

DAFTAR PUSTAKA

Buku

- Babbie, E. R. (2007). *The Basics of Social Research, 4th Edition* (4th ed.). Wadsworth Publishing.
- Bryman, A. (2016). *Social Research Methods* (5th ed.). Oxford University Press.
- Creswell, J. W. (2017). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (5th ed). Sage Publications.
- Dachlan, U. (2014). *Panduan Lengkap Structural Equation Modeling Tingkat Dasar: Metodologi, Konsepsi, Aplikasi (dengan AMOS)*. Lentera Ilmu.
- Ferdinand, A. (2016). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis, dan Disertasi Ilmu Manajemen*. AGFBooks-UndipPress.
- Ghozali, I. (2010). *Structural Equation Modeling: Metode Alternatif dengan Partial Least Square (PLS)* (7th ed.). Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2015). *Structural Equation Modeling: Metode Alternatif dengan Partial Least Square (PLS)* (4th ed.). Badan Penerbit Universitas Diponegoro.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R*. Springer International Publishing. <https://doi.org/10.1007/978-3-030-80519-7>
- Hair, J. F. J., Hult, G. T. ., Ringle, C. ., & Sarstedt, M. (2014). *A primer on partial least squares structural equations modeling (PLS-SEM)*. SAGE.
- Kotler, P., Keller Lane, K., & Chernev, A. (2021). *Marketing Management 16e* (pp. 209–450). Pearson Education Limited.
- Kusnendi, & Ciptagustia, A. (2023). *Analisis Model Pengukuran dan Struktural dalam Penelitian Manajemen dan Bisnis*. UPI Press.
- Noor, J. (2014). *Metodologi Penelitian: Skripsi, Tesis, Disertasi & Karya Ilmiah* (p. 110). Kencana Prenadamedia Group.
- Suliyanto. (2011). *Ekonometrika Terapan: Teori dan Aplikasi dengan SPSS*. Penerbit Andi.

Artikel jurnal:

- Aaker, D. A. (1992). *Managing the most important assets: Brand equity*. Planning Review, 20(5), 56–58. <https://doi.org/10.1108/eb054384>
- Adongo, C. A., Anuga, S. W., & Dayour, F. (2015). *Will they tell others to taste? International tourists' experience of Ghanaian cuisines*. Tourism Management Perspectives, 15, 57–64. <https://doi.org/10.1016/j.tmp.2015.03.009>
- Agapito, D., Oom do Valle, P., & da Costa Mendes, J. (2013). *The Cognitive-Affective-Conative Model of Destination Image: A Confirmatory Analysis*. Journal of Travel & Tourism Marketing, 30(5), 471–481. <https://doi.org/10.1080/10548408.2013.803393>
- Akgün, A. E., Senturk, H. A., Keskin, H., & Onal, I. (2020). *The relationships among nostalgic emotion, destination images and tourist behaviors: An empirical study of Istanbul*. Journal of Destination Marketing & Management, 16, 100355. <https://doi.org/10.1016/j.jdmm.2019.03.009>
- Akroush, M. N., Jraisat, L. E., Kurdieh, D. J., AL-Faouri, R. N., & Qatu, L. T. (2016). *Tourism service quality and destination loyalty – the mediating role of destination image from international tourists' perspectives*. Tourism Review, 71(1), 18–44. <https://doi.org/10.1108/TR-11-2014-0057>
- Alcañiz, E. B., García, I. S., & Blas, S. S. (2005). *Relationships among residents' image, evaluation of the stay and post-purchase behaviour*. Journal of Vacation Marketing, 11(4), 291–302. <https://doi.org/10.1177/1356766705056626>
- Ali, F., Hussain, K., & Ragavan, N. A. (2014). *Memorable Customer Experience: Examining the Effects of Customers Experience on Memories and Loyalty in Malaysian Resort Hotels*. Procedia - Social and Behavioral Sciences, 144, 273–279. <https://doi.org/10.1016/j.sbspro.2014.07.296>
- Almeida-García, F., Domínguez-Azcue, J., Mercadé-Melé, P., & Pérez-Tapia, G. (2020). *Can a destination really change its image? The roles of information sources, motivations, and visits*. Tourism Management Perspectives, 34, 100662. <https://doi.org/10.1016/j.tmp.2020.100662>
- Almeida-Santana, A., & Moreno-Gil, S. (2018). *Understanding tourism loyalty: Horizontal vs. destination loyalty*. Tourism Management, 65, 245–255. <https://doi.org/10.1016/j.tourman.2017.10.011>
- Alves, H., Campón-Cerro, A. M., & Hernández-Mogollón, J. M. (2019). *Enhancing rural destinations' loyalty through relationship quality*. Spanish Journal of Marketing - ESIC, 23(2), 185–204.

09-2018-0041

- Arnould, E. J., & Thompson, C. J. (2005). *Consumer Culture Theory (CCT): Twenty years of research*. *Journal of Consumer Research*, 31(4), 868–882. <https://doi.org/10.1086/426626>
- Arnould, E., & Thompson, C. (2007). *Consumer Culture Theory (And We Really Mean Theoretics)* (pp. 3–22). [https://doi.org/10.1016/S0885-2111\(06\)11001-7](https://doi.org/10.1016/S0885-2111(06)11001-7)
- Askegaard, S., & Linnet, J. T. (2011). *Towards an epistemology of consumer culture theory*. *Marketing Theory*, 11(4), 381–404. <https://doi.org/10.1177/1470593111418796>
- Assaker, G., & Hallak, R. (2013). *Moderating Effects of Tourists' Novelty-Seeking Tendencies on Destination Image, Visitor Satisfaction, and Short- and Long-Term Revisit Intentions*. *Journal of Travel Research*, 52(5), 600–613. <https://doi.org/10.1177/0047287513478497>
- Ayazlar, G., & Arslan Ayazlar, R. (2017). *Almatourism Journal of Tourism, Culture and Territorial Development A Cross-cultural Investigation of Tourists' Memorable Experiences Between Two Nationalities*. <https://doi.org/10.6092/issn.2036-5195/6558>
- Babbie, E. R. (2007). *The Basics of Social Research, 4th Edition* (4th ed.). Wadsworth Publishing.
- Badan Pusat Statistik Indonesia. (2023). *Statistik Wisatawan Nusantara 2023*.
- Bai, W. (Bella), Lai, I. K. W., & Wong, J. W. C. (2023). *Memorable Tourism Experience Research: A Systematic Citation Review (2009–2021)*. *Sage Open*, 13(4). <https://doi.org/10.1177/21582440231218902>
- Baker, D. A., & Crompton, J. L. (2000). *Quality, satisfaction and behavioral intentions*. *Annals of Tourism Research*, 27(3), 785–804. [https://doi.org/10.1016/S0160-7383\(99\)00108-5](https://doi.org/10.1016/S0160-7383(99)00108-5)
- Baloglu, S., & McCleary, K. W. (1999). *A model of destination image formation*. *Annals of Tourism Research*, 26(4), 868–897. [https://doi.org/10.1016/S0160-7383\(99\)00030-4](https://doi.org/10.1016/S0160-7383(99)00030-4)
- Barnes, S. J., Mattsson, J., & Sørensen, F. (2016). *Remembered experiences and revisit intentions: A longitudinal study of safari park visitors*. *Tourism Management*, 57, 286–294. <https://doi.org/10.1016/j.tourman.2016.06.014>
- Beerli, A., & Martín, J. D. (2004). *Factors influencing destination image*. *Annals of Tourism Research*, 31(3), 657–681. <https://doi.org/10.1016/j.annals.2004.01.010>

- Belk, R. W. (1988). *Possessions and the Extended Self*. *Journal of Consumer Research*, 15(2), 139–168. <https://doi.org/10.1086/209154>
- Bettman, J. R. (1979). *An Information Processing Theory of Consumer Choice*. Addison Wesley.
- Bhattacharjee, A. (2001). *Understanding Information Systems Continuance: An Expectation-Confirmation Model*. *MIS Quarterly*, 25(3), 351. <https://doi.org/10.2307/3250921>
- Bigné, J. E., Sánchez, M. I., & Sánchez, J. (2001). *Tourism image, evaluation variables and after purchase behaviour: inter-relationship*. *Tourism Management*, 22(6), 607–616. [https://doi.org/10.1016/S0261-5177\(01\)00035-8](https://doi.org/10.1016/S0261-5177(01)00035-8)
- Bloemer, J., de Ruyter, K., & Wetzels, M. (1999). *Linking perceived service quality and service loyalty: a multi-dimensional perspective*. *European Journal of Marketing*, 33(11/12), 1082–1106. <https://doi.org/10.1108/03090569910292285>
- Bramwell, B., Lane, B., McCabe, S., Mosedale, J., & Scarles, C. (2008). *Research Perspectives on Responsible Tourism*. *Journal of Sustainable Tourism*, 16(3), 253–257. <https://doi.org/10.1080/09669580802208201>
- Bryman, A. (2016). *Social Research Methods* (5th ed.). Oxford University Press.
- Buhalis, D., & Foerste, M. (2015). *SoCoMo marketing for travel and tourism: Empowering co-creation of value*. *Journal of Destination Marketing & Management*, 4(3), 151–161. <https://doi.org/10.1016/j.jdmm.2015.04.001>
- Buhalis, D., & Law, R. (2008). *Progress in information technology and tourism management: 20 years on and 10 years after the Internet—The state of eTourism research*. *Tourism Management*, 29(4), 609–623. <https://doi.org/10.1016/j.tourman.2008.01.005>
- Byrne, B. M. (2016). *Structural Equation Modeling With AMOS*. Routledge. <https://doi.org/10.4324/9781315757421>
- Chang, T.-Y., & Horng, S.-C. (2010). *Conceptualizing and measuring experience quality: the customer's perspective*. *The Service Industries Journal*, 30(14), 2401–2419. <https://doi.org/10.1080/02642060802629919>
- Chen, C.-F., & Tsai, D. (2007). *How destination image and evaluative factors affect behavioral intentions?* *Tourism Management*, 28(4), 1115–1122. <https://doi.org/10.1016/j.tourman.2006.07.007>
- Chen, H., & Rahman, I. (2018). *Cultural tourism: An analysis of engagement, cultural contact, memorable tourism experience and destination loyalty*.

- Tourism Management Perspectives, 26, 153–163.
<https://doi.org/10.1016/j.tmp.2017.10.006>
- Chew, E. Y. T., & Jahari, S. A. (2014). *Destination image as a mediator between perceived risks and revisit intention: A case of post-disaster Japan*. Tourism Management, 40, 382–393. <https://doi.org/10.1016/j.tourman.2013.07.008>
- Chi, C. G.-Q., & Qu, H. (2008). *Examining the structural relationships of destination image, tourist satisfaction and destination loyalty: An integrated approach*. Tourism Management, 29(4), 624–636.
<https://doi.org/10.1016/j.tourman.2007.06.007>
- Chiu, W., Zeng, S., & Cheng, P. S.-T. (2016). *The influence of destination image and tourist satisfaction on tourist loyalty: a case study of Chinese tourists in Korea*. International Journal of Culture, Tourism and Hospitality Research, 10(2), 223–234. <https://doi.org/10.1108/IJCTHR-07-2015-0080>
- Chiu, Y.-T. H., Lee, W.-I., & Chen, T.-H. (2014). *Environmentally Responsible Behavior in Ecotourism: Exploring the Role of Destination Image and Value Perception*. Asia Pacific Journal of Tourism Research, 19(8), 876–889.
<https://doi.org/10.1080/10941665.2013.818048>
- Coye, R. W. (2004). *Managing customer expectations in the service encounter*. International Journal of Service Industry Management, 15(1), 54–71.
<https://doi.org/10.1108/09564230410523330>
- Creswell, J. W. (2017). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches (5th ed)*. Sage Publications.
- Crompton, J. L. (1979). *An Assessment of the Image of Mexico as a Vacation Destination and the Influence of Geographical Location Upon That Image*. Journal of Travel Research, 17(4), 18–23.
<https://doi.org/10.1177/004728757901700404>
- da Costa Liberato, P. M., Alén-González, E., & de Azevedo Liberato, D. F. V. (2018). *Digital Technology in a Smart Tourist Destination: The Case of Porto*. Journal of Urban Technology, 25(1), 75–97.
<https://doi.org/10.1080/10630732.2017.1413228>
- Dachlan, U. (2014). *Panduan Lengkap Structural Equation Modeling Tingkat Dasar: Metodologi, Konsep, Aplikasi (dengan AMOS)*. Lentera Ilmu.
- Damanik, J., Priyambodo, T. K., Wibowo, M. E., Pitanatri, P. D. S., & Wachyuni, S. S. (2023). *Travel behaviour differences among Indonesian youth in Generations Y and Z: pre-, during and post-travel*. Consumer Behavior in Tourism and Hospitality, 18(1), 35–48. <https://doi.org/10.1108/CBTH-07-2021-0184>

- Dann, G. M. S. (1996). *Tourists' Images of a Destination-An Alternative Analysis*. *Journal of Travel & Tourism Marketing*, 5(1–2), 41–55.
https://doi.org/10.1300/J073v05n01_04
- Dwivedi, Y. K., Pandey, N., Currie, W., & Micu, A. (2024). *Leveraging ChatGPT and other generative artificial intelligence (AI)-based applications in the hospitality and tourism industry: practices, challenges and research agenda*. *International Journal of Contemporary Hospitality Management*, 36(1), 1–12.
<https://doi.org/10.1108/IJCHM-05-2023-0686>
- Echtner, C. M., & Ritchie, J. R. B. (1991). *The Meaning and Measurement of Destination Image*. In *THE JOURNAL OF TOURISM STUDIES* (Vol. 14, Issue 1).
- Elshaer, A. M., & Marzouk, A. M. (2024). *Memorable tourist experiences: the role of smart tourism technologies and hotel innovations*. *Tourism Recreation Research*, 49(3), 445–457.
<https://doi.org/10.1080/02508281.2022.2027203>
- Engel, J. F., Blackwell, R. D., & Miniard, P. W. (1995). *Consumer Behavior. 6th Edition*. Dryden Press.
- Fakeye, P. C., & Crompton, J. L. (1991). *Image Differences between Prospective, First-Time, and Repeat Visitors to the Lower Rio Grande Valley*. *Journal of Travel Research*, 30(2), 10–16.
<https://doi.org/10.1177/004728759103000202>
- Faullant, R., Matzler, K., & Füller, J. (2008). *The impact of satisfaction and image on loyalty: the case of Alpine ski resorts*. *Managing Service Quality: An International Journal*, 18(2), 163–178.
<https://doi.org/10.1108/09604520810859210>
- Ferdinand, A. (2014). *METODE PENELITIAN MANAJEMEN Pedoman Penelitian untuk Penulisan Skripsi Tesis dan Disertasi Ilmu Manajemen*.
- Ferdinand, A. (2016). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis, dan Disertasi Ilmu Manajemen*. AGFBooks-UndipPress.
- Fu, X., Zhang, J., & Chan, F. T. S. (2018). *Determinants of loyalty to public transit: A model integrating Satisfaction-Loyalty Theory and Expectation-Confirmation Theory*. *Transportation Research Part A: Policy and Practice*, 113, 476–490. <https://doi.org/10.1016/j.tra.2018.05.012>
- Future Traveller Tribes 2030. (2015). *Future Traveller Tribes 2030, Understanding Tomorrow's Traveller*.
- Gallarza, M. G., Gil Saura, I., & Arteaga Moreno, F. (2013). *The quality-value-satisfaction-loyalty chain: relationships and impacts*. *Tourism Review*,

- 68(1), 3–20. <https://doi.org/10.1108/16605371311310048>
- Gallarza, M. G., Saura, I. G., & García, H. C. (2002). *Destination image*. *Annals of Tourism Research*, 29(1), 56–78. [https://doi.org/10.1016/S0160-7383\(01\)00031-7](https://doi.org/10.1016/S0160-7383(01)00031-7)
- García-Pérez, L. E., & Castillo-Ortiz, I. (2024). *Memorable gastro-tourism experiences: A systematic literature review*. *Annals of Tourism Research Empirical Insights*, 5(2). <https://doi.org/10.1016/j.annale.2024.100158>
- Gartner, W. C. (1994). *Image Formation Process*. *Journal of Travel & Tourism Marketing*, 2(2–3), 191–216. https://doi.org/10.1300/J073v02n02_12
- Ghozali, I. (2010). *Structural Equation Modeling: Metode Alternatif dengan Partial Least Square (PLS)* (7th ed.). Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2011). *Aplikasi Analisis Multivariate dengan Program SPSS*.
- Ghozali, I. (2015). *Structural Equation Modeling: Metode Alternatif dengan Partial Least Square (PLS)* (4th ed.). Badan Penerbit Universitas Diponegoro.
- Grayson, K. (2007). *Friendship versus Business in Marketing Relationships*. *Journal of Marketing*, 71(4), 121–139. <https://doi.org/10.1509/jmkg.71.4.121>
- Gretzel, U., Sigala, M., Xiang, Z., & Koo, C. (2015a). *Smart tourism: foundations and developments*. *Electronic Markets*, 25(3), 179–188. <https://doi.org/10.1007/s12525-015-0196-8>
- Gretzel, U., Sigala, M., Xiang, Z., & Koo, C. (2015b). *Smart tourism: foundations and developments*. *Electronic Markets*, 25(3), 179–188. <https://doi.org/10.1007/s12525-015-0196-8>
- Gursoy, D., Spangenberg, E. R., & Rutherford, D. G. (2006). *The Hedonic and Utilitarian Dimensions of Attendees' Attitudes Toward Festivals*. *Journal of Hospitality & Tourism Research*, 30(3), 279–294. <https://doi.org/10.1177/1096348006287162>
- Hair, J. F. . (2014). *A primer on partial least squares structural equations modeling (PLS-SEM)*. SAGE.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R*. Springer International Publishing. <https://doi.org/10.1007/978-3-030-80519-7>
- Hair, J. F. J., Hult, G. T. ., Ringle, C. ., & Sarstedt, M. (2014). *A primer on partial*

least squares structural equations modeling (PLS-SEM). SAGE.

- Harris, K., Baron, S., & Parker, C. (2000). *Understanding the Consumer Experience: It's "Good To Talk."* *Journal of Marketing Management*, 16(1–3), 111–127. <https://doi.org/10.1362/026725700785100505>
- Haryono, S. (2016). *Mengenal Metode Structural Equation Modeling (Sem) untuk Peneitian Manajemen Menggunakan Amos 18.00*.
- Hasan, M. K., Abdullah, S. K., Lew, T. Y., & Islam, M. F. (2019). *Determining factors of tourists' loyalty to beach tourism destinations: a structural model*. *Asia Pacific Journal of Marketing and Logistics*, 32(1), 169–187. <https://doi.org/10.1108/APJML-08-2018-0334>
- Hennig-Thurau, T., Gwinner, K. P., & Gremler, D. D. (2002). *Understanding Relationship Marketing Outcomes*. *Journal of Service Research*, 4(3), 230–247. <https://doi.org/10.1177/1094670502004003006>
- Hu, H.-H. (Sunny), Kandampully, J., & Juwaheer, T. D. (2009). *Relationships and impacts of service quality, perceived value, customer satisfaction, and image: an empirical study*. *The Service Industries Journal*, 29(2), 111–125. <https://doi.org/10.1080/02642060802292932>
- Hunter, W. C., Chung, N., Gretzel, U., & Koo, C. (2015). *Constructivist Research in Smart Tourism*. *Asia Pacific Journal of Information Systems*, 25(1), 105–120. <https://doi.org/10.14329/apjis.2015.25.1.105>
- Hwang, J., Choe, J. Y. (Jacey), Kim, H. M., & Kim, J. J. (2021). *The antecedents and consequences of memorable brand experience: Human baristas versus robot baristas*. *Journal of Hospitality and Tourism Management*, 48, 561–571. <https://doi.org/10.1016/j.jhtm.2021.08.013>
- Jeong, C., Holland, S., Jun, S. H., & Gibson, H. (2012). *Enhancing destination image through travel website information*. *International Journal of Tourism Research*, 14(1), 16–27. <https://doi.org/10.1002/jtr.827>
- Jin, N. (Paul), Lee, H., & Lee, S. (2013). *Event Quality, Perceived Value, Destination Image, and Behavioral Intention of Sports Events: The Case of the IAAF World Championship, Daegu, 2011*. *Asia Pacific Journal of Tourism Research*, 18(8), 849–864. <https://doi.org/10.1080/10941665.2012.711336>
- Jomnonkwao, S., Ratanavaraha, V., Khampirat, B., Meeyai, S., & Watthanaklang, D. (2015). *Factors influencing customer loyalty to educational tour buses and measurement invariance across urban and rural zones*. *Transportmetrica A: Transport Science*, 11(8), 659–685. <https://doi.org/10.1080/23249935.2015.1060274>

- Jones, T., Fox, G. L., Taylor, S. F., & Fabrigar, L. R. (2010). *Service customer commitment and response*. *Journal of Services Marketing*, 24(1), 16–28. <https://doi.org/10.1108/08876041011017862>
- Kayat, K., & Abdul Hai, M. (2014). *Perceived service quality and tourists' cognitive image of a destination*. *Anatolia*, 25(1), 1–12. <https://doi.org/10.1080/13032917.2013.814580>
- Kim, H., & Richardson, S. L. (2003). *Motion picture impacts on destination images*. *Annals of Tourism Research*, 30(1), 216–237. [https://doi.org/10.1016/S0160-7383\(02\)00062-2](https://doi.org/10.1016/S0160-7383(02)00062-2)
- Kim, J.-H., & Ritchie, J. R. B. (2014). *Cross-Cultural Validation of a Memorable Tourism Experience Scale (MTES)*. *Journal of Travel Research*, 53(3), 323–335. <https://doi.org/10.1177/0047287513496468>
- Kim, J.-H., Ritchie, J. R. B., & McCormick, B. (2012). *Development of a Scale to Measure Memorable Tourism Experiences*. *Journal of Travel Research*, 51(1), 12–25. <https://doi.org/10.1177/0047287510385467>
- Kim, S.-E., Lee, K. Y., Shin, S. Il, & Yang, S.-B. (2017). *Effects of tourism information quality in social media on destination image formation: The case of Sina Weibo*. *Information & Management*, 54(6), 687–702. <https://doi.org/10.1016/j.im.2017.02.009>
- Kim, S., Holland, S., & Han, H. (2013). *A Structural Model for Examining how Destination Image, Perceived Value, and Service Quality Affect Destination Loyalty: a Case Study of Orlando*. *International Journal of Tourism Research*, 15(4), 313–328. <https://doi.org/10.1002/jtr.1877>
- Klaus, P. 'Phil,' & Maklan, S. (2013). *Towards a Better Measure of Customer Experience*. *International Journal of Market Research*, 55(2), 227–246. <https://doi.org/10.2501/IJMR-2013-021>
- Kleinaltenkamp, M., Brodie, R. J., Frow, P., Hughes, T., Peters, L. D., & Woratschek, H. (2012). *Resource integration*. *Marketing Theory*, 12(2), 201–205. <https://doi.org/10.1177/1470593111429512>
- Kline, R. B. (2016). *Principles and Practice of Structural Equation Modeling*.
- Kock, F., Josiassen, A., & Assaf, A. G. (2016). *Advancing destination image: The destination content model*. *Annals of Tourism Research*, 61, 28–44. <https://doi.org/10.1016/j.annals.2016.07.003>
- Konecnik, M., & Gartner, W. C. (2007). *Customer-based brand equity for a destination*. *Annals of Tourism Research*, 34(2), 400–421. <https://doi.org/10.1016/j.annals.2006.10.005>

- Kotler, P., Keller Lane, K., & Chernev, A. (2021). *Marketing Management 16e* (pp. 209–450). Pearson Education Limited.
- Kozak, M. (2001). *Comparative assessment of tourist satisfaction with destinations across two nationalities*. *Tourism Management*, 22(4), 391–401. [https://doi.org/10.1016/S0261-5177\(00\)00064-9](https://doi.org/10.1016/S0261-5177(00)00064-9)
- Kozak, M., & Rimmington, M. (2000). *Tourist Satisfaction with Mallorca, Spain, as an Off-Season Holiday Destination*. *Journal of Travel Research*, 38(3), 260–269. <https://doi.org/10.1177/004728750003800308>
- Krishna, A., & Schwarz, N. (2014). *Sensory marketing, embodiment, and grounded cognition: A review and introduction*. *Journal of Consumer Psychology*, 24(2), 159–168. <https://doi.org/10.1016/j.jcps.2013.12.006>
- Kristensen, K., Martensen, A., & Gronholdt, L. (1999). *Measuring the impact of buying behaviour on customer satisfaction*. *Total Quality Management*, 10(4–5), 602–614. <https://doi.org/10.1080/0954412997587>
- Kuflik, T., Wecker, A. J., Lanir, J., & Stock, O. (2015). *An integrative framework for extending the boundaries of the museum visit experience: linking the pre, during and post visit phases*. *Information Technology & Tourism*, 15(1), 17–47. <https://doi.org/10.1007/s40558-014-0018-4>
- Kusnendi, & Ciptagustia, A. (2023). *Analisis Model Pengukuran dan Struktural dalam Penelitian Manajemen dan Bisnis*. UPI Press.
- Kutlu, D., & Ayyıldız, H. (2021). *The Role of the Destination Image in Creating Memorable Tourism Experience*. *Journal of Tourism and Services*, 12(23), 199–216. <https://doi.org/10.29036/jots.v12i23.303>
- Lari, L., Jabeen, F., & Iyanna, S. (2020). *Prioritising theme park service quality in Islamic contexts: an analytic hierarchy process approach*. *International Journal of Culture, Tourism and Hospitality Research*, 14(2), 225–237. <https://doi.org/10.1108/IJCTHR-10-2018-0147>
- Larsen, S. (2007). *Aspects of a Psychology of the Tourist Experience*. *Scandinavian Journal of Hospitality and Tourism*, 7(1), 7–18. <https://doi.org/10.1080/15022250701226014>
- Lau, A. L. S., & McKercher, B. (2004). *Exploration Versus Acquisition: A Comparison of First-Time and Repeat Visitors*. *Journal of Travel Research*, 42(3), 279–285. <https://doi.org/10.1177/0047287503257502>
- Lee, B., Lee, C.-K., & Lee, J. (2014). *Dynamic Nature of Destination Image and Influence of Tourist Overall Satisfaction on Image Modification*. *Journal of Travel Research*, 53(2), 239–251. <https://doi.org/10.1177/0047287513496466>

- Lekić, R., Trezner, Ž., & Mance, N. (2014). *Tourism and Hospitality Industry*.
- Li, T. (Tina), Liu, F., & Soutar, G. N. (2021). *Experiences, post-trip destination image, satisfaction and loyalty: A study in an ecotourism context*. *Journal of Destination Marketing & Management*, 19, 100547. <https://doi.org/10.1016/j.jdmm.2020.100547>
- Lin, Y., Fu, X., Gu, X., & Song, H. (2018). *Institutional ownership and return volatility in the casino industry*. *International Journal of Tourism Research*, 20(2), 204–214. <https://doi.org/10.1002/jtr.2173>
- Liu, Y., Hultman, M., Eisingerich, A. B., & Wei, X. (2020). *How does brand loyalty interact with tourism destination? Exploring the effect of brand loyalty on place attachment*. *Annals of Tourism Research*, 81, 102879. <https://doi.org/10.1016/j.annals.2020.102879>
- Loi, L. T. I., So, A. S. I., Lo, I. S., & Fong, L. H. N. (2017). *Does the quality of tourist shuttles influence revisit intention through destination image and satisfaction? The case of Macao*. *Journal of Hospitality and Tourism Management*, 32, 115–123. <https://doi.org/10.1016/j.jhtm.2017.06.002>
- Lusch, R. F., & Vargo, S. L. (2014). *Service-Dominant Logic*. Cambridge University Press. <https://doi.org/10.1017/CBO9781139043120>
- Lv, X., Li, C. (Spring), & McCabe, S. (2020). *Expanding theory of tourists' destination loyalty: The role of sensory impressions*. *Tourism Management*, 77, 104026. <https://doi.org/10.1016/j.tourman.2019.104026>
- M., D. K., Govindarajo, N. S., & Khen, M. H. S. (2019). *Effect of service quality on visitor satisfaction, destination image and destination loyalty – practical, theoretical and policy implications to avitourism*. *International Journal of Culture, Tourism and Hospitality Research*, 14(1), 83–101. <https://doi.org/10.1108/IJCTHR-04-2019-0066>
- Mariani, M. M., Di Felice, M., & Mura, M. (2016). *Facebook as a destination marketing tool: Evidence from Italian regional Destination Management Organizations*. *Tourism Management*, 54, 321–343. <https://doi.org/10.1016/j.tourman.2015.12.008>
- Mariani, M. M., & Giorgio, L. (2017). *The “Pink Night” festival revisited: Meta-events and the role of destination partnerships in staging event tourism*. *Annals of Tourism Research*, 62, 89–109. <https://doi.org/10.1016/j.annals.2016.11.003>
- Marschall, S. (2012). *‘Personal memory tourism’ and a wider exploration of the tourism–memory nexus*. *Journal of Tourism and Cultural Change*, 10(4), 321–335. <https://doi.org/10.1080/14766825.2012.742094>

- Miah, S. J., Vu, H. Q., Gammack, J., & McGrath, M. (2017). *A Big Data Analytics Method for Tourist Behaviour Analysis*. *Information & Management*, 54(6), 771–785. <https://doi.org/10.1016/j.im.2016.11.011>
- Mirzaalian, F., & Halpenny, E. (2021). *Exploring destination loyalty: Application of social media analytics in a nature-based tourism setting*. *Journal of Destination Marketing & Management*, 20, 100598. <https://doi.org/10.1016/j.jdmm.2021.100598>
- Moisander, J. (2007). *Motivational complexity of green consumerism*. *International Journal of Consumer Studies*, 31(4), 404–409. <https://doi.org/10.1111/j.1470-6431.2007.00586.x>
- Moon, H., & Han, H. (2018). *Destination attributes influencing Chinese travelers' perceptions of experience quality and intentions for island tourism: A case of Jeju Island*. *Tourism Management Perspectives*, 28, 71–82. <https://doi.org/10.1016/j.tmp.2018.08.002>
- Morgan, N., Pritchard, A., & Pride, R. (2011). *destination brands managing place reputation*.
- Myagmarsuren, O., & Chen, C.-F. (2011). *Exploring Relationships between Destination Brand Equity, Satisfaction, and Destination Loyalty: A Case Study of Mongolia*. *Journal of Tourism, Hospitality & Culinary Arts*, 3, 81–94.
- Neuhofer, B., Buhalis, D., & Ladkin, A. (2012). *Conceptualising technology enhanced destination experiences*. *Journal of Destination Marketing & Management*, 1(1–2), 36–46. <https://doi.org/10.1016/j.jdmm.2012.08.001>
- Ng, S. I., Lim, X. J., Hall, C. M., Tee, K. K., Basha, N. K., Ibrahim, W. S. N. B., & Naderi Koupaei, S. (2022). *Time for Tea: Factors of Service Quality, Memorable Tourism Experience and Loyalty in Sustainable Tea Tourism Destination*. *Sustainability (Switzerland)*, 14(21). <https://doi.org/10.3390/su142114327>
- Noor, J. (2014). *Metodologi Penelitian: Skripsi, Tesis, Disertasi & Karya Ilmiah* (p. 110). Kencana Prenadamedia Group.
- Oh, H. (1999). *Service quality, customer satisfaction, and customer value: A holistic perspective*. *International Journal of Hospitality Management*, 18(1), 67–82. [https://doi.org/10.1016/S0278-4319\(98\)00047-4](https://doi.org/10.1016/S0278-4319(98)00047-4)
- Oh, H., Fiore, A. M., & Jeoung, M. (2007). *Measuring Experience Economy Concepts: Tourism Applications*. *Journal of Travel Research*, 46(2), 119–132. <https://doi.org/10.1177/0047287507304039>
- Oliver, R. L. (1980). *A Cognitive Model of the Antecedents and Consequences of*

- Satisfaction Decisions*. Journal of Marketing Research, 17(4), 460–469. <https://doi.org/10.1177/002224378001700405>
- Oliver, R. L. (1999). *Whence Consumer Loyalty?* Journal of Marketing, 63(4_suppl1), 33–44. <https://doi.org/10.1177/00222429990634s105>
- Otto, J. E., & Ritchie, J. R. B. (1996). *The service experience in tourism*. Tourism Management, 17(3), 165–174. [https://doi.org/10.1016/0261-5177\(96\)00003-9](https://doi.org/10.1016/0261-5177(96)00003-9)
- Papadimitriou, D., Apostolopoulou, A., & Kaplanidou, K. (Kiki). (2015). *Destination Personality, Affective Image, and Behavioral Intentions in Domestic Urban Tourism*. Journal of Travel Research, 54(3), 302–315. <https://doi.org/10.1177/0047287513516389>
- Pearce, P. L. (1982). *Perceived changes in holiday destinations*. Annals of Tourism Research, 9(2), 145–164. [https://doi.org/10.1016/0160-7383\(82\)90044-5](https://doi.org/10.1016/0160-7383(82)90044-5)
- Phelps, A. (1986). *Holiday destination image — the problem of assessment*. Tourism Management, 7(3), 168–180. [https://doi.org/10.1016/0261-5177\(86\)90003-8](https://doi.org/10.1016/0261-5177(86)90003-8)
- Pike, A., Dawley, S., & Tomaney, J. (2010). *Resilience, adaptation and adaptability*. Cambridge Journal of Regions, Economy and Society, 3(1), 59–70. <https://doi.org/10.1093/cjres/rsq001>
- Pine, B. J., & Gilmore, J. H. (1999). *The experience economy: past, present and future*. In *Handbook on the Experience Economy*. Edward Elgar Publishing. <https://doi.org/10.4337/9781781004227.00007>
- Prayag, G., Hosany, S., Muskat, B., & Del Chiappa, G. (2017). *Understanding the Relationships between Tourists' Emotional Experiences, Perceived Overall Image, Satisfaction, and Intention to Recommend*. Journal of Travel Research, 56(1), 41–54. <https://doi.org/10.1177/0047287515620567>
- Prayag, G., & Ryan, C. (2012). *Antecedents of Tourists' Loyalty to Mauritius*. Journal of Travel Research, 51(3), 342–356. <https://doi.org/10.1177/0047287511410321>
- Prebensen, N. K., Vittersø, J., & Dahl, T. I. (2013). *Value Co-Creation Significance Of Tourist Resources*. Annals of Tourism Research, 42, 240–261. <https://doi.org/10.1016/j.annals.2013.01.012>
- Qu, H., Kim, L. H., & Im, H. H. (2011). *A model of destination branding: Integrating the concepts of the branding and destination image*. Tourism Management, 32(3), 465–476. <https://doi.org/10.1016/j.tourman.2010.03.014>

- Ragb, H., Mahrous, A. A., & Ghoneim, A. (2020). *A proposed measurement scale for mixed-images destinations and its interrelationships with destination loyalty and travel experience*. *Tourism Management Perspectives*, 35, 100677. <https://doi.org/10.1016/j.tmp.2020.100677>
- Ramos, C. (2010). *Information System For Tourism Management*.
- Rasoolimanesh, S. M., Seyfi, S., Hall, C. M., & Hatamifar, P. (2021). *Understanding memorable tourism experiences and behavioural intentions of heritage tourists*. *Journal of Destination Marketing & Management*, 21, 100621. <https://doi.org/10.1016/j.jdmm.2021.100621>
- Reynolds, W. H. (1965). *The Role of the Consumer in Image Building*. *California Management Review*, 7(3), 69–76. <https://doi.org/10.2307/41165634>
- Romão, J., van Leeuwen, E., Neuts, B., & Nijkamp, P. (2015). *Tourist Loyalty and Urban E-Services: A Comparison of Behavioral Impacts in Leipzig and Amsterdam*. *Journal of Urban Technology*, 22(2), 85–101. <https://doi.org/10.1080/10630732.2015.1018724>
- Saleem, U., Amin, S., Ahmad, B., Azeem, H., Anwar, F., & Mary, S. (2017). *Acute oral toxicity evaluation of aqueous ethanolic extract of Saccharum munja Roxb. roots in albino mice as per OECD 425 TG*. *Toxicology Reports*, 4, 580–585. <https://doi.org/10.1016/j.toxrep.2017.10.005>
- San Martín, H., & Rodríguez del Bosque, I. A. (2008). *Exploring the cognitive–affective nature of destination image and the role of psychological factors in its formation*. *Tourism Management*, 29(2), 263–277. <https://doi.org/10.1016/j.tourman.2007.03.012>
- Schumacker, R. E., & Lomax, R. G. (2015). *A Beginner's Guide to Structural Equation Modeling*. Routledge. <https://doi.org/10.4324/9781315749105>
- Servidio, R., & Ruffolo, I. (2016). *Exploring the relationship between emotions and memorable tourism experiences through narratives*. *Tourism Management Perspectives*, 20, 151–160. <https://doi.org/10.1016/j.tmp.2016.07.010>
- Sharma, P., & Nayak, J. K. (2019). *Understanding memorable tourism experiences as the determinants of tourists' behaviour*. *International Journal of Tourism Research*, 21(4), 504–518. <https://doi.org/10.1002/jtr.2278>
- Shoemaker, S., & Lewis, R. C. (1999). *Customer loyalty: the future of hospitality marketing*. *International Journal of Hospitality Management*, 18(4), 345–370. [https://doi.org/10.1016/S0278-4319\(99\)00042-0](https://doi.org/10.1016/S0278-4319(99)00042-0)
- Smith, W. G. (2008). *Does Gender Influence Online Survey Participation?: A Record-linkage Analysis of University Faculty Online Survey Response*

Behavior.

- Smith, W. W., Li, X. (Robert), Pan, B., Witte, M., & Doherty, S. T. (2015). *Tracking destination image across the trip experience with smartphone technology*. *Tourism Management*, 48, 113–122. <https://doi.org/10.1016/j.tourman.2014.04.010>
- Solomon, M. (2019). *Consumer Behaviour: Buying, Having and Being - 13th Global Edition*. Pearson.
- Somyot, W. (2008). *The Evaluation of Service Quality by Socially Responsible Customers*.
- Soteriades, M. D., & Avgeli, V. A. (2007). *Promoting tourism destinations: A strategic marketing approach*.
- Souki, G. Q., Antonialli, L. M., Barbosa, Á. A. da S., & Oliveira, A. S. (2019). *Impacts of the perceived quality by consumers' of à la carte restaurants on their attitudes and behavioural intentions*. *Asia Pacific Journal of Marketing and Logistics*, 32(2), 301–321. <https://doi.org/10.1108/APJML-11-2018-0491>
- Souki, G. Q., Oliveira, A. S. de, Guerreiro, M. M. M., Mendes, J. da C., & Moura, L. R. C. (2023). *Do memorable restaurant experiences affect eWOM? The moderating effect of consumers' behavioural engagement on social networking sites*. *The TQM Journal*, 35(8), 2255–2281. <https://doi.org/10.1108/TQM-06-2022-0200>
- Stepchenkova, S., & Mills, J. E. (2010). *Destination Image: A Meta-Analysis of 2000–2007 Research*. *Journal of Hospitality Marketing & Management*, 19(6), 575–609. <https://doi.org/10.1080/19368623.2010.493071>
- Sthapit, E., & Coudounaris, D. N. (2018). *Memorable tourism experiences: antecedents and outcomes*. *Scandinavian Journal of Hospitality and Tourism*, 18(1), 72–94. <https://doi.org/10.1080/15022250.2017.1287003>
- Sthapit, E., Ji, C., Dayour, F., & Badu-Baiden, F. (2024). *Memorable wildlife tourism experience: Evidence from the Mole National Park*. *Journal of Destination Marketing & Management*, 33, 100904. <https://doi.org/10.1016/j.jdmm.2024.100904>
- Stone, M. J., Soulard, J., Migacz, S., & Wolf, E. (2018). *Elements of Memorable Food, Drink, and Culinary Tourism Experiences*. *Journal of Travel Research*, 57(8), 1121–1132. <https://doi.org/10.1177/0047287517729758>
- Suliyanto. (2011). *Ekonometrika Terapan: Teori dan Aplikasi dengan SPSS*. Penerbit Andi.

- Sung Moon, K., Kim, M., Jae Ko, Y., Connaughton, D. P., & Hak Lee, J. (2011). *The influence of consumer's event quality perception on destination image*. *Managing Service Quality: An International Journal*, 21(3), 287–303. <https://doi.org/10.1108/09604521111127974>
- Sustacha, I., Baños-Pino, J. F., & Del Valle, E. (2023). *The role of technology in enhancing the tourism experience in smart destinations: A meta-analysis*. *Journal of Destination Marketing & Management*, 30, 100817. <https://doi.org/10.1016/j.jdmm.2023.100817>
- Taherdoost, H. (2016). *Sampling Methods in Research Methodology; How to Choose a Sampling Technique for Research*. SSRN Electronic Journal. <https://doi.org/10.2139/ssrn.3205035>
- Tan, W.-K. (2017). Repeat visitation: *A study from the perspective of leisure constraint, tourist experience, destination images, and experiential familiarity*. *Journal of Destination Marketing & Management*, 6(3), 233–242. <https://doi.org/10.1016/j.jdmm.2016.04.003>
- Tasci, A. D. A., Uslu, A., Styliadis, D., & Woosnam, K. M. (2022). *Place-Oriented or People-Oriented Concepts for Destination Loyalty: Destination Image and Place Attachment versus Perceived Distances and Emotional Solidarity*. *Journal of Travel Research*, 61(2), 430–453. <https://doi.org/10.1177/0047287520982377>
- Tavitiyaman, P., & Qu, H. (2013). *Destination Image and Behavior Intention of Travelers to Thailand: the Moderating Effect of Perceived Risk*. *Journal of Travel & Tourism Marketing*, 30(3), 169–185. <https://doi.org/10.1080/10548408.2013.774911>
- Tavitiyaman, P., Qu, H., Tsang, W. L., & Lam, C. R. (2021). *The influence of smart tourism applications on perceived destination image and behavioral intention: The moderating role of information search behavior*. *Journal of Hospitality and Tourism Management*, 46, 476–487. <https://doi.org/10.1016/j.jhtm.2021.02.003>
- Tosun, C., Dedeoğlu, B. B., & Fyall, A. (2015). *Destination service quality, affective image and revisit intention: The moderating role of past experience*. *Journal of Destination Marketing & Management*, 4(4), 222–234. <https://doi.org/10.1016/j.jdmm.2015.08.002>
- Tung, V. W. S., & Ritchie, J. R. B. (2011). *Investigating the Memorable Experiences of the Senior Travel Market: An Examination of the Reminiscence Bump*. *Journal of Travel & Tourism Marketing*, 28(3), 331–343. <https://doi.org/10.1080/10548408.2011.563168>
- Tussyadiah, I. P., & Fesenmaier, D. R. (2009). *Mediating Tourist Experiences:*

- Access to Places via Shared Videos*. *Annals of Tourism Research*, 36(1), 24–40. <https://doi.org/10.1016/j.annals.2008.10.001>
- V.G., G., Park, E., & Lee, C. (2021). *Testing the influence of destination source credibility, destination image, and destination fascination on the decision-making process: Case of the Cayman Islands*. *International Journal of Tourism Research*, 23(4), 569–580. <https://doi.org/10.1002/jtr.2427>
- Vargo, S. L., & Lusch, R. F. (2004). *Evolving to a New Dominant Logic for Marketing*. *Journal of Marketing*, 68(1), 1–17. <https://doi.org/10.1509/jmkg.68.1.1.24036>
- Vargo, S. L., & Lusch, R. F. (2008). *Service-dominant logic: continuing the evolution*. *Journal of the Academy of Marketing Science*, 36(1), 1–10. <https://doi.org/10.1007/s11747-007-0069-6>
- Vargo, S. L., & Lusch, R. F. (2016). *Institutions and axioms: an extension and update of service-dominant logic*. *Journal of the Academy of Marketing Science*, 44(1), 5–23. <https://doi.org/10.1007/s11747-015-0456-3>
- Wang, D. (2004). *Tourist Behaviour and Repeat Visitation to Hong Kong*. *Tourism Geographies*, 6(1), 99–118. <https://doi.org/10.1080/14616680320001722355>
- Wang, D., Xiang, Z., & Fesenmaier, D. R. (2016). *Smartphone Use in Everyday Life and Travel*. *Journal of Travel Research*, 55(1), 52–63. <https://doi.org/10.1177/0047287514535847>
- Wang, X., Li, X. (Robert), Zhen, F., & Zhang, J. (2016). *How smart is your tourist attraction?: Measuring tourist preferences of smart tourism attractions via a FCEM-AHP and IPA approach*. *Tourism Management*, 54, 309–320. <https://doi.org/10.1016/j.tourman.2015.12.003>
- Werthner, H., & Klein, S. (1999). *Information Technology and Tourism — A Challenging Relationship*. Springer Vienna. <https://doi.org/10.1007/978-3-7091-6363-4>
- Wolf, I. D., Wohlfart, T., Brown, G., & Bartolomé Lasa, A. (2015). *The use of public participation GIS (PPGIS) for park visitor management: A case study of mountain biking*. *Tourism Management*, 51, 112–130. <https://doi.org/10.1016/j.tourman.2015.05.003>
- Wong, I. A., & Li, X. (2015). *Destination Services and Travel Experience in the Gaming Mecca: the Moderating Role of Gambling as a Travel Purpose Among Chinese Tourists*. *Journal of Travel & Tourism Marketing*, 32(1–2), 80–99. <https://doi.org/10.1080/10548408.2014.986014>
- Xia, M., Zhang, Y., & Zhang, C. (2018). *A TAM-based approach to explore the*

- effect of online experience on destination image: A smartphone user's perspective.* Journal of Destination Marketing & Management, 8, 259–270.
<https://doi.org/10.1016/j.jdmm.2017.05.002>
- Xu, H., & Ye, T. (2018). *Dynamic destination image formation and change under the effect of various agents: The case of Lijiang, "The Capital of Yanyu."* Journal of Destination Marketing & Management, 7, 131–139.
<https://doi.org/10.1016/j.jdmm.2016.06.009>
- Yamaguchi, S., Akiyoshi, R., Yamaguchi, Y., & Nogawa, H. (2015). *Assessing the Effects of Service Quality, Past Experience, and Destination Image on Behavioral Intentions in the Spring Training Camp of a Japanese Professional Baseball Team.* Journal of Convention & Event Tourism, 16(3), 228–252. <https://doi.org/10.1080/15470148.2015.1043611>
- Yoo, B., Donthu, N., & Lee, S. (2000). *An Examination of Selected Marketing Mix Elements and Brand Equity.* Journal of the Academy of Marketing Science, 28(2), 195–211. <https://doi.org/10.1177/0092070300282002>
- Yoon, Y., & Uysal, M. (2005). *An examination of the effects of motivation and satisfaction on destination loyalty: a structural model.* Tourism Management, 26(1), 45–56. <https://doi.org/10.1016/j.tourman.2003.08.016>
- Yu, C.-P., Chang, W.-C., & Ramanpong, J. (2019). *Assessing Visitors' Memorable Tourism Experiences (MTEs) in Forest Recreation Destination: A Case Study in Xitou Nature Education Area.* Forests, 10(8), 636.
<https://doi.org/10.3390/f10080636>
- Yuan, J. (Jessica), & Jang, S. (Shawn). (2008). *The Effects of Quality and Satisfaction on Awareness and Behavioral Intentions: Exploring the Role of a Wine Festival.* Journal of Travel Research, 46(3), 279–288.
<https://doi.org/10.1177/0047287507308322>
- Žabkar, V., Brenčič, M. M., & Dmitrović, T. (2010). *Modelling perceived quality, visitor satisfaction and behavioural intentions at the destination level.* Tourism Management, 31(4), 537–546.
<https://doi.org/10.1016/j.tourman.2009.06.005>
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1988). *Communication and Control Processes in the Delivery of Service Quality.* Journal of Marketing, 52(2), 35–48. <https://doi.org/10.1177/002224298805200203>
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1996). *The Behavioral Consequences of Service Quality.* Journal of Marketing, 60(2), 31.
<https://doi.org/10.2307/1251929>
- Zhang, H., Fu, X., Cai, L. A., & Lu, L. (2014). *Destination image and tourist*

loyalty: A meta-analysis. Tourism Management, 40, 213–223.
<https://doi.org/10.1016/j.tourman.2013.06.006>

Zhang, H., Wu, Y., & Buhalis, D. (2018). *A model of perceived image, memorable tourism experiences and revisit intention*. Journal of Destination Marketing & Management, 8, 326–336. <https://doi.org/10.1016/j.jdmm.2017.06.004>