

The Phenomenon of Digitalization in Daily Life: Between Convenience and Dependence

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Abstract

The development of digital technology has transformed the way people work, study, communicate, and interact socially. On the one hand, digitalization offers convenience by accelerating access to information, supporting educational activities, improving work efficiency, and expanding public services. On the other hand, it also presents challenges in the form of dependency, which affects the quality of social relationships, learning concentration, mental health, and overall lifestyle. Therefore, this study aims to analyze public perceptions of digitalization, particularly regarding its benefits in terms of convenience and the risks of dependency it generates. This research employed a mixed-methods approach, combining quantitative and qualitative techniques. Quantitative data were obtained through questionnaires distributed to 100 respondents with diverse backgrounds in age, education, and occupation. Qualitative data were collected through brief interviews to explore respondents' personal experiences related to the use of digital technology in daily life. Quantitative analysis was conducted using percentage techniques, while qualitative data were analyzed thematically based on the narratives of respondents. The results show that the majority of respondents (87%) perceive digitalization as playing a positive role in supporting learning and work activities, as well as in finding information. However, signs of dependency were also quite significant: 73.9% of respondents frequently checked their smartphones even when they had no important needs, 53.6% reported communicating more through social media than face-to-face, and 42.6% admitted feeling anxious when not connected to the internet. The interviews reinforced these findings, with respondents explaining that digitalization facilitates access to information and work, but also causes negative impacts such as sleep disturbances, stress, and a decline in the quality of social interaction. Digitalization provides substantial benefits in improving the efficiency and effectiveness of daily activities, yet it also poses risks of dependency if not managed wisely. This study recommends strengthening digital literacy, improving time management, and promoting education on healthy technology use.

Keywords: Digitalization; dependency; digital literacy; productivity

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INTRODUCTION

The digital era has brought significant changes to human life, marked by the widespread use of technologies such as the internet, gadgets, and digital applications in everyday life. Digitalization has created convenience in various aspects, including communication, transactions, work management, education, and even public services (Subach, 2024). According to a report by We Are Social (2023), the number of internet users in Indonesia has reached 212 million, indicating that digitalization is an inseparable part of people's lifestyles. This development will undoubtedly have positive impacts, but on the other hand, it will also bring negative impacts, especially dependence on digital devices. Phenomena such as addiction to social media, reduced social

interaction, and even the emergence of mental health disorders cannot be ignored in a society that is increasingly connected to the virtual (Gonçalves et al., 2023).

The impact of digitalization is also a paradox that requires further examination. While digitalization can simplify daily life and facilitate information retrieval, it can also create dependency among its users. People now rely on digital technology for all their activities, such as work, study, and socializing, which can lead to new lifestyles. This raises the question of whether technological developments truly improve the quality of life or create dependency that disrupts the balance of human life (Thantawi & Indriyati, 2022). This imbalance has the potential to disrupt physical and mental health, as well as diminish social values that previously served as the foundation for building relationships between individuals (Padmanabhan, 2023). Therefore, it is essential to examine more closely how digitalization impacts people's lives, both positively and negatively (Duggappa, 2024).

Based on the background and dynamics reviewed, the research problem formulation includes three main questions. First, how does digitalization impact people's daily lives? Second, what conveniences does the digitalization process offer in various sectors of life? Third, to what extent is society dependent on digital technology that involves its activities? These questions form the basis for further examining the relationship between the benefits of digitalization and its impact on life balance. Therefore, this research was conducted to determine the influence of digitalization on daily life (Duggappa, 2024).

This research aims to critically analyze the impact of digitalization on modern society, examine the conveniences it offers, and analyze the extent to which digital technology influences people's behavior, health, and social relationships. Theoretically, this research generates and enriches the scientific literature in the field of technology and social behavior. This research can make a practical contribution to building public awareness, especially among the younger generation, to be more discerning in the use of digital technology. This research also serves as a reference for policymakers, educators, and digital industry players in designing policies and strategies that can support the healthy and sustainable use of technology. Thus, digitalization is not only a tool for young people to live, but can also comprehensively strengthen the quality of human life.

LITERATURE REVIEW

The Phenomenon of Digitalization in Everyday Life

Digitalization is the process of transforming manual activities into digital technology, pervasive in various aspects of life. This phenomenon is part of the industrial revolution 4.0, which brings changes in the way humans work, communicate, and interact (Yaqub & Alsabban, 2023). The presence of digital technology extends beyond the industrial sector to encompass social and cultural life. This is what makes digitalization inseparable from people's lives (Yadav et al., 2024) (Yadav et al., 2024). Therefore, digitalization is seen as the main spearhead of modern civilization (Ciucu-Durnoi et al., 2024).

Changes in people's lifestyles due to digitalization are evident in various fields (Cui et al., 2024). As a result, modern society lives in a digital society that is constantly connected to technological devices. Daily activities, such as working, studying, and shopping, are now often conducted through digital platforms (Staniszewska, 2023). Even in social communication, digital media has replaced most face-to-face interactions. This situation demonstrates the profound influence of digitalization on people's lives (Lusianawati et al., 2023).

The phenomenon of digitalization is also evident in the Indonesian context. According to a report by the Indonesian Internet Service Providers Association (APJII, 2022), more than 77% of Indonesians use the internet in their daily lives (Meidyasari, 2024). This use spans social media, online shopping, entertainment, and even educational services. This demonstrates the rapid growth of digitalization in Indonesia, encompassing various aspects of people's lives. Thus,

digitalization is no longer merely a global phenomenon but also a local reality deeply embedded in people's daily lives (Gusman, 2024).

Digitalization as Convenience

One of the primary benefits of digitalization is that it simplifies daily activities for people. Services such as online transportation, shopping apps, and mobile banking can increase efficiency in terms of time and energy (Hamamoto et al., 2023). People no longer need to leave their homes to make transactions, find transportation, or shop. All their needs are more easily accessible through digital technology. Therefore, digitalization is seen as a crucial factor in facilitating modern life today (Subach, 2024).

This convenience is felt across all aspects of education and employment. Students and workers now widely utilize digital platforms to support their various activities (Li, 2024). Learning and work management systems provide solutions for remaining productive even with physical limitations. Digitalization also helps expand access to education for communities previously difficult to reach (Adeleye et al., 2024). In other words, digital technology opens up more equitable opportunities for acquiring knowledge and employment.

Furthermore, digitalization has impacted public services and businesses. Data from the Ministry of Communication and Informatics (2021) shows that digital transactions in Indonesia increased rapidly during the COVID-19 pandemic. This increase suggests that people are becoming increasingly accustomed to using digital services for various activities, including payments, ordering, and administrative tasks. This demonstrates that digitalization plays a crucial role in accelerating services and driving economic growth. Therefore, the convenience offered by digitalization is a major attraction for the public.

The Impact of Digitalization Dependency

Despite its various conveniences, digitalization also creates dependency (Mirbabaie et al., 2022). Excessive digital use can diminish the quality of social interactions. People communicate more through digital media than in person. This can diminish emotional closeness in everyday social relationships. Therefore, the negative impacts of digitalization need to be addressed.

A majority of college students experience social media addiction, which negatively impacts their academic productivity. Dependence on social media makes it difficult for some to balance their time between entertainment and work. This reduces concentration and effectiveness (Dule et al., 2023). Furthermore, excessive use can lead to multitasking, which lowers performance. This further demonstrates that digital dependency affects not only social aspects but also academic ones.

In addition to social and academic impacts, digital dependency also impacts physical and mental health (Gonçalves et al., 2023). Excessive digital use can trigger stress, insomnia, and other mental health disorders. In Indonesia, several studies report that students and young workers experience sleep disorders due to prolonged screen time. Furthermore, dependency on technology can lead to physical problems such as eye pain and postural disorders. Therefore, it is essential to utilize digital technology wisely to mitigate its negative impacts.

RESEARCH METHODOLOGY

This research employs a mixed methods approach, combining quantitative and qualitative methods. Quantitative methods were employed to gather accurate data on the level of digitalization use, frequency of use, and the degree of public dependence on technology. Meanwhile, qualitative methods were employed to explore the opinions, experiences, and subjective impacts of digitalization on daily life. This combination allows the research to yield a more accurate under-

standing of digital usage, both statistically and from individual experience perspectives. Therefore, mixed methods are considered relevant to address the research questions.

Quantitative data analysis uses descriptive statistical techniques to examine the answers, averages, and percentages of the questionnaire results. Meanwhile, qualitative data is analyzed through data reduction, data presentation, and conclusion drawing, following the Miles & Huberman model. The quantitative analysis provides a general overview of the digitalization phenomenon, while the qualitative analysis enriches the narrative context. Both data analyses are conducted by comparing and connecting the findings from both approaches. Thus, this research will produce more valid data that aligns with the research objectives.

Quantitative data collection was conducted by distributing questionnaires to respondents, including students, workers, and members of the general public. The questionnaires were designed on a Likert scale to measure respondents' responses regarding the ease and dependency of digitalization. Meanwhile, qualitative data collection involved interviews with five students, five workers, and five members of the general public. The interviews aimed to gain a more accurate understanding of experiences using digital technology. This technique allows the two methods to complement each other.

FINDINGS AND DISCUSSION

Characteristics of Respondents

This study involved 100 respondents from diverse backgrounds. Respondent characteristics included gender, age, highest level of education, and occupation. A complete distribution of respondents by category can be seen in Table 1.

Table 1: Characteristics of Respondents

CATEGORIES	SUB CATEGORIES	PERCENTAGE
Gender	Men	78.3 %
	Woman	21.7%
Age	<20 years	43.5%
	20-25 years	44.9%
	26-30 years	1.4%
	>30 years	10.1%
Education Level	Senior high school/vocational school	79.7%
	Diploma	4.3%
	Bachelor's Degree	7.2%
	Others	8.7%
Occupation	Student	57.4%
	Employee	7.4%
	Self-employed	8.8%
	Others	26.5%

Source: Authors, 2025

Based on the table above, the majority of respondents were female (78.6%), while only 21.4% were male. In terms of age, the majority of respondents were under 20 years old (43.5%) and 20–25 years old (44.9%), indicating that the majority of respondents were in the younger age group. This aligns with the tendency for the younger generation to be more familiar with the use of digital technology in their daily lives.

In terms of education level, respondents were predominantly high school/vocational school graduates at 79.7%, followed by bachelor's degrees (7.2%), others (8.7%), and diplomas (4.3%). This high school/vocational school dominance indicates that the majority of respondents are still

in secondary education or have just begun higher education. In terms of employment, students constitute the largest group (57.4%), followed by employees (7.4%), self-employed (8.8%), and others (26.5%). These findings indicate that the majority of respondents are young people who are still actively involved in education.

Overall, the characteristics of the respondents indicate that the survey was predominantly attended by young students with a high school or vocational high school education. This suggests that the research findings better represent the younger generation's perceptions of digitalization. Given that young people are active users of digital technology, this data is relevant for further analysis to examine the phenomenon of both convenience and dependency on digitalization.

Perceptions of Respondents Toward Digitalization

Table 2 shows respondents' perceptions of digitalization through a survey that was distributed among people with different backgrounds, and contained 15 questions.

Table 2: Perceptions of Respondents Toward Digitalization

Questions	Yes	Neutral	No
I use digital technology (Smartphone, applications, Internet) almost every day.	83.9%	10.3%	5.9%
My daily life is greatly influenced by digital technology.	67.7%	20.6%	11.7%
Digitalization has become a primary need in community activities.	72.4%	18.8%	8.7%
I feel I can't be separated from digital devices in my daily life.	55.1%	36.2%	8.6%
My lifestyle has changed due to the influence of digitalization.	52.2%	34.8%	13%
Digital technology makes it easier for me to find information.	87%	4.3%	8.7%
Shopping online is more practical than shopping directly at a store.	55%	34.8%	10.1%
Using online transportation helps me save time.	58%	26.1%	15.9%
Digital banking services make it easier for me to make transactions.	75.3%	17.4%	7.2%
Digitalization makes me more productive in learning or working.	70.6%	20.6%	8.8%
I feel I often check my smartphone even if there is no important need.	73.9%	15.9%	10.1%
I communicate more through social media than face-to-face.	53.6%	31.9%	14.5%
Using digital media makes me often lose track of time.	47.1%	29.4%	23.5%
I feel anxious or restless if I'm not connected to the internet.	42.6%	29.4%	28%
Excessive use of digital devices makes me less focused on important activities.	42%	42%	15.9%

Source: Authors, 2025

The table shows that the productivity aspect received the highest "Yes" percentage of 87%, indicating that digitalization plays a positive role in supporting learning and work activities, as well as in finding information. However, dependency behavior is also quite high, for example,

73.9% of respondents check their smartphones more often even when there is no urgent need, and 53.6% of respondents communicate more via social media than face-to-face, 42.6% of respondents admitted to being anxious if not connected to the internet. These findings indicate that digitalization has two sides, namely providing convenience and creating dependency.

In addition to quantitative data, this study also included brief interviews with several respondents to explore their experiences using digital technology. These interviews aimed to deepen their understanding of the impact of digitalization, which cannot always be explained through numbers. One student stated that online learning applications were beneficial in accessing course materials and communicating with lecturers. However, he also admitted that he often lost focus due to the temptation to browse social media while studying. Similar statements were made by other respondents, who admitted that using gadgets made it easier to find information but often made them lose track of time.

A private sector employee stated that digital services, particularly office applications and online communications, have sped up his work. However, he also experiences sleep disturbances due to his habit of working late at night using digital devices. Meanwhile, a high school student said that the internet helps him obtain additional study materials, but he feels anxious when he is not connected.

Discussion

The characteristics of the respondents in this study indicate that the majority were women (78.6%), while men comprised only 21.4%. The dominance of female respondents may reflect their tendency to be more active in participating in surveys related to digitalization, particularly in areas such as entertainment, technology, and social media. However, although there were fewer male respondents, this does not necessarily mean their participation in technology use is lower. This phenomenon aligns with the APJII (2022) report, which states that internet use in Indonesia is relatively even between men and women, differing only in preferences for the types of digital services used.

In terms of age, the majority of respondents were in the younger age range, namely <20 years (43.5%) and 20–25 years (44.9%). This suggests that the study involved a large number of young people, or digital natives, who have been accustomed to using digital devices from an early age. This generation is an active user of digital technology in various aspects of life, including education, communication, and entertainment. This condition reinforces the view that the younger age group is more susceptible to the positive impacts of convenience, but at the same time is at risk of digital dependency. Thus, the findings of this survey are particularly relevant in highlighting the phenomenon of digitalization in everyday life.

Regarding the final educational aspect, the majority of respondents were high school/vocational school graduates (79.7%), followed by diploma holders (4.3%), bachelor's degrees (7.2%), and others (8.7%). This data indicates that most respondents are still in secondary education or have just entered higher education. This situation highlights the significant role digitalization plays in supporting the learning process and online learning. Furthermore, respondents with a student background also dominate the occupational group, comprising 57.4% of the total. This finding aligns with R. Nugroho et al. (2024)'s statement that digitalization can simplify academic activities while facilitating the productivity of the younger generation in pursuing knowledge. However, the high percentage of students also requires careful attention because they are vulnerable to the effects of dependency, such as excessive use of social media.

Overall, the characteristics of the respondents suggest that the survey results are more representative of a younger age group with a secondary education background, with the majority being students. This fact is highly relevant to the research objectives, given that the younger generation is the group most involved in digitalization in their daily lives. Therefore, further analy-

sis of the ease and dependence on digitalization can focus on the behavior of this group, which also reflects the phenomenon of digital society in Indonesia.

The survey results also showed that the majority of respondents, 87%, indicated that digitalization plays a positive role in supporting learning and work activities, as well as in finding information. This finding supports the view of L. Nugroho et al. (2024) that digital services, such as online transportation, shopping apps, and digital banking, can increase time and energy efficiency. Respondents emphasized that access to digital information and services is invaluable in completing academic and work assignments. This indicates that digitalization serves as a crucial instrument in accelerating the productive activities of modern society, especially among the younger generation who are familiar with technology.

On the other hand, the survey also highlighted a pattern of dependence on digital devices. As many as 73.9% of respondents admitted to frequently checking their smartphones even when there was no urgent need. This behavior can be categorized as compulsive checking, indicating digital addiction. This phenomenon is reinforced by Hidayat's (2021) findings, which state that students are susceptible to social media addiction, which can lead to decreased concentration in their studies. Furthermore, 53.6% of respondents communicated more frequently through social media than face-to-face, which aligns with Turkle's (2011) view that excessive digital interaction can reduce the quality of social relationships. This shift in communication patterns suggests that digitalization is not only affecting economic activity but also altering the structure of social interactions.

Other negative impacts also emerged, including changes in behavior and psychological health. As many as 47.1% of respondents admitted to often losing track of time when using digital media, while 42.6% felt anxious when not connected to the internet. This phenomenon can be linked to the fear of missing out (FOMO), which is the fear of missing out on information when not connected to social media. Furthermore, 42% of respondents stated that excessive digital use makes them less able to focus on important activities. This condition aligns with research highlighting the link between digital media use and stress, sleep disturbances, and decreased concentration. Thus, although digitalization brings various conveniences, uncontrolled use can have significant negative impacts.

Overall, the results of this survey confirm that digitalization is a complex and multifaceted phenomenon. On the one hand, it facilitates productivity, access to information, and public services. However, on the other hand, digitalization also has the potential to create dependency, reduce the quality of social interactions, and harm mental and physical health. Therefore, digital literacy and awareness of the wise use of technology must be continually improved to optimize the benefits of digitalization while minimizing its negative impacts.

Meanwhile, qualitative results revealed a contradiction in respondents' experiences. On the one hand, they perceived the tangible benefits of digitalization in supporting both learning and work activities. This aligns with Nugroho (2020), who emphasized that digitalization increases efficiency in time, energy, and access to various services. Student and worker respondents who reported being helped by digital applications corroborated the quantitative findings that the majority of respondents felt more productive with the presence of technology.

On the other hand, the interviews also confirmed the existence of digital dependency. Several respondents admitted to having difficulty controlling themselves from accessing social media, even while studying or working. This finding aligns with research by Hidayat (2021), which suggests that college students often experience social media addiction, leading to decreased productivity. Furthermore, high school students' reports of feeling anxious when not connected to the internet indicate symptoms of fear of missing out (FOMO), which aligns with literature on the psychological impacts of excessive digital use.

The experiences of workers experiencing sleep disturbances due to intense digital device use support Turkle's (2011) view that excessive technology use can reduce the quality of daily life. This finding also aligns with the APJII (2022) report, which states that the majority of Indonesians, especially young people, spend significant amounts of time navigating the digital world. Therefore, qualitative findings not only reinforce quantitative data but also provide a concrete picture of how digitalization impacts productivity and poses risks to physical and mental health.

CONCLUSION

This study reveals that digitalization has two opposing aspects in the daily lives of people, particularly the younger generation. Based on the results of a quantitative survey of 100 respondents, the majority (87%) stated that digitalization plays a positive role in supporting learning and work activities, as well as in finding information. However, dependency behavior is also relatively high; for example, 73.9% of respondents check their smartphones more often even when there is no urgent need, and 53.6% of respondents communicate more via social media than face-to-face. 42.6% of respondents admitted to feeling anxious if they were not connected to the internet.

Qualitative results from interviews support the quantitative data, with respondents stating that digitalization makes it easier to access information, speeds up work, and facilitates communication. However, they also experience adverse impacts such as loss of focus, forgetting time, sleep disturbances, and anxiety if not connected to the internet. Thus, digitalization provides significant convenience in daily activities, but also creates dependency that impacts social, psychological, and physical health aspects.

Based on the research findings, efforts are needed to optimize the benefits of digitalization while minimizing its negative impacts. First, the public needs to improve its digital literacy to use technology effectively and wisely. Second, especially for students and pupils, effective time management is crucial when using digital devices to prevent disruptions to their concentration during learning. Third, educational institutions and workplaces are advised to provide education on healthy technology use, including strategies to prevent social media addiction. Ultimately, further research can be conducted with a broader and more diverse range of respondents, enabling the results to represent the conditions of Indonesian society more comprehensively.

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