

## The Art of Influence: Unleashing the Power of Social Media to Elevate Brand Awareness and Drive Sales for Indonesian MSMEs

Gusti Made Christian Widhinata<sup>1</sup>

<sup>1</sup> Master of Design, Graduate School, Indonesian Institute of the Art Denpasar, Indonesia. Email: [gmchristianwd31@gmail.com](mailto:gmchristianwd31@gmail.com)

---

### Article Info

#### Keywords:

MSMEs,  
Social Media,  
Brand Awareness

---

### ABSTRACT

This study examined the critical role of Micro, Small, and Medium Enterprises (MSMEs) in Indonesia's economy, particularly their contributions to job creation, local economic development, and community income enhancement. Despite their importance, MSMEs face challenges in effectively promoting their products in the digital era. This research explored the potential opportunities for MSME entrepreneurs to leverage social media as a marketing platform. Utilizing document study as a data collection method, the study highlighted how social media, combined with digital marketing strategies such as brand awareness and SEO, can significantly enhance MSMEs' product visibility, consumer engagement, and sales performance. The findings aimed to provide valuable insights and new perspectives on optimizing digital marketing approaches for MSMEs to remain competitive in an increasingly digital marketplace.

*This is an open access article under the [CC BY-NC-SA](https://creativecommons.org/licenses/by-nc-sa/4.0/) license.*



---

### Corresponding Author:

Gusti Made Christian Widhiata  
Indonesian Institute of the Art  
Email: [gmchristianwd31@gmail.com](mailto:gmchristianwd31@gmail.com)

---

## 1. INTRODUCTION

Micro, Small, and Medium Enterprises (MSMEs) are recognized as a vital pillar of many national economies, including that of Indonesia. Their contribution extends beyond employment absorption to include significant support for overall economic growth. In the current digital era, the introduction of products via social media has been adopted as a prominent marketing strategy. Digital marketing is considered essential for MSMEs, as it increases the visibility and exposure of their businesses across online platforms. Through the implementation of digital marketing strategies, broader audiences of potential consumers can be reached in a more effective and efficient manner (Moriansyah et al., [s.d.]; Sutanegara, 2022).

Social media are defined as online platforms through which users are enabled to create, share, and engage with content. In the context of Indonesia, platforms such as Instagram, Facebook, TikTok, and Twitter are among the most widely used. With billions of active users globally, social media platforms have been utilized by MSMEs to access broader and more diverse audiences. This strategy is particularly important for introducing products to potential customers who may not be reachable through conventional marketing methods (Pasaribu & Oktavia, 2020; Junaedi & Utama, et al., 2021).

Marketing through social media is generally more affordable than conventional advertising. It has grown rapidly alongside advancements in technology and the internet. MSME actors are increasingly aware of the importance of leveraging digital markets to expand their reach and boost product sales. With the availability of e-commerce platforms and social media, MSMEs can easily market their products to consumers online. This also enables MSMEs to compete with large companies and gain access to broader markets (Gremler et al., 2020; Tjhin et al., 2021).

Digital marketing is a crucial strategy for enhancing the visibility and sales of MSME products. Various product information can be incorporated into digital marketing strategies. By including comprehensive and appealing MSME product information in digital marketing efforts, it is expected to increase consumer interest and trust, as well as assist MSMEs in boosting sales and expanding their businesses (Komalasari et al., 2020; Wulan et al., 2023).

Micro, Small, and Medium Enterprises (MSMEs) often face limitations in promotional activities. Due to frequently constrained budgets, utilizing social media for promotion allows them to maintain marketing effectiveness without incurring substantial costs. However, MSMEs encounter several challenges in marketing their products online, such as intense competition, logistical issues, uneven adoption of online payment systems across regions, and a lack of understanding of digital technology usage. Social media enables MSMEs to interact directly with consumers, providing opportunities to receive feedback, respond to inquiries, and build closer relationships with customers. This interaction can enhance customer loyalty and foster a community around the products (Purnamawati, 2017; Pasaribu & Oktavia, 2020). MSMEs can quickly update information about products, promotions, or specific events through social media. This capability allows them to rapidly adapt to market changes or customer needs while keeping their audience informed about the latest developments (Ho & To, 2010; Noor Permadi et al., [s.d.]

Despite the significant contributions of Micro, Small, and Medium Enterprises (MSMEs) to Indonesia's economic growth, job creation, and community welfare, many MSMEs continue to face challenges in effectively promoting their products and building strong brand awareness in the digital era. While social media platforms offer vast opportunities to reach broader and more diverse audiences, there is a gap in understanding how MSMEs can strategically leverage these platforms to maximize brand visibility, consumer engagement, and sales performance. Furthermore, the extent to which digital marketing strategies, such as brand identity development, content creation, and the use of analytics and SEO impact the competitiveness and sustainability of MSMEs remains underexplored. This research seeks to address the problem of how Indonesian MSMEs can optimally utilize social media and digital marketing tools to enhance brand awareness and drive business growth in an increasingly digital and competitive marketplace.

## 2. METHODS

This study employed a library research method complemented by the use of online literature. Library research, also known as literature research, refers to a systematic approach involving the collection, analysis, and synthesis of information from various relevant literary sources to address research questions or support specific arguments. This method involved gathering, filtering, and interpreting data from diverse materials such as books, journals, academic articles, and other scholarly documents (Echtner, 2002; Hair et al., 2007).

The sources utilized in this study primarily consisted of online literature. Online literature sources encompass all types of information, knowledge, or reading materials accessible digitally via the internet. These sources included, but are not limited to, articles, e-books, academic journals, websites, blogs, videos, and podcasts, which can be accessed through internet-connected electronic devices. Online literature served as a valuable reference for obtaining information, expanding knowledge, or deepening understanding of specific topics. Furthermore, these sources play an essential role in learning, research, and entertainment (Utama et al., 2020). With the advancement of information and communication technology, online literature sources have become increasingly important in providing access to diverse information and supporting the development of digital literacy in the modern era (Flanders & Jannidis, 2015).

The study process followed several key stages typical of library research, including identifying and collecting relevant literature, critically reading and annotating the materials, analyzing and synthesizing the findings, and finally compiling the results into a coherent research report. The approach is qualitative and inductive, relying on content analysis and narrative synthesis to interpret the collected data (Dmitrović et al., 2009).

## 3. RESULTS AND DISCUSSION

In the digital era, social media has become one of the most effective marketing tools for Micro, Small, and Medium Enterprises (MSMEs). With millions of active users, platforms such as Instagram, Facebook, and TikTok provide exceptional opportunities for MSMEs to introduce their products to a wider audience (Siagian & Martiwi, 2020). However, understanding how to strategically utilize social media is key to achieving success. Social media plays a crucial role in various aspects of human life, including digital marketing (Sutanegara, 2022; Hartini et al., [s.d.]

Introducing MSME (Micro, Small, and Medium Enterprises) products on social media is supported by several important reasons that reinforce this marketing strategy. Social media platforms have billions of active users worldwide, enabling MSMEs to reach a larger and more diverse audience. This is particularly crucial for introducing products to potential customers who may not be accessible through traditional marketing channels. Additionally, MSMEs can quickly update information about products, promotions, or specific events

through social media, allowing them to respond swiftly to market changes and customer needs (Purnamawati, 2017; Noor Permadi et al., [s.d.]).

This enables them to quickly adapt to market changes or customer needs while keeping their audience informed about the latest developments. By actively and transparently engaging on social media, MSMEs can build trust and credibility in the eyes of consumers. Customer testimonials and positive reviews can be showcased to strengthen brand reputation and attract more customers (Pereda, n.d.; Wayan et al., [s.d.]). Before starting, it is important for MSMEs to select social media platforms that align with the characteristics of their products and target audience. After choosing the appropriate platform, the next step is to optimize the business profile. Creating a business account is essential as it provides access to analytics and promotional features. Engaging and high-quality content is key to capturing consumer attention (Junaedi, et al., 2021; Wayan et al., [s.d.]).

Digital marketing is crucial for MSMEs as it helps increase the visibility and exposure of their businesses on online platforms. Through digital marketing, MSMEs can effectively and efficiently reach a larger number of potential consumers (Moriansyah et al., [s.d.]). Here are several important reasons why digital marketing is essential for MSMEs:

- 1) **Enhancing Online Presence:** Digital marketing enables MSMEs to expand their business reach and connect with a broader potential consumer base. This helps increase their online presence, making the business easier to find by prospective customers.
- 2) **Increasing Brand Awareness:** Digital marketing assists MSMEs in building brand awareness and strengthening their brand image among consumers. By employing various digital marketing strategies such as social media, SEO, and content marketing, MSMEs can raise market awareness of their brands.
- 3) **Targeting Consumers Precisely:** Digital marketing allows MSMEs to target potential consumers more specifically and accurately. Utilizing accurate data and analysis, MSMEs can develop more effective and efficient marketing strategies to reach their target audience.
- 4) **Boosting Sales:** By enhancing visibility, brand awareness, and precisely reaching target consumers, digital marketing helps MSMEs increase their sales. Effective digital marketing strategies can convert online traffic into loyal customers and improve business revenue.
- 5) **Measuring and Analyzing Performance:** Digital marketing enables MSMEs to directly measure and analyze the performance of their marketing campaigns. Using various analytical tools and platforms, MSMEs can track and monitor their marketing results in real-time, allowing them to make improvements and adjust strategies to achieve desired goals

In relation to the above statements, the author will include examples of feed designs showcasing MSME products, presented through a series of design layouts.



Figure 1. Illustration of social media feed promoting Pempek cuisine (source: adapted from various online promotional materials and business plans related to Pempek marketing). <https://id.pinterest.com/pin/561753753540730019/> )

The data obtained by the author highlights the importance of social media in MSME product sales in line with technological advancements:

- 1) Social media sales create 45% more opportunities compared to peers using non-digital sales methods, which perform lower.
- 2) Social media sales have a 51% higher likelihood of achieving target quotas.
- 3) Seventy-eight percent of social media sellers sell more than their counterparts who do not use social media.

These statistics underscore the significant role of social media in enhancing sales performance for MSMEs, supporting the growing emphasis on digital marketing strategies in Indonesia's micro, small, and medium enterprises.



Data were collected through direct observation of the phenomena under investigation. In addition, information was obtained from documents, archives, literature, and other relevant sources. Brand awareness is considered a crucial element in strengthening the brand image of Small and Medium Enterprises (SMEs) in the context of digital marketing. It is defined as the extent to which consumers recognize and understand a brand or the products/services offered by an SME. Digital marketing is regarded as an effective strategy for increasing brand awareness among SMEs. By utilizing various digital platforms, such as websites, social media, and online advertisements, potential consumers can be reached more efficiently, and brand visibility can be improved (Utomo et al., 2023; BİLGİN, 2018).

There are several strategies that SMEs can implement to increase their brand awareness in digital marketing. One key approach is to build a strong and consistent brand identity. This involves having a recognizable logo, color scheme, and slogan that consumers can easily identify. Additionally, SMEs need to be active in engaging with consumers through social media. By responding to comments, posting interesting content, and conducting consistent promotions, SMEs can more effectively capture consumer attention and enhance their brand awareness (Winaya et al., 2017; Sari Dewi et al., 2020).

MSMEs also need to pay attention to Search Engine Optimization (SEO) in their digital marketing efforts. By improving their website ranking on search engines like Google, MSMEs can be more easily discovered by potential consumers and enhance their brand awareness. To measure the effectiveness of brand awareness in digital marketing, MSMEs can use various metrics such as website visitor numbers, social media engagement rates, and sales generated from digital channels. By analyzing these data, MSMEs can assess the growth of their brand awareness and adjust their digital marketing strategies accordingly. SEO is a key element in digital marketing for MSMEs. Local SEO strategies, such as optimizing Google My Business profiles, targeting location-based keywords, and improving website user experience, help MSMEs increase their online visibility and attract relevant local customers.

Tools like Google Keyword Planner and Ubersuggest assist in finding relevant keywords, while analytics platforms like Google Analytics enable tracking of marketing performance in real time. Effective SEO implementation allows MSMEs to compete with larger companies by achieving higher search engine rankings, driving organic traffic, and ultimately increasing sales. Despite challenges such as limited resources and evolving search engine algorithms, prioritizing SEO and digital transformation is essential for MSMEs to grow and succeed in the digital era (Purnamawati, 2017; Azzari & Pelissari, 2020). By increasing brand awareness through digital marketing, SMEs can more easily introduce their brand to potential consumers and generate greater profits. Therefore, it is essential for SMEs to continuously develop their digital marketing strategies to remain competitive in an increasingly challenging market (Utama, 2017; Azzari & Pelissari, 2020).

#### 4. CONCLUSION

In the digital era, social media has emerged as a powerful and indispensable marketing tool for Micro, Small, and Medium Enterprises (MSMEs). With billions of active users worldwide, platforms such as Instagram, Facebook, and TikTok offer MSMEs unparalleled opportunities to introduce their products to a broad and diverse audience, far beyond the reach of traditional marketing channels. The ability to quickly update information, engage with consumers, and adapt to market changes makes social media an essential component of modern MSME marketing strategies.

Empirical data demonstrate the significant impact of social media on MSME sales performance: social media-driven sales create 45% more opportunities, have a 51% higher chance of reaching sales targets, and 78% of social sellers outperform their non-digital counterparts. These findings underscore the importance of integrating digital marketing into MSME business models.

Key strategies for MSMEs include building a strong and consistent brand identity, actively engaging with consumers through high-quality content and interactions, and leveraging digital tools such as SEO to increase online visibility. Measuring and analyzing performance through digital metrics, such as website traffic, engagement rates, and sales conversions, enables MSMEs to refine their strategies and maximize results. Digital marketing not only enhances brand awareness but also strengthens customer relationships and drives business growth. To remain competitive in an increasingly digital marketplace, MSMEs must continuously innovate and optimize their digital marketing approaches, ensuring sustainable success and greater profitability in the long term.

## ACKNOWLEDGEMENTS

I would like to express my sincere gratitude to the Master of Design Program at the Graduate School, Indonesian Institute of the Art Denpasar, for their continuous support and invaluable guidance throughout the completion of this research. My appreciation extends to my academic advisors, lecturers, and fellow students for their encouragement and constructive feedback, as well as to my family and friends for their unwavering support and motivation during my studies. This research would not have been possible without the collective contributions and inspiration from the academic community and everyone involved.

## REFERENCES

- Azzari, V., & Pelissari, A. (2020). Does brand awareness influences purchase intention? The mediation role of brand equity dimensions. *Brazilian Business Review*, 17(6), 669–685. <https://doi.org/10.15728/BBR.2020.17.6.4>
- BİLGİN, Y. (2018). THE EFFECT OF SOCIAL MEDIA MARKETING ACTIVITIES ON BRAND AWARENESS, BRAND IMAGE AND BRAND LOYALTY. *Business & Management Studies: An International Journal*, 6(1), 128–148. <https://doi.org/10.15295/bmij.v6i1.229>
- Dmitrović, T., Knežević Cvelbar, L., Kolar, T., Makovec Brenčič, M., Ograjenšek, I., & Žabkar, V. (2009). Conceptualizing tourist satisfaction at the destination level. *International Journal of Culture, Tourism and Hospitality Research*, 3(2), 116–126. <https://doi.org/10.1108/17506180910962122>
- Echtner, C. M. (2002). The content of Third World tourism marketing: a 4A approach. *International Journal of Tourism Research*, 4(6), 413–434.
- Flanders, J., & Jannidis, F. (2015). Data modeling. *A New Companion to Digital Humanities*, 229–237.
- Gremler, D. D., Van Vaerenbergh, Y., Brügggen, E. C., & Gwinner, K. P. (2020). Understanding and managing customer relational benefits in services: a meta-analysis. *Journal of the Academy of Marketing Science*, 48, 565–583.
- Hair, J. F., Money, A. H., Samouel, P., & Page, M. (2007). Research methods for business. *Education+ Training*.
- Hartini, S., Hendro, F., Putro, A., Setiawan, T., Fakultas, ), & Komunikasi, I. ([s.d.]). *PEMANFAATAN MEDIA SOSIAL SEBAGAI MEDIA KOMUNIKASI PEMASARAN MODERN*.
- Ho, P., & To, A. (2010). Cultural Events as Tourism Products - Opportunities and Challenges. *Global Events Congress IV: Festivals & Events Research: State of the Art*, 1–16.
- Junaedi, I. W. R., Bagus Rai Utama, I. G., & Waruwu, D. (2021). PKM PENGGUNAAN DIGITAL MARKETING DALAM PEMBANGUNAN DESA CATUR KINTAMANI MENGWI. *Prosiding Konferensi Nasional Pengabdian Kepada Masyarakat Dan Corporate Social Responsibility (PKM-CSR)*, 4. <https://doi.org/10.37695/pkmcsr.v4i0.1243>
- Junaedi, I. W. R., Feoh, G., & Utama, I. G. B. R. (2021). The Community Partnership Program BUMDES Catur Graha Mandiri in Gumbrih Tourism Village, Pekutatan, Jembrana, Bali. *Journal of Innovation and Community Engagement*, 1(2). <https://doi.org/10.28932/jjice.v1i2.3525>
- Komalasari, R., Pramesti, P., & Harto, B. (2020). Teknologi Informasi E-Tourism Sebagai Strategi Digital Marketing Pariwisata. *Altasia Jurnal Pariwisata Indonesia*, 2(2).
- Moriansyah, L., Karet Hijau No, J., & Beji Timur Kec Beji, K. ([s.d.]). *PEMASARAN MELALUI MEDIA SOSIAL: ANTECEDENTS DAN CONSEQUENCES SOCIAL MEDIA MARKETING: ANTECEDENTS AND CONSEQUENCES*.
- Noor Permadi, R., Retno Sari, M., Prawitasari Pusat Pelatihan dan Pengembangan dan Kajian Desentralisasi dan Otonomi Daerah, N., Muhammad Ardans Sempaja Selatan Samarinda Utara, J. H., Hitam, A., Samarinda, K., & Timur, K. ([s.d.]). Pemanfaatan Media Sosial Sebagai Platform Utama Pemasaran Produk UMKM. Em *JUNI* (Vol. 10, Número 01).
- Pasaribu, R. M., & Oktavia, A. (2020). ANALISIS MEDIA SOSIAL SEBAGAI MEDIA PEMASARAN UNTUK MENINGKATKAN DAYA SAING UMKM DI KOTA MEDAN. *Romindo M Pasaribu*, 1.
- Pereda, M. H. (n.d.). *Repeat visitors of a tourist destination*. 1.
- Purnamawati, I. G. A. (2017). Endek craft on balinese woman for local economic empowerment model (Klungkung MSMEs Geographical Indication Product). *International Journal of Business, Economics and Law*, 14(3), 16–19.
- Rai Utama, I. G. B. (2017). Pemasaran Pariwisata. In *Penerbit Andi*.

- Sari Dewi, L. G. P., Edyanto, N., & Siagian, H. (2020). The Effect of Brand Ambassador, Brand Image, and Brand Awareness on Purchase Decision of Pantene Shampoo in Surabaya, Indonesia. *SHS Web of Conferences*, 76, 01023. <https://doi.org/10.1051/shsconf/20207601023>
- Siagian, A. O., & Martiwi, R. (2020). Kemajuan Pemasaran Produk Dalam Memanfaatkan Media Sosial Di Era Digital. Em *Jurnal Pemasaran Kompetitif* (Vol. 3, Número 3). <http://www.openjournal.unpam.ac.id/index.php/JPK>
- Sutanegara, I. K. P. (2022). SHIFTING STRATEGY FOR ENDEK BALI WEAVING MSMES TO SURVIVE IN THE COVID-19 PANDEMIC. *Eqien-Jurnal Ekonomi Dan Bisnis*, 11(1), 465–472.
- Tjhin, S., Matahari, T., Arsyadi, R., Retno, M. J., Wahyuni, B., & Harditya, A. (2021). Strategi Branding: Peran Media Sosial dalam Memajukan Perekonomian Masyarakat Melalui UKM. Em *Journal of Community Services: Sustainability and Empowerment* (Vol. 01, Número 01).
- Utama, I. G. B. R., Turker, S. B., Widyastuti, N. K., Suyasa, N. L. C. P. S., & Waruwu, D. (2020). Model of Quality Balance Development of Bali Tourism Destination. *Technium Social Sciences Journal*, 10. <https://doi.org/10.47577/tssj.v10i1.1356>
- Utomo, H. J. N., Irwanto, I., Wasesa, S., Purwati, T., Sembiring, R., & Purwanto, A. (2023). Investigating The Role of Innovative Work Behavior, Organizational Trust, Perceived Organizational Support: An Empirical Study on SMEs Performance. *Journal of Law and Sustainable Development*, 11(1), e417–e417.
- Wayan, I., Mustika, W., Bila, S., & Maulidah, J. ([s.d.]). *Analisis Penggunaan Media Sosial Sebagai Sarana Pemasaran pada Usaha Kecil Menengah* A R T I C L E I N F O.
- Wulan, O. :, Sari, P., Sholihah, Z., & Masali, F. (2023). *DIGITAL BRANDING UMKM MELALUI KOMUNIKASI VISUAL*. 8(2), 129–134.
- Winaya, A., Maftuchah, M., & Arief, S. (2017). *The Potency Intellectual Property Rights (IPRs) Regimes on Two Kinds of Small and Medium Enterprises (SMEs) Industries*.