

**Subject card**

<b>Subject name and code</b>	Social Media in Business, PG_00199910						
<b>Field of study</b>	Economics						
<b>Date of commencement of studies</b>	October 2026	<b>Academic year of realisation of subject</b>			2028/2029		
<b>Education level</b>	Bachelor's studies	<b>Subject group</b>			Obligatory subject group in the field of study Optional subject group Subject group related to scientific research in the field of study		
<b>Mode of study</b>	part-time studies	<b>Mode of delivery</b>			at the university		
<b>Year of study</b>	3	<b>Language of instruction</b>			Polish		
<b>Semester of study</b>	6	<b>ECTS credits</b>			4.0		
<b>Learning profile</b>	academic	<b>Assessment form</b>			exam		
<b>Conducting unit</b>	Division of Electronic Economy -> Department of Maritime Transport and Seaborne Trade -> Faculty of Economics -> Rector						
<b>Name and surname of lecturer (lecturers)</b>	<b>Subject supervisor</b>		dr Adam Borodo				
	Teachers						
<b>Lesson types</b>	<b>Lesson type</b>	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	12.0	10.0	0.0	8.0	0.0	30
	E-learning hours included: 0.0						
<b>Learning activity and number of study hours</b>	<b>Learning activity</b>	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	Number of study hours	30		0.0		70.0	100
<b>Subject objectives</b>	Understanding the principles of conducting business activities based on new electronic media, particularly social media.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[EKONL3_K01] recognises the importance of economic knowledge in identifying and solving economic problems and of consulting experts when difficulties in solving them independently	In terms of social competencies, the student acquires the ability to work in a team while developing joint projects and presentations.	[SK1] oral statement/conversation/discussion [SK4] test/exam - oral or written
	[EKONL3_U13] be able to interact and work in a group (including an international one), assuming various roles within it	The student eagerly engages in discussions on the issues being addressed and willingly undertakes presenting solutions developed in a team.	[SU1] oral statement/conversation/discussion [SU4] test/exam - oral or written
	[EKONL3_W07] has an advanced knowledge of the economic and financial principles of the functioning and management of economic entities and organisations as well as the legal, organisational, moral and ethical norms and rules governing the functioning of public institutions	The student knows methods and tools appropriate for internet marketing, including data acquisition techniques and tools.	[SW4] test/exam - oral or written [SW1] oral statement/conversation/discussion
	[EKONL3_U02] is able to use the knowledge of theory and data to analyse concrete economic and social processes and phenomena and to analyse these phenomena using methods developed in economics, finance and management sciences	The student is able to analyze data from social media.	[SU1] oral statement/conversation/discussion [SU4] test/exam - oral or written
	[EKONL3_U09] is able to prepare written work, in Polish and in a foreign language, on specific economic and social issues, using specialist terminology, theoretical and methodological approaches, principles of collecting data from various sources, their description and interpretation, making inferences based on scientific literature and factual data, and making international comparisons	The student can propose the use of specific social media to support various areas of the company's operations (sales, marketing, communication, brand building).	[SU1] oral statement/conversation/discussion [SU4] test/exam - oral or written
	[EKONL3_K06] is willing to be guided in his professional life by business ethics and corporate social responsibility, to respect others and to be loyal to his employer	In terms of competencies, the student is able to identify problems and provide solutions related to conducting online business using social media.	[SK1] oral statement/conversation/discussion [SK4] test/exam - oral or written
	[EKONL3_W11] knows the general principles for the creation and development of forms of individual entrepreneurship, using knowledge of economics, finance and management sciences	The student is able to demonstrate the use of social media in the operational activities of enterprises.	[SW4] test/exam - oral or written [SW1] oral statement/conversation/discussion

1. Evolution of Internet Marketing in Social and Economic Communication

- How internet marketing has evolved over time (from banners and email marketing, through SEO and SEM, to social media).
- The role of social media as a key channel for communication with customers and society.
- The impact of social media on consumer behavior and business relationships.

2. Strategic Thinking About Social Media

- Planning a company's presence on social media in line with business goals.
- Choosing the right platforms and communication forms.
- Building a long-term strategy and measuring the effectiveness of activities.

3. Sales on Social Media

- How social media influences the sales process (social selling).
- Tools and techniques for selling on social media (e.g., Facebook Shops, Instagram Shopping).
- Building customer relationships and engagement that translate into sales.

4. Using Marketing Automation Systems to Build Company Image

- What marketing automation is and how automation improves marketing activities.
- Personalizing messages and automating campaigns on social media.
- Examples of tools (e.g., HubSpot, Marketo) and their impact on consistent company image.

5. Attribution Models in Social Media

- What an attribution model is and why it is important for evaluating campaign effectiveness.
- Examples of attribution models (last-click, first-click, linear, time decay).
- How to properly measure the effects of activities across different social media channels.

6. Content Marketing in Social Media

- The importance of valuable and engaging content in building a brand.
- Types of content: posts, videos, infographics, stories, live streams.
- Planning a content calendar and tailoring content to the target audience.

	<p>7. Influencer Marketing in Building a Company Brand</p> <ul style="list-style-type: none"> <li>• The role of influencers and opinion leaders in promoting products and services.</li> <li>• Choosing the right influencers and building long-term cooperation.</li> <li>• Advantages and challenges of influencer marketing.</li> </ul> <p>8. Social Media Monitoring</p> <ul style="list-style-type: none"> <li>• Monitoring tools (e.g., Brand24, SentiOne) and their applications.</li> <li>• Analyzing customer opinions, trends, and brand mentions.</li> <li>• Responding to crises and building a positive image.</li> </ul> <p>9. Effective Customer Service on Social Media</p> <ul style="list-style-type: none"> <li>• The importance of fast and professional communication with customers.</li> <li>• Best practices for answering questions and solving problems.</li> <li>• Using chatbots and automation in customer service.</li> </ul> <p>10. Social Media Action Strategy</p> <ul style="list-style-type: none"> <li>• Building a comprehensive plan for social media presence.</li> <li>• Setting goals, target audience, and KPIs.</li> <li>• Monitoring, optimizing, and evaluating activities.</li> </ul> <p>To further develop the concepts discussed during the lectures, students may take advantage of consultation hours.</p>		
Prerequisites and co-requisites	Knowledge covering the scope of internet marketing elements and social media. Ability to reason and think logically.		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
Recommended reading	Basic literature	<ol style="list-style-type: none"> <li>1. J. Krolewski, P. Sala, E-Marketing, Współczesne trendy. Pakiet startowy, Wydawnictwo Naukowe PWN SA, Warszawa 2016, Wydanie II,</li> <li>2. T. Reich, Jak dbać o wizerunek w mediach społecznościowych, Wydawnictwo Słowa i Myśli Sp. z o.o., Lublin 2016, Wydanie I</li> <li>3. B. Stawarz, Content Marketing Po Polsku, Jak przyciągnąć klientów, Wydawnictwo Naukowe PWN SA, Warszawa 2015, Wydanie I</li> </ol>	

	Supplementary literature	<ol style="list-style-type: none"> <li>1. W. Gogołek, Komunikacja sieciowa, Uwarunkowania, kategorie i paradoksy, Oficyna Wydawnicza ASPRA-JR, Wasza 2010,</li> <li>2. M. Grebosz, D. Siuda, G. Szymanski, Social Media Marketing, Wydawnictwo Politechniki Łódzkiej, Łódz 2016,</li> <li>3. G. Urban, Marketing wielkich mozliwosci, Wydawnictwo Helion, Gliwice 2014</li> </ol> <ol style="list-style-type: none"> <li>1. A. Borodo: Ekonomiczne uwarunkowania wykorzystania mediów społecznościowych w handlu elektronicznym, Wydawnictwo: Uniwersytet Gdański, Sopot, 2021</li> </ol>
	eResources addresses	
Example issues/ example questions/ tasks being completed		
Work placement	Not applicable	

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