

## 18. Role of Media Engagement Towards Social Advertisement Success

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### **Abstract:**

*In the modern communication era, social advertising has become a crucial tool for promoting awareness and encouraging positive behavioral changes in society. These campaigns focus on issues such as health, education, gender equality, and environmental sustainability. However, their effectiveness largely depends on **media engagement**, which encompasses the interaction of audiences with campaign content across platforms such as television, radio, and social media. This study examines how active participation — likes, shares, comments, hashtag trends, and offline involvement — influences the success of social advertisements. Using a **descriptive research approach**, the paper analyzes major Indian campaigns, including **Pulse Polio Immunization Drive**, **Swachh Bharat Abhiyan**, and **Beti Bachao Beti Padhao**, to understand how media engagement strategies contributed to their outreach and impact. The study concludes that emotional storytelling, community involvement, and multi-platform integration are key drivers of engagement and recommends adopting analytics-based approaches to enhance future campaign success.*

### **Keywords:**

*Social advertising, media engagement, digital participation, behavioral change, public awareness, India*

### **18.1 Introduction:**

Social advertising refers to the dissemination of messages aimed at improving public welfare rather than generating profit. Such campaigns often address critical social challenges — health crises (e.g., polio eradication), sanitation issues (e.g., Swachh Bharat), gender inequality (e.g., Beti Bachao Beti Padhao), and environmental concerns (e.g., Clean Ganga). The success of these initiatives depends not merely on message reach but on the **degree of engagement** audiences exhibit with campaign content.

## **18.2 Relevance of Media Engagement:**

Media engagement signifies active participation, going beyond passive exposure to advertisements. In digital spaces, this includes metrics like **shares, likes, comments, reposts, hashtag usage, and video participation challenges**. In traditional media, engagement manifests through **community mobilization, word-of-mouth advocacy, and participation in offline events**. Such interactions increase the **virality, credibility, and recall value** of messages, ensuring deeper psychological impact and behavioral change.

## **18.3 Aim of the Study:**

This paper aims to **investigate the role of media engagement in determining social advertisement success**, focusing on how different types of engagement — emotional, cognitive, and participatory — contribute to campaign objectives.

## **18.4 Objectives of the Study:**

The research pursues the following objectives:

1. To analyze the influence of audience engagement on the reach and success of social advertisements.
2. To identify key media platforms — both digital and traditional — that contribute significantly to engagement.
3. To examine the role of emotional storytelling and user participation in enhancing campaign virality.
4. To highlight challenges in sustaining engagement and propose recommendations for future campaigns.

## **18.5 Review of Literature:**

Several scholars and industry reports have addressed the relationship between media engagement and advertising success:

- **Kotler & Lee (2008)** emphasize that social marketing outcomes depend on **behavioral change** rather than mere message dissemination. Engagement ensures audiences internalize and act upon messages.
- **Ashley & Tuten (2015)** found that creative content strategies involving interactivity and emotional appeal improve engagement levels and perceived credibility of advertisements.
- **Berger & Milkman (2012)** studied the **virality of online content** and concluded that high-arousal emotions like awe, inspiration, and anger significantly increase sharing behavior.
- In the Indian context, campaigns like **Pulse Polio (1995–2014)** and **Swachh Bharat Abhiyan (2014 onwards)** illustrate how celebrity endorsements, slogans, and participatory challenges can transform public attitudes and lead to measurable outcomes, such as increased immunization rates or toilet construction.

- **Government reports (2019)** highlight the shift from one-way communication to two-way engagement, where citizens actively shape campaign narratives through social media feedback and user-generated content.

This body of literature provides a foundation to understand why and how media engagement acts as a pivotal determinant of campaign success.

### 18.6 Research Methodology:

The present study adopts a **descriptive research design**, which aims to systematically describe the role of media engagement without manipulating variables.

- **Data Source:** Secondary data derived from journals, government publications, campaign case studies, and digital engagement reports.
- **Scope:** Analysis focuses on three flagship Indian campaigns: Pulse Polio, Swachh Bharat Abhiyan, and Beti Bachao Beti Padhao.
- **Approach:** Comparative examination of engagement patterns across digital and traditional media platforms.
- **Framework:** Engagement is categorized into **cognitive (awareness), emotional (connection), and behavioral (participation)** responses.

### 18.7 Case Studies:

**Pulse Polio Immunization Drive:** Launched in 1995, this campaign aimed to eradicate polio through mass immunization of children under five years.

- **Media Strategy:** Heavy reliance on television and radio broadcasts with the slogan “*Do Boond Zindagi Ki*”. Celebrities like Amitabh Bachchan served as brand ambassadors, lending credibility and emotional appeal.
- **Engagement Patterns:** Though primarily one-way communication initially, community health workers and local events enhanced **offline engagement**. Later, digital reminders and awareness videos reinforced participation.
- **Impact:** By 2014, India was declared polio-free, underscoring the role of sustained engagement through repeated messaging and trusted influencers.

**Swachh Bharat Abhiyan (Clean India Mission):** Initiated in 2014, this nationwide campaign sought to promote sanitation and eliminate open defecation.

- **Media Strategy:** Combination of traditional media (TV, print) and social media platforms (Facebook, Twitter, Instagram). Viral hashtags like **#MyCleanIndia** encouraged citizens to share their cleanliness initiatives.
- **Engagement Patterns:** High participation through selfies, before-and-after cleaning videos, and community challenges. Celebrity involvement (e.g., Narendra Modi, Bollywood actors) amplified reach.
- **Impact:** Significant improvement in sanitation awareness, large-scale toilet construction, and measurable behavioral change in urban and rural settings.

**Beti Bachao Beti Padhao (Save the Girl Child, Educate the Girl Child):** Launched in 2015 to address declining child sex ratio and promote girls' education.

- **Media Strategy:** Emotional storytelling focusing on parental love and societal responsibility. Social media campaigns (#BetiBachaoBetiPadhao) supplemented with street plays and school events.
- **Engagement Patterns:** Viral posts, community pledges, and school-based competitions increased **grassroots-level participation**.
- **Impact:** Improvement in awareness about gender equality and increased female enrollment in schools across targeted districts.

### 18.8 Analysis and Discussion:

**Correlation between Engagement and Success:** Data from these campaigns reveal a **direct link between engagement levels and outcomes**. Campaigns that fostered two-way interaction (e.g., hashtag challenges) recorded higher recall and participation rates than one-way communication (e.g., static TV ads).

**Role of Emotional Storytelling:** Engagement was strongest when campaigns evoked emotions — pride (Swachh Bharat), fear (Pulse Polio), or empathy (Beti Bachao). Emotional content compelled audiences to **share messages voluntarily**, transforming passive viewers into active promoters.

**Multi-Platform Synergy:** Success depended on **integration of traditional and digital media**. For instance, Swachh Bharat ads aired on TV, while hashtags trended on Twitter, ensuring **both reach and interactivity**.

### 18.9 Challenges:

- **Content Saturation:** Overexposure can reduce engagement over time.
- **Algorithm Changes:** Social media updates can limit organic reach.
- **Misinformation/Backlash:** Negative comments or misinterpretations can harm credibility.

**Table 18.1: Conceptual Table: Engagement and Impact**

Campaign	Engagement Mechanism	Measurable Outcomes
Pulse Polio	Celebrity-led TV & radio ads	99% polio immunization coverage (2014)
Swachh Bharat Abhiyan	Hashtag challenges, selfies	100M+ toilets constructed; ODF awareness
Beti Bachao Beti Padhao	Emotional storytelling, pledges	Rise in school enrollment of girl children

### **18.10 Conclusion:**

Media engagement emerges as a **key determinant** in the success of social advertising. Campaigns that **invite participation, evoke emotions, and integrate platforms** witness greater impact in terms of awareness and behavior change. The Indian case studies illustrate that when citizens are active contributors — not just passive recipients — campaigns achieve both short-term visibility and long-term societal transformation.

### **18.11 Recommendations:**

1. **Prioritize Emotional Appeal:** Develop narratives that resonate personally with audiences.
2. **Integrate Multi-Platform Strategies:** Combine mass reach of TV/radio with interactive potential of social media.
3. **Encourage User-Generated Content:** Hashtag challenges, community pledges, and viral trends amplify message spread.
4. **Use Analytics for Continuous Improvement:** Monitor engagement metrics to adapt strategies in real time.
5. **Address Negative Feedback Proactively:** Engage critics constructively to preserve credibility and trust.

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