

DAFTAR PUSTAKA

- Aben, T. A. E., van der Valk, W., Roehrich, J. K., & Selviaridis, K. (2021). Managing information asymmetry in public–private relationships undergoing a digital transformation: the role of contractual and relational governance. *International Journal of Operations and Production Management*, *41*(7), 1145–1191. <https://doi.org/10.1108/IJOPM-09-2020-0675>
- Agegnehu, W., Abdissa, D., & Alemayehu, D. (2022). Confirmatory and Exploratory Factor Analysis for Validating Allen and Meyer Organizational Commitment Questionnaire for Health Professionals in Ethiopia—Amharic Language. *Journal of Healthcare Leadership*, *14*, 99–111. <https://doi.org/10.2147/JHL.S364973>
- Alamsyah, A., Widiyanesti, S., Wulansari, P., Nurhazizah, E., Dewi, A. S., Rahadian, D., Ramadhani, D. P., Hakim, M. N., & Tyasamesi, P. (2023). Blockchain traceability model in the coffee industry. *Journal of Open Innovation: Technology, Market, and Complexity*, *9*(1). <https://doi.org/10.1016/j.joitmc.2023.100008>
- AlNuaimi, B. K., Kumar Singh, S., Ren, S., Budhwar, P., & Vorobyev, D. (2022). Mastering digital transformation: The nexus between leadership, agility, and digital strategy. *Journal of Business Research*, *145*, 636–648. <https://doi.org/10.1016/j.jbusres.2022.03.038>
- Ancín, M., Pindado, E., & Sánchez, M. (2022). New trends in the global digital transformation process of the agri-food sector: An exploratory study based on Twitter. *Agricultural Systems*, *203*. <https://doi.org/10.1016/j.agsy.2022.103520>
- António Porfírio, J., Augusto Felício, J., & Carrilho, T. (2024). Factors affecting digital transformation in banking. *Journal of Business Research*, *171*. <https://doi.org/10.1016/j.jbusres.2023.114393>
- Ariyanti, M., Asyraf, F., & Prasetyo, A. (2023). How do Brands Respond to System Ease, Customer Voice, and Content in the Marketplace? *Transnational Marketing Journal*, *11*(2), 131–147. <https://doi.org/10.58262/tmj.v11i2.2008>

- Azman Ong, M. H., Mohd Yasin, N., & Ibrahim, N. S. (2022). Structural variable validation of an Online Learning Response Behavior (OLRB) instrument: A comparison analysis of three extraction methods of Exploratory Factor Analysis. *Asian Association of Open Universities Journal*, 17(2), 134–146. <https://doi.org/10.1108/AAOUJ-04-2022-0054>
- Becker, L., & Jaakkola, E. (2020). Customer experience: fundamental premises and implications for research. In *Journal of the Academy of Marketing Science* (Vol. 48, Issue 4, pp. 630–648). Springer. <https://doi.org/10.1007/s11747-019-00718-x>
- Bencsik, B., Palmi , M., Parida, V., Wincent, J., & Gassmann, O. (2023). Business models for digital sustainability: Framework, microfoundations of value capture, and empirical evidence from 130 smart city services. *Journal of Business Research*, 160. <https://doi.org/10.1016/j.jbusres.2023.113757>
- Bisnis, J. K., Manajemen, D., Harmen, H., Pengajar, S., Manajemen, J., Unimed, F. E., Tri, M., & Alumni, D. (2018). Pengaruh Talent Management dan Knowledge Management Terhadap Kinerja Karyawan PT. Perkebunan Nusantara II (Survei Pada Kantor Direksi Tanjung Morawa). *Jurnal Konsep Bisnis Dan Manajemen*, 4(2). <http://ojs.uma.ac.id/index.php/bisman>
- B ttcher, T. P., Weking, J., Hein, A., B hm, M., & Krcmar, H. (2022a). Pathways to digital business models: The connection of sensing and seizing in business model innovation. *Journal of Strategic Information Systems*, 31(4). <https://doi.org/10.1016/j.jsis.2022.101742>
- B ttcher, T. P., Weking, J., Hein, A., B hm, M., & Krcmar, H. (2022b). Pathways to digital business models: The connection of sensing and seizing in business model innovation. *Journal of Strategic Information Systems*, 31(4). <https://doi.org/10.1016/j.jsis.2022.101742>
- Bumann, J., & Peter, M. K. (2019). Action Fields of Digital Transformation-A Review and Comparative Analysis of Digital Transformation Maturity Models and Frameworks. *Innovation Und Uternehmertum*. <https://www.researchgate.net/publication/337167323>

- Candia Apriawan, D., & Handoyo Mulyo, J. (2015). Analysis of Sugarcane and Sugar Production in PT. Perkebunan Nusantara VII (PERSERO). *Agro Ekonomi*, 26(2).
- Candiwan, C., & Rianda, L. M. (2024). Transactions at Your Fingertips: Influential Factors in Information Security Behavior for Mobile Banking Users. *International Journal of Safety and Security Engineering*, 14(3), 795–806. <https://doi.org/10.18280/ijssse.140312>
- Carmela Annosi, M., Brunetta, F., Capo, F., & Heideveld, L. (2020). Digitalization in the agri-food industry: the relationship between technology and sustainable development. *Management Decision*, 58(8), 1737–1757. <https://doi.org/10.1108/MD-09-2019-1328>
- Chasanah, B. R., & Candiwan, C. (2020). Analysis of College Students' Cybersecurity Awareness In Indonesia. *SISFORMA*, 7(2), 49–57. <https://doi.org/10.24167/sisforma.v7i2.2706>
- Chatterjee, S., Chaudhuri, R., Gupta, S., Sivarajah, U., & Bag, S. (2023). Assessing the impact of big data analytics on decision-making processes, forecasting, and performance of a firm. *Technological Forecasting and Social Change*, 196. <https://doi.org/10.1016/j.techfore.2023.122824>
- Codara, L., & Sgobbi, F. (2023). Resilience, complexity and digital transformation: three case studies in the valves industry. *Journal of Manufacturing Technology Management*, 34(9), 1–19. <https://doi.org/10.1108/JMTM-05-2022-0214>
- Coşkun, Ö., Timurçin, U., Kıyak, Y. S., & Budakoğlu, I. İ. (2023). Validation of IFMSA social accountability assessment tool: exploratory and confirmatory factor analysis. *BMC Medical Education*, 23(1). <https://doi.org/10.1186/s12909-023-04121-7>
- Creswell, J. W. (2009). *Research design: qualitative, quantitative, and mixed methods approaches*. Sage.
- Daqar, M. A. M. A., & Smoudy, A. K. A. (2019). THE ROLE OF ARTIFICIAL INTELLIGENCE ON ENHANCING CUSTOMER EXPERIENCE. *International Review of Management and Marketing*, 9(4), 22–31. <https://doi.org/10.32479/irmm.8166>

- David, F. (2007). *Strategic Management concepts and cases* (D. Parker, Ed.; 12th ed.). Pearson Prentice Hall.
- De Winnaar, K., & Scholtz, F. (2020). Entrepreneurial decision-making: new conceptual perspectives. *Management Decision*, *58*(7), 1283–1300. <https://doi.org/10.1108/MD-11-2017-1152>
- Derakhti, A., Santibanez Gonzalez, E. D. R., & Mardani, A. (2023). Industry 4.0 and Beyond: A Review of the Literature on the Challenges and Barriers Facing the Agri-Food Supply Chain. *Sustainability*, *15*(6), 5078. <https://doi.org/10.3390/su15065078>
- Desmet, D., & Duncan, E. (2018). A roadmap for a digital transformation. *Digital Disruption in Insurance: Cutting through the Noise*. https://www.mckinsey.com/cl/~/_media/ClientLink/A%20Roadmap%20for%20a%20Digital%20Transformation/A-roadmap-for-a-digital-transformation.pdf
- Durão, N., Ferreira, M. J., Pereira, C. S., & Moreira, F. (2019). Current and future state of Portuguese organizations towards digital transformation. *Procedia Computer Science*, *164*, 25–32. <https://doi.org/10.1016/j.procs.2019.12.150>
- Fathony, A., & Wulandari, Y. (2020). PENGARUH BIAYA PRODUKSI DAN BIAYA OPERASIONAL TERHADAP LABA BERSIH PADA PT. PERKEBUNAN NUSANTARA VII. *Jurnal Ilmiah Akuntansi*.
- Flavián, C., Ibáñez-Sánchez, S., & Orús, C. (2019). The impact of virtual, augmented and mixed reality technologies on the customer experience. *Journal of Business Research*, *100*, 547–560. <https://doi.org/10.1016/j.jbusres.2018.10.050>
- Frisk, J. E., & Bannister, F. (2017). Improving the use of analytics and big data by changing the decision-making culture: A design approach. *Management Decision*, *55*(10), 2074–2088. <https://doi.org/10.1108/MD-07-2016-0460>
- Guo, L., & Xu, L. (2021). The effects of digital transformation on firm performance: evidence from China's manufacturing sector. *Sustainability (Switzerland)*, *13*(22). <https://doi.org/10.3390/su132212844>
- Habing, B. (2003). *Applied Multivariate Statistical Analyses* (5th ed., Vol. 15).

- Holmlund, M., Van Vaerenbergh, Y., Ciuchita, R., Ravald, A., Sarantopoulos, P., Ordenes, F. V., & Zaki, M. (2020). Customer experience management in the age of big data analytics: A strategic framework. *Journal of Business Research*, *116*, 356–365. <https://doi.org/10.1016/j.jbusres.2020.01.022>
- Howard, M. C., & Henderson, J. (2023). A review of exploratory factor analysis in tourism and hospitality research: Identifying current practices and avenues for improvement. *Journal of Business Research*, *154*. <https://doi.org/10.1016/j.jbusres.2022.113328>
- Hsiao, M.-H. (2024a). Resource integration and firm performance through organizational capabilities for digital transformation. *Digital Transformation and Society*. <https://doi.org/10.1108/dts-07-2023-0050>
- Hsiao, M.-H. (2024b). Resource integration and firm performance through organizational capabilities for digital transformation. *Digital Transformation and Society*. <https://doi.org/10.1108/dts-07-2023-0050>
- Hunger, D., & Wheelen, T. (2011). *ESSENTIALS OF STRATEGIC MANAGEMENT* (Vol. 5).
- Kargas, A., Gialeris, E., Komisopoulos, F., Lymperiou, A., & Salmon, I. (2023). Digital Maturity and Digital Transformation Strategy among Greek Small and Medium Enterprises. *Administrative Sciences*, *13*(11). <https://doi.org/10.3390/admsci13110236>
- Kitsios, F., & Kamariotou, M. (2021a). Artificial intelligence and business strategy towards digital transformation: A research agenda. *Sustainability (Switzerland)*, *13*(4), 1–16. <https://doi.org/10.3390/su13042025>
- Kitsios, F., & Kamariotou, M. (2021b). Artificial intelligence and business strategy towards digital transformation: A research agenda. *Sustainability (Switzerland)*, *13*(4), 1–16. <https://doi.org/10.3390/su13042025>
- Kringelum, L. B., Holm, C. G., Holmgren, J., Friis, O., & Jensen, K. F. (2024a). Digital transformation: strategy comes first to lay the groundwork. *Journal of Business Strategy*. <https://doi.org/10.1108/JBS-09-2023-0199>
- Kringelum, L. B., Holm, C. G., Holmgren, J., Friis, O., & Jensen, K. F. (2024b). Digital transformation: strategy comes first to lay the groundwork. *Journal of Business Strategy*. <https://doi.org/10.1108/JBS-09-2023-0199>

- Laupichler, M. C., Aster, A., Haverkamp, N., & Raupach, T. (2023). Development of the “Scale for the assessment of non-experts’ AI literacy” – An exploratory factor analysis. *Computers in Human Behavior Reports*, 12. <https://doi.org/10.1016/j.chbr.2023.100338>
- Masoud, R., & Basahel, S. (2023). The Effects of Digital Transformation on Firm Performance: The Role of Customer Experience and IT Innovation. *Digital*, 3(2), 109–126. <https://doi.org/10.3390/digital3020008>
- Mhlungu, N. S. M., Chen, J. Y. J., & Alkema, P. (2019). The underlying factors of a successful organisational digital transformation. *SA Journal of Information Management*, 21(1). <https://doi.org/10.4102/sajim.v21i1.995>
- Mulyana, K. H., Noviarisanti, S., & Si, S. (2023). Factor Analysis Of Digital Transformation Challenges In Telkom Sigma Company. *Proceedings of The 2 Nd Conference on Managing Digital Industry, Technology and Entrepreneurship (CoMDITE 2021)*.
- Nabila, V. S., & Syarvina, W. (2022). Analisis Pengaruh Beban Kerja Terhadap Kinerja Karyawan PT. Perkebunan Nusantara IV Medan. *Jurnal Kewarganegaraan*, 6(2).
- Neuhofer, B., Magnus, B., & Celuch, K. (2021). The impact of artificial intelligence on event experiences: a scenario technique approach. *Electronic Markets*. <https://doi.org/10.1007/s12525-020-00433-4/Published>
- Olsson, A. K., Eriksson, K. M., & Carlsson, L. (2024a). Management toward Industry 5.0: a co-workership approach on digital transformation for future innovative manufacturing. *European Journal of Innovation Management*. <https://doi.org/10.1108/EJIM-09-2023-0833>
- Olsson, A. K., Eriksson, K. M., & Carlsson, L. (2024b). Management toward Industry 5.0: a co-workership approach on digital transformation for future innovative manufacturing. *European Journal of Innovation Management*. <https://doi.org/10.1108/EJIM-09-2023-0833>
- Ornati, M., & Kalbaska, N. (2022). Looking for haptics. Touch digitalization business strategies in luxury and fashion during COVID-19 and beyond. *Digital Business*, 2(2). <https://doi.org/10.1016/j.digbus.2022.100035>

- Pham, T. T. T., Le, H. A., & Do, D. T. (2021). The Factors Affecting Students' Online Learning Outcomes during the COVID-19 Pandemic: A Bayesian Exploratory Factor Analysis. *Education Research International*, 2021. <https://doi.org/10.1155/2021/2669098>
- Rahi, S. (2017). Research Design and Methods: A Systematic Review of Research Paradigms, Sampling Issues and Instruments Development. *International Journal of Economics & Management Sciences*, 06(02). <https://doi.org/10.4172/2162-6359.1000403>
- Rodrigues, L. F., Oliveira, A., & Rodrigues, H. (2023). Technology management has a significant impact on digital transformation in the banking sector. *International Review of Economics and Finance*, 88, 1375–1388. <https://doi.org/10.1016/j.iref.2023.07.040>
- Sadjadi, E. N., & Fernández, R. (2023). Challenges and Opportunities of Agriculture Digitalization in Spain. In *Agronomy* (Vol. 13, Issue 1). MDPI. <https://doi.org/10.3390/agronomy13010259>
- Santosa, P. (2015). *METODOLOGI PENELITIAN: Paradigma, Proposal, Pelaporan, dan Penerapan* (1st ed., Vol. 1). Azzagrafika.
- Senadjki, A., Au Yong, H. N., Ganapathy, T., & Ogbeibu, S. (2023). Unlocking the potential: the impact of digital leadership on firms' performance through digital transformation. *Journal of Business and Socio-Economic Development*. <https://doi.org/10.1108/jbsed-06-2023-0050>
- Silva, F. T. da, Baierle, I. C., Correa, R. G. de F., Sellitto, M. A., Peres, F. A. P., & Kipper, L. M. (2023). Open Innovation in Agribusiness: Barriers and Challenges in the Transition to Agriculture 4.0. *Sustainability (Switzerland)*, 15(11). <https://doi.org/10.3390/su15118562>
- Sinclair, P. M., Kable, A., Oldmeadow, C. J., & Wilson, A. (2024). Satisfaction with asynchronous e-learning: An exploratory factor analysis of the Learner Satisfaction with Asynchronous e-Learning (LSAeL) instrument. *Nurse Education in Practice*, 75. <https://doi.org/10.1016/j.nepr.2024.103897>
- Sinnaiah, T., Adam, S., & Mahadi, B. (2023). A strategic management process: the role of decision-making style and organisational performance. *Journal of*

- Work-Applied Management*, 15(1), 37–50. <https://doi.org/10.1108/JWAM-10-2022-0074>
- Sulianti, D., & Tobing, K. L. (2015). Pengaruh Komitmen Organisasional dan Kepuasan Kerja Terhadap Kinerja Karyawan PT. Perkebunan Nusantara III di Sumatera Utara. *JURNAL MANAJEMEN DAN KEWIRAUSAHAAN*.
- Syed, A. A., Gupta, S., & Rai, D. (2021). Psychological, social and economic impact of COVID 19 on the working population of India: Exploratory factor analysis approach. *International Journal of Disaster Risk Reduction*, 66. <https://doi.org/10.1016/j.ijdr.2021.102617>
- Tahunan, L. (2022). *Continue to Grow Towards A Sustainable Business PT Perkebunan Nusantara III (Persero) Annual Report*.
- Teng, X., Wu, Z., & Yang, F. (2022). Research on the Relationship between Digital Transformation and Performance of SMEs. *Sustainability (Switzerland)*, 14(10). <https://doi.org/10.3390/su14106012>
- Thangavelu, M., Krishnaswamy, V., & Sharma, M. (2021). Impact of comprehensive information security awareness and cognitive characteristics on security incident management – an empirical study. *Computers and Security*, 109. <https://doi.org/10.1016/j.cose.2021.102401>
- Trabelsi, M., Casprini, E., Fiorini, N., & Zanni, L. (2023). Unleashing the value of artificial intelligence in the agri-food sector: where are we? *British Food Journal*, 125(13), 482–515. <https://doi.org/10.1108/BFJ-11-2022-1014>
- Trequatrini, R., Lardo, A., Cuzzo, B., & Manfredi, S. (2022). Intangible assets management and digital transformation: evidence from intellectual property rights-intensive industries. *Meditari Accountancy Research*, 30(4), 989–1006. <https://doi.org/10.1108/MEDAR-03-2021-1216>
- Trzaska, R., Sulich, A., Organa, M., Niemczyk, J., & Jasiński, B. (2021a). Digitalization business strategies in energy sector: Solving problems with uncertainty under industry 4.0 conditions. *Energies*, 14(23). <https://doi.org/10.3390/en14237997>
- Trzaska, R., Sulich, A., Organa, M., Niemczyk, J., & Jasiński, B. (2021b). Digitalization business strategies in energy sector: Solving problems with

- uncertainty under industry 4.0 conditions. *Energies*, 14(23).
<https://doi.org/10.3390/en14237997>
- Ukko, J., Nasiri, M., Saunila, M., & Rantala, T. (2019a). Sustainability strategy as a moderator in the relationship between digital business strategy and financial performance. *Journal of Cleaner Production*, 236.
<https://doi.org/10.1016/j.jclepro.2019.117626>
- Ukko, J., Nasiri, M., Saunila, M., & Rantala, T. (2019b). Sustainability strategy as a moderator in the relationship between digital business strategy and financial performance. *Journal of Cleaner Production*, 236.
<https://doi.org/10.1016/j.jclepro.2019.117626>
- Ullrich, A., Reißig, M., Niehoff, S., & Beier, G. (2023). Employee involvement and participation in digital transformation: a combined analysis of literature and practitioners' expertise. *Journal of Organizational Change Management*, 36(8), 29–48. <https://doi.org/10.1108/JOCM-10-2022-0302>
- van der Schyff, K., & Flowerday, S. (2021). Mediating effects of information security awareness. *Computers and Security*, 106.
<https://doi.org/10.1016/j.cose.2021.102313>
- Verhoef, P. C., & Bijmolt, T. H. A. (2019). Marketing perspectives on digital business models: A framework and overview of the special issue. In *International Journal of Research in Marketing* (Vol. 36, Issue 3, pp. 341–349). Elsevier B.V. <https://doi.org/10.1016/j.ijresmar.2019.08.001>
- Volpentesta, T., Spahiu, E., & De Giovanni, P. (2023). A survey on incumbent digital transformation: a paradoxical perspective and research agenda. In *European Journal of Innovation Management* (Vol. 26, Issue 7, pp. 478–501). Emerald Publishing. <https://doi.org/10.1108/EJIM-01-2023-0081>
- Watkins, M. W. (2018). Exploratory Factor Analysis: A Guide to Best Practice. *Journal of Black Psychology*, 44(3), 219–246.
<https://doi.org/10.1177/0095798418771807>
- Yılmaz, H., Dönmez Özyakar, H., & Dağ, M. M. (2024). Exploratory factor analysis of manure utilization for sustainable dairy farming: Evidence from crop-dairy farming systems in Turkey. *Waste Management Bulletin*, 1(4), 164–171. <https://doi.org/10.1016/j.wmb.2023.10.010>