The role of digital marketing in boosting and developing the startups –Case study of Yassir Company in Algeria-

Lemhal Houria ^{1*}, Mehyaoui Laya ²

¹Research Laboratory In Economics Business And Management, Faculty of Economics, Commercial Sciences, and Management at the University of Oran 02, lemhal.houria@univ-oran2.dz

² Laboratory Of New Trends And Challenges For Development Policies In Algeria, Faculty of Economics, Commercial Sciences, and Management at the University of Oran 02, layamehyaoui@gmail.com

Date of receipt:01/10/2023 Date of acceptation:24/02/2024

Abstract:

This study aims at providing a general background on the digital marketing and its main digital tools, and at defining the startups and their growth phases. Besides, it shows the role of the digital marketing in supporting and developing the startups through studying the case of Yassir Algeria Company. In this regard, we use the descriptive exploratory method. Findings show that Yassir Company is a startup that focused on the digital marketing and on its various digital tools and applications such as the social media (Facebook and YouTube), the websites, and smartphone applications such as Yassir go, Yassir Express, etc.

Keywords: Startups; digital marketing; digital tools; Yassir Company. **Jel Classification Codes**: L26, M31, M13.

*Auteur correspondant.

1. INTRODUCTION

The technological revolution the world is currently witnessing 1 brought about various changes in the world of business. Thus, the business 2 models shifted from the traditional models into the modern digital ones. In 3 4 this line, the startups rely on technology to innovate and create new things that make profits. Despite that their business environment is characterized 5 with encouragement, motivation, and positive energy, they face difficulties 6 and obstacles related to the budget that does not allow making marketing 7 8 campaigns. Therefore, the digital marketing services are among the best options for the startups, as they require small budgets and yield good 9 1(outcomes in short time.

Based on what was said, we can raise the problematic of this study 11 saying, "What is the importance of applying the digital marketing strategy in 12 the survival and development of Yassir Algeria Company?" In this regard, 13 sub-questions arise as follows: 14

• What is meant by startups? What are their development phases?

•	What is meant by the digital marketing? What are the main elements
	of its marketing mix?

• To what extent is the digital marketing efficient in the success of the startups?

Hypothesis of the study:

- The application of the digital marketing is necessary for the startups to market their products online
- The digital marketing is necessary for the startups to guarantee their 23 survival and development. 24

Importance of the study:

- Showing the role of startups in the economic growth.
- The startups play a role in reducing unemployment and crating an added value to the states' economies.
- The digital marketing reduces the costs compared to the traditional.
 This facilitates the mission of the startups that suffer funding issues in
 the start.
- The optimal use of the digital techniques, mainly the digital 32 marketing, helps startups market their products. 33

15 16 17

18

19 20

21

22

25

26

27

Aims of the study:

•	Showing the main concepts related to the digital marketing and the	36
	startups.	37

- Showing the importance of the adoption of the digital marketing in 38 • adding value to the startups. 39
- Showing the effective role of the marketing in adopting technology 40 that helps achieve creativity and innovation in the startups. 41

Methodology of the study:

We relied on the exploration method to get enough information about 43 44 the problematic. In addition, we used the descriptive method to describe the study theoretically through collecting data from primary and secondary 45 sources. 46

Structure of the study:

- The 1st axis: the generalities about the startups. • 48 The 2^{nd} axis: the general concepts of the digital marketing. 49 • The 3rd axis: the efficiency of the digital marketing in lifting up the 50 51
- startups.

2. Generalities about the startups:

2.1 The concept of the startups:

The term "startup" is made up of "start" and "up" that implies making 54 a strong departure. Its use dates back to the end of WWII and the 55 emergence of the capitalist companies. They are modern companies 56 established by business pioneers to develop a product or a service (Bougataya, 57 Bessouih, & Mimouni, 2021, p. 405). In addition, it is a small project that has 58 just started (Belaa, 2023, p. 302). Besides, Larousse Dictionary defines a 59 startup as a young innovated company in the sector of modern technologies. 60 On the other hand, Paul Graham sees that it is a company that has been 61 designed to grow rapidly. 62

34

35

42

47

Besides. Patrick Fridenson believes that a startup does not require a 63 specific age, size, or sector. Rather, it requires a potential strong rise, the use 64 of modern technology, big funding and fund raising, and making sure that the 65 market is new because it is difficult to identify its risks (Bouchour, 2018, p. 66 420). Based on these definitions, we can say that startups are newly 67 established companies based on an innovative ideas by an entrepreneur who 68 has the spirit of initiative and innovation. These companies aim at growing 69 rapidly and are characterized with high incertitude and risks, in return for 70 potential rapid and strong growth and benefits in case of success. 71

2.2 The life cycle of the startups:

Like the other companies, the startups go through difficult stages and 73 fluctuations before reaching the peak. The following curve shows these 74 75 phases:

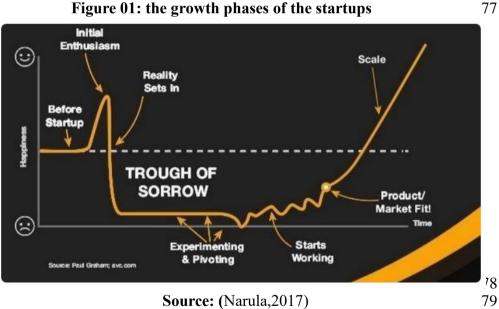
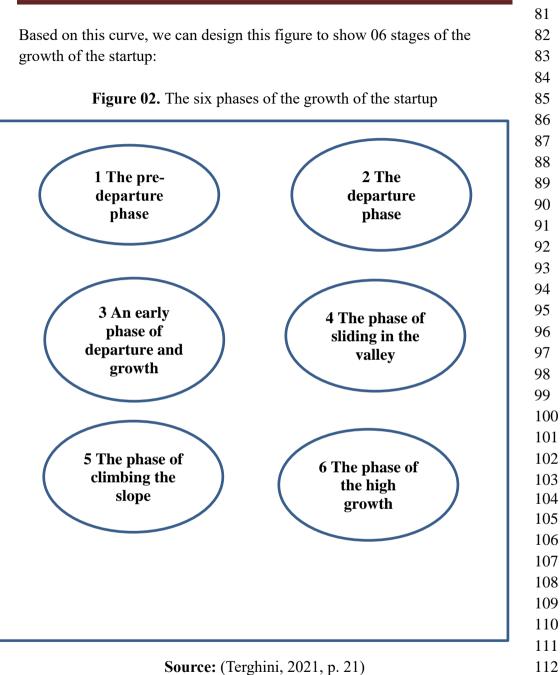


Figure 01: the growth phases of the startups

72

76



2.2.1 The pre-departure phase:

Here, the individual (s) set a primary model for the innovative idea 115 and make an in-depth study of the idea, the market, and the target customers 116 to make sure of the applicability of the idea in reality and its survival, and 117 look for sponsors. In this line, sponsoring is generally made by the company 118 owners themselves, with the possibility of getting governmental supports. 119 120

2.2.2 The departure phase:

Here, the product or service is launched. Naturally, the product or 121 service will be unknown. This makes the hardest stage because the developers 122 need to find a sponsor who adopts and funds the idea. Therefore, business 123 pioneers generally resort to the Friends, Family, and Fools FFF because the 124 two first are generally the first source to get funding, and the fools are always 125 ready to jeopardize their money. Thus, the product or service needs promotion 126 and is at a high price due to the high costs. 127

2.2.3 An early phase of departure and growth:

Here, the product or services reaches its peak and creates a high 129 excitement. Then, the activity may expand and competitors may adopt its 130 notion. This creates pressure on its owners and may lead to failure and other 131 obstacles that trigger the decrease in the curve (Bouchour, 2018, pp. 421-132 133 422).

2.2.4 The phase of sliding in the valley:

Despite that the adventuring sponsors keep funding the project, it 135 keeps decreasing until reaching the phase of "the death valley". Thus, the 136 project gets out of the market in case its developers do not make up for the 137 decrease, mainly that the growth rates in this phase are low. 138

2.2.5 The phase of climbing the slope:

The company keeps integrating modifications on the product and 140 launching improvements. Therefore, the company improves thanks to the 141 adopted strategies and the experience gained by the work team. 142

2.2.6 The phase of the high growth:

In this phase, the product is developed in its final shape and gets out 144 of the experimental and examination phase as it gained its position in the 145

113

128

134

139

143

market. Thus, the company starts its continuous growth where it maximizes	146
its profits (Ben Jima & Al Wali, 2021, p. 523).	147
3. The basics of the digital marketing:	148
3.1 The concept of the digital marketing:	149
Before giving a definition to the digital marketing, we shall list the	150

main differences between the digital and traditional marketing in table 01: 151

Table 01. Differences between the digital and traditional marketing		
-	Traditional marketing	Digital marketing

Traditional marketing	Digital marketing
The consumers are the	The consumers are the
viewers	participants
Impressions/frequency	Commitment/attraction
Media outlets	Directed media outlets
Content based on the	Content changes with
calendar	time
The marketing is	The marketing starts
driven by the brand	from the consumer
The marketing is	The marketing is
pushed towards the	shared with the target
target class	class
The traditional	The digital informative
informative planning	planning
Directed public	Digital effect
relations	
Complementary	Unified marketing
marketing	
Dara are used	Data are used always
sometimes	
Post-company	Measurement and
monitoring	monitoring at the same
	time

411

The consumer is a	The consumer is a full	
partial property	property	
Source: (Kent &	& Ian, 2008, p. 51)	-

The digital marketing first appeared in the start of the 199s. It was 155 known for its very rapid growth that it gained the same position of the 156 traditional one in 20 years. Thus, digital advertising started gaining solid 157 ground thanks to the daily use of social media and the high efficiency of 158 managing the resources (Gharib, 2022, p. 570). The digital marketing is 159 defined as a set of technical tools and causes used in marketing the products 160 to the customers through a digital network or media outlet. It has various 161 characteristics that distinguish it from the classical marketing. Therefore, it 162 allows taking advantage of the opportunities that arise thanks to the changes 163 in the external and internal environment of the companies' economies and 164 ICTs (Kadem & Tala, 2022, p. 35). 165

In addition, the digital marketing institute defines it as the use of the 166 digital techniques to establish a measurable complementary communication 167 that helps gain the customers' loyalty and build deeper relations with them 168 (Laabidi & Chaoui, 2022, p. 72). It includes all the digital tools in its 169 channels and guarantees the information exchange in record times. Besides, 170 it provides low cost services (Kichou, 2022, p. 91). Moreover, it is a 171 strategic channel to manage the relation with the customer, develop his 172 vision, and maintain the relation with him. Thus, digitalization represents a 173 real opportunity to know the customer and develop his loyalty (Sliman 174 Hadji, 2022, p. 445). Based on these definitions, we can say that the digital 175 marketing is the use of the contemporary technological tools such as the 176 internet and devices to develop the relation with the customer, gain his 177 loyalty, and guarantee the survival of the company. 178 179

3.2 The digital marketing mix:

It includes the 04 elements of the traditional marketing mix, namely: 180

The digital product: The digital products manifest in the internet 181 • games, programs, music, etc. Due to the intangible nature of these 182 products, they do not require mobilization. Their information are 183 posted on the website of the electronic shops. 184

- 185 The digital price: In the traditional marketing, pricing is based on 186 the production costs. However, in the digital marketing era, pricing 187 highly depends on the competition. Thus, setting the price takes into 188 consideration the external environment and the production costs. In 189 addition, internet achieved a big advantage for the consumers 190 because it helps compare the prices and find the good ones (Grabsi 191 & Yahyaoui, 2019, p. 141). 192 The digital distribution: The digital environment shows a 193 difference in the distribution process, which takes place through the 194 electronic marketing channels that directly rely on the internet to get 195 the products' prices and specifications. Thus, the digital marketing 196 provides a new perspective to the electronic market in a way that the 197 interaction between the customer and the business does not need 198 mediators. In this line, the various digital media help the process of 199 distribution through providing the necessary information that inform 200 the customer about the places of the product availability and date of 201 delivery. In addition, they allow tracking the various phases and 202 ways the products go through before reaching the customer. In 203 addition, we can download the products if they are digital (Hirech, 204 2022, p. 696). 205 **Digital promotion**: It is the process of transferring the product 206 information based on the direct interaction between the businesses 207 and the customers through electronic media to achieve the business 208 goals. It is based on the internet and other communication services to 209 transfer the product information to the customer (Mahdi, 2021, p. 3), 210 such as the digital advertising, the digital increase of sales, and the 211 personal sale through the internet (Ibid, pp. 696-697). 212 4. The efficiency of the digital marketing in lifting up the startups: 213 4.1 The benefits of the digital marketing for the startups: 214 Each startup has its own marketing characteristics and factors that 215 depend on its status-quo, position amid the competitors, goals, vision, and 216 target audience. In this regard, the good digital marketing makes the main 217
- factor for the success of the startups. The following points explain the 218

Rank	State	Number of startups
1	Egypt	617
2	South Africa	491
3	Kenya	329
4	Algeria	125
5	Morocco	93

Source: Mechaali, 2023, pp. 86-87

4.2.2 Rank of the startups in Algeria:

Yassir Company ranks 1st thanks to the increase of Scor SR index (t236is a number from 0 to 100.000 that shows the importance of startups on the237internet and their positive effect) (Startup Ranking, 2023). Table 03 shows238the top 05 important startups in Algeria:239

Journal of Studies in Economics and Management Volume 06 Number 02 December 2023

414

234

Rank	Rank Startup Scor SR		Rank Startup
1	Yassir	66210	
2	Siamois QCM	63579	
3	Opportunités Mondiales	39461	
4	Lafiriste	32819	
5	Mdina Jdida	30188	

Table 03. The top 05 important startups in Algeria

Source: Startup Ranking, 2023.	242
4.3 Case study of Yassir Algeria as a model of applying the digital	243
marketing by the Algerian startups:	244
4.3.1 Brief overview:	245
The establishment of Yassir Company was by Mahdi Yattou and	246
Noureddine Taybi. The company started its real activity in January 2017	247
and submitted its experimental version in July 2017. As for the commercial	248
version, it started in September 2017. It was named "Yassir" as a reference	249
to facilitating the transportation. Its activity was limited in the beginning to	250
providing an innovated transportation service through the smartphone	251
anywhere at any time. In addition, it allows anyone to book a driver and	252
move securely under the slogan "happy driver, happy passenger". The	253
Company is based on these principles:	254

• The customer and the driver just need to download Yassir
application on their phones.
• The service is available anytime and anywhere covered by the
company.
• It provides the best process as it takes into consideration the traffic,
the type of the service, the distance, and the timing.
• It provides a quality service (Amarouche & Meziane, 2022, p. 10).
4.3.2 The platforms (applications) Yassir Company operates on:
Yassir Company has many applications on Google Play and Google
App, mainly:
• Yassir Go: It is the basic service for the individual's transportation
with the freedom of choosing the driver and pre-determining the
price. Thus, the Company is a mediator between the customer and
the driver.
• Yassir Business: It is meant for the professionals as it allows
organizing and supervising the movements in the light of job in a
professional manner.
• Yassir Express: It provides products distribution and delivery
services. The company is a mediator between the customer and the
various commercial shops.
• Yassir Driver: It involves the customers with the drivers. They just
need to download the application and fill in their personal
information. Then, the Company contacts them to ask for the
necessary files (Yassir Company, 2023).
4.3.3 The status-quo of marketing in Yassir Company:
The Company works hard to provide the best services and
experience of digital marketing in Algeria compared to the other electronic
or physical shops. In this line, it sets the best prices for its products and
provides the best offers to serve the customers and avoid them waiting for a
Taxi. In addition, it works to build strong ties between the driver and the
customer and provides all the information and discounts on its website to

push the customer to reuse the application. All the applications are available
online and just need to be downloaded and filled up with the personal
information. Then, the driver confirms the order and goes to the customer.
Thus, Yassir Company is a good model for the startups in Algeria, mainly in
the technological field thanks to the development of the digital marketing
and its position among the organizations, as it helps reach the target
objectives.
4.3.4 The factors of success of Yassir Company:
• The Company founders excel in the technological field.
• The Company expanded in various Wilayas of Algeria (Algiers,
Oran, Blida, Boumerdes, Tizi Ouzou, Tipaza, Telemcen, Bejaia,
Setif, Mostaganem, etc) and even in some other states.
• According to Noureddine Taybi (2022), Yassir application witnessed
a high increase from 20% to 40% in its monthly sales.
• Yassir Company has a certified page on Facebook that has 621
followers, a channel on YouTube, and a website that shows all the
services and privileges (Alouache, 2022).
• Yassir works to satisfy the needs of the customer, such as launching
Yassir Femme that allows choosing a female driver, and Yassir
Summer Road Trip that allows visiting the various Wilayas in an
atmosphere of joy and adventures.
• According to the US Embassy (2022), Yassir represented Algeria in
the biggest international stock market because it has a series of
sponsors (Press, 2022).
4.3.5 The difficulties that face Yassir Company:
• Bureaucracy is an obstacle for the investments with the other states.
• Some laws do not suit the startups compared to the other states.
• The absence of the information technology in Algeria hinders the
practice of the digital marketing by the businesses and the
consumers.
• The non-confirmation of the order by the customer makes him block
the application of his phone (Noureddine, 2022).
•

4.3.6 Horizons of Yassir Company:
• Launching new authentic applications.
• Establishing the biggest technology company through the existence
on the regional, continental, and international markets.
• Developing the digital products market through innovation and
creativity.
Recruiting competent employees to achieve its expansionist projects.
• Increasing the development of the after sale services online to meet
the customer's will to pay online (Ibid).
5. CONCLUSION:
This study focused on the role of the digital marketing in lifting up
the startups such as Yassir Company. Despite the problems and obstacles
Algeria suffers in the ICTs field that represents the pivotal axis for the
startups, marketing enlarges the internet services and aims at the
development to set a value for the customer. Thus, the Company can satisfy
their needs. In this line, the digital marketing aims at establishing long term
relations with the customers through the various technological and digital
media. Hence, Yassir can achieve its main goal, which is invading the world
with its various applications.
Based on what has been said, we found out that:
• The startups are newly established and rely on technology,
innovation, and creativity.
• The delay of startups in Algeria is due to various reasons, including
bureaucracy.
• Yassir Company is a developed startup in the field of technology
thanks to its effective innovation and creativity that paved the way
for the optimal use of the digital media in providing services as the
delivery, catering, etc.
• The Company aims at fast growth and creating growth opportunities
through the adoption of the modern technology.
• The success and growth of the Company is thanks to its owners who
have the leadership spirit and a good mastery of technology, as they
are graduates of the National Polytechnic School. Besides.

	352
• The Company relies on the various digital marketing tools such as	353
smartphones, social media, and emails in promoting its digital	354
products.	355
• The effective strategies and innovative spirit of Yassir Company	356
owners are causes of success and development.	357
• Yassir Company works on developing the e-payment tools to	358
facilitate its transactions with its customers.	359
	360
6. Recommendations of the study:	361
• Encouraging the owners of innovative projects to improve their ideas	362
and projects on the ground by providing them with material and	363
moral support.	364
• The necessity of diversifying funding sources and not being limited	365
to one fund.	366
• It is necessary to develop all the legislations, structures, and services	367
of information technology.	368
• The state must enact legislations that protect the customer's privacy	369
and interest when making online payments.	370
• Working to develop education and training in the field of	371
entrepreneurship in all educational specializations.	372
• It is necessary to face the cultural differences of the customers.	373
• It is necessary to have experience and skills in using the internet	374
because it allows making marketing.	375
• The material and financial ability of the customers deprives them	376
from partaking in the electronic markets.	377
• The application must cover all the Wilayas of Algeria and the states	378
of its activity.	379
	380
6. Bibliography List:	381
Alouache, M, the investor, URL: <u>www.Almostathmir.dz</u> :	382
https://almostathmir.dz/%D9%8A%D8%B3%D9%8A%D8%B1-	383
<u>%D9%85%D8%A4%D8%B3%D8%B3%D8%A9-</u>	384

%D9%86%D8%A7%D8%B4%D8%A6%D8%A9-
<u>%D8%AA%D8%B5%D9%84-%D8%A5%D9%84%D9%89-</u>
<u>%D8%A7%D9%84%D8%B9%D8%A7%D9%84%D9%85%D9%8</u>
<u>A%D8%A9/</u> , accessed on 17/11/2022.
Amarouche, Lina & Ameziane, Imane Khadija (2022), the effect of the
digital marketing on the customer's satisfaction: case study of
Mobilis Company, MECAS copybooks.
Belaa, D. (2023), Social responsibility of startups. Finance and Business
Economics Review. https://yassir.com/. (2023, 09 10).
Benjima, Fatma; Benjima, Meryem & Al Wali, Nassira (2021), mechanisms
of supporting and funding the startups in Algeria, annuals of the
University of Bechar in economics, p. 523
Bouguetaya, Mona; Bessouih, Yacine & Mimouni, Soufiane (2021), the
status-quo and horizons of the startups in Algeria, annuals of the
University of bechar in economics, p. 405.
Bouchour, Cherifa (2018), the role of the incubators in boosting and
developing the startups: case study of Algeria, Journal of economics
tidings, p. 420.
Hirech, Salim (2022), the effect of the digital marketing mix on the image
of the Algerian company: case study of MAMA Company for Pasta
in Blida, Journal of contemporatry economic and commercial
studies.
Gharib, Taous (2022), the commitment to the digital marketing ethics and its
role in protecting the consumer: case study of a sample of
consumers, Journal of finance and markets.
Grabsi, Sara & Yahyaoui, Ilhem (2019), the digital marketing: the methods
of applying the digital transformation in the marketing, Journal of
economic development
Kadem, Jamila & Tala, Lamia (2022), the digital marketing in the
companies and the methods of its promotion in the light of the
technological developments: reading in the bases, concepts, and

Kichou, D., & Kichou, R. (2022). du marketing traditionnel au marketing digital: substituabilite ou complementarite. Marketing and Business Research Review.	416 417 418 419
Laabidi, Chafia & Chaoui, Selma (2022), the role of the digital marketing	420
tools in improving the banking marketing performance: field study	421
on the Algerian National Bank of Annaba, Journal of money and	422
business economics.	423
Mahdi, R. B., (2021), the digital marketing and the competitiveness of a	424
sample of touristic agencies in Eastern Algeria, Journal of economic copybooks, p. 3.	425 426
Mechaali, B (2023), towrads a competent environmental system for	427
businesses to develop the startups in Algeria, Journal of studies in	428
the economy and business management, pp. 86-87.	429
Mustaqil Platform, URL,	430
https://blog.mostaql.com/the_five_stages_of_startups_growth/#:~:te	431
xt=%D9%88%D9%82%D8%AF%20%D8%A3%D9%88%D8%B1	432
%D8%AF%20%D8%A7%D9%84%D8%A8%D8%A7%D8%AD%	433
D8% AB% D9% 88% D9% 86% 20% D9% 81% D9% 8A% 20% D8% AF	434
%D8%B1%D8%A7%D8%B3%D8%AA%D9%87%D9%85,%2D%	435
20%D8%A7%D9%84%D9%86%D8%A , accessed on 09/09/2023.	436
	437
Narula, Karan (2017), the startup curve: journey of an entrepreneur, URL:	438
https://www.linkedin.com/pulse/startup-curve-journey-	439
entrepreneur-karan-	440
narula?fbclid=IwAR3WvKYATW5V28aoptTIHponqEyl4rt6MstMoU	441
WY2kPXstDYXpl3rRfEBU4, accessed on 24/09/2023.	442
Ouaguenoumi, B. (2021). E-marketing and its role in developing emerging	443
entreprises . Journal of Economic Growth and Entrepreneurship	444
JEGE, p. 10.	445

The role of digital marketing in boosting and developing the start-ups –Case study of Yassir Company in Algeria-Lemhal Houria & Mehyaoui Laya
Press, Chiheb (2022), Yassir Company Algeria makes an international success, Chiheb Press
Starup RANKING. (2023), startup RANKING: https://www.startupranking.com/top/algeria
Terghini, Sabah (2021), the startups, Biskra, University of Mohamed Khider of Biskra, p. 21.
Taybi, Noureddine (2022), Yassir Company Algeria is a startup that dreams about invading the world, (interviewed by Kramedi).
Wertime KENT& Fenwick IAN .(2008) . DigiMarketing: The Essential Guide to New Media and Digital. Singapore: John Wiley et Sons, Clementi Loop
Yassir Company, URL: <i>https://yassir.com/</i> . Yassir chauffeur: <u>https://yassir.com/ar/%d8%b3%d8%a7%d8%a6%d9%82-</u> %d9%8a%d8%b3%d9%8a%d8%b1/, accesed on 11/09/2023.
$\frac{700970087000700370097008700070017}{2023}$, accesed on 11/09/2023.