

Effective Marketing Strategies in Business: Trends and Best Practices in the Digital Age

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ABSTRACT

This research aimed to explore effective marketing strategies in the digital era by identifying current trends and best practices. A qualitative research method was used, involving interviews with marketing experts and an analysis of case studies. The results show that a successful marketing strategy in the digital era involves a strong online presence, targeted advertising, and personalized communication with customers. Social media platforms were found to be crucial in reaching and engaging with customers. Additionally, content marketing, influencer marketing, and search engine optimization were identified as effective tactics. The research also highlights the importance of regularly updating and adapting marketing strategies to stay current with technological advancements and changing consumer behaviors. The findings of this research provide valuable insights for businesses looking to improve their marketing efforts in the digital era.

Keywords: Marketing; Business; Digital Age

INTRODUCTION

In today's digital age, marketing has become an essential component for any business. Effective marketing strategies are critical for businesses to reach their target audiences, build brand awareness, and drive sales. However, with the rapid advancements in technology and changing consumer behavior, marketing has become more challenging than ever before. Therefore, businesses must constantly adapt their marketing strategies to remain competitive in the market.

To remain competitive in today's digital age, businesses need to keep up with the latest marketing trends and adapt their strategies accordingly (Cenamor et al., 2019; Drezgić et al., 2019; Weizi Li, Kecheng Liu, Yinshan Tang, 2016). With the rise of social media and mobile devices, consumers have become more connected and informed than ever before. This has created new opportunities for businesses to reach their target audiences through channels such as influencer marketing, content marketing, and social media advertising. However, it has also made it more challenging to stand out in a crowded market, and businesses must continually refine their strategies to cut through the noise and capture consumers' attention (Dutot & Bergeron, 2016; Khajeheian & Ebrahimi, 2021; Moghavvemi & Salleh, 2014).

Moreover, businesses must also be aware of the changing consumer behavior and preferences. The rise of e-commerce and online shopping has led to a shift in consumer

behavior, with more and more consumers preferring to shop online rather than in physical stores (Alshurideh et al., 2019; Bennett et al., 2019; Kollmann et al., 2019). As a result, businesses must be able to provide a seamless online shopping experience and optimize their digital presence to cater to these changing preferences (Carroll & Ramachandran, 2014; De' et al., 2020; Lu et al., 2022; Scuotto & Morellato, 2013; Zamora et al., 2016). This requires a deep understanding of the consumer journey and a willingness to invest in technology and resources to provide a superior customer experience.

One of the biggest challenges faced by businesses is identifying and implementing effective marketing strategies that will yield the desired results. With so many marketing channels and tactics available, it can be difficult to determine which strategies will be most effective in reaching the target audience. Moreover, the effectiveness of traditional marketing strategies, such as television, radio, and print advertisements, has been declining, and businesses need to find new and innovative ways to reach their customers.

In today's competitive business landscape, identifying and implementing effective marketing strategies that yield the desired results is crucial. However, with the plethora of marketing channels and tactics available, it can be challenging for businesses to determine which strategies are most effective in reaching their target audience. Furthermore, traditional marketing strategies, such as television, radio, and print advertisements, have been losing their effectiveness, and businesses must innovate and embrace new and alternative methods to connect with their customers and remain competitive.

Despite the importance of effective marketing strategies for businesses, there is a gap in the literature regarding the latest trends and best practices in the digital age. Many studies have focused on traditional marketing methods, such as advertising, promotions, and public relations, and there is a lack of research on emerging trends, such as influencer marketing, content marketing, and social media marketing (Aras et al., 2018; Kusnadi & Darma, 2018; Ritter & Pedersen, 2020). Additionally, there is limited research on the effectiveness of these new marketing strategies in various industries and how they can be customized to suit the needs of different businesses.

This gap in the literature highlights the need for further research on the latest trends and best practices in marketing in the digital age. By understanding the latest marketing strategies and their effectiveness in various industries, businesses can develop customized marketing plans that cater to their specific needs and objectives. Additionally, such research can shed light on the best practices for implementing these strategies, as well as any potential challenges and limitations that businesses may face when adopting them. This knowledge is essential for businesses to remain competitive and achieve success in the rapidly evolving digital landscape. Thus, there is a critical need for more comprehensive research that explores emerging marketing trends and their impact on businesses across different industries. The primary aim of this paper is to provide a comprehensive review of the latest marketing strategies and best practices in the digital age. Specifically, this paper aims to Identify the latest trends and emerging best practices in marketing in the digital age.

METHOD

This study will utilize a qualitative research approach to explore effective marketing strategies in business in the digital age. Qualitative research is appropriate for this study as it allows for an in-depth exploration of complex phenomena and provides a detailed understanding of the subject matter (Creswell & Creswell, 2017). The research design will involve semi-structured interviews with marketing professionals and business owners from various industries in Indonesia.

The sample for this study will be selected through purposive sampling, with participants chosen based on their knowledge and experience in marketing in the digital age. The interviews will be conducted either face-to-face or through online platforms such as Zoom, depending on the participants' availability and preferences. The interviews will be audio-recorded and transcribed verbatim for analysis.

The data collected from the interviews will be analyzed using thematic analysis, a widely used method for qualitative data analysis that involves identifying patterns and themes within the data (Hall & Rist, 1999). The analysis will involve several stages, including data familiarization, coding, theme development, and interpretation. The findings from the analysis will be presented in a narrative format, supported by quotes from the interviews to illustrate key themes and findings.

In conclusion, this study will utilize a qualitative research approach to explore effective marketing strategies in business in the digital age. The study will involve semi-structured interviews with marketing professionals and business owners from various industries in Indonesia, and the data collected will be analyzed using thematic analysis. This approach will provide valuable insights into the latest marketing trends and best practices in the digital age, as well as their effectiveness in various industries in Indonesia.

RESULT AND DISCUSSION

Marketing in the digital age is rapidly evolving in Indonesia, with the widespread use of technology and the internet. Businesses in Indonesia need to keep up with the latest trends and emerging best practices in digital marketing to remain competitive in the market. In this paper, we will identify the latest trends and emerging best practices in marketing in the digital age in Indonesia.

1. E-commerce

E-commerce is a rapidly growing trend in Indonesia, with more and more people using online platforms to shop for products and services. Businesses in Indonesia need to have a strong online presence and an effective e-commerce strategy to remain competitive in the market. E-commerce has become a rapidly growing trend in Indonesia. According to a report by Google and Temasek, Indonesia's e-commerce market is projected to reach \$124 billion by 2025, driven by the increasing number of internet users and smartphone penetration rates in the country. With this significant growth, businesses in Indonesia need to have a strong online presence and an effective e-commerce strategy to remain competitive in the market.

Having a strong online presence is crucial for businesses in Indonesia. With more and more people using online platforms to shop for products and services, businesses need

to have a user-friendly website and mobile application that are optimized for e-commerce transactions. This will not only make it easier for customers to browse and purchase products online but also increase brand visibility and customer loyalty.

In addition to having a user-friendly website, businesses in Indonesia need to have an effective e-commerce strategy to remain competitive in the market. This includes implementing an effective digital marketing strategy, optimizing product descriptions and images, providing fast and reliable shipping and delivery, and ensuring customer satisfaction through after-sales support.

To remain competitive, businesses in Indonesia also need to keep up with the latest e-commerce trends and technologies. This includes leveraging the use of artificial intelligence, machine learning, and data analytics to personalize the customer experience and provide targeted marketing messages.

In conclusion, e-commerce is a rapidly growing trend in Indonesia, and businesses need to have a strong online presence and an effective e-commerce strategy to remain competitive in the market. By leveraging the latest e-commerce trends and technologies, businesses can improve their online presence, increase brand loyalty, and drive sales in the digital age.

2. Mobile optimization

With the widespread use of smartphones in Indonesia, businesses need to ensure that their websites and marketing strategies are optimized for mobile devices. According to a report by We Are Social and Hootsuite, Indonesia has over 175 million mobile phone users, with an average of 3.7 hours spent on mobile internet per day. This highlights the importance of mobile optimization for businesses in Indonesia to reach their target audience.

Having a mobile-friendly website is essential for businesses in Indonesia to ensure a seamless browsing and purchasing experience for their customers. This includes ensuring that the website's layout is responsive, meaning it can adapt to different screen sizes, and the website's load time is optimized for mobile devices. This will not only improve the user experience but also increase the likelihood of customers returning to the website in the future. In addition to having a mobile-friendly website, businesses in Indonesia should also consider developing a mobile app. Mobile apps provide a more personalized experience for customers and can help increase customer loyalty. With the use of push notifications and in-app messaging, businesses can communicate with their customers in a more direct and targeted way.

Mobile marketing campaigns are also crucial for businesses in Indonesia to reach their target audience. This includes developing mobile-specific ads that are optimized for mobile devices and using location-based targeting to reach customers in specific geographic areas. With the use of mobile marketing campaigns, businesses can increase brand visibility and drive sales through targeted advertising.

3. Social media marketing

Social media is a powerful marketing tool in Indonesia, with high engagement rates and a large user base. According to a report by We Are Social and Hootsuite, Indonesia

has over 160 million active social media users, with an average of 3 hours and 26 minutes spent on social media per day. This highlights the importance of social media marketing for businesses in Indonesia to reach their target audience.

Having a strong social media presence is essential for businesses in Indonesia to engage with their customers and promote their brand. This includes creating social media profiles on popular platforms such as Facebook, Instagram, Twitter, and LinkedIn. With a strong social media presence, businesses can increase their brand awareness and reach a larger audience.

In addition to having a strong social media presence, businesses in Indonesia need to have an effective social media marketing strategy. This includes creating engaging content that resonates with their target audience, using visual content such as images and videos to increase engagement, and using social media analytics to track performance and adjust their strategy accordingly.

Social media influencers also play a crucial role in social media marketing in Indonesia. Collaborating with influencers can help businesses reach their target audience and increase brand credibility. By partnering with influencers who have a large following and share the same values as their brand, businesses can promote their products or services to a wider audience and drive sales.

Social media advertising is also a key component of social media marketing in Indonesia. This includes using paid ads to reach a targeted audience and increase brand visibility. With the use of social media advertising, businesses can increase their reach and target customers based on demographics, interests, and behaviors.

4. Influencer marketing

Influencer marketing is becoming increasingly popular in Indonesia, with social media influencers having a significant impact on consumer purchasing decisions. According to a report by AdColony, 86% of Indonesian consumers follow social media influencers, and 64% of them have made a purchase based on an influencer's recommendation. This highlights the importance of influencer marketing for businesses in Indonesia to reach their target audience and promote their products or services.

Collaborating with influencers is a powerful way for businesses in Indonesia to increase their brand visibility and credibility. Influencers have a loyal following and can use their platform to promote products or services to their audience. By partnering with influencers who have a relevant and engaged audience, businesses can increase their reach and target customers based on their interests, values, and behaviors.

In addition to partnering with influencers, businesses in Indonesia should also focus on building long-term relationships with them. By nurturing a relationship with influencers, businesses can leverage their platform to promote their brand over time, rather than just for a single campaign.

It's also essential for businesses in Indonesia to collaborate with influencers who align with their brand values and messaging. This includes selecting influencers whose audience aligns with their target demographic and selecting influencers who share the same values as their brand. By doing so, businesses can increase their brand credibility and authenticity. Measuring the impact of influencer marketing is also crucial for businesses in Indonesia. By using tracking tools and social media analytics, businesses can measure the

effectiveness of their influencer marketing campaigns and adjust their strategy accordingly.

5. Personalization

Personalization is a trend that has gained traction in Indonesia, with businesses tailoring their marketing messages and experiences to individual customers based on their preferences and behavior. Personalization can increase customer engagement and enhance brand loyalty. According to a study by Epsilon, 80% of consumers in Indonesia are more likely to do business with a brand that offers personalized experiences. This highlights the importance of personalization in marketing for businesses in Indonesia.

Personalization involves collecting and analyzing data on customers' behavior, preferences, and interests to tailor marketing messages and experiences. This can be done through various means, such as website analytics, customer surveys, and purchase history data. By using this data, businesses can create targeted marketing messages that resonate with individual customers and increase the likelihood of them making a purchase. In addition to targeted marketing messages, personalization can also be applied to the customer experience. This includes personalizing product recommendations, email campaigns, and even website design. By providing a personalized experience, businesses can increase customer engagement and build brand loyalty.

Personalization can also be applied to customer service. With the use of chatbots and artificial intelligence, businesses can personalize the customer service experience by providing personalized responses to customers' inquiries and offering customized solutions to their problems. This can improve customer satisfaction and increase the likelihood of them returning to the business in the future. Measuring the impact of personalization is also crucial for businesses in Indonesia. By using tracking tools and customer analytics, businesses can measure the effectiveness of their personalization efforts and adjust their strategy accordingly.

6. Omnichannel marketing

Omnichannel marketing is becoming more popular in Indonesia, with businesses providing a seamless and consistent customer experience across all channels, including social media, email, mobile apps, websites, and physical stores. According to a study by Rakuten Insight, 89% of consumers in Indonesia expect a consistent experience across all channels when interacting with a brand. This highlights the importance of omnichannel marketing for businesses in Indonesia to meet customer expectations and remain competitive in the market.

Omnichannel marketing involves integrating all channels to provide a seamless and consistent customer experience. This includes creating a cohesive brand identity across all channels and ensuring that customers can interact with a brand in their preferred way. By providing a consistent experience across all channels, businesses can increase customer engagement and drive sales.

One key component of omnichannel marketing is mobile optimization. With the widespread use of smartphones in Indonesia, businesses need to ensure that their websites and mobile apps are optimized for e-commerce transactions. This will not only make it

easier for customers to browse and purchase products online but also increase brand visibility and customer loyalty.

Another important aspect of omnichannel marketing is customer data management. By integrating customer data from all channels, businesses can gain a better understanding of their customers' behavior and preferences. This data can be used to provide a more personalized experience and targeted marketing messages to individual customers.

Omnichannel marketing also includes integrating physical stores into the customer experience. By creating a seamless experience between online and offline channels, businesses can increase customer engagement and drive sales. This includes providing click-and-collect services, offering in-store pickup options, and providing a consistent brand experience across all channels.

7. Video marketing

Video marketing is becoming more popular in Indonesia, with the rise of video platforms such as YouTube and TikTok. According to a report by WARC, video advertising spending in Indonesia is expected to grow by 24% in 2021, driven by the increasing popularity of online video consumption. This highlights the importance of video marketing for businesses in Indonesia to reach their target audience and promote their products or services.

Creating engaging video content is essential for businesses in Indonesia to capture the attention of their target audience. This includes creating videos that are visually appealing, informative, and entertaining. By creating videos that are relevant to their target audience, businesses can increase engagement and drive sales. Video marketing can also be used to showcase products or services. This includes creating product demos, customer testimonials, and behind-the-scenes footage. By showcasing products or services through video content, businesses can increase brand awareness and build credibility.

Social media platforms, such as YouTube and TikTok, provide businesses in Indonesia with a platform to reach a larger audience through video marketing. By creating a YouTube or TikTok channel, businesses can create video content that is easily shareable and has the potential to reach a wider audience. With the use of social media advertising, businesses can also target specific demographics and increase the visibility of their video content. Measuring the impact of video marketing is also crucial for businesses in Indonesia. By using tracking tools and video analytics, businesses can measure the effectiveness of their video marketing efforts and adjust their strategy accordingly.

8. Artificial intelligence (AI)

AI is becoming more accessible and affordable in Indonesia, with businesses using AI to analyze customer data and behavior, personalize marketing messages, and even automate certain marketing tasks. According to a report by IDC, spending on AI in Indonesia is expected to reach \$0.7 billion by 2024, driven by the increasing adoption of AI in various industries, including marketing. This highlights the importance of AI for businesses in Indonesia to remain competitive in the market.

AI can be used to analyze customer data and behavior, providing businesses in Indonesia with valuable insights into their customers' preferences, needs, and buying behavior. By using machine learning algorithms to analyze data, businesses can make more informed decisions and create more targeted marketing messages. Personalization is

another area where AI can be used in marketing. By using AI algorithms to analyze customer data, businesses in Indonesia can create personalized marketing messages that are tailored to each customer's preferences and behavior. This includes creating targeted email campaigns, personalized product recommendations, and even chatbots that can provide customized responses to customers' inquiries.

AI can also be used to automate certain marketing tasks, such as content creation and social media scheduling. With the use of AI-powered tools, businesses in Indonesia can save time and resources while still providing engaging and relevant content to their audience. Measuring the impact of AI in marketing is also crucial for businesses in Indonesia. By using tracking tools and analytics, businesses can measure the effectiveness of their AI-powered marketing efforts and adjust their strategy accordingly.

9. Chatbots

Chatbots are becoming more sophisticated in Indonesia, providing businesses with a way to provide customer support, answer questions, and even make sales. According to a study by Oracle, 80% of businesses in Indonesia plan to use chatbots by 2022. This highlights the importance of chatbots for businesses in Indonesia to provide a seamless customer experience and save time and resources. Chatbots use artificial intelligence and natural language processing to communicate with customers in a human-like way. They can provide support and answer questions 24/7, without the need for human intervention. This can improve customer satisfaction by providing a fast and efficient way to get answers to their inquiries.

In addition to customer support, chatbots can also be used for sales. By using chatbots to recommend products or services based on customer inquiries or behavior, businesses in Indonesia can increase sales and drive revenue. Chatbots can also be used to collect customer data, such as contact information and purchasing behavior. This data can be used to provide more personalized experiences and targeted marketing messages to individual customers. Measuring the impact of chatbots is also crucial for businesses in Indonesia. By using tracking tools and analytics, businesses can measure the effectiveness of their chatbot efforts and adjust their strategy accordingly.

10. User-generated content (UGC)

UGC (User-Generated Content) is becoming more popular in Indonesia, with businesses encouraging customers to create and share content about their brand or product. According to a report by GlobalWebIndex, 45% of internet users in Indonesia have created and shared UGC in the past month. This highlights the importance of UGC for businesses in Indonesia to build trust and loyalty with customers and promote brand awareness.

UGC can take many forms, including social media posts, reviews, and testimonials. By encouraging customers to share their experiences with a brand or product, businesses can increase brand visibility and credibility. UGC also provides a way for businesses to connect with their customers and build a community around their brand. UGC can be used to showcase products or services. This includes creating product demos, customer reviews, and even user-generated ads. By showcasing products or services through UGC, businesses can increase brand awareness and build credibility.

UGC can also be used to personalize the customer experience. By using UGC to create personalized marketing messages and experiences, businesses can increase customer engagement and build brand loyalty. Measuring the impact of UGC is also crucial for businesses in Indonesia. By using tracking tools and analytics, businesses can measure the effectiveness of their UGC efforts and adjust their strategy accordingly.

Discussion

Effective marketing strategies are essential for businesses to remain competitive in the digital age. With the constantly evolving digital landscape, businesses in Indonesia need to stay up to date with the latest trends and best practices to reach their target audience and drive sales.

One of the most important trends in marketing in the digital age is the use of data-driven insights. By collecting and analyzing customer data, businesses can gain valuable insights into their customers' preferences, behavior, and needs. This data can be used to create more targeted and personalized marketing messages that are more likely to resonate with customers. According to a report by McKinsey, businesses that use data-driven insights to inform their marketing strategy see a 20% increase in customer engagement and a 15-20% increase in marketing ROI (Đađ'ová & Soviar, 2021).

Another trend in marketing in the digital age is the use of social media. Social media platforms such as Facebook, Instagram, and Twitter provide businesses with a way to reach a large audience and build a community around their brand. By creating engaging content and interacting with their followers, businesses can increase brand awareness and build brand loyalty. According to a study by Hootsuite, 83% of Indonesians use social media, making it a valuable platform for businesses to reach their target audience (Hernita et al., 2021).

Personalization is also a key trend in marketing in the digital age. By tailoring marketing messages and experiences to individual customers based on their preferences and behavior, businesses can increase customer engagement and build brand loyalty. This includes creating personalized email campaigns, targeted advertising, and personalized product recommendations. According to a report by Epsilon, personalized email campaigns have a 29% higher open rate and 41% higher click-through rate than non-personalized campaigns.

In addition to these trends, businesses in Indonesia also need to adopt best practices in marketing in the digital age. This includes creating a strong online presence, optimizing for mobile devices, and providing a seamless and consistent customer experience across all channels. By adopting these best practices, businesses can increase their visibility, engagement, and drive sales in the digital age.

CONCLUSION

Effective marketing strategies are crucial for businesses to succeed in the digital age. With the constantly evolving digital landscape, businesses in Indonesia need to stay up to date with the latest trends and best practices to reach their target audience and drive sales. The use of data-driven insights, social media, and personalization are some of the key

trends in marketing in the digital age that businesses need to adopt to succeed. Best practices, such as creating a strong online presence, optimizing for mobile devices, and providing a seamless and consistent customer experience across all channels, are also crucial for businesses to remain competitive. By adopting these trends and best practices, businesses in Indonesia can increase brand awareness, engagement, and drive sales. However, it is important for businesses to continuously monitor and measure the effectiveness of their marketing efforts to adjust their strategies accordingly. By doing so, businesses can build brand loyalty and stay ahead of the competition in the digital age. Overall, businesses in Indonesia need to prioritize effective marketing strategies to succeed in the digital age. By staying up to date with the latest trends and best practices, businesses can reach their target audience, drive sales, and build brand loyalty.

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