JOURNAL OF ECONOMIC, RELIGIOUS, AND ENTREPRENEURSHIP
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The Influence of Online Purchases by Dormitory Residents on Dormitory Management

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ABSTRACT

This study aims to analyse the influence of online purchases by dormitory residents on dormitory management. A descriptive correlational quantitative approach was applied with 75 dormitory residents selected through purposive sampling. The research instrument included a questionnaire, with online purchase indicators including frequency, type, and resident satisfaction, while dormitory management indicators included operational efficiency, logistics management, and service quality. The research findings show that online purchasing has a significant impact on dormitory management, with a regression coefficient of 0.881 indicating a positive relationship between the variables. In addition, the R Square value of 0.495 indicates that 49.5% of the variability in dormitory management is explained by online purchasing activities, while the remaining 50.5% is influenced by other factors. Online purchasing makes it easier for residents to fulfil their daily needs without having to leave the residence hall, but it also presents challenges for management in terms of logistics, transaction security, and resident satisfaction with the quality of the product or service. This study highlights the importance of integrating digital technology and adaptive management systems to support residents' needs. In conclusion, online purchasing has a positive impact on the operational efficiency and quality of dormitory management. The findings provide guidance for dormitory managers to improve services and overcome challenges in managing online purchasing activities.

Introduction

Dormitory management is an integral part of facility management that involves various operational aspects, including financial management, logistics, facilities, and services provided to residents. Indonesia utilizes digital technology to enhance foreign policy contributions and strengthen regional cooperation in the midst of the digital transformation era. The use of digital technology can bridge the information and technology gap (Listyowati et al., 2022; Vassilakopoulou & Hustad, 2023). In recent years, digital technology, especially e-commerce, has become an important element in business management in various sectors, including dormitory management (Pratiwi, 2022; Yani et al., 2023). The digital era has

brought significant changes in various aspects of life, including the way individuals meet their needs (Sugiono, 2020; Nuri et al., 2024). With easy access to internet technology, activities such as purchasing goods and services have shifted to digital platforms (Han & Xu, 2019; Aula & Suharto, 2021). This phenomenon is also felt by dormitory residents who use online purchasing services to meet their daily needs.

Dormitories as a place of residence for students or other residents, have an important role in supporting the comfort and smoothness of their daily activities. One important factor in managing an effective dormitory is the use of technology to improve operational efficiency and the quality of services provided (Fadli, 2024; Jajuli et al., 2023). Online purchases by dormitory residents are one example of the use of e-commerce technology which is increasingly widespread. Purchasing goods or services online provides convenience and efficiency for residents, who do not need to leave the dormitory environment to meet their daily needs, such as buying food, personal equipment, or using additional services provided by the dormitory. This of course has the potential to increase resident satisfaction with the overall dormitory service.

In line with the increasingly widespread adoption of e-commerce platforms across various service sectors, the role of digital purchasing behavior within residential facilities has become a critical subject of investigation. While the initial implementation of such technology primarily aims to enhance convenience and service accessibility, it simultaneously introduces a new layer of complexity in operational dynamics. This duality where benefits such as efficiency and user satisfaction coexist with managerial and logistical constraints necessitates a more nuanced understanding of how digital consumer habits shape the overall quality of facility management, particularly in communal living environments like dormitories. Existing studies have predominantly focused on macro-level economic implications of e-commerce or consumer satisfaction in commercial contexts; however, limited research has addressed the micro-level managerial impacts of online transactions within institutional residential settings. Bridging this research gap is essential to ensure that technological integration not only enhances service delivery but also aligns with sustainable management practices and resident well-being (Escudero-Santana et al., 2022).

Although online shopping offers many advantages, it also poses its own challenges for dormitory managers (Nia Lefiani & Anggalia Wibasuri, 2021; Ajriani, 2019). Managing the delivery of goods, providing additional services that can be purchased online, and arranging logistics are things that require special attention. Online shopping can also affect the financial aspects of the dormitory, given the additional costs for shipping goods and managing payments that must be made digitally. Therefore, it is important to examine how online shopping by dormitory residents can affect dormitory management, both positively and negatively.

The complexity introduced by online shopping necessitates a strategic approach in how dormitory services are designed and delivered. As digital consumption becomes deeply embedded in residents' daily routines, dormitory managers are compelled to adapt their operational systems to accommodate this behavioral shift. This includes not only addressing logistical arrangements and digital payment systems but also ensuring service quality remains consistent amidst increased digital transactions. Without adequate integration of technology-driven management practices, the dormitory may face operational inefficiencies and diminished resident satisfaction. Consequently, it is crucial to examine how digital platforms, particularly e-commerce, can be leveraged not just as a transactional tool but as a component of comprehensive dormitory service innovation.

Along with the development of e-commerce, modern boarding houses are increasingly adopting digital platforms to improve their services. As explained by Bakri et al., (2024) in their research, e-commerce allows companies to reach more consumers in a more efficient way. Similarly, dormitories that utilise digital technology can offer better services, such as online reservation systems, electronic payments for room rent, and access to important information through applications. Online purchases by residents have become commonplace, whether for personal needs, such as food and beverages, or for additional services provided by the dormitory management, such as laundry or room cleaning. With the ease of access and convenience offered by online platforms, dormitory residents no longer need to leave the house to fulfil their needs, which is certainly very beneficial for them, especially for students who are busy with their academic activities. Therefore, dormitory managers should be able to utilise these online purchases to support dormitory operations more efficiently and improve service quality.

However, despite the many benefits of online shopping, it is undeniable that it can also add to the complexity of dormitory management. dormitory managers must face challenges in managing the delivery of goods, ensuring transaction security, and maintaining resident satisfaction regarding the quality of goods or services purchased online. In addition, managers must also manage the potential additional financial burden that may arise due to shipping and administrative costs associated with online shopping. Therefore, it is important to understand how online shopping can affect all aspects of dormitory management, both in terms of operational efficiency and its impact on financial management and resident satisfaction.

This study aims to analyse the effect of online purchases by boarders on dormitory management. In this study, two main variables will be analysed, namely online purchases by dormitory residents and dormitory management. Online purchasing as the independent variable includes the frequency, type, and residents' satisfaction with the online purchasing services provided by the dormitory, while dormitory management as the dependent variable includes operational efficiency, financial management, and the impact on existing services and facilities. This research will examine whether online purchasing has a positive impact, such as increasing operational efficiency and resident satisfaction, or whether it creates disruptions in dormitory management, such as logistical and financial management problems.

Correspondingly, this research also aims to provide insights for dormitory managers on how they can optimise the use of e-commerce platforms to improve service quality and resident experience. While many studies have addressed the impact of online shopping on the economy or consumer behaviour, very few have reviewed its impact on facility management aspects, particularly dormitories. Therefore, this study attempts to fill the gap by exploring how online shopping by residents can affect dormitory management. This research will also assess whether there are any negative impacts to watch out for in the implementation of online shopping, such as residents' dissatisfaction with the purchasing process, delivery delays, or administrative issues. Thus, the results of this research can help dormitory managers formulate better strategies in managing online shopping, ensuring that the implementation of this system provides maximum benefits for residents and dormitory operations.

Overall, online shopping by dormitory residents has significant implications for dormitory business management. Online shopping serves not only as a tool to fulfil residents' needs, but also as part of a larger business management strategy, which includes service innovation, financial management, and facility management. Therefore, it is important to

comprehensively assess the impact of this online shopping behaviour to ensure that dormitory managers can make optimal use of this technology without ignoring the challenges that may arise.

This research is expected to provide a clear picture of how online shopping can affect dormitory management, as well as provide useful recommendations for dormitory managers in improving services and resident experience. Changes in consumer behaviour patterns due to technological advances make this research relevant in understanding how dormitories as support facilities can adapt. The findings of this study can also be applied to the management of other facilities with similar characteristics.

Method

The research approach used in this study is a quantitative approach with a descriptive correlational research type. The population in this study were all dormitory residents, namely 75 people who use online purchasing services as part of their daily needs. The sampling technique used was purposive sampling, which is a technique that allows research to select respondents who are relevant to the research criteria. The research instrument is a questionnaire with five answer options based on a Likert scale that has been tested for validity and reliability.

The research questionnaire was designed by the researcher with reference to the indicators of each variable. Indicators of online purchasing variables include frequency of purchase, types of products or services purchased, and residents' satisfaction with online purchasing services. Meanwhile, indicators of dormitory management variables include operational efficiency, logistics management, impact on dormitory finances, and influence on the quality of services provided.

Data analysis was carried out using descriptive analysis and simple linear regression. Descriptive analysis aims to describe the characteristics of online purchasing and dormitory management based on the data obtained. While regression analysis is used to determine whether there is a significant influence between the independent variable (online purchasing) on the dependent variable (dormitory management). Before conducting hypothesis testing, assumption tests such as validity, reliability, normality, and homogeneity were first carried out to ensure the feasibility of the data. With this approach, the research is expected to provide a comprehensive picture of how online purchasing by dormitory residents affects various aspects of dormitory management, both in terms of operational efficiency and its impact on resident satisfaction.

Findings

Validity and Reliability Test

Table 1. Recapitulation of Validity and Reliability Tests

Variables	Number of Items	Number of Valid Items	Invalid Items	Alpha Value	Information
Online Purchasing	15	15	-	0.714	Reliable
Dormitory Management	15	15	-	0.794	Reliable

Source: Processed data results using SPSS 26.0

The validity and reliability testing of the research instruments was conducted on two main variables, namely Online Purchasing and Dormitory Management, each consisting of 15 items. Based on the results processed using SPSS 26.0, all items for both variables were declared valid, indicating that each item has a strong correlation with the total score and is capable of accurately measuring the intended construct. The reliability test showed a Cronbach's alpha value of 0.714 for the Online Purchasing variable and 0.794 for the Dormitory Management variable. Both values exceed the commonly accepted threshold of 0.70 (Taber, 2017), which confirms that the instruments demonstrate acceptable to high levels of internal consistency. These findings suggest that the instruments used are methodologically sound and statistically reliable for measuring perceptions related to online purchasing behavior and the effectiveness of dormitory management. The high reliability coefficients indicate that the items consistently reflect the underlying constructs, thereby supporting the validity of subsequent analytical procedures, including regression and hypothesis testing.

Normality Test

Table 2. One-Sample Kolmogorov-Smirnov Test

		Unstandardised Residue
N		75
Normal Parameters [a,b]	Means	.0000000
	Standard Deviation	4.65802988
The Most Extreme Difference	Absolute	.076
	Positive	.066
	Negative	-.076
Test Statistics		.076
Asymptomatic Sig. (2-tailed)		.200 [c,d]

a. The test distribution is Normal.

b. Calculated from the data.

c. Lilliefors Significance Correction.

d. This is the actual lower limit of significance.

Source: Processed data results using SPSS 26.0

Based on the results of the One-Sample Kolmogorov-Smirnov Test on unstandardised residuals, the following information is obtained: the number of samples (N) is 75, with an average residual value of 0.0000000 and a standard deviation of 4.65802988. This test also shows the Most Extreme Difference (maximum deviation) between the data distribution and the normal distribution, with an absolute value of 0.076, a positive value of 0.066, and a negative value of -0.076.

The test results show a Test Statistic of 0.076 with an asymptotic significance value (Asymp. Sig. (2-tailed)) of 0.200 after Lilliefors correction. Because the significance value is greater than 0.05, it can be concluded that the residuals in this study are normally distributed at the 5% significance level. his finding indicates that the residuals do not significantly deviate from a normal distribution, thus satisfying one of the key assumptions required for linear regression analysis.

With a normal residual distribution, the assumption of normality is met, so the regression model used can be relied upon for further analysis. This supports the validity of the research results and allows for more accurate interpretation of the regression coefficients.

Homogenity Test

Table 3 Variance Homogeneity Test

		Levene Statistics	df1	df2	Sig.
Results	Based on Mean	.644	12	59	.796
	Based on Median	.272	12	59	.992
	Based on Median and with adjusted df	.272	12	43,648	.991
	Based on trimmed mean	.499	12	59	.907

Source: Processed data results using SPSS 26.0

Based on the results of the Variance Homogeneity Test using the Levene method, the significance values across all test approaches were above 0.05. Specifically, the test based on the mean yielded a Levene Statistic of 0.644 with a significance of 0.796, while the median-based test showed a value of 0.272 with a significance of 0.992, both with and without adjusted degrees of freedom. The trimmed mean approach also produced a Levene Statistic of 0.499 and a significance of 0.907. These consistent results indicate no significant variance differences across groups, confirming that the assumption of homogeneity of variance is met. This supports the use of parametric tests such as ANOVA, as the data exhibit stable variance across groups. Ensuring this assumption is fulfilled is important to avoid distortion in effect estimation due to unequal variances. The consistency of results across different calculation methods further reinforces the reliability of the dataset, allowing the analysis to proceed with greater confidence.

Table 4 Model Summary [b]

Model	R	R Square	Adjusted Squared R	Standard Error of Estimation
1	.704 [a]	.495	.488	3.453

a. Predictors: (Constant), Online Purchase
b. Dependent Variable: Dormitory Management

Source: Processed data results using SPSS 26.0

The R value of 0.704 indicates a strong correlation between the predictor variable (Online Purchasing) and the dependent variable (Dormitory Management). The R Square value of 0.495 indicates that 49.5% of the variation in the Dormitory Management variable can be explained by the Online Purchasing variable. The remaining 50.5% is influenced by other factors not included in this model.

The Adjusted R Square value of 0.488 indicates that the model remains stable and robust despite adjusting for the number of predictors and sample size. In addition, the Std. Error of the Estimate of 3.453 shows that the standard deviation of the residuals is still quite small, considering the strength of the model is quite good.

These results indicate that the regression model built is good enough to explain the relationship between Online Purchasing and Dormitory Management. With a medium coefficient of determination, this model can be used to make fairly accurate predictions about the Dormitory Management variable.

Table 5 ANOVA [a]

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Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	854,516	1	854,516	71,662	.000 b
	Residual	870,471	73	11,924		
	Total	1724.987	74			

a. Dependent Variable: Dormitory Management
b. Predictors: (Constant), Online Purchases
Source: Processed data results using SPSS 26.0

The ANOVA analysis results show that the regression model used in this study is statistically significant to explain the effect of the Online Purchasing variable on Dormitory Management. This is indicated by the calculated F value of 71.662 with a significance level (Sig.) of 0.000 which is below the 0.05 threshold. Thus, it can be concluded that Online Purchasing has a significant effect on Dormitory Management.

The Total Sum of Squares of 1724,987 shows the total variation in the data, of which 854,516 is explained by the regression model (Sum of Squares Regression), while the remaining 870,471 is the variation not explained by the model or called residuals. The Mean Square for the regression of 854,516 is much larger than the Mean Square of the residual of 11,924. This shows that the regression model has good power in explaining the relationship between Online Purchasing and Dorm Management.

Table 6. Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1(Constant)	7.108	5,984		1.188	.239
Online Purchasing	.881	.104	.704	8.465	.000

a. Dependent Variable: Dormitory Management
Source: Processed data results using SPSS 26.0

The results of the regression coefficient analysis show that the Online Purchasing variable has a significant effect on Dormitory Management. The unstandardised regression coefficient value (B) for Online Purchases is 0.881, which means that every increase in Online Purchases by one unit will increase Dormitory Management by 0.881 units. The calculated t value is 8.465 with a significance level (Sig.) of 0.000 which is below the 0.05 threshold which shows a very significant effect. This strong statistical relationship indicates that the implementation and optimization of online purchasing systems may contribute directly to improving dormitory operational outcomes.

The constant 7.108 indicates that if Online Purchasing is zero, then the expected value of Dormitory Management is 7.108. The standardised coefficient (Beta) value of 0.704 indicates that Online Purchasing is a very strong predictor of the variability of Dorm Management. This result confirms that Online Purchasing significantly affects the level of Dormitory Management. Such findings support the growing relevance of digital integration in residential facility management and align with previous studies emphasizing the transformative role of e-commerce in service efficiency and responsiveness.

Discussion

Based on the regression analysis results, it was found that online purchasing activities by dormitory residents have a significant impact on dormitory management. The increasing use of e-commerce platforms in daily life has made online shopping an integral part of boarders' routines. This finding supports the research background which states that changes in consumption patterns, particularly through digital media, have direct implications for logistics, operational, and service management systems within the dormitory environment.

The calculation results show a regression coefficient value of 0.881, which indicates that every increase in online shopping activity contributes positively by 0.881 units to improving the quality of dormitory management. Meanwhile, the R Square value of 0.495 means that 49.5% of the variation in dormitory management can be explained by the online purchase variable, while the remaining 50.5% is influenced by other factors not examined in this study, such as internal management, residents' preferences, or service quality in general (Kurniati et al., 2025).

The findings indicate a significant influence of online shopping activities on dormitory management effectiveness. The increasing frequency and volume of online shopping demands a responsive management system, especially in the aspects of logistics and resident services. This is in line with the results of research (Al Farohi et al., 2023) and (Ni Komang Thessy Aprelia Arijesni & Putu Diah Sastri Pitanatri, 2024), which show that easy access to e-commerce has an impact on the demand for more efficient logistics service provision in the dormitory environment.

In addition, previous research by (Al Farohi et al., 2023) also confirms that the use of digital technology in the purchasing process can improve the efficiency of logistics management, especially in collective environments such as dormitories. (Sutrisno et al., 2023) adds that the convenience of online shopping systems contributes to building residents' trust and satisfaction with dormitory management. Similarly, (Shofiyah & Sugiarti, 2020) states that the adaptation of management systems to digital consumption trends can create management that is more integrative, adaptive, and flexible in the face of change.

In a practical context, effective dormitory management now demands the provision of additional services such as secure package storage, automated notification systems for item retrieval, as well as efficient scheduling of retrieval. This is reinforced by a study (Luo et al., 2020), which states that improved logistics services significantly increase user satisfaction and operational efficiency in closed community environments such as dormitories.

Furthermore, the results of this study emphasise the importance of integrating digital management systems in dormitory management. Residents' reliance on online shopping is not just a trend, but a part of the digital lifestyle that dormitory managers must anticipate and facilitate. Management that is responsive to this trend not only improves efficiency, but also creates added value in service and resident satisfaction.

Thus, this study not only identifies new challenges in dormitory management due to the increase in online shopping activities, but also opens up opportunities for the development of innovative, technology-based management strategies. Dormitory managers who are able to adopt effective and adaptive digital systems will have a competitive advantage in creating a residential environment that is comfortable, efficient, and aligned with the needs of today's digital generation.

Furthermore, the findings of this study reflect the importance of digital transformation in the context of management of collective residential facilities such as dormitories. Online shopping activities not only impact physical aspects such as receiving goods, but also have far-reaching managerial consequences, including the need to adjust administrative systems, coordinate logistics, and manage the flow of goods in and out (Wase Meliala et al., 2023). In the long run, this requires dormitory managers to develop management systems that are agile, data-driven, and integrated with information technology.

One aspect that is important to study more deeply is risk management related to online shopping, such as late delivery, lost packages, or misuse of the dormitory address by outsiders. This can create an additional burden for management staff and impact the security of the dormitory environment. Therefore, internal policies are needed that regulate the procedures for receiving and distributing goods, including data collection and reporting, in order to create an orderly and safe system (Herdiana, 2018).

Furthermore, from a sociocultural point of view, the phenomenon of increased online shopping activities also reflects a shift in the pattern of social interaction between residents. Activities that were previously carried out together outside the dormitory are now happening more individually through digital devices. Although efficiency increases, direct social interaction may decrease, so managers need to facilitate communal spaces or other social activities to maintain cohesion between residents. This is important in creating a harmonious and psychosocially healthy residential environment (Abed & Al-Jokhadar, 2022).

In terms of technology, this study implies the importance of developing dormitory management information systems (SIMAs) capable of supporting online-based logistics activities. This could include automatic notification features, barcode scanning of packages, integration with dormitory security systems, and data analytics to monitor residents' consumption trends. The adoption of this technology will not only improve efficiency, but also support data-driven decision-making in dormitory management (Nurendah, 2023).

On the other hand, the R Square value of 0.495 indicates that there are opportunities for further research to explore other variables that influence dormitory management. Some potential factors include: quality of manager leadership, resident participation in decision-making, resident satisfaction assessment system, and quality of internal communication. (Hadrian et al., 2021), the effectiveness of public services, including dormitory management, is strongly influenced by a combination of technological factors, consumer behaviour and the quality of human resources.

Overall, this research strengthens the argument that dormitory management needs to move towards a smart management system that is adaptive to the changing digital behaviour of society, especially the younger generation who are the main residents of the dormitory. The readiness of managers to respond to this trend will determine their success in creating services that are not only efficient but also relevant to the needs of the times.

Conclusion

This study concludes that online purchasing activities among dormitory residents exert a statistically significant and positive influence on dormitory management. The regression analysis results demonstrate that online purchasing behavior contributes meaningfully to the improvement of various aspects of dormitory operations, including logistics efficiency, service responsiveness, and financial administration. A coefficient value of 0.881 and a

determination coefficient (R^2) of 0.495 indicate that nearly half of the variance in dormitory management outcomes can be attributed to residents' engagement in online shopping, highlighting the relevance of digital consumption behavior in shaping contemporary facility management strategies.

The findings suggest that the integration of e-commerce platforms into dormitory environments is not merely a convenience but a structural necessity that must be strategically managed. Dormitory managers are thus encouraged to adapt their operational frameworks to accommodate the increasing frequency and volume of online transactions, including implementing digital-based logistics systems, real-time notification features, secure package handling, and resident feedback mechanisms. Such adjustments are essential to ensure resident satisfaction, maintain service quality, and optimize resource allocation.

Moreover, the study underscores the need for a forward-looking dormitory management approach that embraces digital transformation holistically. This includes not only technological adaptations but also the formulation of policies that address security risks, social cohesion, and administrative efficiency in response to the digital habits of residents. The implications of this study extend beyond dormitory settings and may serve as a reference for other collective living environments—such as student housing, residential campuses, and co-living spaces—where digital behavior increasingly influences service design and delivery.

Finally, while this study offers valuable insights, it also opens avenues for future research to explore additional factors that may affect dormitory management, such as managerial leadership quality, resident engagement, infrastructure readiness, or technological literacy. A broader investigation involving longitudinal data or multi-location comparisons could further enrich the understanding of how digital consumer behavior reshapes institutional residential management in the era of smart living.

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