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## Digital Branding Strategies for Building Competitive Advantage in the Online Business Era

Apriyanto<sup>1</sup>, Muhamad Ammar Muhtadi<sup>2</sup>

<sup>1</sup>Politeknik Tunas Pemuda,

<sup>2</sup>Eastasouth Institute

[apriyanto@politeknik-tunaspemuda.ac.id](mailto:apriyanto@politeknik-tunaspemuda.ac.id)

### **Abstract**

*The rapid expansion of digital technology has transformed the competitive landscape of online business, making digital branding strategies a crucial factor in achieving sustainable competitive advantage. This study aims to analyze the effect of digital branding strategies on competitive advantage in the online business era. A quantitative research approach was employed using data collected from 130 respondents who actively engage with online businesses. Data were gathered through a structured questionnaire measured using a five-point Likert scale and analyzed using SPSS version 25. The analytical techniques included descriptive statistics, validity and reliability testing, and multiple linear regression analysis. The results reveal that digital branding strategies—represented by online brand presence, digital engagement, content consistency, and brand trust—have a positive and significant effect on competitive advantage. Among these dimensions, brand trust and digital engagement were found to be the most influential factors in enhancing differentiation and customer loyalty. These findings indicate that effective management of digital branding activities enables businesses to strengthen market positioning and outperform competitors in highly competitive online environments. This study contributes empirical evidence to the digital marketing literature and provides practical insights for online businesses in formulating strategic branding initiatives to achieve long-term competitive advantage.*

*Keywords: Digital Branding; Competitive Advantage; Online Business; Digital Engagement; Brand Trust*

### **1. Introduction**

The rapid advancement of digital technologies has fundamentally transformed how businesses create, communicate, and deliver value to customers, shifting competition from traditional physical markets to highly dynamic online environments driven by widespread internet access, social media, mobile applications, and e-commerce systems [1], [2]. In this context, branding has evolved beyond logos, slogans, and offline promotion into a comprehensive digital branding process that shapes consumer perceptions, interactions, and trust in virtual spaces, making it a critical determinant of competitive advantage. As online markets become increasingly saturated with brands offering similar products and services, particularly affecting small and medium-sized enterprises (SMEs) and online startups, differentiation is no longer based solely on tangible offerings but on intangible assets such as brand image, customer engagement, perceived value, and trust, all of which are strongly influenced by effective digital branding activities [3], [4]. Firms that fail to manage their digital brand presence strategically risk reduced visibility, weakened customer loyalty, and diminished long-term sustainability in the online business era.

Digital branding refers to the strategic use of digital channels—such as websites, social media, search engines, and online marketplaces—to build, communicate, and strengthen brand identity and brand value, with an emphasis on interactive communication, real-time engagement, personalized content, and two-way relationships between brands and consumers [5], [6]. Through consistent digital content, responsive communication, and active engagement, businesses can foster emotional connections, enhance brand credibility, and influence purchase decisions, all of which are essential for achieving sustainable competitive advantage in the digital marketplace [5], [7]. However, despite its growing importance, many online businesses still implement digital branding in an unstructured and tactical manner, focusing on short-term promotional activities rather than long-term brand strategy, often prioritizing digital advertising while neglecting brand consistency, customer interaction, and trust-building mechanisms. This gap between digital branding practices and strategic branding outcomes underscores

the need for empirical research to examine how digital branding strategies contribute to competitive advantage, particularly from the perspectives of consumers and online business actors.

From an academic perspective, prior studies have extensively examined branding and competitive advantage in traditional business contexts. However, empirical evidence focusing specifically on digital branding strategies in online business environments remains limited, especially in emerging digital markets. Moreover, existing studies often analyze digital marketing in general, without clearly distinguishing branding-oriented strategies from transactional or promotional tactics. This study seeks to address this gap by focusing explicitly on digital branding strategies and their impact on competitive advantage in the online business era.

Accordingly, this research aims to analyze the effect of digital branding strategies on competitive advantage using a quantitative approach. Data were collected from 130 respondents through a structured questionnaire measured on a Likert scale and analyzed using SPSS version 25. By examining key dimensions of digital branding—such as online brand presence, digital engagement, content consistency, and brand trust—this study provides empirical insights into how digital branding contributes to market differentiation, customer loyalty, and superior competitive positioning. The findings are expected to offer both theoretical contributions to the digital marketing and branding literature and practical implications for online businesses seeking to strengthen their competitive advantage in an increasingly digital economy.

## **2. Literature Review**

### **2.1 Digital Branding**

Branding has traditionally been understood as a strategic process through which firms create a distinct identity and image in the minds of consumers to differentiate their products or services from competitors; however, in the digital era this concept has evolved into digital branding, which emphasizes the use of digital technologies and online platforms to build, communicate, and sustain brand value beyond visual identity and advertising, encompassing online interactions, digital content, customer experiences, and overall brand perception in virtual environments [1]–[3]. Digital branding is characterized by interactivity, connectivity, and real-time communication, enabling brands through websites, social media, search engines, and online marketplaces to engage directly with consumers, respond to feedback, personalize communication, and co-create brand meaning, thereby strengthening emotional attachment and brand loyalty. Effective digital branding is commonly reflected through several dimensions, including online brand presence, which ensures visibility and accessibility across digital platforms; digital engagement, which captures the intensity of brand–consumer interactions through likes, comments, shares, reviews, and direct communication; content consistency, which aligns messages, tone, and visual identity across channels to create a coherent brand image; and brand trust, which represents consumers' confidence in a brand's reliability, credibility, and integrity in online transactions [4], [6]. Empirical studies consistently demonstrate that well-managed digital branding activities positively influence brand awareness, brand image, perceived value, and customer loyalty, reduce uncertainty in online purchasing decisions, and ultimately position digital branding as a key strategic resource for achieving competitive advantage in digital markets.

### **2.2 Competitive Advantage in the Online Business Era**

Competitive advantage refers to a firm's ability to outperform competitors by delivering superior value to customers or operating more efficiently, which has traditionally been achieved through cost leadership, differentiation, or focus strategies; however, in the online business era, the sources of competitive advantage have increasingly shifted toward intangible assets such as brand equity, customer relationships, digital capabilities, and trust [8], [9]. Online business environments are characterized by low entry barriers, rapid imitation, and high transparency, making it difficult for firms to sustain advantages based solely on price or product features, thereby elevating the importance of differentiation through branding and customer experience. In this context, competitive advantage is reflected in stronger customer loyalty, higher retention rates, positive electronic word-of-mouth, and the ability to command premium prices [10], [11]. Scholars emphasize that in digital markets, competitive advantage is closely linked to how effectively firms manage their online presence and engage with customers, as a strong digital brand can reduce perceived risk, increase switching costs, and create emotional bonds that are difficult for competitors to replicate, positioning branding not merely as a marketing activity but as a strategic asset for long-term competitiveness [12], [13].

### **2.3 Digital Branding and Competitive Advantage**

The relationship between digital branding and competitive advantage has been extensively examined in digital marketing and strategic management literature, highlighting that digital branding strategies enable firms to communicate unique value propositions, establish brand credibility, and differentiate themselves in highly crowded online markets. Through the consistent delivery of relevant and engaging digital content, firms can shape favorable brand perceptions that translate into competitive advantages [7]. Empirical studies demonstrate that strong online brand presence enhances brand awareness and recall, which subsequently influence purchase intentions and market share, while digital engagement strengthens customer relationships, fosters loyalty, and encourages repeat purchases and positive referrals [14], [15]. Content consistency across digital platforms reinforces brand identity and reduces consumer confusion, thereby strengthening overall brand equity, whereas brand trust plays a particularly crucial role in online contexts by reducing perceived risk in the absence of physical interaction. From a resource-based view, digital branding constitutes a valuable, rare, and difficult-to-imitate strategic resource when supported by unique content, strong customer relationships, and credible brand values, explaining why firms with well-developed digital branding strategies are better positioned to achieve superior performance and sustainable competitive advantage in the online business era.

### **2.4 Conceptual Framework and Hypotheses Development**

Based on the existing literature, this study proposes that digital branding strategies have a significant influence on competitive advantage in online business, where digital branding is conceptualized as a multidimensional construct comprising online brand presence, digital engagement, content consistency, and brand trust, while competitive advantage is reflected through differentiation, customer loyalty, and perceived superior value; accordingly, this study formulates the main hypothesis that digital branding strategies significantly affect competitive advantage in online business.

H1: Digital branding strategies have a positive and significant effect on competitive advantage in the online business era.

To further examine the relationship, the following sub-hypotheses are proposed:

H1a: Online brand presence has a positive and significant effect on competitive advantage.

H1b: Digital engagement has a positive and significant effect on competitive advantage.

H1c: Content consistency has a positive and significant effect on competitive advantage.

H1d: Brand trust has a positive and significant effect on competitive advantage.

These hypotheses provide the foundation for the empirical analysis conducted in this study and guide the examination of how digital branding strategies contribute to competitive advantage in the context of online business.

## **3. Research Methods**

### **3.1 Research Design**

This study employs a quantitative research design to examine the effect of digital branding strategies on competitive advantage in the online business era. A quantitative approach is considered appropriate because the study's objective is to test hypotheses and measure the strength of relationships between variables using numerical data and statistical analysis. The research adopts an explanatory design, as it seeks to explain causal relationships between digital branding dimensions and competitive advantage.

### **3.2 Population and Sample**

The population of this study consists of individuals who are actively involved in or interact with online businesses, including online business owners, digital entrepreneurs, and consumers who frequently engage in online transactions. Given the broad and heterogeneous nature of the population, a non-probability sampling technique was employed. The sampling method used in this study is purposive sampling, with respondents selected based on the following criteria: (1) having experience in purchasing products or services through online platforms, (2) being familiar with digital brands, and (3) actively using digital media such as social media, e-commerce

platforms, or business websites. A total of 130 valid responses were collected and used for data analysis, which meets the minimum sample size requirement for regression-based analysis.

### 3.3 Data Collection Method

Primary data were collected through a structured questionnaire distributed online. The questionnaire was designed to measure respondents' perceptions of digital branding strategies and competitive advantage. All items were measured using a five-point Likert scale, ranging from 1 = strongly disagree to 5 = strongly agree. The use of a Likert scale allows for the quantification of subjective perceptions and facilitates statistical analysis. The questionnaire consisted of two main sections. The first section captured respondents' demographic information, including age, gender, level of education, and experience with online business or online shopping. The second section contained statements related to the research variables.

### 3.4 Research Variables and Measurement

This study involves one independent variable and one dependent variable, where the independent variable is digital branding strategies measured through four dimensions—online brand presence, digital engagement, content consistency, and brand trust—while the dependent variable is competitive advantage. Online brand presence is assessed through indicators such as brand visibility on digital platforms, ease of access to brand information, and clarity of online brand identity; digital engagement is measured by interaction intensity, responsiveness, and consumer participation across digital channels; content consistency is evaluated based on the uniformity of messages, visual identity, and tone across platforms; and brand trust is measured through consumers' confidence in the brand's reliability, honesty, and security in online transactions. Competitive advantage is measured using indicators including perceived differentiation, customer loyalty, superior value compared to competitors, and overall brand preference in online markets.

### 3.5 Data Analysis Technique

Data analysis in this study was conducted using the Statistical Package for the Social Sciences (SPSS) version 25 through several sequential stages, beginning with descriptive statistics to describe respondent characteristics and provide an overview of responses for each variable. This was followed by validity testing using corrected item–total correlation to ensure that each questionnaire item accurately measured the intended construct, with items deemed valid when the correlation coefficient exceeded the minimum threshold. Reliability testing was then carried out using Cronbach's alpha to assess internal consistency, with values of 0.70 or higher considered acceptable. Next, classical assumption tests—including normality, multicollinearity, and heteroscedasticity—were performed to confirm that the data met the requirements for regression analysis. Finally, multiple linear regression analysis was used to test the proposed hypotheses and examine the effect of digital branding strategies on competitive advantage, with relationship significance evaluated through t-tests and F-tests at a 0.05 significance level, while the coefficient of determination ( $R^2$ ) was employed to measure the proportion of variance in competitive advantage explained by digital branding strategies, thereby providing empirical evidence on the role of digital branding in building competitive advantage in the online business era.

## 4. Results and Discussion

### 4.1 Respondent Profile

A total of 130 valid questionnaires were analyzed in this study. The respondents represent individuals who actively engage with online businesses, either as consumers or business actors. Based on descriptive analysis, most respondents were within the productive age group and familiar with digital platforms, indicating that the sample is relevant for examining digital branding in the online business context.

Table 1. Respondent Demographics

Category	Description	Frequency	Percentage (%)
Gender	Male	62	47.7
	Female	68	52.3
Age	18–25 years	41	31.5
	26–35 years	56	43.1
	36–45 years	25	19.2
	>45 years	8	6.2

Online Experience	< 2 years	28	21.5
	2–5 years	67	51.5
	>5 years	35	26.9

Table 1 presents the demographic profile of the respondents, showing a relatively balanced gender distribution with a slight predominance of female respondents (52.3%) compared to males (47.7%), indicating that perspectives from both genders are adequately represented in this study. In terms of age, the majority of respondents fall within the productive and digitally active age groups of 26–35 years (43.1%) and 18–25 years (31.5%), suggesting that the sample largely consists of individuals who are familiar with digital platforms and online business environments, while smaller proportions are represented by respondents aged 36–45 years (19.2%) and above 45 years (6.2%). Regarding online experience, more than half of the respondents (51.5%) have been engaged in online activities for 2–5 years, followed by those with more than five years of experience (26.9%), indicating a generally moderate to high level of digital familiarity among participants, while a smaller segment (21.5%) has less than two years of experience.

#### 4.2 Descriptive Statistics

Descriptive statistics were used to analyze respondents' perceptions of each research variable. Mean values above 3.50 indicate a generally positive perception.

Table 2. Descriptive Statistics of Research Variables

Variable	Mean	Standard Deviation
Online Brand Presence	3.98	0.62
Digital Engagement	4.12	0.59
Content Consistency	3.85	0.66
Brand Trust	4.20	0.57
Competitive Advantage	4.05	0.61

Table 2 presents the descriptive statistics of the research variables, indicating that respondents generally perceive digital branding strategies and competitive advantage at relatively high levels. Among the digital branding dimensions, brand trust shows the highest mean value (4.20), suggesting that respondents have a strong level of confidence in the reliability, credibility, and security of the brands they interact with in online environments. Digital engagement also records a high mean (4.12), reflecting active interactions and responsiveness between brands and consumers through digital channels. Online brand presence has a mean of 3.98, indicating that brands are generally perceived as visible and accessible across digital platforms, although there remains room for improvement. Content consistency shows the lowest mean value (3.85) among the dimensions, suggesting that while brand messages and visual identities are fairly aligned across platforms, some inconsistencies may still exist. The competitive advantage variable has a mean of 4.05, indicating that respondents generally perceive the studied businesses as having a strong competitive position in online markets. The relatively moderate standard deviation values across all variables suggest a reasonable level of agreement among respondents, supporting the reliability of the descriptive findings and providing a solid basis for further inferential analysis.

#### 4.3 Validity and Reliability Test Results

The validity and reliability tests indicate that the measurement instruments used in this study are of high quality, as all questionnaire items show corrected item–total correlation values above 0.30, confirming good construct validity. Furthermore, reliability testing using Cronbach's alpha demonstrates that all variables exceed the acceptable threshold of 0.70, with values of 0.818 for online brand presence, 0.842 for digital engagement, 0.794 for content consistency, 0.861 for brand trust, and 0.883 for competitive advantage, indicating strong internal consistency across all constructs. These results confirm that the instruments are reliable and suitable for further statistical analysis.

#### 4.4 Multiple Regression Analysis

Multiple linear regression analysis was conducted to examine the effect of digital branding dimensions on competitive advantage

Table 3. Multiple Regression Results.

Independent Variable	$\beta$ Coefficient	t-value	Sig.
Online Brand Presence	0.214	2.871	0.005
Digital Engagement	0.301	3.943	0.000
Content Consistency	0.176	2.326	0.022
Brand Trust	0.356	4.683	0.000
Constant	0.842	2.115	0.037

Table 3 presents the results of the multiple regression analysis examining the effect of digital branding dimensions on competitive advantage, demonstrating that all independent variables have positive and statistically significant influences. Brand trust emerges as the most influential factor ( $\beta = 0.356$ ;  $t = 4.683$ ;  $p < 0.001$ ), indicating that consumer confidence in a brand's reliability and credibility plays a crucial role in strengthening competitive advantage in online markets, followed by digital engagement ( $\beta = 0.301$ ;  $t = 3.943$ ;  $p < 0.001$ ), which highlights the importance of active interaction, responsiveness, and consumer participation in enhancing loyalty and differentiation. Online brand presence also has a significant positive effect ( $\beta = 0.214$ ;  $t = 2.871$ ;  $p = 0.005$ ), underscoring the role of brand visibility and accessibility across digital platforms, while content consistency, although having the smallest coefficient, remains significant ( $\beta = 0.176$ ;  $t = 2.326$ ;  $p = 0.022$ ), indicating that consistent messaging and visual identity contribute to a coherent brand image that supports competitiveness. The model summary further shows a strong relationship between the variables ( $R = 0.781$ ), with an  $R^2$  value of 0.610 and an adjusted  $R^2$  of 0.597, indicating that 61.0% of the variance in competitive advantage is explained by digital branding strategies, while the remaining 39.0% is influenced by other factors outside the model, and the significant F-test result ( $F = 48.72$ ;  $\text{Sig.} = 0.000$ ) confirms that the overall regression model is statistically robust and suitable for explaining competitive advantage in the online business context.

## Discussion

The results of this study provide strong empirical evidence that digital branding strategies significantly influence competitive advantage in the online business era, with all proposed hypotheses supported. The findings demonstrate that online brand presence, digital engagement, content consistency, and brand trust each have a positive and significant effect on competitive advantage, confirming that digital branding functions as a comprehensive strategic mechanism rather than a single promotional activity. These results reinforce the view that competitive advantage in digital markets is increasingly shaped by how effectively firms manage intangible brand-related resources in online environments [14]–[16].

Among the digital branding dimensions, brand trust emerges as the most influential factor, underscoring its critical role in online contexts where consumers face higher perceived risks due to the absence of physical interaction. A trusted digital brand reduces uncertainty, enhances confidence in online transactions, and encourages repeat purchases, thereby strengthening competitive advantage. This finding is consistent with previous studies that identify trust as a key determinant of customer loyalty, differentiation, and long-term competitiveness in online markets. In addition, digital engagement shows a strong positive effect, indicating that active interaction through social media, timely responses, and meaningful engagement foster closer brand–consumer relationships, enhance emotional attachment, and increase customer retention, making these relational advantages difficult for competitors to imitate.

Furthermore, online brand presence has a significant impact on competitive advantage, highlighting the importance of brand visibility and accessibility across digital platforms in maintaining market competitiveness. A strong digital presence enhances brand awareness and recall, enabling businesses to remain top-of-mind among consumers in highly competitive online markets. Although content consistency has the smallest coefficient, it remains a significant contributor to competitive advantage, as consistent messaging and visual identity across platforms strengthen brand image, credibility, and coherence. Overall, these findings confirm that digital branding is a strategic asset that substantially contributes to sustainable competitive advantage, and businesses that invest in building trust, fostering engagement, maintaining consistent content, and strengthening online presence are better positioned to succeed in the digital marketplace.

## 5. Conclusion

This study demonstrates that digital branding strategies play a significant role in building competitive advantage in the online business era, as evidenced by quantitative analysis of data from 130 respondents showing that online brand presence, digital engagement, content consistency, and brand trust each have a positive and significant impact on competitive advantage. The findings indicate that businesses with strong and well-managed digital brands are better able to differentiate themselves, foster customer loyalty, and sustain superior performance in digital markets. Brand trust emerges as the most influential factor, underscoring the importance of credibility and reliability in online environments characterized by higher levels of consumer uncertainty, while digital engagement contributes substantially by strengthening relationships and emotional connections between brands and consumers. At the same time, online brand presence and content consistency support brand recognition and coherence, reinforcing positive consumer perceptions over time. Overall, these results suggest that digital branding should be treated as a strategic asset rather than merely a promotional tool, and online businesses are encouraged to invest in trust-building mechanisms, interactive engagement, and consistent brand communication

across digital platforms to achieve sustainable competitive advantage, with future research recommended to incorporate additional variables, larger samples, or alternative analytical techniques to further enrich understanding of digital branding effectiveness across diverse business contexts.

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