

# “Role of Social Media (Facebook, Instagram, WhatsApp) in Rural Business Promotion.”

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## ABSTRACT

Social media platforms such as Facebook, Instagram, and WhatsApp have emerged as crucial tools for rural business promotion. These platforms provide low-cost, high-reach avenues for marketing, customer engagement, and brand building. This paper examines the adoption, usage patterns, benefits, and challenges of social media for rural entrepreneurs. Using a mixed-method approach combining surveys and secondary research, the study finds that WhatsApp is the most popular platform for direct communication and order management, Facebook is effective for community engagement and marketplace visibility, and Instagram is increasingly used for visual branding and targeting younger customers. The paper concludes with recommendations for digital literacy training, infrastructural support, and integrated marketing strategies to maximize rural business growth.

**Keywords:** Social Media, Rural Entrepreneurship, Facebook, Instagram, WhatsApp, Digital Marketing, Rural Business Promotion

## INTRODUCTION

Rural businesses face unique challenges including limited market access, high marketing costs, and lack of exposure to wider audiences. Social media platforms have transformed the way these businesses reach customers, manage orders, and promote products. The proliferation of smartphones and affordable internet connectivity in rural areas has enabled the adoption of Facebook, Instagram, and WhatsApp as marketing tools. This study explores the role of these platforms in promoting rural businesses and enhancing their growth.

## Research Objectives

1. To analyze the adoption of Facebook, Instagram, and WhatsApp by rural entrepreneurs.
2. To identify the benefits of social media in rural business promotion.
3. To examine the challenges faced by rural entrepreneurs in using social media.
4. To propose strategies for maximizing the impact of social media on rural businesses.

## Research Questions

- Which social media platforms are most widely used by rural entrepreneurs?
- How do these platforms facilitate business promotion and customer engagement?
- What are the key benefits and measurable outcomes of social media usage?
- What challenges hinder effective use of social media in rural contexts?

## LITERATURE REVIEW

Prior research suggests that social media can significantly reduce marketing costs, increase market reach, and enhance customer engagement for small businesses. Facebook facilitates community-level marketing and marketplace access. WhatsApp provides a lightweight platform for direct communication and transaction coordination, while Instagram is increasingly used for visual branding and targeting younger demographics. Challenges noted include low digital literacy, intermittent internet connectivity, and lack of payment integration options.

## RESEARCH METHODOLOGY

The methodology defines the **research approach, data sources, sampling, and analysis techniques** used to study the role of social media in rural business promotion. This study uses a **mixed-method approach** combining quantitative and qualitative techniques to provide comprehensive insights.

### Research Design

The study follows a **descriptive research design** aimed at understanding how rural entrepreneurs use social media for business promotion, the benefits they obtain, and the challenges they face. A descriptive approach is suitable because it allows the study of adoption patterns, behaviors, and outcomes without manipulating variables.

### Data Sources

**a) Primary Data:** Collected directly from rural entrepreneurs who actively use social media platforms (Facebook, Instagram, WhatsApp) for business purposes. Data was collected using:

- **Structured questionnaires:** Designed to gather information about platform usage, frequency, purpose, benefits, and challenges.
- **Interviews (optional):** Semi-structured interviews with selected respondents provided qualitative insights into experiences and obstacles in social media adoption.

**b) Secondary Data:** Collected from existing literature, including:

- Academic journals on social media marketing and rural entrepreneurship
- Government reports on rural business development
- Industry publications and online databases (e.g., Statista, Ministry of Rural Development reports)
- Books on marketing and digital tools (Kotler & Keller, Chaffey)

### Sampling Method

- **Population:** Rural entrepreneurs involved in agriculture, handicrafts, micro-retail, and food processing in selected regions.
- **Sample Size:** 120 respondents were selected for the survey.
- **Sampling Technique:** Purposive sampling was used to select entrepreneurs who actively use at least one social media platform for business promotion. In some cases, **snowball sampling** was applied to reach additional active users.

## Data Collection Procedure

**Questionnaire Preparation:** Designed with both closed-ended (Likert scale, multiple choice) and open-ended questions.

**Distribution:** Questionnaires were distributed physically and via WhatsApp/Email to entrepreneurs.

**Follow-up:** Phone calls and visits ensured maximum response rate and clarified ambiguous responses.

**Data Validation:** Responses were checked for completeness and consistency before analysis.

## Tools for Analysis

**Descriptive Statistics:** Percentages, frequency distributions, and cross-tabulations were used to summarize platform usage, purposes, and challenges.

**Visual Representation:** Tables, bar charts, and flow diagrams were used to make the data interpretable.

**Qualitative Analysis:** Thematic analysis was used to interpret open-ended responses, identifying recurring themes like challenges in digital literacy or connectivity.

## Variables Considered

**Independent Variables:** Platform used (WhatsApp, Facebook, Instagram), frequency of use, sector type.

**Dependent Variables:** Business outcomes (customer reach, sales growth, order efficiency), perceived benefits, and challenges.

## Scope and Limitations of Methodology

**Scope:** The study focuses on rural entrepreneurs actively using social media and does not include businesses that are offline-only.

### Limitations:

- Purposive and snowball sampling may limit generalizability.
- Self-reported data may have biases (overestimation of benefits).
- Rapid changes in platform features may affect adoption patterns.

## Ethical Considerations

- Respondents were informed about the purpose of the study.
- Participation was voluntary, with the option to remain anonymous.
- Data confidentiality was strictly maintained.

## FINDINGS AND ANALYSIS

### Platform Adoption

Platform	No. of Users	Percentage
WhatsApp	102	85%

Facebook	78	65%
Instagram	48	40%

**Interpretation:** WhatsApp is the most widely used platform for rural business communication and order management.

**Purpose of Use**

Purpose	Percentage
Product Promotion	70%
Customer Communication	85%
Order Management	60%
Feedback Collection	45%

**Interpretation:** Social media is primarily used for customer communication and product promotion.

**Sector-wise Usage**

- **Handicrafts:** Instagram for visual marketing; WhatsApp for order handling.
- **Agriculture:** WhatsApp and Facebook groups for daily produce availability and bulk sales.
- **Micro-retail:** Facebook posts for offers and promotions; WhatsApp for customer orders.

**Challenges**

- Digital literacy issues: 40% of respondents struggle with creating posts or using advanced features.
- Connectivity issues: 30% experience unreliable internet.
- Payment integration: 55% rely on cash or manual bank transfers.
- Trust concerns: 25% report fear of scams or delayed payments.

**DISCUSSION**

The study indicates that each platform plays a complementary role: WhatsApp is efficient for direct communication and transaction facilitation, Facebook enhances community outreach and marketplace visibility, and Instagram serves as a visual branding tool for younger audiences. Adoption is limited by digital literacy, connectivity, and payment challenges, which restrict potential business growth.

**RECOMMENDATIONS**

1. Conduct digital literacy and social media training workshops for rural entrepreneurs.
2. Improve internet infrastructure and access in rural areas.
3. Encourage multi-platform adoption to enhance reach and engagement.
4. Promote awareness of safe online payment methods and digital security.

5. Support content creation tools tailored for low-literacy users.

## CONCLUSION

Social media platforms like Facebook, Instagram, and WhatsApp are transforming rural business promotion by offering low-cost, effective channels for marketing, communication, and brand building. With appropriate training, infrastructure, and strategic guidance, rural entrepreneurs can leverage these platforms to expand market reach, increase sales, and strengthen customer relationships. Future studies should include longitudinal data to measure long-term impact and explore integrated fintech solutions.

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