

Binus business Review

Editor in Chief

Haryadi Sarjono Bina Nusantara University, Indonesia

Managing Editors

Nurlina Bina Nusantara University, Indonesia

International Editor Board

- | | |
|-----------------------|--|
| Alfons Palangkaraya | Swinburne University of Technology, Australia |
| Marcin Staniewski | University of Economics and Human Sciences in Warsaw, Poland |
| Martin Falk | University of South-Eastern Norway, Norway |
| Mohammad Kabir Hassan | University of New Orleans, United States |
| Sulaimon O. Adebiyi | University of Lagos, Nigeria |
| Yudi Fernando | Universiti Malaysia Pahang, Malaysia |
| Levyda | Sahid University, Indonesia |
| Nur Budi Mulyono | Bandung Institute of Technology, Indonesia |
| Yasinta Soelasilah | Atma Jaya Catholic University of Indonesia, Indonesia |
| Rindang Widuri | Bina Nusantara University, Indonesia |

Language and Layout Editor

- | | |
|---------------------|--------------------------------------|
| Eka Yanti Pangputri | Bina Nusantara University, Indonesia |
| Dina Nurfitria | Bina Nusantara University, Indonesia |
| Shavira Sarashita | Bina Nusantara University, Indonesia |
| Holil | Bina Nusantara University, Indonesia |
| Atmawati | Bina Nusantara University, Indonesia |

Secretariat

Dewi Novianti Bina Nusantara University, Indonesia

Description

Binus Business Review is an international journal published in

Description
Binus Business Review is an international journal published in March, July, and November. The journal is hosted by the Research and Technology Transfer Office of Universitas Bina Nusantara and supported by Forum Manajemen Indonesia. The journal contents are managed by Binus Business School and Forum Manajemen Indonesia (FMI). The journal invites professionals in the world of education, research, and entrepreneurship to participate in disseminating ideas, concepts, new theories, or science development in the field of Management & Business through this scientific journal. Currently Binus Business Review (BBR) has been accredited by DIKTI under the decree number 158/E/KPT/2021 (SINTA 2) and has been indexed by CrossRef, ASEAN Citation Index, Directory of Open Access Journals (DOAJ), Science and Technology Index 2, Indonesia OneSearch, Garda Rujukan Digital (Garuda), Google Scholar, Academic Resource Index (ResearchBib) and Indonesian Research Repository (Neliti).

Binus Business Review

TABLE OF CONTENTS

| | |
|--|---------|
| Irene Nathania; Sumani | |
| Volatility and Liquidity Comparison of Indonesian and Singapore Stock Market in COVID-19 | |
| Mobility Restrictions Era | 235–245 |
| Laeticia Louisa; Freddy Pandapotan Simbolon | |
| Determinants of Customer Loyalty: An Empirical Study from Online Food Delivery Services | 247–258 |
| Tharisa Putri Shafa; Endrian Kurniadi; Ulfa Yunianti | |
| Impact of Customer Engagement on Purchase Intention: A Promotional Online Survey on Instagram | |
| Account of @bandengisimrb | 259–269 |
| Devie; Hendri Kwistianus; Chantika Virginia Putri Wellyani; | |
| Go Ruth Natasya Olivia Goenadi | |
| The Importance of Organizational Agility to Improve Performance: An Evidence from the Hotel Industry | |
| in the Post-COVID-19 Era | 271–284 |
| Dita Sari Suwandi; Tengku Ezni Balqiah | |
| Factors Increasing Loyalty of Local Cosmetic Brands: A Study on Generation Z in Indonesia | 285–296 |
| Putu Nina Madiawati | |
| The Effects of Experiential Marketing and Store Atmosphere on Customer Loyalty of MSMEs in West Java | 297–305 |
| Ahmad Azmy | |
| The Roles of Organizational Commitment, Emotional Intelligence, and Job Satisfaction for Improving | |
| Employee Performance at a Construction Company | 307–319 |
| Dery Remmy Lardo; Nilo Legowo; Arta Moro Sundjaja | |
| Determinant Factors of Purchase Intentions at Tokopedia in DKI Jakarta: | |
| An Integration of TAM and E-Servqual | 321–330 |
| Dicky Hida Syahchari; Maria Grace Herlina; Azizah Omar | |
| The Role of Social Capital, Social Media Marketing, and Entrepreneurial Orientation in the Success | |
| of Small and Medium Enterprises in the Tourism Industry..... | 331–341 |
| Index | 343–348 |