Binus Business Review

Editor in Chief
Haryadi Sarjono
Bina Nusantara University, Indonesia

Managing Editors
Nico Santianto
Bina Nusantara University, Indonesia
Christian Harito
Bina Nusantara University, Indonesia

International Editor Board
Alfonso Palangkaraya
Swinburne University of Technology, Australia
Halimin Herjanto
University of the Incarnate Word, United States
Marcin Staniewski
University of Economics and Human Sciences in Warsaw, Poland
Martin Falk
Austrian Institute of Economic Research, Austria
Mohammad Kabir Hassan
University of New Orleans, United States
Yudi Fernandez
Universiti Malaysia Pahang, Malaysia
Levyda
Sahid University, Indonesia
Nur Budi Mulyono
Bandung Institute of Technology, Indonesia
Yasinta Soedarso
Atmajaya University, 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 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 Faculty of Economics and Communications. 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 Economics, Business, Management, Accounting, Finance, Tourism, and Hotel Management through this scientific journal. Currently Binus Business Review (BBR) has been accredited by DIKTI under the decree number 30/E/KPT/2018 (SINTA 2) and has been indexed by CrossRef, ASEAN Citation Index, Directory of Open Access Journals (DOAJ), Science and Technology Index 2, Microsoft Academic Search, Garda Rujukan Digital (Garuda), Google Scholar, Academic Resource Index (ResearchBib) and Indonesian Research Repository (Neliti).

Research and Technology Transfer Office, Bina Nusantara University, Anggrek Campus, Jl. Kebon Jeruk Raya 27, Kebon Jeruk, Jakarta Barat 11530, Tel. +621-5350660 ext. 1705/1708, Fax. +621-5300244, E-mail: bbr@binus.edu, https://journal.binus.ac.id/index.php/BBR/, FB: https://www.facebook.com/ BinusBusinessReview
# TABLE OF CONTENTS

**Abdullah W. Jabid; Irfandi Buamonabot; Johan Fahri; Muhammad Asril Arilaha**  
Organizational Politics and Job Satisfaction: Mediation and Moderation of Political Skills ........................................ 1-9  

**Lutfi Nurcholis; Raditya Ferdianto**  
How to Expand Repurchase Intention? The Intervening Impact of Attitude towards Mobile Shopping .................. 11-19  

**Yasintha Soelasih; Sumani**  
Customer Loyalty: The Difference between Full-Service Carriers and Low-Cost Carriers in Indonesia ............... 21-29  

**Rakha Hendra Maryanto; Thomas Stefanus Kaihatu**  
Customer Loyalty as an Impact of Perceived Usefulness to Grab Users, Mediated by Customer Satisfaction and Moderated by Perceived Ease of Use ....................................................................................... 31-39  

**Angga Febrian; Muhtad Fadly**  
The Impact of Customer Satisfaction with EWOM and Brand Equity on E-Commerce Purchase Intention in Indonesia Moderated by Culture ........................................................................................................ 41-51  

**Rita Ambarwati; Mudji Astuti; Rohman Dijaya; Retna Fetty Idamayanti**  
The Determinant Factors in Using E-Samsat Services on Motorized Vehicle Tax Payment in East Java, Indonesia 53-61  

**Nindria Untarini; Sayyida; Dwiarko Nugroho Seno**  
Women’s Transition to Entrepreneurs from Professional and Managerial Careers in Organizations ................... 63-73  

**Haryani Chandra; Chandra Ferdinand Wijaya**  
The Relevance of Financial Statements in the Industrial Revolution 4.0 Era ............................................................ 75-84  

**Hermailinda Evianisa; Anggraini Sukmawati; Alim Setiawan Slamet**  
Exploring the Relationship of Competency, Management Best Practices, and Employee Performance in a Palm Oil Mill Company ........................................................................................................ 85-92