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### SOCIAL MEDIA FUNCTION AND ITS IMPLEMENTATION IN BUSINESS WORLD

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Annotation. As the world is developing globally, the need of people is increasing day by day, the means of communication are evolving, and as a result, the people are getting much closer to one another. Their closeness is reflected not only in communication, but also in lifestyle, culture, social and personal life, language, religion, business, development and even eating habits. Today, no matter in which point of the world we are situated, there is a means that binds us tightly, destroying thousands of miles. This important discovery is called "social media" in modern parlance. This article describes social media, the definitions given to it by several scholars, the functional blocks that make it up, and the implication of these functions on the platform.

Keywords. Social media, platforms, social media functions, socialization.

**Introduction.** Social media is an interactive technology and digital channel that facilitates the creation and exchange of information, ideas, interests and other types of expressions through virtual societies and networks<sup>1</sup>. Jimmie Manning noted that the term applies to new forms of media, including interactive participation<sup>2</sup>. In addition, social media uses mobile and web-based technologies to create highly interactive platforms through which individuals and communities can develop, share, discuss, and modify user-generated content<sup>3</sup>

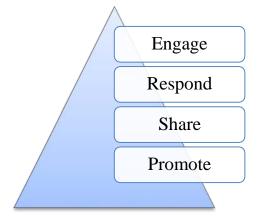
According to Daniel Trottier and Christian Fuchs, websites are interpreted

as "social media" only if they have "sociality" signs on the WWW<sup>4</sup>. Signs of

"sociality" include "perception," "communication," and "cooperation." According to this model, primarily those that support cognition (such as newspaper websites), those that support communication (such as e-mail), and those that support community building and collaboration (e.g., Wikipedia, Facebook) media and online platforms are social media. The six types of social media according to the Investopedia platform, although it can be distinguished in many ways, include social networks, bookmarks, social news, media sharing, microblogs, and online forum sites<sup>5</sup>.

Social media is often thought of as the same concept as social networking sites. But the concept of social media includes several activities. This concept can be a web page or e-store that contains media elements, as well as discussion forums, weblogs, multimedia or other online activities that encourage users to make purchases<sup>6</sup>. However, in order to be "social media", it should make up the functional blocks, like "Identification", "Communication", "Sharing", "Presence", "Relationship", "Reputation".

Furthermore, there are four social media key functions that reveal its benefit



in the world of business.

Figure1. Functions of social media in business.

Source: based on the author's research.

*Engage.* A lot of entrepreneurs make their social media content an afterthought, blasting out the occasional link and waiting for individual users to come to them. Some social media platforms are a powerful tool for proactively finding and engaging customers, so businessmen ought to use it actively for their work purposes. They should find new and relevant conversations using hash tags and search, so customers can join in—without having to be invited. Professionals should seek out opportunities to interact and insert themselves.

**Respond.** Social networks are an increasingly preferred way for customers to reach out to businesses, so responding is just as important as answering the phone—maybe even more. Majority of customers expect issues that they raise on some social media platforms to be resolved within four hours, so entrepreneurs should keep an eye on their accounts, and watch out for mentions and sub tweets. If they ignore a customer on social media, the whole world can see.

*Share.* While the email marketing and other strategies may be strictly self-focused, that shouldn't be the approach of businessmen here. We'd all like to think that our followers only care about us, but to create real value and lasting connections, professionals have to turn the spotlight elsewhere. The content should be shared with the people in their network, and not just content that is created. If there is an interesting piece of news, a thought-provoking blog post or even the occasional oddity, it should be shared with followers.

*Promote.* What some businesses think is the only purpose of their social media strategy is actually one of its least important functions. Naturally, entrepreneurs should use their profiles to promote their own business, particularly if they offer specials and discounts or need to make periodic announcements. Unlike email marketing blasts, though, their self-promotional social media posts should typically represent a small sliver of the content they share, though—none of the followers are looking for a constant stream of advertisements in their feeds.

Conclusion. Social media is gaining importance not only in the virtual world,

but also in real life in meeting certain needs of a person, facilitating his personal and social life, and creating new opportunities. In order to know its true essence, it is necessary to understand the factors that make it up. The seven functional blocks identified in this study, i.e., identity, conversation, sharing, presence, relationships, reputation, and groups, are the hallmarks of social media. It is not necessary to have all of them on one platform, but it is enough to have some of them. However, social media mainly refers to platforms that have these attributes. Furthermore, whether entrepreneurs just starting to develop a social media strategy or they are trying to reassess their approach, considering four key functions can help businessmen get on track and stay there, building more and better relationships with their online audience.

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