



ANALYZING THE IMPORTANCE OF SOCIAL MEDIA AND ITS IMPACT IN THE BUSINESS WORLD

A thesis
Presented to
The faculty of
Management Sciences
Bahria Institute of Management & Computer Science, Karachi

In Partial Fulfillment
of the Requirements for the
Degree Master in Business Administration

BY

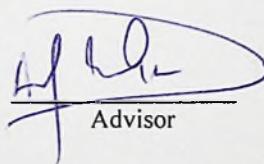
ASMA NAZ
REG# 20340
JUNE, 2013

BAHRIA UNIVERSITY
INSTITUTE OF MANAGEMENT AND COMPUTER SCIENCES, KARACHI

RECOMMENDATION FOR ORAL EXAMINATION

This Project/thesis hereto attached, entitled, "ANALYZING THE IMPORTANCE OF SOCIAL MEDIA AND ITS IMPACT ON THE BUSINESS WORLD", prepared and submitted by ASMA NAZ , in partial fulfillment of the requirements for the degree Master in Business Administration, is hereby recommended for appropriate action.

Date: 8/6/13



Al Wazir
Advisor

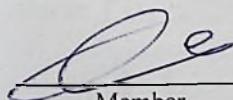
Name: ASIF REHMAN

PROJECT/ THESIS COMMITTEE

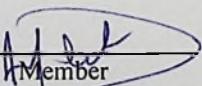
In partial fulfillment of the requirements for the degree of Master in Business Administration, this thesis entitled, ANALYZING THE IMPORTANCE OF SOCIAL MEDIA AND ITS IMPACT ON THE BUSINESS WORLD" is hereby recommended for Oral Examination.

Chairman

Name: _____



Re
Member



Al Wazir
Member

Member

Name: Munir ul Name: ASIF REHMAN Name: _____

Date

ABSTRACT

In the following research study we will try to analyze the concepts of corporate branding and social media. The study will also examine the role of corporate branding within social media. The main focus of the study is to analyze how corporate branding is beneficial for the growth of the organization through social media. The study will also illustrate how corporate branding is helping the organization in gaining competitive advantage for many organizations. The research study adopts the secondary research method for the purpose of data collection and analysis. In the end the research study also provides adequate recommendations and suggestions for future research and also provides implications for the study.

CONTENTS

INTRODUCTION	5
BACKGROUND OF THE RESEARCH	6
PROBLEM STATEMENT	8
SIGNIFICANCE OF THE RESEARCH.....	9
SCOPE OF THE STUDY.....	9
RESEARCH METHODOLOGY	13
RESEARCH OBJECTIVES	13
SOURCES OF DATA	13
A. Primary Source	13
B. Secondary Source	14
<i>PRIMARY SOURCES</i>	14
RESEARCH INSTRUMENTS.....	14
• Questionnaire Analysis	14
• Interview analysis	14
QUALITATIVE QUANTITATIVE RESEARCH	14
UNIT OF ANALYSIS	14
Research Environment.....	15
TIME DIMENSIONS	15

SOCIAL MEDIA AND BUSINESS

LITERATURE REVIEW	17
<i>Key social media categories</i>	18
<i>Social networks</i>	19
<i>Facebook</i>	19
<i>Social Media</i>	21
<i>Classification of social media</i>	22
<i>Collaborative projects</i>	23
<i>Blogs</i>	23
<i>Social networking sites</i>	24
<i>Impact of social media on branding</i>	24
<i>Role of corporate branding within social media</i>	25
<i>Within the Organizational context</i>	26
ROLE OF BUSINESS MODEL IN DEVELOPING BUSINESS PERFORMANCE.....	28
<i>Facebook Business Model</i>	28
<i>Advertising Business Model</i>	28
<i>Affiliate Business Model</i>	29
<i>Online Goods Business Model</i>	29
<i>Fermium Business Model</i>	29
<i>A Co-Creation Model</i>	29
<i>Conclusion</i>	30

SOCIAL MEDIA AND BUSINESS

SOCIAL MEDIA AND ITS IMPACT ON BUSINESS DEVELOPMENT	33
TREND OF SOCIAL MEDIA IN BUSINESS	33
<i>Responses Generated from the Interviews</i>	36
<i>Responses Generated from the Interviews of Business Personals</i>	37
KHWAJA ASSOCIATES & CONSULTANTS	37
QUESTIONNAIRE ANALYSIS	39
DEMOGRAPHIC DATA AND DETAILS.....	39
<i>Analysis</i>	42
<i>Analysis</i>	43
<i>Questionnaire Analysis</i>	44
<i>Analysis</i>	44
<i>Analysis</i>	45
<i>Analysis</i>	46
<i>Analysis</i>	47
<i>Analysis</i>	48
<i>Analysis</i>	49
<i>Analysis</i>	50
<i>Analysis</i>	51
<i>Analysis</i>	52
<i>Analysis</i>	53

SOCIAL MEDIA AND BUSINESS

<i>Analysis</i>	54
<i>Analysis</i>	55
<i>Analysis</i>	56
<i>Analysis</i>	57
<i>Analysis</i>	58
<i>Analysis</i>	59
CONCLUSION.....	61
RECOMMENDATIONS.....	62
REFERENCES	63