

## DIGITAL MEDIA & CONTENT CREATION

Navigating the Digital World Efficiently & Responsibly

**TOPIC 2 - Part 1** 

LDCW6113 | LDCW6123

### Learning Objectives

By the end of this module, students should be able to:

- Understand the importance of a digital presence for individuals and organizations
- Identify components of a strong digital presence
- Apply strategies for creating engaging digital content
  - Use digital tools and platforms effectively
  - Manage brand identity and reputation online
  - Utilize AI and analytics to enhance content creation
- Recognize ethical and legal considerations

## 2.0 Digital Presence

#### **Definition**

- Digital presence refers to how an individual, business, or brand appears and exists across the internet and digital platforms.
- It encompasses all the ways people can find and interact with you online, creating a comprehensive impression of your identity, values, and offerings in the digital space.
- Simply put, digital presence is "to show your business online" and represents the cumulative effect of all your digital touchpoints and interactions.
- It's the impression your brand makes online through content, websites, search engines, and other digital media and platforms.





#### Digital Presence vs Digital Footprint

#### **DIGITAL FOOTPRINT**

- Active footprint: Information deliberately shared (social media posts, website content, online reviews)
- Passive footprint: Data collected without direct input (IP addresses, browsing history, location data)



#### **DIGITAL PRESENCE**

- More strategic and intentional

   it's how you're perceived
   online and the deliberate
   cultivation of your online
   identity.
- While your digital footprint is the raw data trail, your digital presence is the curated, purposeful representation of yourself or your brand



# Type of Digital Presence

#### PROFESSIONAL DIGITAL PRESENCE

Focused on career advancement and business networking, typically including:

- LinkedIn profiles and professional networking
- Industry-specific platforms and forums
- Professional portfolios and case studies
- Thought leadership content

#### **BUSINESS DIGITAL PRESENCE**

Comprehensive online representation for organizations, encompassing:

- Corporate websites and landing pages
- Multiple social media channels
- Customer service platforms
- E-commerce capabilities
- Digital advertising and marketing campaigns

#### PERSONAL DIGITAL PRESENCE

Individual representation across digital platforms, including:

- Personal social media profiles
- Blogs or personal websites
- Online portfolios or creative showcases
- Participation in online communities

## 2.1 IMPORTANCE OF BUILDING A DIGITAL PRESENCE

- In today's hyper-connected world, establishing a robust digital presence is no longer optional—it's essential for survival and success.
- **Research** shows that 76% of consumers examine a company's online presence before visiting in-person, while 75% judge company credibility based solely on website design.
- For individuals, 89% of B2B professionals use **LinkedIn** for professional purposes, and 98% of employers conduct online background research on candidates.
- This comprehensive overview examines why digital presence matters and provides actionable insights for building an effective online footprint.





Approximately 76% of consumers will search for a company's website before deciding to visit its physical location for the first time.

Among these consumers, 45% are likely to visit the business in person after being able to find a strong digital presence for the business through an online search.



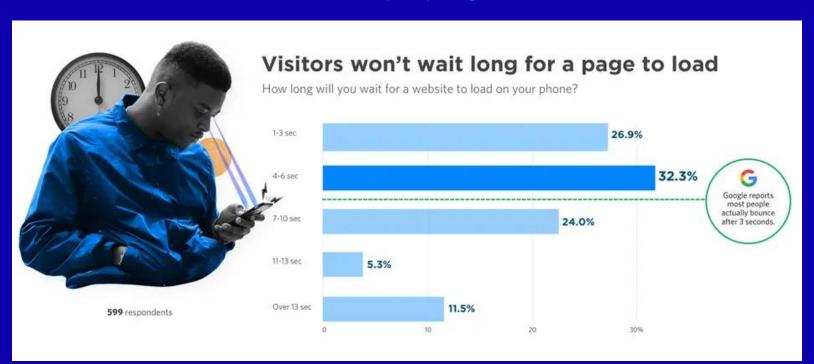
#### 2.1 IMPORTANCE OF BUILDING A DIGITAL PRESENCE -con't

- Why Digital Presence Matters: The Statistical Reality

#### **Consumer behaviour & Expectations**

The digital-first era has fundamentally changed how people interact with businesses and professionals. Key behavioural shifts include:

- Immediate Judgment Formation: Users form opinions about websites in just 0.05 seconds, making first impressions crucial for digital success. This rapid assessment determines whether visitors will engage with your content or immediately leave.
- Research-Driven Decisions: 93% of consumers use the internet to search for local businesses, while 88% read online reviews before making purchases. This research behavior extends across all demographics and industries.
- Quality Expectations: Poor digital experiences have lasting consequences—88% of users won't return to a website after a bad experience, and 57% won't recommend businesses with poorly designed websites



#### 2.1 IMPORTANCE OF BUILDING A DIGITAL PRESENCE -con't

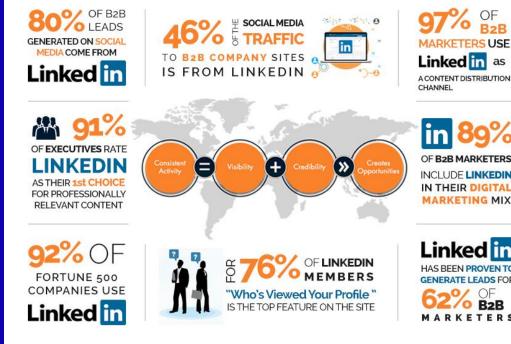
- Why Digital Presence Matters: The Statistical Reality

#### **Professional and Career Impact**

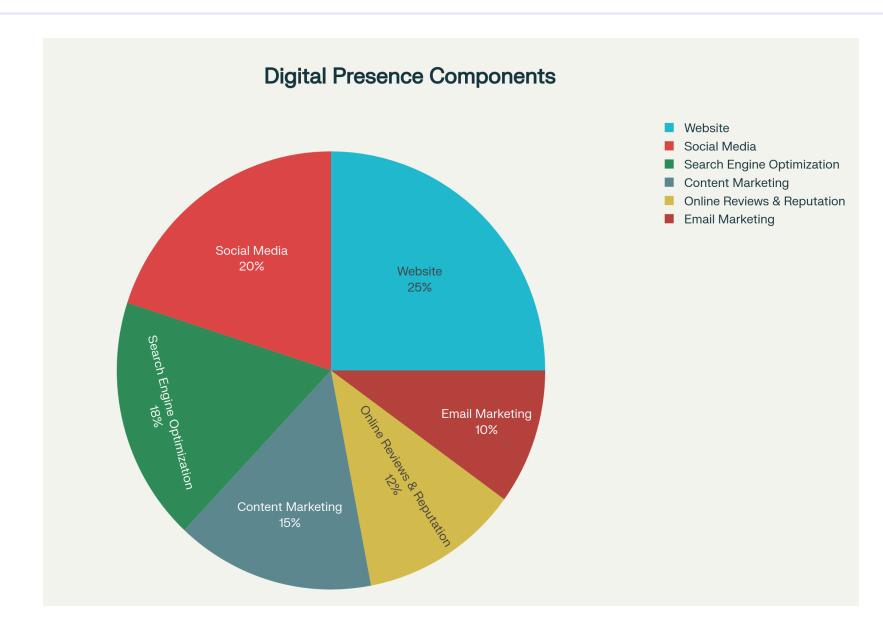
For individuals, digital presence significantly affects professional opportunities:

- Hiring Decisions: 47% of employers are less likely to interview candidates they cannot find online, while 70% of employers consider personal branding more important than resumes.
- Career Advancement: Professionals with strong online presence command 13x higher pay than those without visible expertise. Additionally, 82% of people are more likely to trust companies whose executives are active on social media.
- Networking Opportunities: LinkedIn users with complete profiles are 40 times more likely to receive job opportunities, demonstrating the direct correlation between digital presence quality and professional success.

### The Importance of Visibility in the Digital Ecosystem



## 2.2 COMPONENT OF A DIGITAL PRESENCE



### Digital Presence core component

#### 1. Website - The Digital foundation

- Your website serves as the cornerstone of your digital presence. It acts as your digital storefront where people learn about your products, services, or personal brand.
- A professional website should feature:
  - o Responsive design that works across all devices
  - Fast loading speeds and intuitive navigation
  - o Clear, engaging content that reflects your brand identity
  - Strong search engine optimization (SEO)

#### 2. Social Media Platforms

- Social media is indispensable for online presence, allowing you to:
  - o Engage directly with your audience
  - Share updates and build community
  - Humanize your brand through authentic interactions
  - Keep your brand top-of-mind with regular engagement
- Key platforms include Facebook, Instagram, Twitter, LinkedIn, YouTube, and emerging platforms relevant to your audience.

## Digital Presence core component

#### 3. Search Engine Optimization - SEO

- SEO ensures your content appears when people search for relevant topics. It involves:
  - Optimizing content for search visibility
  - o Using relevant keywords strategically
  - Building authority through quality backlinks
  - o Creating valuable, search-friendly content

#### 4. Content Marketing

- This involves creating and sharing valuable, relevant content to attract and engage your target audience. Content formats include:
  - o Blog posts and articles
  - Videos and podcasts
  - o Infographics and visual content
  - Email newsletters
  - o Webinars and educational materials.

#### 5. Online Listings & Directions

 For businesses, being listed on platforms like Google My Business, Yelp, and industry directories increases visibility and helps potential customers find essential information. This is particularly crucial for local businesses.

#### 6. Online Reputation Management

- This involves monitoring and managing how your brand is perceived online, including:
  - Customer reviews and testimonials
  - Social media mentions and conversations
  - Crisis management and response strategies
  - Building positive brand associations

#### 7. Email Marketing

- Email serves as a direct communication channel with your audience, enabling:
  - Regular newsletters and updates
  - Personalized marketing campaigns
  - Customer retention and nurturing
  - Direct relationship building

## 2.3 Strategies for creating engaging content

In the rapidly evolving digital landscape of 2025, creating content that truly engages audiences requires strategic thinking, creative execution, and datadriven optimization.

The most successful digital content strategies combine multiple approaches to capture attention, maintain engagement, and drive meaningful actions.

- 1. Video first content creation
- 2. Interactive content development
- 3. User-Generated content campaigns
- 4. Visual storytelling framework
- 5. Personalization an Al-Integrations
- 6. Multi format content repurposing
- 7. Storytelling Integration across channels

# Consider the following strategies when taking the first step into the digital realm.

## 1. Get a modern, attractive Website

- If you ask someone how to improve your online presence, almost every answer will include <u>having a website</u>.
- That's because your website is the online version of your brick-andmortar store — it's your digital location. It's where people can find your business online, whether you sell offline or online.
- Shoppers and business buyers will use your site to get essential information, like your:
  - 1. Location
  - 2. Hours
  - 3. Prices
  - 4. Products/services
  - 5. And more





#### 2. Optimize your website for SEO

- This <u>digital marketing strategy</u> aims to increase your visibility in search results, like on Google or Bing.
- If your company sells noise-canceling headsets like <u>Bose</u>, for example, you want your website to appear when someone searches "noise-canceling headphones" on Google or another search engine.

www.sony.com > electronics > headphones > headband-headphones \*

#### Noise Cancelling, Wireless & Bluetooth Headphones | Sony US

Explore our extensive range of **noise cancelling headphones**, including Bluetooth & wireless, designed to help you enjoy your favorite music on the go.

www.travelandleisure.com > Style > Travel Accessories

#### The Best Noise-Cancelling Headphones for 2020 | Travel + ...

1. Sony Noise-Cancelling Headphones:  $\cdot$  2. Bose QuietComfort 35 Series II Wireless Headphones:  $\dots$ 

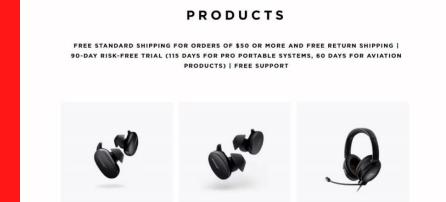
en-us.sennheiser.com > noise-cancelling-headphones-travel

#### Noise-Cancelling Headphones for Travel - Sennheiser

**Noise-Cancelling** Travel **Headphones**. Rediscover the joy of traveling. With **headphones** featuring NoiseGard®, Sennheiser's proprietary active **noise-cancelling** ...

## 3. Online experienceaccessible to everyone

- Chances are, you've probably used the zoom feature on your browser, which made reading an article or viewing a site a lot easier.
- You got to make the text larger, which saved you from grabbing your reading glasses or creeping into your monitor's personal space.



**Bose Sport Earbuds** 

Bose QuietComfort® Earbuds

\$279.95

\$329.95

Bose QuietComfort® 35 II Gaming

Headset Gaming headse

\$179.95

## 4. Schedule time for managing your online presence

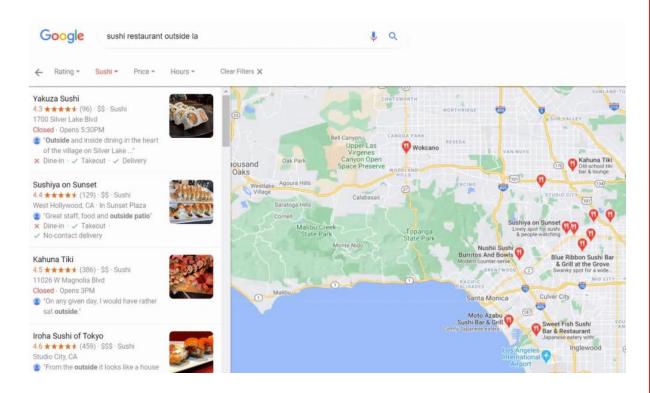
- For the best results, expect to spend time managing and improving your web presence every week.
- Many businesses will either <u>hire someone</u> in-house to help or partner with a digital marketing agency, which specializes in improving online presence.
- EG: WebFX, for instance, their <u>full-service</u> <u>agency</u> focuses on increasing your web presence so you can generate more revenue. They helped improve their clients' online presence so much that they generated <u>more than \$10 billion in revenue</u>.

## 5. Claim your profile on local directories like Google

- Even if your company's operations go beyond the local area, you want to claim (or create) profiles on local directories. With a <u>presence on local directories</u>, people can access information about your business without visiting your website.
- Someone researching a new place to eat, for instance, is much more likely to use Google's local directory (called <u>Google Business Profile</u>) to explore and compare their options because it's easier than going back-and-forth between each

restaurant's site.

Yakuza Sushi	<b>O</b>
Directions Save Call	
4.3 ★★★★ 96 Google reviews  SS · Sushi restaurant	
Clean lines & low lighting set the stage for classic & creative sushi at this edgy specialist.	
Address: 1700 Silver Lake Blvd, Los Angeles, CA 90026	
Hours: Closed · Opens 5:30PM ▼	
Menu: eat24hrs.com	
Order: postmates.com, seamless.com, grubhub.com	
Phone: (323) 741-8282	



#### Blue Ribbon Sushi Bar & Grill at the Grove



- 4.2 ★★★★ 417 Google reviews
- \$\$ · Sushi restaurant

#### **RESERVE A TABLE**

Upscale eatery known for its fresh sushi as well as grill items like miso honey fried chicken.

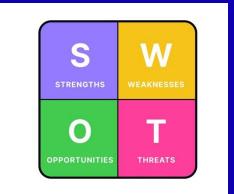
✓ Dine-in · ✓ Takeout · ✓ No-contact delivery

## Always provide this info online:

- Provide your business name, address, and phone numbe
- Update your hours for holidays, sudden closures, or events
- Upload photos or videos of your location, services, or products
- Respond to reviews, comments, or questions

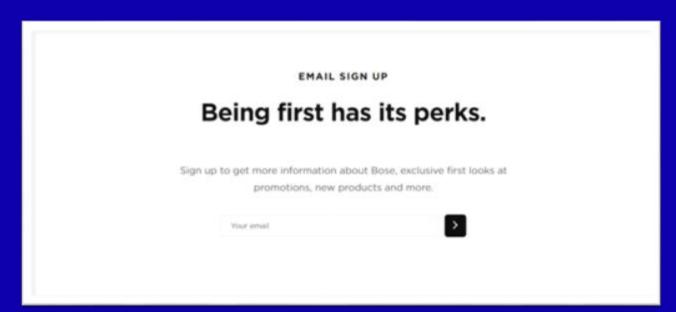
#### 6. Investigate your competitor

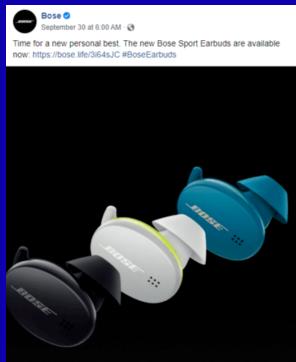
- Not every idea for how to improve your online presence needs to be original.
- Competitors and even companies outside your industry can inspire you. Even if you don't get any inspiration from the competition, it's helpful to know what your competitors are doing to increase their presence online.
- When it comes to a competitor analysis, you'll want to research the competitions':
  - Search result rankings/Social media/Paid ads/Local directory profiles/Email marketing campaigns, etc
  - E.g:



## 7. Know your audienceAudience analysis

- Audience analysis is the process of understanding the people you are communicating with so you can deliver your message in a way that is clear, relevant, and engaging to them. It helps you tailor your tone, content, and approach based on who your audience is.
- To do audience analysis, you can look at:
  - Demographics age, gender, education level, occupation, cultural background.
  - Psychographics interests, values, attitudes, motivations.
  - Knowledge level what they already know about your topic, and what they need explained.
  - Needs and expectations what they want to gain from your message (e.g., information, entertainment, persuasion).
  - Context where, when, and how they will receive your message (online, face-to-face, formal, casual).





#### Investigating your competitor

For uncovering a competitor's email marketing campaigns, you'll get the best results by signing up for their campaigns. If your competitor is Bose, for instance, you may opt-in to their email campaign for product announcements, promotions, and more.

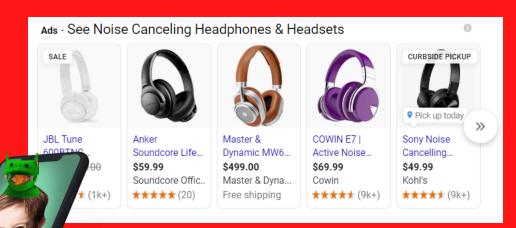
you can visit your competitor's social media profiles to research their activity and user interactions. While you can follow the competition on social media, you may want to go incognito and use an account that's not associated with your brand.

## 8. Develop interactive content and tools

- A tactic that many companies know about, but fail to use to improve their online presence is creating interactive content and tools.
- From quizzes to calculators, your business can use interactive content and tools to get people talking about your brand, visiting your website, and purchasing your products.
- For example, if your company sells home speaker systems, you could offer the following:
  - 1. QUIZ: Which speakers are right for you?
  - 2. TOOL: To see what these speakers will look like in your home or business?
  - 3. AR- Augmented Reality Experiences: Create immersive brand interactions that stand out in crowded digital spaces.
    - AR filters or virtual try-ons

#### 9. Online ads promotion

- Do you want to improve your web presence instantly? Then consider <u>online advertising</u>.
- With online ads on places like Google,
   Facebook, and YouTube, your business can drive
   brand awareness, website traffic, and revenue
   fast. The catch, however, is that your company
   will need to pay for these results.



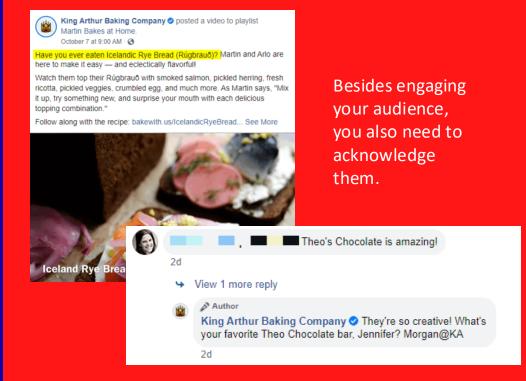
## 10. Social media profile- on top platforms

- With more than 50% of people using social media to research their next purchase, your business needs a social media presence.
- While you don't have to create a profile on every single platform, you do need to have one on the networks your audience uses the most.
- In most cases, your business will want an account on the <u>following social media</u> <u>platforms</u>:



## 11. Engage and respond to people online

- Any initiative to improve web presence should include engaging and responding to your audience.
- It's not enough to write a blog post, share it on social media, and ask your followers to read it. You need to engage your audience, like by asking their opinion on the post or their experiences with the blog post's topic.



#### 12. Video first content creation

- Video content continues to dominate engagement metrics, with 82% of consumers saying watching a video influences their purchasing decisions.
- Implementation Approaches:
  - Short-form video dominance: TikTok and Instagram Reels are outperforming traditional content, with users spending significantly more time engaging with these formats
  - Long-form video value: Despite assumptions about attention spans, 42% of Gen Z prefer long-form videos, indicating opportunities for comprehensive educational content
  - Multi-generational appeal: 55% of Gen X and 43% of Baby Boomers watch short-form videos, showing video's broad demographic reach

## 13. User-Generated Content (UGC) campaigns

- UGC builds trust because people believe peer recommendations more than ads. It's authentic, cost-effective, and helps brands reach wider audiences.
- **UGC Strategies:** 
  - Hashtag campaigns (e.g., #MiloEnergyMorning where Malaysians share their breakfast moments)
  - Contests or challenges to boost participation
  - Featuring real customer stories and experiences
  - Using reviews/testimonials across channels
  - Encouraging community-made content to grow brand loyalty – shoppee highlighted review

#### 14. Personalization and AI integration

- B2B marketers are investing more in AI to make content more personalized, efficient, and impactful.
- AI-Enhanced Strategies (with examples):
  - Personalized recommendations e.g., Lazada suggesting products based on browsing history.
  - Automated content creation e.g., Jasper writing blog drafts to match brand voice.
  - Performance optimization AI tools running A/B tests to improve ad click rates.
  - Dynamic content websites adjusting banners in real time based on visitor location.
  - Predictive planning Netflix using viewing patterns to decide future content.





## Digital Presence goals



In today's digital world, having a strong online presence is not just about posting content, it's about posting with purpose.

Many individuals and organizations create content without a clear direction, which often leads to inconsistency and weak engagement.

This is where **SMART goals** come in. By setting goals that are Specific, Measurable, Achievable, Relevant, and Time-bound, we can make sure every piece of content contributes to building a strong, consistent, and successful digital presence."



**SMART** is a framework for setting effective goals.

#### It stands for:

- S Specific → Clear and focused
- M Measurable → Can be tracked with numbers or evidence
- A Achievable → Realistic and possible
- R Relevant → Connected to your bigger purpose or needs
- T Time-bound → Has a deadline

## Why is SMART Important in Content Creation & Digital Presence?

In digital content, many creators just "post randomly" and hope for likes. SMART goals change this by giving direction. Instead of just aiming to "grow followers," you define exactly what kind of content, how often, and by when



#### **Small Business Digital Presence**

- X Vague goal: "We want to sell more online."
- SMART goal: "We will publish 2 product demovideos weekly on TikTok, run a giveaway campaign in September, and aim to increase online sales by 20% in 6 months."



# MANAGE BRAND IDENTITY AND REPUTATION ONLINE



#### Learning about:

- Personal branding
- Organization branding
- Transition to brand identity



How to manage the reputation

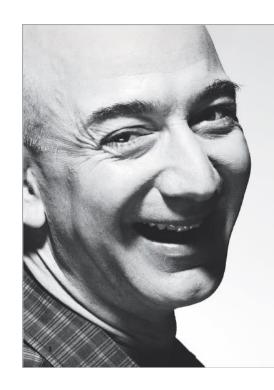
## Do you know their brand?



### **PERSONAL BRANDING**

#### What is it?

- Personal Branding is the practice of an individual marketing themselves and their careers as brands.
- It is essentially the ongoing process of establishing a prescribed image or impression in the mind of others about an individual, group or organization.



"Branding is what people say about you when you are not in the room."

 Jeff Bezos, founder and CEO of Amazon.com

### **ORGANIZATION BRANDING**

#### What is it?

- Organization branding is how an organization as a whole (not only companies, but also non-profits, government bodies, universities, NGOs, or associations) creates its identity, reputation, and image in the public's eyes.
- It's the "umbrella identity" that communicates the organization's purpose, culture, and values to all its stakeholders — customers, employees, partners, donors, students, or citizens.

#### Examples

- •Corporate (business):
  - AirAsia → Affordable travel for everyone
- •Non-profit:
  - UNICEF → Protecting children's rights worldwide
- •Government agency:
  - Tourism Malaysia → "Malaysia, Truly Asia" branding
- •University:
  - University of Malaya (UM) → Excellence in education and research



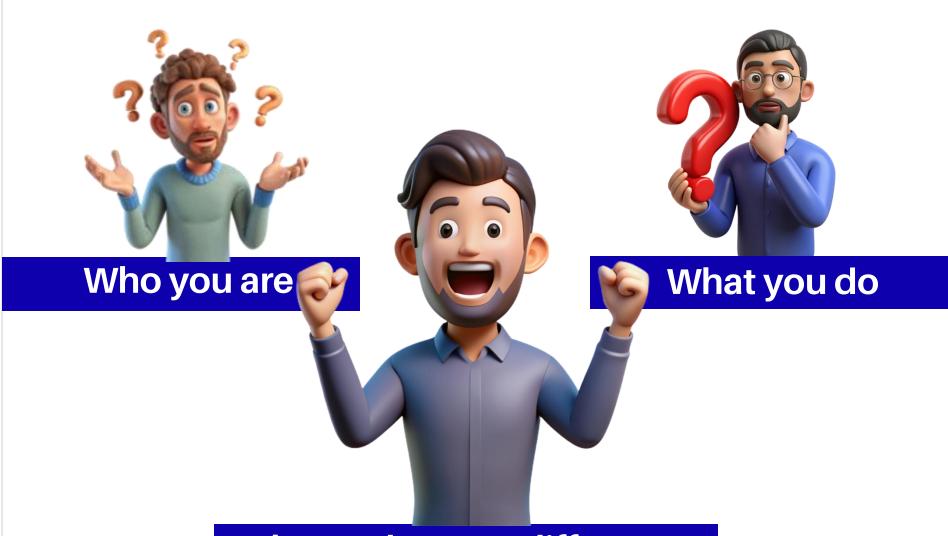


### Why branding?

- 1.Create awareness
- 2.Build trust
- 3. Create reputation
- 4.Influence perception



## Your brand tells your audience 3 things



What makes you different

# When do people get their 1st impression of YOU?

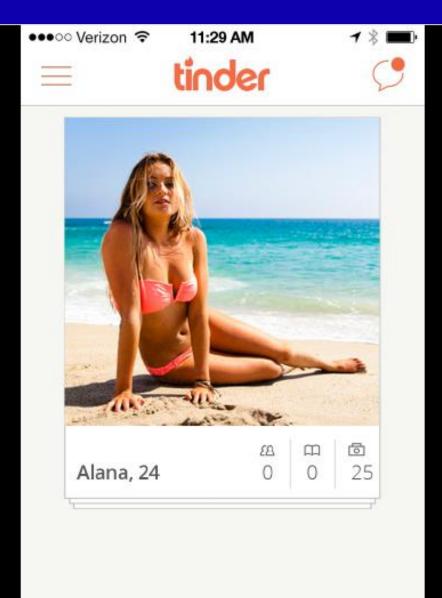
When you meet 1st time?

You make 1st impression

# before

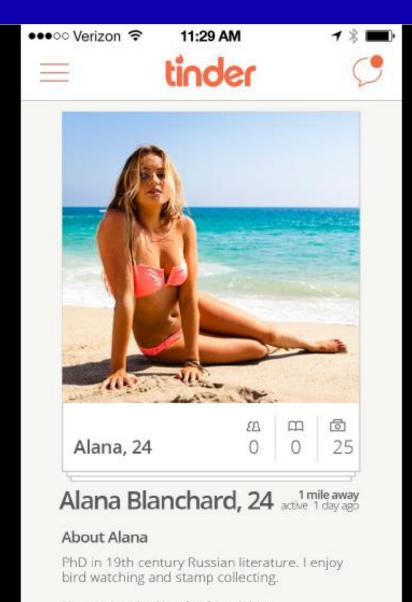
you even meet!

### How to start with a personal branding?



What's your 1<sup>st</sup> reaction? Be honest!

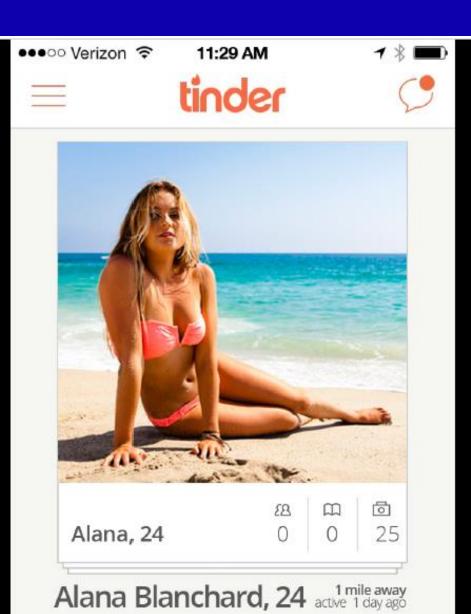
### How to start with a personal branding?



What's your 1<sup>st</sup> reaction? Be honest!

What's your 2<sup>nd</sup> reaction after you read about Alana?

## Compare this two profile. Optimize both for 5 second





So, which one is more awesome?

#### Summary of their personal branding



#### Profile 1: Alana (Tinder profile)

Current impression: The bikini beach photo projects a carefree, social image, but the text ("PhD in 19th-century literature, enjoys bird watching and stamp collecting") projects an intellectual, serious persona. The visual and description don't align, which may confuse the audience.

#### Personal Branding Summary:

Alana's brand identity needs cohesion. She can highlight her intellectual side (PhD, literature, hobbies) with a profile picture that reflects warmth and intellect — perhaps at a library, with books, or outdoors birdwatching. This way, her image supports her text, positioning her as both approachable and intellectually accomplished



#### Profile 2: Karthukraj (Twitter profile)

Current impression: No image, only the tagline "I am awesome". This gives very little for people to connect with — it comes across as incomplete and vague.

#### Personal Branding Summary:

Karthukraj's brand lacks depth. To strengthen it, he should add a profile photo (professional or casual, depending on audience), expand his tagline to show personality and expertise (e.g., "Tech enthusiast | Sharing productivity hacks | Exploring AI"), and maybe pin a tweet that reflects his values or insights. This builds credibility and relatability.

Brand, Branding and Brand identity

#### **Brand**

- A brand is the perception people have about a product, person, or company.
- It's what people think and feel when they hear your name.
- Example: When you hear Apple, you think innovation, premium, stylish

#### **Branding**

- Branding is the action you take to shape that perception.
- It's the strategy, design, and effort used to make people see you a certain way.
- Example: Apple uses minimalist design, sleek stores, creative ads → that's branding.

#### **Brand Identity**

- Brand identity is the visible part of the brand how the brand looks and sounds.
- Includes logo, colors, fonts, tone of voice, slogans, packaging, uniforms.
- Example: Apple's logo, "Think Different" slogan, clean white aesthetic = brand identity.

#### Your logo is not your brand or your identity.

- In fact, your logo is less than 10% of your brand.
- All three aspects have their role in the process and together build the image of the business that is perceived by consumers.



# Brand

# Brand is a relationship.

# Brand = Relationship



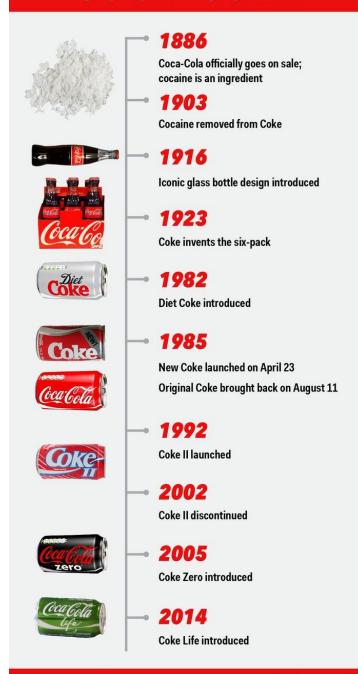
- A strong brand <u>stands out</u> in a densely crowded marketplace.
   People fall in love with brands, trust them, and believe in their superiority.
- Take <u>Apple</u> as an example. There
  are brand fanatics out there who
  will buy their products even if it's
  not any better or cheaper than
  the competition.
- How a brand is perceived affects its success.
- Brand is a promise to customers.
- Delivering on a promise will keep customers happy and continue to build confidence in the brand.



- For example, Coca-Cola has been around for more than 130 years and beloved by millions of people all over the world. In 1985, the company attempted to change the formula much to the anger and dismay of its loyal customers.
- The emotional connection that the company had built with its customers over such a long period was negatively affected and also forced a company to change its decisions for fear of losing customers.

- Coca-Cola <u>announced on April 23, 1985</u> that it would discontinue its beloved Coca-Cola in favor of a new product that millions derisively called "New Coke." The experiment did not last very long.
- Loyal customer were angry.
- The outrage caught Coca-Cola executives by surprise.
- The problem, though, is that the company had underestimated loyal drinkers' emotional attachments to the brand

#### A BRIEF HISTORY OF COCA-COLA



Sources: NYTimes. Coca-cola.co.uk. Theverybestofcocacola.com

**BUSINESS INSIDER** 

Each day, we find new things that interest us or see a new product at the grocery store that competes with the other products for our money.

So, again what is a brand?

A brand is the meaning that people attach to your organisation, product or service.

# Brand Identity is what we can see.

#### What is brand identity?

- Brand identity is tangible and appeals to the senses. Brand identity is what you can see.
- That means ensuring every time a products show up, they are consistent in their appearance, use, size, scope, colour, feel, etc.
- Just like your personal identity makes you uniquely you, your brand identity is the special sauce of your business that sets you apart from everyone.
- Your brand identity design is what shapes your company.
- But what exactly is brand identity?
- What does it have to do with design? And how do you shape a strong brand identity that takes your business to the next level?



A colorful, playful & fun brand identity design by <u>pecas</u>

#### Managing brand and brand identity

Here are five practical ways for organizations to manage their brand and reputation online:

#### 1. Develop a Comprehensive Reputation Management Strategy

- Set clear goals (increase positive reviews, reduce negatives, build a stronger social media presence).
- Create brand reputation guidelines, including communication standards and crisis management protocols to ensure a consistent and professional response to all feedback.

#### 2. Monitor Online Mentions and Engage Proactively

- Use online listening and social monitoring tools (Google Alerts, Brand24, social media management platforms) to track what's being said about your brand in real time.
- Actively listen and respond quickly to both positive and negative comments or reviews, showing that your organization values customer feedback.

#### 3. Build Strong Media and Public Relations

 Proactively cultivate positive relationships with journalists and media outlets to help control the narrative about your organization, share good news, and minimize negative press in times of crisis.

#### Managing brand and brand identity

#### 4. Invest in High-Quality, Authoritative Content

- Regularly publish valuable content (blogs, videos, industry insights) that highlights your expertise, aligns with your values, and positions your organization as a thought leader in your field.
- Optimize your content and website for search engines (SEO) to shape what stakeholders and potential customers see first about your brand.

#### 5. Encourage and Manage Authentic Customer Feedback

- Prompt customers to leave reviews on trusted platforms and make the process easy.
- Respond constructively to constructive criticism and show appreciation for positive feedback, turning customers into brand advocates.



# Ethical and legal considerations



#### **Ethical Considerations in Digital Content Creation**

- Be accurate and truthful—avoid misleading information.
- Respect intellectual property—don't plagiarize and always credit original creators.
- Protect privacy—get consent before sharing personal information or images.
- Disclose sponsorships or affiliations for transparency.
- Avoid harmful, discriminatory, or offensive content.

# Ethical and legal considerations



#### Legal legislation in Digital Content Creation

- Do not use copyrighted material without permission—respect fair use and licensing rules.
- Avoid trademark infringement.
- Never make defamatory or false statements.
- Follow privacy laws (like GDPR) when handling personal data.
- Comply with disclosure laws for ads, endorsements, or sponsored content

### The End.

#### Next:-

- Content Creation Strategies: Planning, curating, and delivering engaging digital content
- Tools and Platforms: Social media, websites, email newsletters, content management systems