Chapter 20
The Role of Social Media Strategies in Competitive Banking Operations Worldwide

Nurdan Oncel Taskiran
Kocaeli University, Turkey

Recep Yılmaz
Beykent University, Turkey

Nursel Bolat
Istanbul Arel University, Turkey

ABSTRACT
Social media has rapidly taken its place among the important phenomena of today. It has an important role in institutionalization and companies’ financial effectiveness in many fields. This chapter discusses concept, development of social media, investigations about social media in different continents, its relation with institutionalization, and its role in the banking sector in the process of globalization. In this study, social media strategies of a global bank on different continents are empirically analysed. Obtained data sheds light on the relationship between the social and economic capital in today’s world in an interdisciplinary platform.

INTRODUCTION
A study conducted in USA puts forward various findings indicating a positive relationship between brain health of the elderly and social interaction. According to the same study, online social networks also support brain health of the elderly although it is realized in virtual environment (Ristau, 2011). What are the institutional and financial influences of these virtual formations which we define as new media? Can differences be seen between countries or continents? This study is based on such a problematique.
Being one of the social media accountants is very favorable nowadays and is a sign of being updated and instant in the digital age. It is a must and vital for entrepreneurs, who are rivals in the age of digital speediness on the social media. We have already known that the world is nothing than a small village anymore thanks to digital social media. The first popular social media is Facebook, where a news or a photo or an opinion or a suggestion for action is shared once, then almost hundreds or more see it, like it or hate it instantly. By the time, people, in pursuit of earning more, discovered how fruitful social media is and how earnings would be duplicated via advertisements on the social media pages. Many entrepreneurs in various fields have already attempted to take their places on the social media. However, banking business was not the first to involve with the social media. ING Bank is one of the assertive Banks, with its registered quality in the field of global banking.

ING Bank has many offices around the world; four of them are Australia, Canada, India and Turkey. The objective of the research is to investigate how ING Global Banking manages social media affairs and how it gets into contact with its customers and what kind of strategies it developed on Facebook. This is an empirical study in which discourse and semiotic analyses and the significance of the subject matter is that ING Bank was awarded as “the most successful effective banking management” in Eastern Europe in 2012, with the products and services it provided to global customers. This investigation relates to the ways it deals with its global customers on social media and from that point it worths investigation. The research is limited to three months December 2012, January 2013, and February 2013.

Through a quick investigation on the social media, it can simply be recognized that ING banking is one of those whose global banking affairs expanded from America to Australia; Asia to Europe in the world. ING Banking seems well updated itself with Facebook and has taken its place among Facebook accountants, which is very popular for instant communication among people and private organizations for public announcements or civil public institutions especially governmental or political propagandas all around the world just like an epidemic. Beforehand, it would be beneficiary to learn more about some terms or concepts like globalism, social media, Facebook and the relationship among them.

VIRTUAL STRUCTURES OF COMPANIES AND CORPORATE COMMUNICATIONS

This part of the study investigates virtual structure types of companies. Virtual structures will be evaluated in the context of corporate communications. As known, internet has arisen with computer network constituted by Pentagon in 1969 for sharing data of Advanced Research Projects Agency (ARPA). Exchanging messages have also been enabled beside data through this network and expanded towards community and became World Wide Web (www) today. The concept of syber space formed as the result of this structure defines the interaction space in which global computer network which constitutes internet is formed (Giddens, 2000:418-420). Today, syber space not only forms a part of our reality but also has become a place which significantly reforms it. However there is no doubt about the presence of this place but also it becomes impossible to mention about its presence. So the concept ‘virtual’ is used to define that type of a reality. Virtual means something that is not actually present but seems as present. Virtual reality emphasizes the virtuality of reality by referring to a similar definition. This reality also reflects to corporate communication field and activities done by companies in syber space are integrated in the structure of reality (Koçel, 2001:361).