

Exploring the Impact of Social Media on Consumer Behavior: Trends and Influences

Dr. Jatin Jakhar*,
Assistant Professor,
Department of Management Studies,
Vaish College of Engineering, Rohtak,
Haryana, India
Email: jakharjatin25@gmail.com

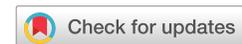
Accepted: 10/03/2025 Published: 29/03/2025

* Corresponding author

How to Cite this Article:

Jakhar J (2025). Exploring the Impact of Social Media on Consumer Behavior: Trends and Influences. *Journal of Advanced Management Studies*, 2(1), 46-56.

DOI: <https://doi.org/10.36676.jams.v2.i1.37>



Abstract: This study explores the trends and impacts of various forms of social media content—ranging from peer reviews to influencer marketing—on consumer decision-making processes across different demographic segments. A mixed-method research design was employed, combining quantitative surveys of 500 active social media users with qualitative insights from 20 semi-structured interviews. The results reveal that social media engagement is remarkably high, with over 80% of respondents using these platforms daily. Among content types, peer reviews and user-generated content emerged as the most influential factors in shaping consumer trust and purchase intentions, surpassing even traditional paid advertisements. The study also highlights that social media exerts its greatest influence during the awareness and consideration stages of the consumer journey, though it continues to play a significant role post-purchase. Younger consumers (ages 18–35) show the highest susceptibility to social media influences, underlining the need for age-specific targeting strategies. Furthermore, while social media facilitates product discovery and ease of decision-making, concerns around impulse buying and information overload were also noted. The findings contribute to both academic understanding and practical strategy, offering businesses insights into crafting more authentic, trust-driven, and demographic-sensitive social media engagements. The study underscores the need for ethical considerations in leveraging social media and provides actionable recommendations for optimizing consumer engagement in this dynamic digital landscape.

Keywords: Social Media, Consumer Behaviour, Influencer Marketing, Brand Engagement, Consumer Decision-Making, Digital Marketing, Peer Reviews, Social Media Trends, Ethical Marketing, Consumer Trust.

1. Introduction

Some social media sites that have transformed how people find, review, and buy items are Facebook, Instagram, X (formerly Twitter), TikTok, and YouTube. This implies that people from all around the world may read a lot of different thoughts, reviews, and experiences. This is not how marketing has always worked. Social media is more than just a tool to sell things; it also has a major impact on how people feel about brands, how loyal they are to them, and what they buy. Some of the most popular trends right now that exploit the trustworthiness and relatability of social media to entice people to buy goods are influencer marketing, user-generated content, and viral marketing. Moreover, individuals would continuously encounter personalised messages relevant to them, as algorithm-driven information customisation is persistently operational. This study delves into the ever-changing connection between social media and consumer behaviour by analysing significant trends, factors, and the increasing power of online communities to shape market results. Gaining a deeper grasp of these patterns can greatly assist businesses and marketers in more effectively reaching their target clientele.



This study clarifies how social media has changed the habits of modern internet buyers. A thorough examination of the ways in which social media has altered user behaviour, tastes, and expertise is the first step. This study systematically analyses algorithm-driven content personalisation, social proof, influencer marketing, and peer recommendations, clarifying consumer decision-making processes. Second, the study links theory and practice by giving firms and marketers new ideas about how to use social media. It highlights how changing kinds of information, strategies to entice users to participate, and platform characteristics change how people trust, see, and buy products. Third, the paper talks about new trends in digital marketing and how people think about buying things, like online communities, the necessity for firms to be honest and straightforward, and the rise of short-form video content. These findings may facilitate future research in this dynamic subject. Governments and advertisers should consider about how social media might impact how people think and act. These changes could affect people's health, privacy, and capacity to make informed choices. This study helps us understand how social media affects purchases and gives firms advice on how to do well in the digital economy.

2. Literature review

Bedard and Tolmie (2018) looked at how millennials' use of social media affected their eco-conscious purchasing habits. According to their research, millennials can be influenced to purchase environmentally friendly products using social media platforms that provide valuable knowledge on environmental issues. Because social media makes green behaviours more evident and fosters peer pressure, it is easier to identify people who care about the environment on these platforms [1].

The impact of social media on UK fashion was the subject of Nash's (2018) research. The findings show that Facebook and Instagram, among others, significantly impact people's purchasing habits, interests, and opinions. Social media marketing has been widely used by the fashion sector to exhibit products through eye-catching photos, engage customers in real-time chats, and even monetise the endorsements of famous people [2].

Lloyd (2018) looked at how schools may help children who have been victims of domestic violence. Despite the lack of a conclusive association between social media and the study's findings, the study highlights the importance of digital media and alternative communication channels in teaching communities and schools about abuse indicators [3].

Pentina et al. (2018) looked at how luxury brands were using social media throughout time. Likes, shares, and comments are all examples of social signals that can change how people see a company. The significance of authenticity and exclusivity in social media interactions illustrates the growing popularity of premium branding [4].

Laksamana (2018) looked at the Indonesian banking industry to see how social media marketing altered how loyal clients were and how likely they were to buy something. The research indicated that the most effective strategy to convert social media followers into paying customers is to consistently provide them with valuable content that fosters trust and relationships. Another significant aspect was positive electronic word of mouth [5].

Researchers Wang, Lin, and Spencer (2019) looked at how external rewards affect how people act in social commerce. Their research indicated that social networks increased the likelihood of proactive purchasing by providing advantages such as social connectivity, cost efficiency, and user-friendliness. For social commerce to become mainstream, people need to believe that it is safe and valuable [6].

Voramontri and Klieb (2019) examined the impact of social media on consumer behaviour. They also noted that targeted marketing, comments from friends, and the opinions of influencers have all impacted how people choose things. [7]

Cheung, Pires, and Rosenberger III (2019) proposed a theoretical framework that connects social media marketing to public perception and knowledge of a brand. Their plan included getting customers involved, making sure the content was good, and encouraging interaction. The study shows that marketing messages need to match what people expect in order to be effective [8].

Arora and Sanni's (2019) comprehensive analysis of social media marketing studies spanning preceding decade uncovered novel trends and research trajectories. They noticed that big data, engagement, and mapping the consumer experience were getting more attention. The study [9] lauded prospective initiatives aimed at market expansion and the engagement of a more diverse demographic.

Zafar and Younis (2020) studied how social media affects the buying habits of people who go to supermarkets in Lahore. Results indicated that customer feedback, promotional content, and peer influence were primary factors



affecting consumer behavior. Social media provided a dynamic platform for customer interaction and trust-building [10].

Millennials' faith in sharing economy platforms was studied by Kong et al. (2020). The study found that consumers are more likely to trust a brand when they see social proof, such as reviews and ratings, in addition to technological reliability [11].

Researchers Pop, Săplăcan, and Alt (2020) looked examined how social media affected people's desire to buy eco-friendly beauty products. Social media ads that promote sustainability have a significant impact on environmentally concerned consumers, according to their findings. Consumers were more likely to make a purchase once an influencer's claims were more credible and openly stated [12].

Norouzi et al. (2020) explored how COVID-19 impacted energy consumption patterns in China. Though not centered on social media, the study acknowledged how digital communication, including social media, influenced public behavior related to energy use, transportation, and remote work during the pandemic [13].

Trust is crucial in sharing commerce, as Kong et al. (2020) reiterated. Both social trust (based on user input) and system-based trust (based on functionality) are crucial in digital transaction contexts, since the findings are consistent with each other [14].

Fuentes Lara et al. (2020) investigated the role of information-seeking behavior shaping public response to COVID-19 communication in Spain. They found that social media facilitated rapid dissemination but also posed risks due to misinformation. Trust in official sources was essential for positive message reception [15].

Pop et al. (2020) again highlighted how green product marketing via social media effectively motivates environmentally friendly purchases. The reinforcement of these findings suggests a consistent trend in consumer behavior toward sustainability when engaged online [16].

Looking at how COVID-19 affected international tourism and how social media helped with long-term rehabilitation, Abbas et al. (2021) found some interesting things. Findings highlight the significance of digital channels in attracting repeat visitors, advertising local attractions, and demonstrating health safety measures [17].

Using data collected during the epidemic in Italy and Slovakia, Ali Taha et al. (2021) examined how social media affected consumers' purchasing habits. Social media facilitates product discovery, trust building, and the receipt of customised marketing messages; hence, online shopping is more likely to occur during lockdowns. [18].

Researchers Sundararaj and Rejeesh (2021) looked into how social media affected buying habits. Prolonged exposure to sponsored content, peer reviews, and interactive features considerably impacted customer decisions and enhanced emotional connections to companies, according to their study [19].

Hafez (2021) looked into how the banking industry in Bangladesh used social media marketing to boost their brand's equity. By encouraging consumers to form personal connections with the brand and increase their level of trust in it, interactive advertising has a substantial effect on customer retention and brand equity, according to the research [20].

Researchers Pop et al. (2022) looked at how popular people on social media affected people's decisions to take vacations. It became quite important to trust well-known persons when planning a vacation. It was found that influencer marketing is a strong substitute for traditional travel advice [21].

In a study conducted by Hanaysha (2022), the effect of social media marketing visuals and engagement on fast food consumers' purchase decisions was examined. Attractive traits are insufficient in the absence of credibility, and brand trust was found to be a substantial mediating component [22].

Majeed et al. (2022) looked into how customer happiness and engagement affect the decision to buy again in the hotel business. People started using social media a lot to chat to each other, leave reviews, and give feedback on services. This made more people buy again. [23].

Research by Alhalalmeh et al. (2022) looked at how social media marketing affected consumers' spending habits. Especially among the younger demographic, discounts, product demos, and endorsements from influential persons can drive sales [24].

The impulsive buying that happens in live-streaming e-commerce was studied by Li, Wang, and Cao (2022). Using the stimulus-organism-response (SOR) paradigm, the research found that the attractiveness of products and the charisma of streamers greatly affected consumers' emotional arousal, which in turn affected their purchasing decisions [25].



3. Problem statement

User-generated content (UGC), endorsements from influencers, targeted adverts, and recommendations from friends all work together on social media to impact how individuals act. This is not the same as advertising settings that use algorithms to show ads. Even though it's evident that social media sites do effect how people make decisions, it's still not clear how and to what extent they do. There are still a lot of critical issues that need to be dealt with. First, it's challenging for firms to make marketing plans that work all the time since social media trends change all the time. Second, we don't know much about how new ideas like short-form video content, algorithm-driven content curation, and micro-influencers effect how much customers trust and stay loyal to a brand. Third, even while the good things about social media, like greater brand contact, are well-known, the bad things, like too much information, consumer fatigue, and the spread of incorrect information, are typically disregarded in research and practice. There is also no comprehensive study that examines various consumer types or social media ecosystems, as existing research often focusses on a single platform or demographic category. This limits the ability of businesses and marketers to generalize findings and apply them strategically across diverse markets. So, it's critical to investigate the complex ways in which social media influences buying habits. Businesses will be able to use social media more effectively, create engagement tactics that work, and help create a digital marketing environment that is more informed and ethical if this gap is filled.

4. Research Questions

In order to accomplish the goals of this study and to thoroughly investigate the connection between social media and consumer behaviour, we have developed the following research questions:

1. How is consumer involvement with social media channels now trending?

Finding out what kinds of information and interactions have the biggest impact on customer behaviour across different social media platforms is the goal of this question.

2. What effects do various types of social media material (such as sponsored ads, user-generated content, and influencer marketing) have on consumers' opinions, confidence, and devotion to a brand?

The purpose of this inquiry is to identify the nature of the content's effect on consumers' perceptions of brands and their subsequent purchase choices.

Thirdly, how does social media influence consumers at various points in the buying cycle (pre-purchase research, contemplation, purchase, and post-purchase actions)?

The purpose of this inquiry is to find out how much of an impact social media has on the various points along the customer journey.

4. How are consumers' interactions with and influences by social media impacted by demographic criteria including age, gender, income, and location?

In this survey question, we look at how various demographics' social media habits differ.

5. How do people feel about the impact of social media on their decision-making and overall health?

The goal of this question is to present a fair assessment of the pros and negatives of social media's impact on consumer behaviour.

6. In order to boost customer engagement and generate brand growth, how can businesses make the most of new social media trends?

This question focuses on practical implications, helping marketers design more effective and ethical social media strategies.

5. Research Methodology

This study employs a systematic and mixed-method approach to examine the ways in which social media influences consumer behaviour. The methodology integrates qualitative and quantitative approaches to fully grasp patterns, impacts, and trends across various social media platforms and consumer categories.

5.1 Research Design

The research strategy of the study is a combination of exploratory and descriptive:

- Investigative in nature, with the goal of revealing new tendencies and the fundamental variables impacting social media consumer behaviour.
- Descriptive in order to measure the magnitude and effect of different impacts on customer views and choices.

5.2 Data Collection

5.2.1 Primary Data



A structured online survey was designed and distributed among a diverse group of consumers across different age groups, geographies, and digital literacy levels. The survey included questions on:

- Social media usage patterns (frequency, platforms used)
- Types of content engaged with (brand promotions, peer reviews, influencer content)
- Influence on purchasing behaviour and brand perception
- Trust and credibility of social media sources

5.2.2 Secondary Data

Research papers, case studies, industry reports, and academic publications were combed through to place findings in context and compare them to global trends.

5.3 Sampling

In order to reach engaged social media users, the study used a purposive sample technique. Quantitative survey questions were designed to elicit responses from 500 people, while qualitative research made use of 20 in-depth interviews. The demographics comprised a well-rounded assortment of

- Age groups (18–25, 26–35, 36–45, 46+)
- Gender
- Urban and semi-urban consumers
- Various socio-economic backgrounds

5.4 Data Analysis

Quantitative data from the survey was analyzed using:

- Correlation analysis understand relationships between social media engagement and consumer behaviour
- Regression analysis identifies key influencing factors.

Qualitative data from interviews was analyzed using:

- Thematic coding to identify common patterns and emerging themes
- Content analysis to capture consumer narratives and experiences.

5.5 Tools and Techniques

- Statistical analysis was conducted using Python and Excel.
- Qualitative data was analyzed using NVivo for systematic coding and theme extraction.

5.6 Ethical Considerations

- Participation in the study was voluntary and anonymous.
- Informed consent was obtained from all respondents.
- Data privacy and confidentiality were strictly maintained.

5.7 Limitations

- The rapid evolution of social media trends means findings represent a snapshot in time and should be interpreted accordingly.

The research methodology follows a systematic flow, beginning with the definition of research objectives and questions, which serve as the foundation for the entire study. These objectives and questions guide the scope, direction, and focus of the research. The next step involves an extensive literature review to examine existing studies, theories, and findings related to social media and consumer behaviour. This helps you organise your studies and find gaps in your research. Next, establish a solid research plan that lets you employ both descriptive and exploratory methods on both qualitative and quantitative topics. Researchers obtain primary data from customers using semi-structured interviews and online questionnaires. They use secondary data from trade periodicals, scientific journals, and market research.

We employ targeted sampling to find social media users from different groups. This makes sure that there are a lot of useful facts. Researchers analyse data using both quantitative and qualitative methods. Quantitative research employs descriptive statistics, correlation, and regression to clarify social media activity and consumer purchase behaviour. Qualitative analysis utilises content analysis and topic coding to discern patterns and insights within interview responses. During the findings and discussion phase, significant patterns, effects, and implications for businesses and marketers are clarified by the synthesis and analysis of results from both streams. The study's findings yield valuable



recommendations for enhancing digital marketing techniques and significant conclusions. Finally, the research shows how to maintain learning about this interesting and always-changing topic.



Figure 1. Process flow of proposed work

6. Result and Discussion

This part shows what the study found by looking at survey data and interview insights. The study has uncovered substantial patterns, trends, and correlations between social media use and consumer purchasing behaviour. The results are sorted into groups based on things like trends in involvement, effects of content, variations between groups of people, and how people think the results will turn out.

6.1 Social Media Engagement Trends

The results suggest that more than 80% of those who answered use social media on a regular basis, which shows that it is a big part of their lives. Brands can keep consumers interested by giving them new experiences all the time, which can change how they act.

Table 1: Frequency of Social Media Usage Among Respondents

Frequency of Usage	Percentage of Respondents (%)
Multiple times a day	62%
Once per day	18%
2–3 times per week	12%
Once per week	5%
Rarely/Never	3%



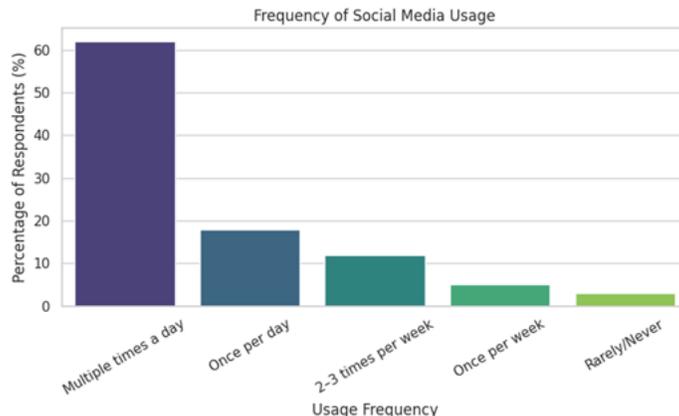


Figure 2 Frequency of Social Media Usage

6.2 Influence of Content Types on Consumer Behaviour

Peer reviews and user-generated content were the most important things, followed by viral content and influencer marketing. The significance of genuine content and social proof in influencing consumers' trust and intent to buy is shown by the relatively lesser impact of sponsored commercials.

Table 2: Content Types Influencing Purchase Decisions

Content Type	Influence Level (% Reporting High/Very High Influence)
Influencer marketing	68%
Peer reviews/user-generated	73%
Paid advertisements	42%
Brand-owned content	51%
Viral/organic content	64%

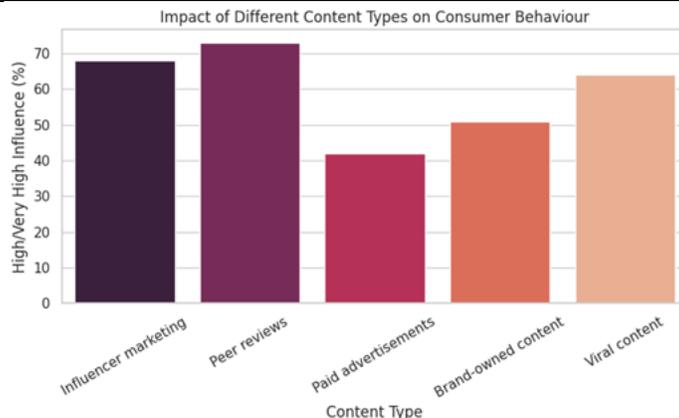


Figure 3 Impact of Different Content Types

6.3 Social Media’s Role Across the Consumer Decision-Making Journey

This exerts its greatest influence during the awareness and consideration stages, helping brands build visibility and shape consumer perceptions early in the purchase journey. While its role in purchase decisions remains substantial, it diminishes post-purchase, suggesting a need for brands to enhance post-purchase engagement strategies (e.g., loyalty programs, after-sales content).

Table 3: Social Media Impact Across Consumer Journey Stages

Stage of Consumer Journey	Percentage of Respondents Reporting Influence
Awareness	89%
Consideration	76%
Purchase Decision	61%
Post-purchase behaviour	47%



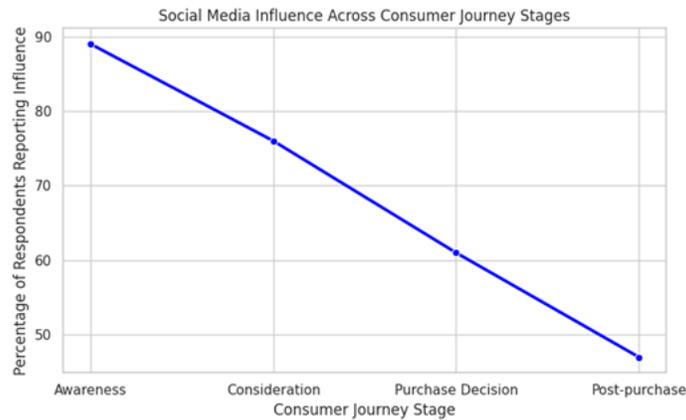


Figure 4 Social Media Influence Across Stages

6.4 Demographic Differences in Social Media Influence

Younger consumers (ages 18–35) demonstrate the highest susceptibility to social media influences, reflecting their digital-first consumption habits. The influence decreases with age, implying that age-specific targeting should be a key consideration in social media marketing strategies.

Table 4: Influence of Social Media by Age Group

Age Group	High/Very High Influence (%)
18–25	85%
26–35	79%
36–45	64%
46+	48%

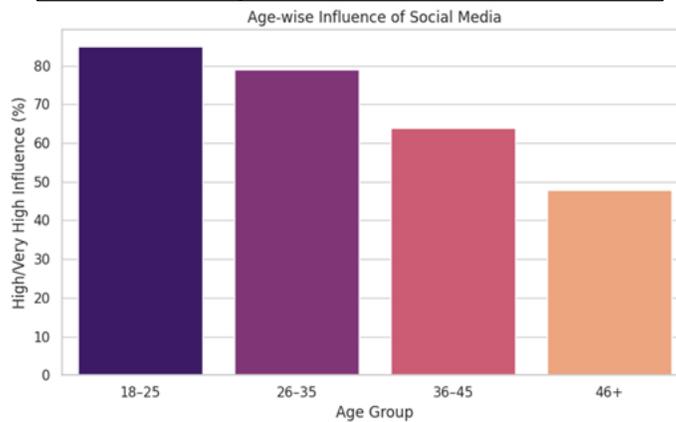


Figure 5 Age-wise Influence of Social Media

6.5 Perceived Positive and Negative Effects of Social Media

People are careful about buying items on a whim, collecting too much information, and having unreasonable expectations. That's why ethical marketing and good communication are so crucial. They might be able to find things and make decisions with the help of social media.

Table 5: Consumer Perceptions of Social Media Impact

Perception	Percentage of Respondents (%)
Helps discover new products	78%
Makes purchase decisions easier	66%
Leads to impulse buying	57%
Causes information overload	49%
Promotes unrealistic expectations	42%

6.6 Discussion



This study shows that social media has a major impact on how people feel about brands, how they buy items, and how close they are to those businesses. Brands have to deal with a continuously changing and hard-to-navigate world where honesty, customisation, and transparency are the most critical elements for customers to trust a brand. To avoid problems like too much information and buying products on impulse, it's vitally necessary to think about ethics. Businesses need to adopt data-driven strategies, consider different demographics, and offer a wide selection of content in order to be competitive online. The results underscore that:

- Social media is a high-frequency engagement channel for most consumers.
- Authentic content drives the most trust and influence.
- Its role is most powerful in early consumer journey stages but remains relevant throughout.
- Influence varies significantly by age group, with younger consumers being more receptive.

7. Conclusion

This research delves into how social media has changed consumer habits in the current era, illuminating important patterns and elements that have played a role in this shift. The data shows that social media platforms have grown in importance in the shopping process. The platform's ubiquitous influence on brand interactions and customer choices is shown by the fact that over 80% of respondents reported using social media daily. Findings from this study highlight the fact that, when compared to influencer marketing and conventional ads, user-generated content and peer evaluations are far more credible and persuasive forms of content. When deciding between different companies and items, consumers put a premium on genuine, user-generated reviews. Even after a customer makes a purchase, social media can still have an effect on their loyalty and advocacy for the brand, according to the study. However, its influence is greatest during the contemplation and awareness phases of the customer journey. Consumers between the ages of 18 and 35 are significantly more receptive to social media cues than those in older age groups, according to an analysis that takes demographics into account. This discovery highlights the significance of demographically informed, social media strategy. In addition, the study emphasizes the pros and cons of social media, pointing out how it can help with product discovery but can lead to problems like information overload and impulsive purchases. Ultimately, companies should stop relying on antiquated forms of advertising and begin utilizing content strategies that are transparent, user-generated, and personalized. As customers look to brands on digital platforms for honesty and social responsibility, ethics become increasingly crucial.

8. Future scope

This study does not explore several avenues for further analysis and elucidation; yet, these paths provide substantial insights into the prevailing trends and impacts of social media on consumer behaviour. First of all, social media sites develop and adapt like living ecosystems because of new content formats, algorithms, and how users act. Future studies may examine the impacts of short-form videos and nascent platforms such as TikTok and Threads. Second, future research can employ a longitudinal methodology to monitor the impact of emerging technologies and social media trends on consumer behaviour. We may learn more about how different marketing strategies effect customer trust and loyalty over time with this information. Another good thing to do is to find out how social media impacts people from different cultures. People's attitudes to social media marketing vary on where they reside, how much money they make, and their culture. We could better comprehend this issue on a global basis if the study included more regional marketplaces. There is a need for further investigation into the ethical implications of social media advertising. Researchers should explore how companies might harmonise personalisation, privacy, engagement, well-being, influence, and customer sovereignty in the future. Finally, AI-powered sentiment analysis and improved analytics could get more people to use social media and get more people to study how customers react. Future research can improve social media marketing by concentrating on customers, transparency, comprehensive data, and machine learning.

References

1. Bedard, S. A. N., & Tolmie, C. R. (2018). Millennials' green consumption behaviour: Exploring the role of social media. *Corporate Social Responsibility and Environmental Management*, 25(6), 1388-1396.
2. Nash, J. (2018). Exploring how social media platforms influence fashion consumer decisions in the UK retail sector. *Journal of Fashion Marketing and Management: An International Journal*, 23(1), 82-103.
3. Lloyd, M. (2018). Domestic violence and education: Examining the impact of domestic violence on young children, children, and young people and the potential role of schools. *Frontiers in psychology*, 9, 2094.



4. Pentina, I., Guilloux, V., & Micu, A. C. (2018). Exploring social media engagement behaviors in the context of luxury brands. *Journal of Advertising*, 47(1), 55-69.
5. Laksamana, P. (2018). Impact of social media marketing on purchase intention and brand loyalty: Evidence from Indonesia's banking industry. *International Review of Management and Marketing*, 8(1), 13-18.
6. Wang, X., Lin, X., & Spencer, M. K. (2019). Exploring the effects of extrinsic motivation on consumer behaviors in social commerce: Revealing consumers' perceptions of social commerce benefits. *International Journal of Information Management*, 45, 163-175.
7. Voramontri, D., & Klieb, L. (2019). Impact of social media on consumer behaviour. *International Journal of Information and Decision Sciences*, 11(3), 209-233.
8. Cheung, M. L., Pires, G. D., & Rosenberger III, P. J. (2019). Developing a conceptual model for examining social media marketing effects on brand awareness and brand image. *International Journal of Economics and Business Research*, 17(3), 243-261.
9. Arora, A. S., & Sanni, S. A. (2019). Ten years of 'social media marketing' research in the Journal of Promotion Management: Research synthesis, emerging themes, and new directions. *Journal of Promotion Management*, 25(4), 476-499.
10. Zafar, B., & Younis, M. (2020). Social Media Influence on Consumer Behavior Insights from Supermarket Shoppers in Lahore. *Journal of Business and Economic Options*, 3(2), 65-71.
11. Kong, Y., Wang, Y., Hajli, S., & Featherman, M. (2020). In sharing economy we trust: Examining the effect of social and technical enablers on millennials' trust in sharing commerce. *Computers in human behavior*, 108, 105993.
12. Pop, R. A., Săplăcan, Z., & Alt, M. A. (2020). Social media goes green—The impact of social media on green cosmetics purchase motivation and intention. *Information*, 11(9), 447.
13. Norouzi, N., de Rubens, G. Z., Choupanpiesheh, S., & Enevoldsen, P. (2020). When pandemics impact economies and climate change: Exploring the impacts of COVID-19 on oil and electricity demand in China. *Energy research & social science*, 68, 101654.
14. Kong, Y., Wang, Y., Hajli, S., & Featherman, M. (2020). In sharing economy we trust: Examining the effect of social and technical enablers on millennials' trust in sharing commerce. *Computers in human behavior*, 108, 105993.
15. Fuentes Lara, C., Moreno Fernández, Á., & Navarro, C. (2020). Covid-19 communication management in Spain: Exploring the effect of information-seeking behavior and message reception in public's evaluation.
16. Pop, R. A., Săplăcan, Z., & Alt, M. A. (2020). Social media goes green—The impact of social media on green cosmetics purchase motivation and intention. *Information*, 11(9), 447.
17. Abbas, J., Mubeen, R., Iorember, P. T., Raza, S., & Mamirkulova, G. (2021). Exploring the impact of COVID-19 on tourism: transformational potential and implications for a sustainable recovery of the travel and leisure industry. *Current Research in Behavioral Sciences*, 2, 100033.
18. Ali Taha, V., Pencarelli, T., Škerháková, V., Fedorko, R., & Košíková, M. (2021). The use of social media and its impact on shopping behavior of Slovak and Italian consumers during COVID-19 pandemic. *Sustainability*, 13(4), 1710.
19. Sundararaj, V., & Rejeesh, M. R. (2021). A detailed behavioral analysis on consumer and customer changing behavior with respect to social networking sites. *Journal of Retailing and Consumer Services*, 58, 102190.
20. Hafez, M. (2021). The impact of social media marketing activities on brand equity in the banking sector in Bangladesh: the mediating role of brand love and brand trust. *International Journal of Bank Marketing*, 39(7), 1353-1376.
21. Pop, R. A., Săplăcan, Z., Dabija, D. C., & Alt, M. A. (2022). The impact of social media influencers on travel decisions: The role of trust in consumer decision journey. *Current issues in Tourism*, 25(5), 823-843.
22. Hanaysha, J. R. (2022). Impact of social media marketing features on consumer's purchase decision in the fast-food industry: Brand trust as a mediator. *International Journal of Information Management Data Insights*, 2(2), 100102.



23. Majeed, M., Asare, C., Fatawu, A., & Abubakari, A. (2022). An analysis of the effects of customer satisfaction and engagement on social media on repurchase intention in the hospitality industry. *Cogent Business & Management*, 9(1), 2028331.
24. Alhalalmeh, M., Alkhwaldah, R. A., Mohammad, A., Al-Quran, A., Hijjawi, G., & Al-Hawary, S. (2022). The effect of selected marketing activities and promotions on the consumers buying behavior. *Business: Theory and Practice*, 23(1), 79-87.
25. Li, M., Wang, Q., & Cao, Y. (2022). Understanding consumer online impulse buying in live streaming e-commerce: A stimulus-organism-response framework. *International journal of environmental research and public health*, 19(7), 4378.

