

Manuscript ID:  
IJEBAMPSR-2025-020523

Volume: 2

Issue: 5

Month: October

Year: 2025

E-ISSN: 3065-9140

Submitted: 20-Sep-2025

Revised: 25 Sep-2025

Accepted: 22-Oct-2025

Published: 31-Oct-2025

**Address for correspondence:**

Ajay M. Khurpe  
Dr. Babasaheb Ambedkar Comm.  
and M.V.R.S. Arts College  
Email:  
[ajaykhurpe9834@gmail.com](mailto:ajaykhurpe9834@gmail.com)

DOI: [10.5281/zenodo.17490018](https://doi.org/10.5281/zenodo.17490018)

Link:

<https://doi.org/10.5281/zenodo.17490018>



**Creative Commons (CC BY-NC-SA 4.0):**

This is an open access journal, and articles are distributed under the terms of the Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International Public License, which allows others to remix, tweak, and build upon the work noncommercially, as long as appropriate credit is given and the new creations are licensed under the identical terms.

**How to Cite this Article:**

Khurpe, A. M. (2025). Effectiveness of Digital Marketing Strategies for Small and Medium Enterprises (SMEs). *International Journal of Economic, Business, Accounting, Agriculture and Management Towards Paradigm Shift in Research*, 2(5), 123–126. <https://doi.org/10.5281/zenodo.17490018>

# Effectiveness of Digital Marketing Strategies for Small and Medium Enterprises (SMEs)

**Ajay M. Khurpe**

Dr. Babasaheb Ambedkar Comm. and M.V.R.S. Arts College

## Abstract

*Small and Medium Enterprises (SMEs) are the backbone of the global economy but at disproportionate levels that makes it difficult for them to scale up and compete with large corporations. This paper presents a conceptual analysis of the role of Digital Marketing Strategies (DMS) in enhancing SMEs' growth orientation, market penetration and competitive advantage. DMS performance is singularly influenced by resource constraints, hyper-localization requirements, and emphasis on measurable cost-efficient channels like SEO, social media marketing (SMM) and content marketing. In order to overcome budget limitations and talent shortages in adoption, a strategic approach may require achieving digital engagement by means of integration, personalization, and low-cost analytics to create sustainable results.*

**Keypoint:** Digital Marketing Strategies, Small And Medium Enterprises, Growth Orientation, Market Penetration, Integration, Personalization, Affordable Analytics.

## Introduction

### Digital Imperative for SMEs.

SMEs are defined in terms of revenue, employees and assets: Typical characteristics of SMEs are low capital, less fat, local operation and limited workforce. Historically, they would be based around word-of-mouth, print and local publicity. Today, most buying journeys begin online, which is why online visibility is imperative. SMEs that do not have proper DMS will therefore lose reach in the market, crush growth and destroy their competitive positioning.

### Digital Marketing Strategy (DMS) Definition

DMS also encompasses all internet marketing activities. Key components for SMEs are:

- Text marketing: Create search engine optimized and pay per click campaigns
- Content Marketing: Create valuable and engaging content that will attract and retain a targeted audience.
- Social Media Marketing Use Social Media platforms such as Facebook, Instagram, LinkedIn for branding, engagement, sales.
- Email Marketing: Lead nurturing and retention.
- Analytics and Data Measure and optimize campaigns.

### The Effectiveness Metric

DMS performance is measured by its ability to attain key goals:

- Growth: Growth in one or more of revenue, customers and market share.
- Cost Efficiency: Fewer expenses but higher ROI value
- Competitive Advantage: How to stand out from larger competitors

### Problem Statement

Large companies have huge budgets and complicated multi-channel DMS. SMEs are resource constrained, skills lacking, and digital world complex. This paper is an analysis of the most suitable DMS components for SMEs and strategic models for the investment of these enterprises in DMS to achieve high ROI and sustainable growth.

### Research Objectives

define the key issues and limitations for SME in DMS adoption

Test resource-efficient approaches (SEO and content marketing) towards organic growth.

Understand the role played by SMM and personalization in customer access and fidelity. Integrated ROI - suggest an integrated framework to measure and deliver maximal ROI with finite budgets.

### **Conceptual Framework and Theory Review Resource Based View of the Firm**

RBV defines competitive advantage as resources that are differentiated competing assets that are difficult to imitate. A DMS must ensure that SMEs operate with the maximum benefit of intangible assets available to them, due to environmental limitations of resources:

- Local expertise: Insider market data for strategic SEO and content.
- Agility: Faster testing, pivoting and analytics are advantages that SMEs have over the slow movers.

DMS should be consolidated to gain the assets of VRIN - email lists, niche authority in search.

### **STP Model in the Digital Age**

Digital Segmentation: Make use of analytics to perform precise segmentation.

Hyper. Targeting: Paid search and promoted social ads are zip code targeted, job title targeted, interest targeted, budget-efficiency.

Digital Positioning: Content and SMM position SMEs to develop a distinct, authentic voice that is different from corporate blandness.

### **Customer Decision Journey (CDJ) and Customer Touches**

The CDJ brings awareness to advocacy. DMS must touch every stage:

- Brand Awareness: SMM, display ads, top of funnel content
- Consideration: Detailed website, videos, caring emails.
- Customer Acquisition - Purchase: Measurement, e-commerce optimization, retargeting, and more.
- Loyalty/Advocacy: Email, community groups, support, etc.

A unified DMS will take customers on a smooth journey along this path.

### **The ROI Challenge**

Every dollar needs to have clear ROI. Trackable data - Digital campaigns produce measurable data but it is the link between clicks to revenue and lifetime value that is the challenge.

### **Core Strategies to Efficiency in Natural Resources**

### **Optimization of Content for the Search Engine (SEO).**

SEO is a long-term driver of low-cost organic traffic.

### **Local SEO**

SMEs mainly participate in local markets. Strategies include:

- Google Business Profile: Optimized and up-to-date listings for visibility
- Location-based Keywords: Long-Tail keywords with location (e.g. best bakery in pune)
- Local Link Building Backlinks from partners, chambers, community sites to increase power.

### **Technical & On-Page SEO**

Crawl ability and UX: You must have this.

Site speed improves mobile-first indexing which decreases bounce.

Message - Content is easy for users and search engines to find thanks to its clear structure and internal links.

### **Effectiveness Metric**

Add organic lead conversion chain to calculate and establish ROI by CLV.

### **Content Marketing (CM)**

CM is building the authority and trust by taking the customers from awareness to purchase.

### **CDJ Alignment**

Content creation for each stage of the funnel:

- Top - of - funnel: Educational blogs, infographics, short videos.
- Middle -of- funnel is where content such as guides, case studies, tools for comparison can come in handy.
- Bottom-of-the-Funnel: Demonstration, testimonials, consultations.

### **Authenticity & Niche Focus**

SME's compete on depth and authenticity of niche:

- Create really focused, niche content that appeals to a niche
- Personal stories: Provide a human aspect, a human connection and loyalty.

### **Effectiveness Metric**

- Lead Magnet Conversion and Content Driven Sales Attribution
- High Impact Low Cost Strategies

### **Social Media Marketing (SMM)**

SMM is direct to customers and develops community at a low cost.

### **Platform Prioritization**

Targeting your audience's location:

- B2C - Instagram, TikTok for visual, visual content.
- B2B: Thought Leadership on LinkedIn  
Community: Facebook advocacy groups:

### **Paid Social Ads**

Hyper-targeting with AdWords Ads:

- By definition, lookalike audiences bring relevant prospects.

- Retargeting welcomes prospects who have visited before with offers that are time-sensitive.

### Effectiveness Metrics

Improve your Performance: Track beyond likes to engagement rates and social commerce conversion.

### Email Marketing

Emails are sent to an already interested audience which drives repeat sales at practically no cost. Procedures Recently Utilized To Improve Customer Relationships: Segmentation and Personalization Behavioural segmentation: Friendly reminder of re-engagement or loyalty awards. Dynamic content: Personalize e-mails by using name, recent purchases, location, etc.

### Automation

Automate sequences:

- Welcome series
- Abandoned cart emails
- Post-purchase follow-ups

### Effectiveness Metrics

Open rate, click-through rate and revenue per email are all monetizing metrics.

### Challenges, Metrics and System Architecture Core Challenges

- SMEs are constrained from a financial perspective, leading them towards the free or low-cost channels.
- Lack of talent causing multi-role employees and generalized implementation.
- Limited time for both continuous content and monitoring.
- Measurement is difficult, and accurate attribution and ROI is cumbersome.

### Integrated DMS Necessity

Channels must be complementary to one another: For example, an e-mail list subscription, the document landing page can be linked to it, and the same has to be done on social networks as well, not to mention the article covering SEO keywords with its yield on four lines.

### ROI Measurement Framework

- Set clear conversion goals - establish clear goals for each channel.
- See that attribution trackers (e.g. Google Analytics) are in place to connect touch points to conversions.
- Justifying acquisition costs by CLV
- Tools & Stacks Recommended to Outsource
- Outsource (technical SEO, campaign design) special tasks.
- Low cost and integrated: simple websites, low-cost CRM, easy to use email application, affordable analytics

### Conclusion and Perspectives for Future Conclusion

Digital marketing when applied into SME growth needs to be integrated and targeted, and done with the requirements of the minimal resources of SMEs. Maximizing organic reach through local SEO and content marketing, and increasing personalization through social media marketing and email marketing is the best way to maximize CLV. ROI-based DMS structure separates the SMEs from the random digital behavior and provides competitive advantages.

### Future Outlook

The key difference will be on how AI will be used to hyper-target and drive content personalization, and on how companies can use privacy as the primary differentiator in overcoming data restrictions. As digital maturity increases, the competitive advantage will shift from presence to quality of the data-driven customer experience the businesses can offer.

### Acknowledgment

The author expresses sincere gratitude to Dr. Babasaheb Ambedkar Commerce and M.V.R.S. Arts College for providing the academic environment and necessary resources to conduct this study. Heartfelt thanks are extended to the faculty members and colleagues for their valuable insights and continuous encouragement throughout the research process. Special appreciation is also given to all entrepreneurs and SME owners who shared their practical experiences and perspectives on digital marketing, which enriched the quality and relevance of this paper. Lastly, the author acknowledges the support of family and friends for their patience, motivation, and unwavering support during the completion of this work.

### Financial support and sponsorship Nil.

### Conflicts of interest

The authors declare that there are no conflicts of interest regarding the publication of this paper.

### References:

1. Chaffey, D., & Ellis-Chadwick, F. (2019). Digital Marketing: Strategy, Implementation and Practice (7th ed.). Pearson Education.
2. Tiago, M. T. P. M. B., & Verissimo, J. M. C. (2014). Digital marketing and social media: Why even try? Employment Insecurity and Turnover Intentions Among Managers: Findings from a Market-based Labor Market and Predictions from the 2016 JP Morgan Operating Risk Survey, Business Horizons, 57(6), 703-708, doi:10.1016/j.bushor.2014.07.002
3. Durmaz, Y., & Efendioglu, I. H. (2016). Moving away from traditional marketing to digital marketing. Global Journal of

- Management and Business Research: E Marketing Vol. 16(2), 35-40.
4. Nuseir, M. T. (2018). Digital media effect on the performance of SMEs in UAE Academy of Entrepreneurship Journal, 24 (2), 1-13.
  5. Kumar, V., & Gupta, S. (2016). Understanding the past, present, and future of advertising. Journal of Advertising, 45 (3) p. 302-317. DOI: <https://dx.doi.org/10.1080/00913367.2016.1199335>
  6. Statista. (2024). Digital advertising expenditure globally through 2018 to 2024. Cited from <https://www.statista.com/>
  7. Strauss, J., & Frost, R. (2022). E-Marketing (8th ed.). Routledge.
  8. Singh, R., & Kaur, P. (2021). Contribution of digital marketing to the growth of small medium enterprises (SMEs): Indian Perspective International Journal of Management Studies and Research, vol. 9, no. 3, pp. 45-52.
  9. Bharadwaj, O. A. El Sawy, P. A. Pavlou and N. Venkatraman (2013). Digital business strategy: A step towards a new generation of insights. MIS Quarterly, 37(2), 471-482