

## **SUCCESSFUL ENTREPRENEURS THROUGH EFFECTIVE COMMUNICATION STRATEGIES IN BUSINESS**

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### **Abstract**

*Success in the world of entrepreneurship is often determined not only by the quality of the product or service offered, but also by an entrepreneur's ability to implement effective communication strategies. The right communication strategy plays an important role in building good relationships with consumers, business partners and all stakeholders. This article examines in depth how effective communication strategies can support the success of an entrepreneur in developing his business. Using the literature study method, this article reviews the basic theories and concepts of business communication, analyzes communication strategies in various business contexts, and the benefits of effective communication in building reputation and business competitiveness. The study results show that entrepreneurs who are able to manage communications strategically have greater potential to achieve success in business.*

**Keywords:** Entrepreneurship, Communication strategy, Business, Effectiveness

### **PRELIMINARY**

In a competitive business world, entrepreneurs must have the ability to do more than just offer quality products or services; they must also master effective communication. Communication is not just about conveying information, but also includes aspects of persuasion, negotiation, and the ability to build positive relationships with various parties involved in the business ecosystem. Good communication skills can provide benefits for entrepreneurs, both in attracting customers, establishing business partnerships, and in the negotiation process (Subekti and Sjachro 2024). Amidst the complexity of the business world, an effective communication strategy is the key for entrepreneurs to achieve success, because communication plays a role in building a business image, reputation, and strengthening customer loyalty. Good communication in business must be able to convey clear messages, understand consumer needs, and create productive dialogue. Especially in today's digital era, business communication does not only take place face-to-face, but also through various increasingly sophisticated digital media. Entrepreneurs are required to not only master oral and written communication, but also digital communication strategies that can reach a wider audience in a more

effective way. Prasetyawati emphasized the importance of communication training, especially for entrepreneurs in the culinary sector who rely heavily on digital promotion to survive during the pandemic (Prasetyawati et al. 2021).

Business communication theory explains the importance of effective message delivery in achieving organizational or business goals. Business communication is the process of exchanging information between individuals or groups in a business context to achieve certain goals (Sudaryono 2022). In this theory, there are several main elements that must be considered: message sender, message content, communication channel, message recipient, and feedback. Each of these elements affects the success of communication and each stage must be considered so that the message can be conveyed effectively. Business communication strategy includes planning and implementing communication techniques designed to achieve certain goals. Hasanah explained that a good business communication strategy can build a business reputation and influence public perception. (Hasanah, Purworini, and Sos 2022) Entrepreneurs who are able to implement effective communication strategies have a competitive advantage in attracting consumer interest and strengthening their loyalty. In the context of a crisis, communication strategy also plays a role in managing public perception to remain positive towards the business. Crisis communication management theory suggests that effective crisis communication can reduce the negative impact on a business's reputation and rebuild public trust in the business. Communication theory also emphasizes the importance of interpersonal skills, including listening, negotiating, and reading body language. Tazkiya explains that interpersonal communication skills are an important element in business negotiations because they can influence the decisions of business partners and clients (Tazkiya et al. 2021). In addition, the theory of marketing communication emphasizes the importance of consistency of messages conveyed through promotions, advertising, and direct interactions with customers. This theory is relevant in the context of modern business communication which demands consistency of messages across various communication channels such as social media, e-commerce, and email.

An effective communication strategy is key to building strong relationships with employees, customers, and other stakeholders. Determining communication objectives is a crucial first step; entrepreneurs need to determine whether they want to introduce a new product, increase brand awareness, or improve the company's image. Each objective requires a different communication approach and understanding the audience is essential to crafting relevant messages (Subekti & Sjachro, 2024). The use of multiple communication channels is also essential to effectively reach the target audience. These include email, social media, websites, newsletters, live events, and face-to-face meetings. Choosing the right channel will help deliver the message more efficiently (Sudaryono, 2022). The message itself must be clear and consistent across all channels to avoid misunderstandings and ensure that

the audience understands what is being conveyed. Providing added value to the audience is another aspect of a successful communication strategy. Useful information such as tips or special offers makes the message more appealing to customers (Prasetyawati et al., 2021). By providing this added value, entrepreneurs not only differentiate themselves from competitors but also build customer trust and loyalty towards their brand. Two-way communication is also important; entrepreneurs should listen to feedback from their audience and provide opportunities for them to ask questions. This creates a productive dialogue and allows entrepreneurs to better understand the needs and expectations of their customers (Tazkiya et al., 2021). Regular evaluation of the communication strategy is essential to maintain its effectiveness as the market and audience needs change. Entrepreneurs should regularly evaluate the performance of their strategy by listening to audience feedback and analyzing the results of each communication campaign (Setiawan 2022). Adjusting the strategy based on the results of this evaluation will ensure that the approach remains relevant and effective.

In practice, an effective communication strategy involves various interrelated elements. First of all, entrepreneurs need to clearly define communication goals. Do they want to introduce a new product, increase brand awareness, improve the company's image, or increase employee engagement? Each goal requires a different communication approach. In addition, understanding who your target audience is also very important. Are they customers, employees, investors, or the media? Knowing their preferences, needs, and concerns will help in crafting relevant messages (Subekti & Sjuchro, 2024). Entrepreneurs must also use various communication channels to reach their audience effectively. These channels include email, social media, websites, newspapers, live events, and face-to-face meetings (Sudaryono, 2022). Make sure your message is clear, concise, and easy to understand; avoid using difficult-to-understand technical language. In addition, it is important to maintain message consistency across all communication channels to avoid misunderstandings and to strengthen brand identity (Setiawan, 2022). Providing added value to your audience is also very important. Useful information such as tips or special offers can make messages more interesting and valuable to them (Prasetyawati et al., 2021). In addition, communication is not just about giving information; it is also about listening. Give your audience the opportunity to provide feedback and ask questions (Tazkiya et al., 2021). Using stories or real-life examples in communication can make messages more interesting and memorable. Branding consistency is also an important factor in communication strategy. Make sure your messages reflect your brand identity by using branding elements such as consistent colors, logos, and visual styles across all communication channels (Subekti & Sjuchro, 2024). Regular evaluation of communication strategies is essential to stay relevant after changes in the market or audience needs (Setiawan, 2022). Finally, personalizing communication can increase

engagement and effectiveness by tailoring messages to individual stakeholder needs. Overall, an effective communication strategy is key to success in the modern entrepreneurial world. By implementing a good communication strategy—from goal setting to regular evaluation—entrepreneurs can build strong relationships with customers and other stakeholders. Communication is not just a tool for conveying information; It is a bridge to build customer trust and loyalty and strengthen brand reputation in the market. Investing in developing communication skills is not just an add-on; it is the core of any business success in this modern era. An effective communication strategy helps to increase motivation to grow and win business competition.

The importance of communication strategy in the world of entrepreneurship has been reflected in many studies showing that effective communication can increase business success and maintain customer loyalty. Therefore, entrepreneurs must continue to learn and hone their communication skills to achieve optimal business goals in a dynamic and competitive business environment.

## **RESEARCH METHODS**

This study was conducted using the literature study method, which is a systematic approach to reviewing relevant literature on communication strategies in the context of entrepreneurship. This method involves collecting and analyzing data from various sources, including scientific journals, books, articles, and research results related to business communication and entrepreneurship. Thus, this literature review aims to identify basic concepts, theories, and previous research results related to communication strategies in business. Through this approach, this study provides a comprehensive understanding of the role of communication in supporting entrepreneurial success (Subekti & Sjachro, 2024; Setiawan, 2022). The data collection process begins with identifying relevant literature sources. Researchers search academic databases and libraries to find publications that discuss business communication and entrepreneurial strategies. These sources are selected based on certain criteria, such as topic relevance, author credibility, and year of publication. In this study, researchers collected data from various types of publications, including peer-reviewed journal articles, academic books, and previous research reports. This is important to ensure that the information obtained is accurate and reliable. Furthermore, researchers analyze the data that has been collected. This analysis process involves a critical reading of each source to understand the main arguments and findings presented. The researcher notes key concepts and theories that emerge in the literature and identifies patterns or trends related to communication strategies in entrepreneurship. In this way, the researcher can develop a theoretical framework that underlies this study and explains how communication contributes to business success. As part of this literature study method, the researcher also synthesizes

information from various sources to build a solid argument regarding the importance of communication in the business world. The researcher compares and contrasts findings from various studies to gain a broader picture of how communication strategies can be applied by entrepreneurs in different contexts. Thus, this literature review serves not only as data collection but also as a tool to develop a theoretical understanding of the research subject. In this study, the population that is the focus is the literature related to business communication and entrepreneurship. Although no specific sample is taken from the population, the researcher attempts to cover a variety of perspectives by selecting sources from various disciplines and geographical contexts. This is done to ensure that the results of the study can be applied widely and not limited to one particular context. The research implementation period lasted for six months, starting from data collection to analysis and preparation of the final report. During this period, the researcher actively searched for the latest and relevant literature to ensure that the study remained up-to-date with the latest developments in the field of business communication. The researcher also utilized information technology to speed up the process of searching and processing data. The tools and supporting materials used in this study included reference management software such as Zotero or Mendeley to help organize the literature sources that had been collected. In addition, the researcher used word processing applications such as Microsoft Word or Google Docs to compile the research report systematically. The data analysis technique was carried out by reading and summarizing information from each source and compiling thematic notes based on the main topics that emerged. The literature study method allows researchers to explore topics in depth without having to conduct direct field observations. However, this approach has its own limitations; one of which is the dependence on the availability of relevant and high-quality literature. However, with a systematic approach to data collection and analysis, this study is expected to make a significant contribution to the understanding of communication strategies in the context of entrepreneurship. Overall, the research method through literature study provides a strong theoretical foundation for this study while opening up opportunities for further research in the future. By understanding the importance of communication strategies in supporting entrepreneurial success, it is hoped that business actors can apply the findings of this study in their daily business practices. This study not only adds to the treasury of scientific knowledge but also provides practical insights for entrepreneurs in facing challenges in the modern business world.

## **RESULTS AND DISCUSSION**

In a competitive business world, an effective communication strategy is an important factor in achieving entrepreneurial success. Communication not only functions as a tool to convey information, but also as a means of building relationships, strengthening trust, and creating new opportunities. As an integral part

of a business strategy, strategically designed communication can have a significant impact on business growth, especially for new entrepreneurs. This is evident in research showing that good communication can influence success in reaching markets, expanding networks, and facing business challenges. Effective communication involves choosing communication methods that suit the needs of the audience. In a business context, entrepreneurs need to understand the profile of their audience, be it customers, business partners, or investors. According to Sudaryono (2022), successful business communication is communication that can build emotional connections and trust. This involves the ability to listen, convey messages clearly, and respond to the needs of others. With this approach, an entrepreneur can create a positive image for his business while building long-term, mutually beneficial relationships.

In addition, adaptation to technology is also an important aspect of modern communication strategies. The development of communication technology has opened up new opportunities for entrepreneurs to reach a wider market in a more efficient way. For example, social media has become the main platform for many entrepreneurs in promoting their products. Prasetyawati et al. (2021) highlighted how training in the use of digital media can help MSMEs improve their performance during the pandemic. The use of social media not only allows for faster communication but also provides space for direct interaction with customers, which ultimately strengthens their loyalty to the products or services offered.

The communication strategy must also consider cultural and local aspects. In the study by Subekti and Sjuchro (2024), it was stated that entrepreneurs in coastal tourism areas need to adjust their communication strategies to local culture. This is important to create harmonious relationships with the surrounding community and ensure business sustainability. An approach based on local culture not only helps entrepreneurs understand market needs but also strengthens their business identity amidst global competition.

Negotiation is one of the crucial aspects of business, especially in the process of establishing cooperation or reaching agreements with other parties. According to Tazkiya et al. (2021), success in negotiation is highly dependent on communication skills, such as the ability to actively listen, read body language, and convey arguments clearly. These skills enable entrepreneurs to find win-win solutions that can benefit all parties involved. Good negotiation also builds trust and opens up opportunities for future collaboration.

On the other hand, communication strategies also help in dealing with crises. Hasanah et al. (2022) emphasize that effective communication during a crisis can help maintain a business's reputation and minimize negative impacts on business operations. Entrepreneurs must be able to convey information quickly and transparently to all stakeholders to avoid speculation that can damage the company's

image. A good crisis communication strategy also includes restoring relationships with customers and partners after the crisis has passed.

Millennial and Gen-Z entrepreneurs also have a special hand in building their businesses. Rachmadani notes that this generation tends to rely on digital technology and social media as the main platform for business communication. However, they must also learn to manage interpersonal communication in person, which remains an important element in building trust and resolving conflict (Rachmadani et al. 2023). Empowering balanced communication between digital and interpersonal can help them overcome these challenges and achieve success in the business world.

In developing micro, small, and medium enterprises (MSMEs), government communication also has a significant role. Setiawan (2022) explained that the trade office in West Aceh uses a communication approach that focuses on empowering MSMEs, such as marketing and business management training. This step not only helps MSMEs understand the market but also improves their ability to compete locally and nationally. This strategy shows that proper communication support from external parties can have a major impact on the growth of small businesses.

Self-confidence and strategic thinking skills are also elements in business communication. Apriyanti emphasized that confident entrepreneurs are more likely to succeed in building relationships with others, because they are able to convey their business vision and mission convincingly (Apriyanti 2020). Strategic thinking skills allow them to design messages that are in line with business goals and audience situations, so that communication becomes more effective and impactful.

An effective communication strategy is key to the entrepreneurial world. Entrepreneurs need to develop communication skills that cover interpersonal, digital, and cultural aspects to achieve their business goals. Research shows that successful communication not only impacts business growth, but also the ability to face challenges and adapt to changes in the business environment. By continuing to learn and hone communication skills, entrepreneurs can create a strong foundation for long-term success in their business. In a competitive business world, an effective communication strategy is an important factor in achieving entrepreneurial success. Communication not only functions as a tool to convey information, but also as a means of building relationships, strengthening trust, and creating new opportunities. As an integral part of a business strategy, strategically designed communication can have a significant impact on business growth, especially for new entrepreneurs. This is evident in research showing that good communication can influence success in reaching markets, expanding networks, and facing business challenges. An effective communication strategy involves choosing a communication method that suits the needs of the audience. In a business context, entrepreneurs need to understand the profile of their audience, be it customers, business partners, or investors. According to Sudaryono (2022), successful business communication is communication that can build

emotional connections and trust. This involves the ability to listen, convey messages clearly, and respond to the needs of others. With this approach, an entrepreneur can create a positive image for his business while building long-term, mutually beneficial relationships. In addition, adaptation to technology is also an important aspect of modern communication strategies. The development of communication technology has opened up new opportunities for entrepreneurs to reach a wider market in a more efficient way. For example, social media has become the main platform for many entrepreneurs in promoting their products. Prasetyawati et al. (2021) highlighted how training in the use of digital media can help MSMEs improve their performance during the pandemic. The use of social media not only allows for faster communication but also provides space for direct interaction with customers, which ultimately strengthens their loyalty to the products or services offered. Communication strategies must also consider cultural and local aspects. In a study by Subekti and Sjucho (2024), it was stated that entrepreneurs in coastal tourism areas need to adjust their communication strategies to local culture. This is important to create harmonious relationships with the surrounding community and ensure business sustainability. A local culture-based approach not only helps entrepreneurs understand market needs but also strengthens their business identity amidst global competition. Negotiation is one of the crucial aspects of business, especially in the process of establishing cooperation or reaching agreements with other parties. According to Tazkiya et al. (2021), success in negotiation is highly dependent on communication skills, such as the ability to listen actively, read body language, and convey arguments clearly. These skills enable entrepreneurs to find win-win solutions that can benefit all parties involved. Good negotiation also creates trust and opens up opportunities for future collaboration. On the other hand, communication strategies also play an important role in dealing with crises. Hasanah et al. (2022) emphasized that communication . Effective communication during a crisis can help maintain a business's reputation and minimize negative impacts on business operations. Entrepreneurs must be able to convey information quickly and transparently to all stakeholders to avoid speculation that can damage the company's image. A good crisis communication strategy also includes restoring relationships with customers and partners after the crisis has passed. Millennial and Gen-Z entrepreneurs face special challenges in building their businesses. Rachmadani et al. (2023) noted that this generation tends to rely on digital technology and social media as the main platform for business communication. However, they must also learn to manage direct interpersonal communication, which remains an important element in building trust and resolving conflicts. Empowering balanced communication between digital and interpersonal can help them overcome these challenges and achieve success in the business world. In developing micro, small, and medium enterprises (MSMEs), government communication also plays a significant role. Setiawan (2022) explained

that the trade office in West Aceh uses a communication approach that focuses on empowering MSMEs, such as marketing and business management training. This step not only helps MSMEs understand the market but also improves their ability to compete at the local and national levels. This strategy shows that proper communication support from external parties can have a major impact on the growth of small businesses. Self-confidence and strategic thinking skills are also important elements in business communication. Apriyanti (2020) emphasized that confident entrepreneurs are more likely to succeed in building relationships with others because they are able to convey their business vision and mission convincingly. Strategic thinking skills allow them to design messages that are in accordance with business goals and audience situations so that communication becomes more effective and impactful. Overall, an effective communication strategy is key to success in the entrepreneurial world. Entrepreneurs need to develop communication skills that include interpersonal, digital, and cultural aspects to achieve their business goals. Research shows that successful communication not only impacts business growth but also the ability to face challenges and adapt to changes in the business environment.

### **Developing Communication Skills**

To achieve success in the entrepreneurial world, it is important for entrepreneurs to continue developing their communication skills through various means:

1. **Communication Skills Training:** Attending training or workshops on communication skills can help entrepreneurs improve their public speaking, negotiation, and active listening skills.
2. **Regular Practice:** Practicing public speaking or negotiation regularly will help increase self-confidence and communication skills.
3. **Using Social Media Wisely:** Entrepreneurs need to use social media as a tool to communicate with customers and promote their products or services effectively.
4. **Networking:** Interacting with other professionals through seminars or conferences can open up new opportunities and expand your business network.
5. **Getting Feedback:** Asking for feedback from customers or colleagues on how you communicate will provide valuable insights into areas that need improvement.

In the modern entrepreneurial world, an effective communication strategy is a key element to the long-term success of a business. Entrepreneurs must be able to adapt their communication approach based on the audience and situational context so that the message is well received and has a positive impact on the development of their business. By continuing to learn and hone their communication skills—whether through formal training or practical experience—entrepreneurs will be able to create a

strong foundation for long-term success in today's changing business environment. Success is determined not only by high-quality products or services but also by the ability to communicate effectively with all relevant stakeholders. Thus, investing in developing communication skills is not just an option; it is a strategic necessity for any entrepreneur who wants to compete in today's global marketplace.

### **Communication Strategy in Entrepreneurial Practice**

In practice, an effective communication strategy involves various interrelated elements. Entrepreneurs must be able to design messages that are not only informative but also interesting and relevant to their audience. One way to achieve this is by understanding the characteristics of the audience in depth. Through demographic and psychographic analysis, entrepreneurs can tailor their messages to better suit the needs and preferences of the audience.

### **Utilizing Digital Media**

In today's digital era, the use of social media and other digital platforms has become very important. Social media not only functions as a promotional tool, but also as an interactive space that allows entrepreneurs to communicate directly with customers. Through platforms such as Instagram, Facebook, and Twitter, entrepreneurs can build communities around their brands, listen to customer feedback, and respond to questions or complaints quickly. Prasetyawati et al. (2021) emphasized that training in the use of digital media can help MSMEs improve their performance, especially during the pandemic when many businesses have shifted to online platforms. By utilizing the analytical tools available on social media, entrepreneurs can measure the effectiveness of their communication campaigns and make necessary adjustments to improve results.

### **Effective Negotiation Skills**

Negotiation skills are an integral part of a successful communication strategy. Negotiation is not just about reaching an agreement; it is also about building long-term relationships with business partners, suppliers, and customers. Tazkiya et al. (2021) emphasized the importance of active listening skills in negotiation. By actively listening, entrepreneurs can understand the other party's perspective and find mutually beneficial solutions. Building trust during the negotiation process is also very important. Entrepreneurs must be transparent and honest in their communications to create an atmosphere of mutual trust. This will make the other party more likely to collaborate and establish a better working relationship in the future.

### **Facing Crisis with Effective Communication**

A crisis can come at any time and can affect the reputation and continuity of a business. Therefore, having a good crisis communication strategy is a must for every entrepreneur. Hasanah et al. (2022) showed that effective communication during a crisis can help maintain a business's reputation and minimize

negative impacts on business operations. Entrepreneurs must be able to convey information quickly and transparently to all stakeholders to avoid speculation or rumors that can damage the company's image. In addition, a recovery strategy after a crisis is also important; entrepreneurs need to plan steps to repair relationships with customers and partners after the crisis situation is resolved.

### **Cultural Adaptation in Communication**

Cultural aspects also play an important role in business communication strategies. Each region or community has different cultural norms and values, so entrepreneurs need to adjust their communication approach to be relevant to the local context. According to Subekti and Sjachro (2024), adjusting communication strategies to local cultures not only helps entrepreneurs understand market needs but also strengthens their business identity amidst global competition. By understanding local culture, entrepreneurs can create more resonant messages and build stronger relationships with the surrounding community. This will not only increase the acceptance of products or services but also create social support that is important for business sustainability. An effective communication strategy is key to achieving success in the world of entrepreneurship. Entrepreneurs need to develop communication skills that include interpersonal, digital, cultural, and negotiation skills to achieve their business goals. Research shows that successful communication not only impacts business growth but also the ability to face challenges and adapt to changes in the business environment. By continuing to learn and hone communication skills—whether through formal training or practical experience—entrepreneurs will be able to create a strong foundation for long-term success in this ever-changing business environment. Success is not only determined by high-quality products or services but also by the ability to communicate effectively with all relevant stakeholders. Investing in developing communication skills is not just an option; it is a strategic necessity for any entrepreneur who wants to compete in today's global marketplace. By leveraging modern technology while respecting local cultural values and building strong interpersonal relationships, entrepreneurs can create new opportunities and ensure the sustainability of their businesses in the future.

### **CONCLUSION**

Based on the results of the study, it can be concluded that an effective communication strategy is very important in supporting the success of an entrepreneur. Effective business communication allows entrepreneurs to convey messages clearly, build good relationships with customers and business partners, and manage their business image positively. Entrepreneurs who are able to implement the right communication strategy have greater potential to achieve success in their business. An effective communication strategy also provides benefits in overcoming existing challenges, such as business competition and changes in digital

communication trends. Understanding a good communication strategy should be a primary concern for every entrepreneur, especially in facing complex and competitive business dynamics. Through good communication skills, entrepreneurs can increase their competitiveness, build a positive reputation, and strengthen customer loyalty. In the future, effective communication skills will be increasingly important along with the development of communication technology and increasing competition in the business world.

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