questionnaire
		Relationship	effect of CRM		on CRM in this	was developed
		Management			study.	and a positivist
						paradigm was
						used to test the
						hypothesis.