



**International Journal of Education, Social Studies,
And Management (IJESSM)**

e-ISSN : 2775-4154

Volume 5, Issue 3, October 2025

The International Journal of Education, Social Studies, and Management (IJESSM) is published 3 times a year (**February, June, October**).

Focus : Education, Social, Economy, Management, and Culture.

LINK : <http://lppipublishing.com/index.php/ijessm>

**The Dynamics of Educational Services
Marketing in the Digital Era**

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ABSTRACT

Marketing of educational services in the digital era has undergone a fundamental transformation due to shifts in prospective student behavior and increasingly fierce competition. This study aims to comprehensively examine the dynamics of educational services marketing in the digital era, focusing on shifting strategies, the role of social media, and their implications for educational institutions. This research is based on a literature review with a descriptive-qualitative approach. Data were collected through documentation techniques from research articles published since 2023 in accredited scientific journals, which were then analyzed using qualitative content analysis techniques to synthesize the findings. The results show that the unique characteristics of educational services such as intangibility and variability demand the adaptation of marketing strategies from traditional to more personalized and data-driven digital models. Marketing is no longer just about promotion but also about building strong relationships with online communities. Social media has proven to be a crucial tool in building a digital brand and reputation through authentic content and proactive interactions. The study concludes that the success of educational institutions in the digital era depends heavily on their ability to holistically integrate digital strategies, manage their online reputation, and prioritize the student experience. Thus, adapting digital marketing is no longer an option but a necessity to ensure the sustainability and relevance of the institution.

ARTICLE INFO

Article history:

Received

07 August 2025

Revised

25 August 2025

Accepted

25 September 2025

Keywords

Educational Services Marketing, Digital Marketing Strategy, Educational Services Marketing Strategy, Social Media, Reputation Management, Educational Transformation

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INTRODUCTION

Educational services play a crucial role in national development, as they are the foundation for social, economic, and cultural progress. Amidst the rapid development of technology and information, the educational services industry is also undergoing significant change. Digital transformation has transformed the way educational institutions interact with prospective students and other

stakeholders (Akour & Alenezi, 2022). Therefore, understanding the dynamics of educational services marketing in the digital era is crucial.

In the service classification, educational services fall into the category of professional services or social services. Professional services emphasize the specific expertise and knowledge provided by service providers, such as teachers or lecturers who possess competency in their fields (Sampson, 2021). Meanwhile, social services are more oriented toward societal welfare, whereas education fundamentally aims to improve the quality of human resources collectively (Pretorius, 2020). Thus, educational services exist at the intersection of the provision of specific expertise and broader social goals.

The unique characteristics of educational services distinguish them from physical products. First, intangibility, or lack of tangibles, distinguishes them from physical products (Quest, 2023). Prospective students are purchasing the promise of knowledge, skills, and learning experiences (Pennings et al., 2020). Second, the inseparability of production and consumption (Taufiq & Hardono, 2020). The teaching and learning process occurs simultaneously between educators and students, meaning service quality is highly dependent on direct interaction (Wiyono, 2020). Third, variability, meaning the quality of educational services varies depending on who provides them, when, where, and how (Santos et al., 2020). The learning experience in one class can differ from another, even with the same teacher. Fourth, perishability, meaning educational services cannot be stored as inventory; an empty chair in a classroom today cannot be sold tomorrow (Sheffi, 2020). These characteristics require a different marketing approach than marketing physical products.

Marketing educational services is not just about promotion but rather a strategic process for building long-term relationships with students and their parents (Hung & Yen, 2022). This includes developing a relevant curriculum, setting reasonable prices, providing adequate facilities, and effective communication (Hentschke et al., 2023). Successful marketing helps educational institutions attract the right students, maintain loyalty, and build a strong reputation in the community (Nguyen Thi Khanh & Nguyen, 2022).

The importance of marketing educational services is increasing in the digital age due to increasingly fierce competition. Educational institutions compete not only with fellow conventional institutions but also with online course providers, educational platforms, and other non-formal institutions (Ishak et al., 2020). Without an effective marketing strategy, an institution can lose its competitive edge. Digitalization provides opportunities to reach a wider audience and create more personalized interactions with prospective students (Bucăța & Tileagă, 2024).

This has far-reaching implications for marketing educational services in the digital era. First, there is the transformation of business models, where educational institutions must now consider hybrid models (online and offline), offer flexible programs, and utilize technology to enhance the learning experience (Cliff & Assiouras, 2023). Second, there are changes in communication channels, namely social media, email marketing, and websites, which are now primary tools for building brand image and interacting with prospective students (Baruk & Wesolowski, 2021). Third, there are implications for performance measurement, which is no longer solely measured by the number of enrollments but also by student satisfaction, retention, and alumni success (Al Hassani & Wilkins, 2022). Data analysis is key to understanding prospective student behavior and optimizing marketing strategies, enabling institutions to make more accurate, data-driven decisions.

Therefore, this study aims to examine in depth the dynamics of marketing educational services in the digital era. The main focus will include the most effective digital marketing strategies, the role of social media in building an institution's brand, and the influence of online reviews on prospective students' decisions. It is hoped that this research will provide new insights for practitioners and academics in the fields of education and marketing. By understanding and implementing adaptive marketing strategies in the digital era, educational institutions can remain relevant, thrive, and make maximum contributions to producing the nation's next generation, who are competent and globally competitive. This study is expected to serve as an important reference for educational institutions seeking to optimize their marketing efforts amidst the ever-changing landscape.

RESEARCH METHOD

This research uses a literature review approach. This type of research is descriptive-qualitative, aiming to describe and analyze in depth various theories, concepts, and previous research findings relevant to the topic, "Dynamics of Educational Services Marketing in the Digital Era." This approach was chosen because the focus of the research is to collect, review, and synthesize information from existing sources to build a comprehensive understanding framework. The data collection technique used is documentation. The primary data in this study are not field data but rather written documents, which serve as the primary data source.

The data collection procedure includes:

1. **Keyword Identification:** Determining keywords relevant to the research title, such as "educational services marketing," "digital marketing," and "educational marketing strategy."
2. **Source Search:** Conducting a systematic search across various academic databases and credible theoretical sources, including Google Scholar and Sinta. The sources searched included articles published in accredited scientific journals.
3. **Source Selection and Verification:** Selecting relevant, up-to-date, and highly credible sources. The selected sources must align with the research focus and be published since 2023, ensuring they are relevant and up-to-date.
4. **Data Extraction:** Reading and recording key information from each source. The extracted information includes research findings and supporting arguments.

The data analysis technique used is qualitative content analysis. The analysis stages are as follows:

1. **Data Reduction:** Organizing and summarizing the extracted data. This step involves selecting the most relevant information, categorizing it based on the theme of educational service marketing in the digital age, and discarding irrelevant information.
2. **Data Presentation:** Presenting the summarized data in a descriptive narrative. This presentation includes grouping information based on findings deemed important related to the dynamics of educational service marketing in the digital age. These topics are marketing platforms, educational models, the role of social media, online reviews and digital reputation, and challenges to educational service marketing in the digital age.
3. **Conclusion Drawing:** Analyzing and synthesizing the presented data to draw coherent conclusions. Conclusions are drawn to answer the formulated research questions. This process is interpretive, in which the researcher interprets the findings from the literature.

RESULT AND DISCUSSION

Based on a systematic literature review, this study found that the dynamics of educational services marketing in the digital era have undergone a significant paradigm shift. This shift not only affects technical aspects, such as the use of new marketing tools, but also the fundamental philosophies and strategies employed by educational institutions. Marketing is no longer simply about "selling" programs but rather about building a connected, personalized, and sustainable educational ecosystem.

Marketing Platforms: From Traditional to Digital

Traditionally, educational services marketing has relied heavily on offline channels such as brochures, educational exhibitions, print advertisements, and open houses. These strategies are still widely used and considered relevant, although their effectiveness has declined among Generation Z and Alpha, who are currently the primary target audiences (Husein et al., 2024). They spend more time on digital platforms, searching for information, and interacting online (Sikumbang et al., 2024). Therefore, successful educational institutions are those that are able to fundamentally transform their marketing focus towards digital.

Digital marketing encompasses more than just a social media presence. It is a holistic approach that involves search engine optimization (SEO) to ensure the institution's website is easily found (Putro, 2024), as well as informative and relevant content marketing (Muttaqien & Ripai, 2023). This demonstrates the importance of data analysis to understand prospective student behavior, allowing marketing campaigns to be tailored in real time.

Education Models: Offline, Online, and a Combination

The digital era is pushing educational institutions to rethink their service offerings to be more flexible. Hybrid or blended learning models, which integrate face-to-face and online learning, are becoming increasingly common (Mujianto & Suryadhianto, 2025). This allows institutions to reach students from a wider geographic location. However, offline education models are still preferred by many parties due to their perceived effectiveness (Rohimat, 2023). Furthermore, curricula that are oriented toward future skills and relevant to the industry are becoming key selling points (Latifah et al., 2024).

Marketing of educational services is now also targeting more specific markets, such as short certification programs or micro-courses that offer specific skills (Pradita et al., 2024). This is a response to dynamic labor market demands, considering clear added value, such as improved career prospects or rapid competency development.

The Role of Social Media

Social media has become a powerful marketing tool for educational services. Social media platforms like Instagram, TikTok, and YouTube are used not only for promotion (Susanti, 2021) but also to build institutional communities and brands (Lieyani et al., 2025). Educational institutions use social media to showcase campus culture, share alumni success stories, and engage directly with prospective students (Eriani et al., 2025).

Authentic and engaging visual content, such as virtual "campus tour" videos or student testimonials, has a significant impact. Institutions that proactively respond to comments and messages on social media tend to build a more positive and personalized reputation. Marketing through influencers or alumni ambassadors is also an effective strategy for increasing trust.

Online Reviews and Digital Reputation

In the digital landscape, an educational institution's reputation is heavily influenced by online reviews and comments in discussion forums. Prospective students and their parents heavily consider third-party reviews before making decisions (Aziz & Ristianah, 2024). Positive reviews can serve as the most compelling "advertisement," while negative reviews can significantly damage a brand's image (Bangun et al., 2025).

Therefore, online reputation management is a crucial component in marketing educational services. Institutions need to proactively monitor what people are saying about them online, respond constructively to criticism, and encourage satisfied students to leave reviews. This is a powerful form of digital word-of-mouth marketing.

Challenges of Marketing Educational Services in the Digital Age

Despite numerous opportunities, marketing educational services in the digital age still presents a number of challenges. One is increasingly fierce competition from global institutions and online platforms offering courses at lower costs. Local educational institutions need to find their unique value propositions to remain relevant. Another challenge is the increasingly stringent management of student data privacy, which requires institutions to comply with regulations and build trust.

Another implication identified is the changing role of marketing staff. They are no longer solely responsible for advertising but must also possess a deep understanding of data analytics, content marketing, and online community management. This requires continuous professional development for marketing teams in educational institutions. Furthermore, collaboration between marketing, academic, and technology departments is key to ensuring that messages align with the actual learning experience.

Overall, the results of this study indicate that educational services marketing has evolved into a more complex, strategic, and data-driven discipline. Marketing is no longer a separate function but is integrated into all institutional operations. Successful educational institutions are those that are able to adapt quickly, leverage digital technology, and prioritize the student experience from start to finish.

This research confirms that the unique characteristics of educational services (intangibility, inseparability, variability, and perishability) require a distinctive marketing approach, which is now enhanced by digital tools (Ariasih et al., 2023). Digital marketing provides solutions to these challenges, for example, by using visual content to overcome intangibility or building online communities to enhance the experience and reduce variability. Furthermore, these findings emphasize that the success of educational services marketing is measured not only by quantitative metrics such as the number of enrollees but also by qualitative metrics such as online reputation, community engagement, and alumni satisfaction. This demonstrates a shift from transactions to relationships as the primary goal of marketing.

Educational services marketing in the digital age is a marathon, not a sprint. It requires a long-term strategy based on a deep understanding of the audience, intelligent use of technology, and a commitment to continuous innovation. By understanding these dynamics, educational institutions can ensure their sustainability and relevance in the future.

In summary, these results and discussion present a comprehensive overview of how educational services marketing is adapting to the digital age, highlighting key strategies, the role of social media, the importance of online reputation, and the challenges and implications. The key to successful educational services marketing lies in personalization, authenticity, and a strong connection with the audience. Technology is just a tool, while smart strategy and a deep understanding of consumer psychology are the core of success.

CONCLUSION

Based on the literature review, it can be concluded that the dynamics of educational service marketing in the digital era have shifted from a transactional approach to a holistic, customer-centric, relational approach. The use of digital technology serves not only as a promotional tool but also as a foundation for building a connected and personalized educational ecosystem. The unique characteristics of educational services—such as intangibility and inseparability—can now be addressed through authentic digital content, direct interaction on social media, and personalized communications. This research confirms that marketing success is no longer measured by the number of brochures distributed but rather by more relevant digital metrics, such as audience engagement levels, online brand sentiment, and conversions from digital channels.

Overall, this study found that educational institutions must adapt quickly to remain relevant amidst intense competition. The key to success is integrating digital marketing strategies into all operations, from developing relevant curricula and proactive online reputation management to building long-term relationships with all stakeholders. Adopting digital marketing strategies is not an option but a necessity to ensure the sustainability and growth of institutions.

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