

# HOTEL DESTINATION IMAGE AND HALAL - FRIENDLY SERVICE AND STAFF ON REVISIT INTENTION: A SYSTEMATIC LITERATURE REVIEW

**Naldi Hendri<sup>1</sup>, Yunia Wardi<sup>2</sup>, Erni Masdupi<sup>3</sup>, Abror Abror<sup>4</sup>, Vidyarini Dwita<sup>5</sup>**

<sup>1,2,3,4</sup>Fakultas Ekonomi dan Bisnis, Universitas Negeri Padang

email: naldihendri28@gmail.com, yuniawardi@fe.unp.ac.id, emasdupi@gmail.com, abror094@fe.unp.ac.id, vidyarinidwita1301@gmail.com

## **ABSTRACT**

*This study aims to systematically identify, review, and assess the literature on the image of destination hotels and halal staff services in order to increase intention to return to hotels in Indonesia and provide an agenda for future research. The current study assesses existing revisit intentions on the topic, reveals limitations and gaps in the current literature, and suggests potential studies to further advance knowledge in this area. This research uses Systematic Literature Review. This study uses the keywords destination hotel image, halal staff service and intention to return. The research found 236 articles in the search using Science Direct and the help of other applications such as Mendeley, VOSViewer which were then filtered into 33 selected articles to be analyzed descriptively. Content analysis, assisted by Microsoft Excel, is used for review and analysis purposes. The findings show that affective destination image is positively related to intention to revisit and recommend, as well as to construct a series of product/service offering scenarios and then test the product/service offering scenario that best meets visitor expectations and also increases visitor satisfaction levels and their intention to return.*

**Keywords:** *hotel destination image ; halal-friendly services and staff; re visit intention ; systematic literature review*

## **INTRODUCTION**

The growth of the hospitality industry in recent years has created several challenges for global competition. Thus, expanding the base of customer segments is one of the important elements to overcome these challenges. Many international lodging players are also trying to create unique experiences by improving the quality of their services to retain international guests (Han, Kim, & Hyun, 2011). This fast competition has increased the awareness of customers in choosing certain hotel products and services when traveling abroad (Dedeoğlu & Demirer, 2015). Understanding the interests of each market segment is a key element in formulating a comprehensive service quality to achieve a memorable stay experience. This notion is emphasized with increasing competition among international hotel developers in many destinations to attract Muslim visitors by adopting certain Halal products and services to expand the hotel market share and attract the attention of Muslim customers (Al-Ansi, Olya, & Han, 2019).

In this case, halal tourism continues to experience significant development compared to existing conventional tourism. As halal tourism continues to develop, it is also accompanied by

sector development business sharia hospitality in Indonesia as a result exists globalization is the service sector. The service sector itself is considered the highest stage in process development economy in something country And Wrong one sector \_ development rapidly is sector service tourist ( Syafarudin, A., et al. (2020) .

The tourism service sector has an important role as a source of foreign exchange earnings, and can encourage national economic growth, especially in reducing the number of unemployed and increasing the productivity of a country. The tourism sector is one of the strategic sectors that must be utilized for tourism development as part of national development. Tourism development has the ultimate goal of increasing people's income which in turn can improve people's welfare and economic growth. The development of tourism also encourages and accelerates economic growth. Tourism activities create demand, both consumption and investment which in turn will lead to goods and services production activities ( Yakup, AP (2019)). Hotels in Indonesia are part of the service company industry which has shown development in Indonesia which is a source of income for people in Indonesia.

With the demand to be able to stay in business, hotels in Indonesia are making various creative efforts to create added value and increase guest satisfaction, so that the guest is expected to have the intention to return for the services that have been provided to the hotel guests.

The intention to return or it can be said that the intention to repurchase is one of the main factors for business success since many competitors have appeared and the cost and processing of new customers has become increasingly high. Intention purchase repeat affect behavior purchase actually in the future (Wei qaiyan, 2005). Jones and Sasser (1995) like quoted by Yang (2009) states that purchase repeat is A behavior base after consumer get satisfaction in purchase. According to Park (2010) Repurchase intention is as important as a key indicator of loyalty. Miller, Glawter, and Primban in Basiya and Rozak (2012) are quoted in a book by Pramudito, O. (2020, February). Basically, repurchase intention is a person's behavior caused by past behavior (consumption experience) which directly affects the intention to re-consume in the future. According to Lin and Morais in Lin (2012), there are three dimensions of revisit intention, namely:

1. Intention to revisit or intention to revisit,
2. Intention to recommend or intention to recommend, and
3. Resistance to change or resistance to change.

Destination image is one of the important factors that can influence the decision of tourists to travel to choose a destination (Beerli and Martin, 2004). Most of the definitions of objective images refer to individual or group perceptions of a place (Jenkins, 1999). Tasci and Gartner (2007) state that "a goal image is an interactive system of thoughts, opinions, feelings, visualizations, and intentions toward a goal" (p. 200) which not only indicates multiple dimensions (cognitive, affective, conative) of this construct but also states its influence on decisions about a tourist destination. Overall or overall image will be formed through the interaction of these components (Gartner, 1993; Lin et al., 2007). The destination image that is formed by consumers is due to the value that is felt and given by these Muslim guest customers.

Perceived value is a customer's overall assessment of the utility of a product or service based on perceptions of what is received and what is given (Zeithmal, 1988), namely the tradeoff between perceived benefits and perceived costs (Lovelock, 2000). Previous research has shown that measuring customer satisfaction can be used in

conjunction with measuring perceived value (Oh, 2000; Woodruff, 1997).

Theory satisfaction customer can in a manner wide classified in three groups : Expectations-Disconfirmation, Equity, and Attribution ( Athiyaman , 2004). Theory disconfirmation argue that satisfaction relate with size and direction from experience disconfirmation That happen as results from compare performance service to hope . When performance is below level hope , discontent occur (Oliver, 1980b). satisfaction level can defined as level experience positive individual feelings (Rust and Oliver, 1994). If consumer Certain that performance something service is more Good from them \_ expect them \_ satisfied . In other words, if somebody find that perceived performance \_ from something service not enough from hopefully , negative disconfirmation takes place . because \_ it seems \_ satisfaction is reaction affective in a manner whole Because

use product or service (Oliver 1980). Likewise , providers hotel services in non-Islamic countries, particularly in Thailand, Singapore, Australia, Japan , and the United Kingdom , have succeed increase quality service hospitality For maximize their halal tourism base and deliver experience great stay \_ for Muslim guests (Al -Ansi & Han, 2019). Idea This emphasized with increasing competition between \_ international hotel developers in many objective For interesting Muslim visitors with adopt certain halal products and services For expand hotel market share and interest attention Muslim customers (Al-Ansi, Olya , & Han, 2019). In matter this , Bangkok launched its new halal hotel brand , Al Meroz , in 2015 concurrently with Thailand's tourism strategy for accommodate more Lots Muslim visitors with fully fulfil needs and interests them (Reuters, 2016).

Likewise , needs Muslim basis like Halal food and facilities pray has noticed in a manner gradually in competitor hotels in the destination international other For access this Muslim market niche ( Jeaheng , Al-Ansi, & Han, 2019). Variation between hotels \_ offer quality halal products and services create different perspectives among \_ \_ internal Muslim customers choose a hotel during trip .

Muslim customers are required For Keep going practice their Islamic beliefs moment traveling , which is significant affect their choice of hotel (Al-Ansi et al., 2019). Although thus , achieve level satisfaction high Muslim customers will different of developed hotels with fully obey Islamic instructions ( ie , the hotel's Sharia complaints ) and complied with part service

important from need Muslim customers ( i.e. , Halal- friendly hotels ). Next , the hotels provide need base products and services Muslim customers will be highly evaluated based on performance and quality services ( Jeaheng et al., 2019).

Customer or visitor Can evaluate quality hotel based services hope them and performance services delivered by hotels (Lo et al., 2015; Wilkins, Merrilees , & Herington, 2007). Environment physical , atmosphere , cleanliness , security , facilities , facilities , maintenance rooms , hospitality staff , location , and interior decoration as well painting is element important from hotel attributes ( Alnawas & Hemsley-Brown, 2019; Cetin & Walls, 2016). According to Priporas et al. (2017), performance service in industry hospitality influence perception customer to quality based on How service prepared and delivered . Basically , ideas \_ This decipher sensitivity quality services and roles in the process of taking decision customer .

So importance Destination hotel image and halal service the friendliest staff in the industry hospitality influence perception customer to quality based on How service prepared and delivered . Basically , ideas \_ This decipher sensitivity quality services and roles in the process of taking decision customers who influence revisit intention in sharia hotels in Indonesia.

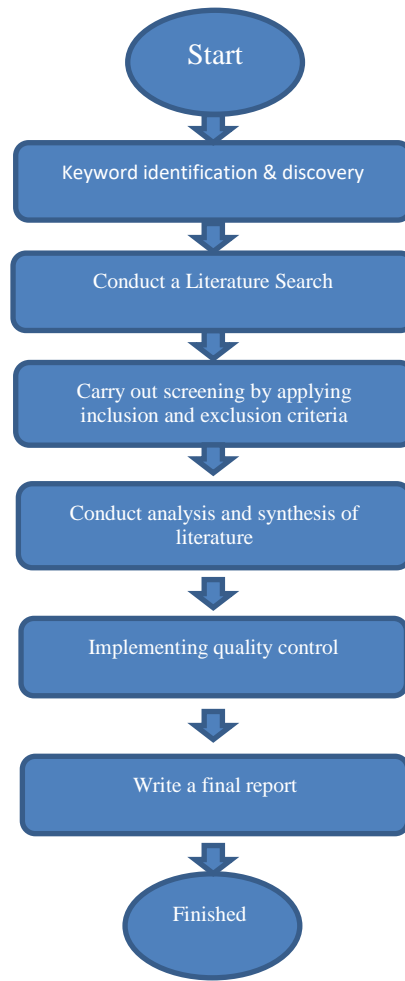
See from phenomena that occur in Indonesian sharia hotels at this time This that revisit intention tends decrease so that impact decline level residence If compared with commercial hotels or other non-sharia hotels , therefore For increase level sharia hotel occupancy in Indonesia is needed Destination hotel image and halal service friendly staff \_ For contribute new guest order visit back to sharia hotels in Indonesia , namely firstly presenting systematic and synthesized knowledge from various existing literature regarding the image of destination hotels and halal services

friendly staff , and secondly critically evaluate the content and contributions of the existing literature. Thus, this review provides concrete suggestions for expanding knowledge from what is known, as well as from what is not known in this field (Khizar *et al.* , 2021).

## RESEARCH METHODS

The research method describes the approach, design of activities, scope or objects, materials and main The method used in this research is *Systematic Literature Review (SLR)* to identify, evaluate, and interpret research results that are relevant to a particular research question, or topic area, or phenomenon of concern (Kitchenham, 2004). Meanwhile, a qualitative approach in *a systematic review* is used to summarize the results of research that are descriptive qualitative in nature. A systemic review is also a form of research in that it reviews the extant literature on an area of interest using a specific set of research approaches and procedures (Amstrong, Hall, Doyle & Waters, 2011). The aim of this research was to collect as many existing evidence-based studies as possible that were relevant to the object of the research being conducted ( Thorpe *et al.* , 2006). Kitchenham (2004) says that study systematic or called *systematic literature review* is A method study For identify , evaluate and interpret to results research . *Systematic* review is basically secondary data used by researchers For do synthesis from various results relevant research , so \_ facts presented by si \_ researcher become more complete (Siswanto, 2010).

*The systematic literature review* conducted in this study was based on the steps presented by Francis & Baldesari. (Francis, S., Baldesari., 2006). The steps are presented in Figure 1.



***Systematic Literature Review Flowchart***

**Keyword Identification and Discovery**

This study aims to examine *Destination Hotel Image and Halal Staff Services and Revisit*

*Intention* . Therefore, the researcher sets several conditions before conducting a literature search, namely in table 1 below:

**Table 1.**  
**ARTICLE DATABASE**

Criteria	Databases	
Keywords _	KK1	- <i>Destination Hotel Citra</i>
	KK2	- <i>Halal Friendly Staff Service</i>
	KK3	- <i>Return Intention</i>
	KK4	- <i>Citra Hotel Destinations and Halal Staff Services</i>
	KK5	- <i>Citra Hotel Destinations and Revisit Intention</i>
	KK6	- <i>Halal Staff Services and Revisit Intention</i>
	KK7	- <i>Citra Hotel Destinations and Halal Staff Services and Revisit Intention</i>
	MP1	- Science Direct
Criteria Inclusion (IC)	KI1	- All keywords have _ _ chosen appears in the title , abstract , keywords and full text
	KI2	- Published in selected journals
	KI3	- Published within the last 5 years
	KI4	- Inside article form journal
Criteria Exclusion (KE)	NUMBER 1	- All keywords are selected but do not appear in the title, abstract, keywords and full text
	2ND	- Books , Essays , Editorials , Opinions in discussion

### Literature Search

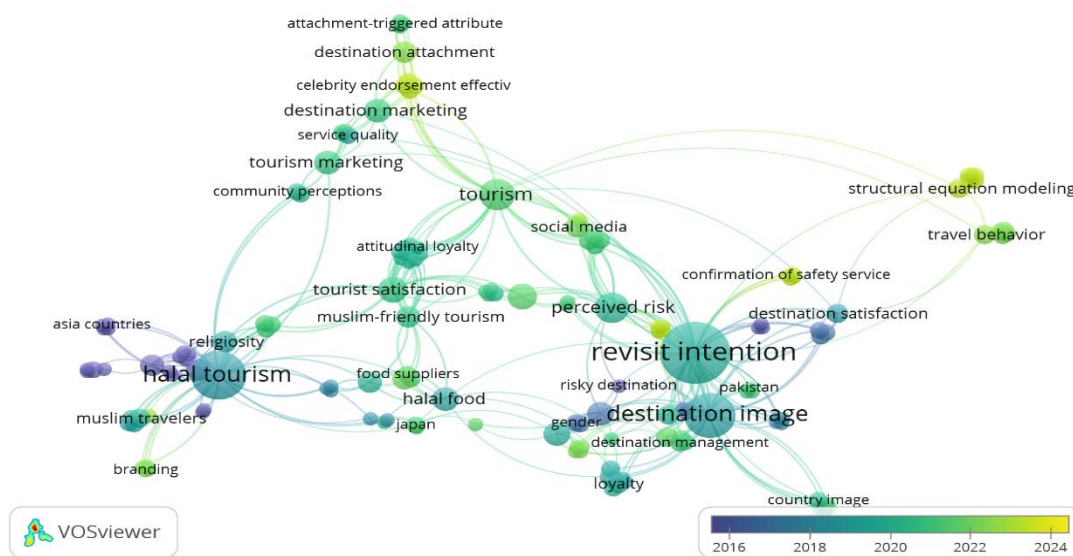
The next step is to select an academic database (namely, Science Direct) to conduct a keyword search and retrieve published journals on Destination Hotel Imagery and Halal Staff Services that are Friendly to Return Intentions. Furthermore, inclusion/exclusion criteria are determined to ensure the relevance of the article.

This study reveals several findings based on methodological steps: in identifying relevant study steps, this study found 5,631 articles using the keywords Destination Hotel Image and Halal Service Staff Friendly to Return Intentions . In applying the inclusion and exclusion criteria, the first criterion in applying the inclusion and exclusion criteria is the sciencedirect category.

Based on the search results found as many as 236 articles; after searching from various sources, the article is then filtered based on the title, abstract and keywords that are in accordance with the research study; after going through the first filter stage, then, then doing a search again to find 33 new articles that are in accordance with this research.

### Screening and Determination of Criteria

After the literature search process, the researcher carried out a screening process and determined criteria with the help of the Mendeley application to find out the abstractions of the 5,631 literature and VOSviewer to find out the relationship between the keywords found as shown in Figure 2.



**Figure 2. The relationship between keywords through VOSviewer**

Based on the screening that has been carried out with the help of VOSviewer, the relationship between *Intention to Return, Destination Image* ,“ *Halal Tourist* , generate linkages with *destination satisfaction, perceived risk, confirmation of safety service, destination management, loyalty , country image, religiosity , Muslim travelers, branding, asia countries, food*

*suppliers*. Then the researcher read the abstracts and filtered the literature based on the inclusion and exclusion criteria shown in Table 2 . From this screening process, researchers obtained 33 selected literature from Scopus indexed journal article types as primary data and supported by secondary data from books, journals and other articles relevant to the topic.

**Table 2 Inclusion and Exclusion Criteria**

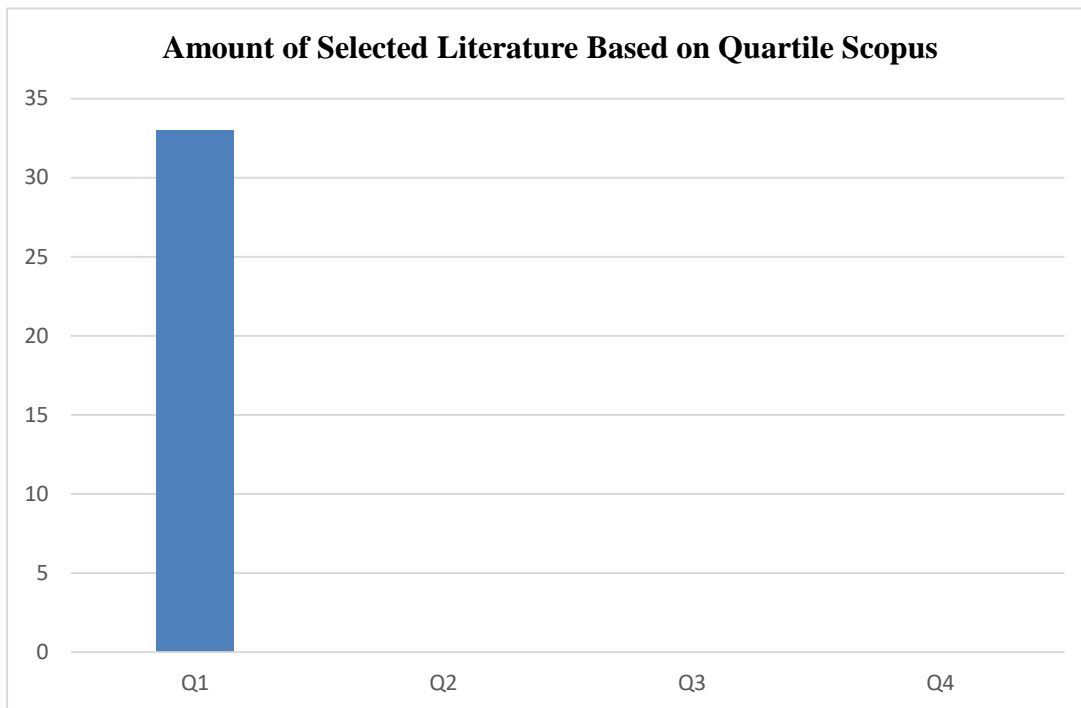
	Journal of studies that use large and small scale data
inclusion Criteria	Studies that discuss about Citra Hotel Destinations and Halal Services Friendly staff _ Intention Return Visit
	Journal studies including to in Scopus quartiles Q1, Q2, Q3, Q4 Studies that don't relevant with Citra Hotel Destinations and Halal Services Friendly staff _ Intention Return Visit
Exception Criteria	The study takes the case of the business of alcohol, drugs and illegal drugs

**Process Analysis and Synthesis**

Literature that has met the criteria will be abstracted and synthesized according to the research topic so that *the Destination Hotel Image and Halal Staff Services can be formed against Revisit Intention*

**Quality control**

At this stage, the researcher implemented quality control by reviewing selected literature based on Quartile Scopus Q1, Q2, Q3, and Q4 for the last 5 years (2017 up to 2023) which are appropriate to the topics studied can be seen in Figure 3.



**Figure 3 Total Selected Literature Based on Quartile Scopus**

**Final report**

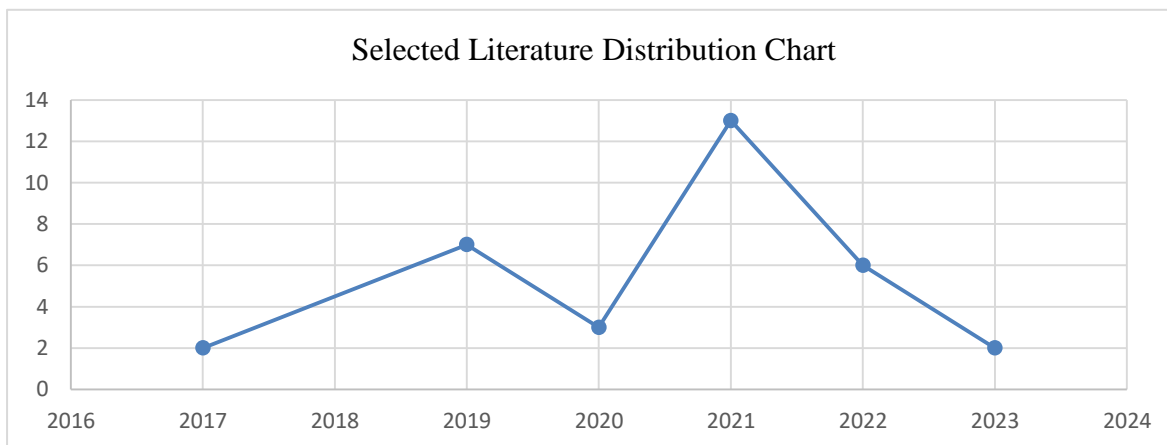
The final report is intended to provide a complete picture of the results of the analysis and synthesis of the literature that has included the inclusion and exclusion criteria. This step will be carried out in the results and discussion section.

**RESULTS AND DISCUSSION**

**Important Journal Publications**

In the literature review, there are 33 selected literatures in Table 3 below. In analyzing *Destination Hotel Image and Halal Staff Service and Revisit Intention*. Can be seen in the picture below from 33 literature, the first research is about *Citra Hotel Destinations* published in 2017 a number of two literatures while in 2019 it

increased to 7 literatures and decreased in 2020 to 3 literatures and increased in 2021 namely 13 literatures which is the most research and until now it decreased sharply again in 2022 to 6 literatures and mid in 2023 there will be 2 literature as shown in Figure 4. This shows that *the Image of Destination Hotels and Halal Staff Services and Revisit Intention* of this research is decreasing so it is highly recommended to do destination image and halal staff services so that they are affective so as to generate an intention to revisit and recommend, as well as to build a series of product/service offering scenarios and so that the product/service offering can meet visitor expectations and also increase visitor satisfaction levels and their intention to return.



**Figure 4 Graph of Selected Literature Distribution**

### **Hotel Destinations Image**

Since Gunn's (1972) basic research, the concept of image destinations has received widespread attention in future tourism marketing literacy. Researchers have defined destination image in a number of ways, but generally as a sophisticated and complex construct. However, in reviewing this description and framework, a general idea emerges from the tourism marketing literature: namely that destination image consists of the sum of the cognitive opinions and affective impressions individuals collect and remember about a particular destination. In principle, there is consensus about the elements of destination image: namely that they include the cognitive and affective goals of the image (Baloglu & McCleary, 1999).

Cognitive goal image is based on beliefs and knowledge about the attributes of the travel destination (eg attractiveness, atmosphere, social setting, environment) (Pike & Ryan, 2004), whereas affective goal image is concerned with the emotions or feelings attached to the same destination (Pike & Ryan, 2004). e.g. pleasant, arousing, or gloomy) (Kim & Richardson, 2003). The cognitive goals of nation image have been investigated and assessed using structural techniques or multi-attribute approaches based on objective-specific factors (Beerli & Martin, 2004). For example, Fakeye and Crompton (1991, p. 14) identify five cognitive image factors: (1) so- social opportunities and attractions; (2) natural and cultural facilities; (3) accommodation, transportation and infrastructure; (4) food and friendly people; and (5) bars and nightlife. Baloglu and McCleary (1999) categorize cognitive factors into three overall factors. mention: (1) quality of experience; (2) attractions; and (3) value/entertainment. In addition to the objective image content, researchers have also investigated the antecedents and consequences of that objective image.

In terms of the consequences of destination image, researchers have examined the role of both cognitive and affective destination image on tourist behavioral intentions during the pre-visit, visit, and post-visit stages (Tasci & Gartner, 2007). Here researchers have shown that destination image influences the intentions, preferences, and decisions of potential tourists due to intangible tourist destinations and limited information about destinations during the pre-visit stage (Tasci & Gartner, 2007). For the visit phase, several researchers have demonstrated a potential positive

relationship between destination image and length of visit to the destination, since tourists will acquire a better and more accurate perception of the destination after the visit (Fakeye & Crompton, 1991). For the post-visit stage, researchers have demonstrated that cognitive and affective goal imagery can have an influential effect on tourist return visits and the intensity of recommendations (Baloglu & McCleary, 1999). In addition to the positive relationship that has been found to exist between destination image and behavioral intention during different stages of visit, past research has also shown that destination image positively influences both tourist loyalty (Lee et al., 2005).

### **Halal - Friendly Service and Staff**

Develop a successful product or service offering. As Alpert (1971) asserts, a factor can be considered as an important determinant of consumer choice (and possibly sporting behavior) only if it is both (1) important to the consumer (event-goers in this study) and (2) perceived as better than the product or competitor services. For example, facilities or destinations may be a salient attribute influencing sports tourists to attend sporting events that will be held at the same facility or destination (Ferreira & Armstrong, 2004). In this regard, Greenwell, Fink, and Pastore (2002) found physical sports facilities to be a significant factor affecting overall audience satisfaction. In an earlier study, JA Schofield (1983) identified economic variables, demographic variables, game attractiveness variables, and residual variables as four broad categories that affect attendance at sporting events. Studies show that economic variables that influence sports attendance include income (eg Baade & Tiehen, 1990), ticket prices (eg Zhang, Smith, & Pease, 1997). The service offerings and scenarios considered in this study include the characteristics of alternative products/services or hypothetical product/service offerings that are used to evaluate the purchasing preferences of sporting event participants. These considerations form a measurement tool designed to meet the objectives of this study. Sporting event attendees can select different levels of performance and features at preset price levels for a range of product/service offerings. "Features" are characteristics associated with a product or service.

Product/service features are thus part of the product concept (eg part of a bundle of interchangeable or usable attributes). In this study, the word "feature" connotes the type of



product/service being augmented - meaning that the design and/or physical features of the product/service are the offerings highlighted.

### Revisit Intention

In the tourism literature, much attention has been paid to instances of repeat visits and intentions to revisit host destinations (Osti et al., 2012). Previous research shows that repeat visitors tend to choose the same destination for their upcoming vacation (eg Kozak, 2001). In this vein, there are specific attributes at the destination level that visitors not only feel connected to but also influence the extent to which they will plan to revisit a particular destination (Baker & Crompton, 2000).

Other studies have emphasized visitor satisfaction as the main antecedent of repeat visits (eg Schofield & Thompson, 2007). Studies that examine the consumption behavior of visitors at sporting events mostly focus on events of a certain size (Wilson, 2006), resulting in a scarcity of inclusive studies of sporting events of various sizes, namely small, medium and large-scale sporting events. The intention to revisit the host's destination represents a vital economic aspect of event tourism (Wicker et al., 2012). However, there is limited insight into sporting events, such as running. While many studies focus on visitors staying at a place and their spending during and after the event (e.g. Wu, DG, & Chalip, L. (2014) , top rated, the best service offering that can affect satisfaction and repeat visits at sporting events owned run is not briefly identified.

The current study addresses the gaps mentioned above with the following objectives. First, this study identifies the features of product offerings at sporting events retrieved from an in-depth bibliography review and uses these features as product brand variables that incorporate separate service offering features (aka service offering scenarios) to create a measuring tool. Second, this study examines the relationship between a hypothetical service offering scenario and visitor satisfaction levels and their intention to return. Third, this study proposes to build a path analysis with the best model for visitor satisfaction levels and their intention to revisit running sports events. This study makes several contributions to the sports event literature. First, tourist resorts, amusement parks, and other forms of tourism destinations all have features that are sufficiently precise at the level of destinations that affect visitors to sporting events. Because of this, it is important to understand how existing features can be combined to identify the best product/service

offering scenario that will influence visitor behavior. The fact that destination marketing initiatives, health-specific planning, and community regeneration and cohesion are promoted through sporting events ( Stoel-Gammon, C. (2011) further supports the need to investigate the best product/service offering scenarios that will produce the expected results, i.e. the level of higher visitor satisfaction and repeat visits.

Destination attitudes are very important in predicting tourist behavior, including destination attachment and revisit intentions (Meng & Cui, 2020). Furthermore, destination attachment grows over time as tourists' personal experiences with a destination (Usakli et al., 2022). Previous literature shows that a positive goal attitude leads to the formation of intense emotions towards goals (Yen, Chen, Cheng, & Teng, 2018). Goal attachment is critical in the development of a reliable, committed, long-term association with goals because goal brand resonance is high (Kim et al., 2018). Over time, this form of emotional experience towards a goal develops into a bond, referred to as 'destination attachment' (Japutra, 2020). Attachment theory (Bowlby & Ainsworth, 2013) explains that the tendency of tourists towards destination brands develops affective bonds and influences their intention to return.

### CONCLUSION

From the results of a literature search carried out with the help of the Scencedirect application, the literature search with research articles resulted in the discovery of 236 literature starting from 1979 to 2023. Based on the inclusion and exclusion criteria from 2017 to 2023, finally 33 literature were selected from indexed journal article types. Scopus as primary data and supported by secondary data from books, journals and other articles that are relevant to the topic.

It can be concluded that destination image research is positively related to intention to revisit and recommend , as well as to build a series of product/service offering scenarios and then test the product/service offering scenario that best meets visitor expectations and also increases visitor satisfaction levels and their intention to return. .

Previous hospitality studies highlighted a significant relationship between satisfaction, trust, and behavioral intention (i.e., revisit) as a consequence of customer perception and feedback (Al-Ansi et al., 2019). Satisfaction is often conceptualized as the result of a comparative process between customer expectations of hotel

service quality and service performance offered (Oliver, 1999).

Destinations according to Seaton and Bennett (1996) are a unified product of tourism destinations but consist of various types of tourism organizations and operations within them. geographical area, including hotels, transportation, attractions, etc. Tourism destinations include everything that exists in the area, both people, landscapes, other industries, and other things that can be part of the destination experience, local uniqueness that can be enjoyed by tourists even though they are not part of the tourism economy in particular.

According to Priporas et al. (2017), service performance in the lodging industry influences customer perceptions of quality based on how services are prepared and delivered. Basically , ideas \_ This decipher sensitivity quality services and roles in the process of taking decision customer .

To produce effective results using the *Systematic Literature Review method* requires high skills in identifying and analyzing sources to obtain accurate and relevant information in making summaries, this requires a lot of time and requires critical thinking in analyzing research. another limitation of the research using the *Systematic Literature Review method* is the limited information obtained from the literature because researchers did not get accurate data from the organizations studied.

It is highly recommended for business people to use the Systematic Literature Review method, it takes that the image of the destination is related to tourists' willingness to recommend the destination and their intention to revisit it. Previous studies have also captured a positive relationship between cognitive/affective destination image and tourists' intention to recommend it (Jalilvand, Samiei, Dini, & Manzari, 2012). For example, McDowall and Ma (2010) found that higher levels of attractions, facilities, and service evaluations significantly influence tourists' intentions to recommend. Previous studies have also demonstrated the impact of destination image on tourist intentions to return (Tan & Wu, 2016).

From the results of a literature search carried out with the help of the Scencedirect application, the literature search with research articles resulted in the discovery of 236 literature starting from 1979 to 2023. Based on inclusion and exclusion criteria from 2017 to 2023, finally 33 literature were selected, research on hotel image No one has conducted this research on sharia hotels, so the author strongly recommends further

research on *Destination Hotel Image and Halal Staff Service and Revisit Intention*, especially on Sharia Hotels in several countries with Muslim minorities so that you can see the effect of *Destination Hotel Image and Halal Staff Services on Revisit Intention*.

## BIBLIOGRAPHY

- Abdillah, YF (2017). The Influence of Destination Image and Tourist Attractiveness on Tourist Visiting Decisions on B29 Lumajang Tourism.
- Adytia, CA, & Yuniawati, Y. (2016). The Influence of Customer Experience on Revisit Intention at The Trans Luxury Hotel Bandung (Survey on Travelers as Individual First Timer Guest of The Trans Luxury Hotel Bandung). *THE Journal: Tourism and Hospitality Essentials Journal* , 5 (1), 857-862.
- Ahn, J. (2019). Consideration of rosy-and blue-side attachment with integrated resort brands. *Journal of Destination Marketing & Management* , 13 , 1-9.
- Akgün , AE, Senturk , HA, Keskin , H., & Onal , I. (2020). The relationships among nostalgic emotions, destination images and tourist behaviors : An empirical study of Istanbul. *Journal of Destination Marketing & Management* , 16 , 100355.
- Al-Ansi, A., & Han, H. (2019). The role of halal-friendly destination performances, value, satisfaction, and trust in generating destination image and loyalty. *Journal of Destination Marketing & Management* , 13 , 51-60.
- Armstrong, R., Hall, BJ, Doyle, J., & Waters, E. (2011). 'Scoping the scope' of a cochrane review. *Journal of public health* , 33 (1), 147-150.
- Alnawas, I., & Hemsley-Brown, J. (2019). Examining the key dimensions of customer experience quality in the hotel industry. *Journal of Hospitality Marketing & Management* , 28 (7), 833-861.
- Alnawas, I., & Hemsley-Brown, J. (2019). Market orientation and hotel performance: investigating the role of high-order marketing capabilities. *International Journal of Contemporary Hospitality Management* .
- Alpert, MI (1971). Identification of determinant attributes: a comparison of methods. *Journal of marketing research* , 8 (2), 184-191.

- Andrades , L., & Dimanche, F. (2017). Destination competitiveness and tourism development in Russia: Issues and challenges. *Tourism management* , 62 , 360-376.
- Asadi, K., Ramshankar, H., Noghabaei, M., & Han, K. (2019). Real-time image localization and registration with BIM using perspective alignment for indoor monitoring of construction. *J.Comput. Civ. Eng* , 33 (5), 04019031.
- Athiyaman, A. (2004). Antecedents and consequences of student satisfaction with university services: a longitudinal analysis. *Academy of Marketing Studies Journal* , 8 , 89-105.
- Athiyaman, A. (2004). Antecedents and consequences of student satisfaction with university services: a longitudinal analysis. *Academy of Marketing Studies Journal* , 8 , 89-105.
- Baade, RA, & Tiehen , LJ (1990). An analysis of major league baseball attendance, 1969-1987. *Journal of Sport and Social Issues* , 14 (1), 14-32.
- Baharuddin, AZ, & Al Hasan, FA (2018). SHARIA HOTEL BUSINESS DEVELOPMENT IN INDONESIA (Case Study of Sharia Hotel Development in Lombok, West Nusa Tenggara Province). *Al-'Adl* , 11 (1), 33-52.
- Baharuddin, AZ, & Al Hasan, FA (2018). Sharia Hotel Business Development in Indonesia. *Journal of Al-'Adl* , 11 (1).
- Baharuddin, AZ, & Al Hasan, FA (2018). SHARIA HOTEL BUSINESS DEVELOPMENT IN INDONESIA (Case Study of Sharia Hotel Development in Lombok, West Nusa Tenggara Province). *Al-'Adl* , 11 (1), 33-52.
- Baharuddin, AZ, & Al Hasan, FA (2018). Sharia Hotel Business Development in Indonesia. *Journal of Al-'Adl* , 11 (1).
- Bahja , F., & Hancer , M. (2021). Eco-guilt in tourism: Do tourists intend to behave environmentally friendly and still revisit?. *Journal of Destination Marketing & Management* , 20 , 100602.
- Bahja , F., & Hancer , M. (2021). Eco-guilt in tourism: Do tourists intend to behave environmentally friendly and still revisit?. *Journal of Destination Marketing & Management* , 20 , 100602.
- Baker, DA, & Crompton, JL (2000). Quality, satisfaction and behavioral intentions. *Annals of tourism research* , 27 (3), 785-804.
- Baloglu , S., & McCleary, KW (1999). A model of destination image formation. *Annals of tourism research* , 26 (4), 868-897.
- Beerli, A., & Martin, JD (2004). Factors influencing destination image. *Annals of tourism research* , 31 (3), 657-681.
- Beerli, A., & Martin, JD (2004). Factors influencing destination image. *Annals of tourism research* , 31 (3), 657-681.
- Bigne Alcañiz , JE, Nicolau , JL, & William, E. (2021). Advance booking across channels: The effects on dynamic pricing.
- Bigne Alcañiz , JE, Nicolau , JL, & William, E. (2021). Advance booking across channels: The effects on dynamic pricing.
- Bigne , E., Oltra , E., & Andreu, L. (2019). Harnessing stakeholder input on Twitter: A case study of short breaks in Spanish tourist cities. *Tourism Management* , 71 , 490-503.
- Bigne , E., Oltra , E., & Andreu, L. (2019). Harnessing stakeholder input on Twitter: A case study of short breaks in Spanish tourist cities. *Tourism Management* , 71 , 490-503.
- Blain, C., Levy, SE, & Ritchie, JB (2005). Destination branding: Insights and practices from destination management organizations. *Journal of travel research* , 43 (4), 328-338.
- Bogicevic , V., Seo , S., Kandampully , JA, Liu, SQ, & Rudd, NA (2019). Virtual reality presence as a preamble of tourism experience: The role of mental imagery. *Tourism Management* , 74 , 55-64.
- Bogicevic , V., Seo , S., Kandampully , JA, Liu, SQ, & Rudd, NA (2019). Virtual reality presence as a preamble of tourism experience: The role of mental imagery. *Tourism Management* , 74 , 55-64.
- Borges-Tiago, MT, Arruda, C., Tiago, F., & Rita, P. (2021). Differences between TripAdvisor and Booking. com in branding co-creation. *Journal of Business Research* , 123 , 380-388.
- Borges-Tiago, MT, Arruda, C., Tiago, F., & Rita, P. (2021). Differences between TripAdvisor and Booking. com in branding co-creation. *Journal of Business Research* , 123 , 380-388.
- Bowlby, J., & Ainsworth, M. (2013). The origins of attachment theory. *Attachment theory: Social, developmental, and clinical perspectives* , 45 (28), 759-775.
- Cetin, G., & Walls, A. (2016). Understanding the customer experience from the perspective

- of guests and hotel managers: Empirical findings from luxury hotels in Istanbul, Turkey. *Journal of Hospitality Marketing & Management* , 25 (4), 395-424.
- Chen, CF, & Tsai, D. (2007). How do destination images and evaluative factors affect behavioral intentions? *Tourism management* , 28 (4), 1115-1122.
- Chen, R., Zhou, Z., Zhan, G., & Zhou, N. (2020). The impact of destination brand authenticity and destination brand self-congruence on tourist loyalty: The mediating role of destination brand engagement. *Journal of Destination Marketing & Management* , 15 , 100402.
- Cheraghalizadeh , R., & Tümer , M. (2017). The effect of applied resources on competitive advantage in hotels: Mediation and moderation analysis. *Journal of Hospitality and Tourism Management* , 31 , 265-272.
- Ćulić, M., Vujičić, MD, Kalinić, Č., Dunjić, M., Stankov, U., Kovačić, S., ... & Anđelković, Ž. (2021). Rookie Tourism Destinations—The Effects of Attractiveness Factors on Destination Image and Revisit Intention with the Satisfaction Mediation Effect. *Sustainability* , 13 (11), 5780.
- Davis, DA, Mazmanian, PE, Fordis, M., Van Harrison, RTKE, Thorpe, KE, & Perrier, L. (2006). Accuracy of physician self-assessment compared with observed measures of competence: a systematic review. *Jama* , 296 (9), 1094-1102.
- DeMaagd , N., Fuleky , P., Burnett, K., & Wada, C. (2022). Tourism water use during the COVID-19 shutdown: A natural experiment in Hawaii ' i . *Annals of Tourism Research* , 97 , 103475.
- Echtner, CM, & Ritchie, JB (1991). The meaning and measurement of the destination image. *Journal of tourism studies* , 2 (2), 2-12.
- Echtner , CM, & Ritchie, JB (1993). The measurement of destination image: An empirical assessment. *Journal of travel research* , 31 (4), 3-13.
- Fahmi, S., Kasmin, K., & Wijayanti, A. (2023). Efforts to Maintain Place Branding for Halal Tourism in Lombok Island as an Effort to Increase Tourist Visits on Lombok Island. *Home Journal: Hospitality and Gastronomy Research Journal* , 5 (1), 1-11.
- Fakeeye , PC, & Crompton, JL (1991). Image differences between prospective, first-time, and repeat visitors to the Lower Rio Grande Valley. *Journal of travel research* , 30 (2), 10-16.
- Fang, L., Li, H., & Li, M. (2019). Does hotel location tell a true story? Evidence from geographically weighted regression analysis of hotels in Hong Kong. *Tourism Management* , 72 , 78-91.
- Ferreira, M., & Armstrong, KL (2004). An exploratory examination of attributes influencing students' decisions to attend college sport events. *Sports Marketing Quarterly* , 13 (4), 194-208.
- Fisch, C., & Block, J. (2018). Six tips for your (systematic) literature review in business and management research. *Management Review Quarterly* , 68 , 103-106.
- Francis, S. (2006). Baldesari . *Systematic Reviews of Qualitative Literature* .
- Gabbott, M., & Hogg, G. (1999). Consumer involvement in services: A replication and extension. *Journal of Business Research* , 46 (2), 159-166.
- Gitelson , RJ, & Crompton, JL (1984). Insights into the repeat vacation phenomenon. *Annals of tourism Research* , 11 (2), 199-217.
- Greenwell, TC, Fink, JS, & Pastore, DL (2002). Assessing the influence of the physical sports facility on customer satisfaction within the context of the service experience. *Sport Management Review* , 5 (2), 129-148.
- Gunn, JE, & Gott III, JR (1972). On the infall of matter into clusters of galaxies and some effects on their evolution. *The Astrophysical Journal* , 176 , 1.
- Hassan, SB, & Soliman, M. (2021). COVID-19 and repeat visitation: Assessing the role of the destination's social responsibility, destination reputation, holidaymakers' trust and fear of arousal. *Journal of Destination Marketing & Management* , 19 , 100495.
- Hu, Y., & Xu, S. (2021). Memorability of a previous travel experience and revisit intention: The three-way interaction of nostalgia, perceived risk of disappointment and extent of change. *Journal of Destination Marketing & Management* , 20 , 100604.
- Humagain , P., & Singleton, PA (2021). Examining relationships between COVID-19 destination practices, values, satisfaction and behavioral intentions for tourists' outdoor recreation trips. *Journal of Destination Marketing & Management* , 22 , 100665.

- Jani, D., & Han, H. (2014). Personality, satisfaction, image, ambience, and loyalty: Testing their relationships in the hotel industry. *International Journal of Hospitality Management*, 37, 11-20.
- Japutra, A. (2020). The relations among attachment styles, destination attachment and destination satisfaction. *Current Issues in Tourism*, 23 (3), 270-275.
- Jeaheng, Y., Al-Ansi, A., & Han, H. (2020). Impacts of Halal-friendly services, facilities, and food and Beverages on Muslim travelers' perceptions of service quality attributes, perceived price, satisfaction, trust, and loyalty. *Journal of Hospitality Marketing & Management*, 29 (7), 787-811.
- Jenkins, OH (1999). Understanding and measuring tourist destination images. *International journal of tourism research*, 1 (1), 1-15.
- Jian, Y., Lin, J., & Zhou, Z. (2021). The role of travel constraints in shaping nostalgia, destination attachment and revisit intentions and the moderating effect of preventing regulatory focus. *Journal of Destination Marketing & Management*, 19, 100516.
- Jones, TO, & Sasser, WE (1995). Why satisfied customers defects. *Harvard business review*, 73 (6), 88.
- Kapferer, JN, & Laurent, G. (1985). *Consumer involvement profiles: a new and practical approach to consumer involvement* (No. hal-00786782).
- Kim, H., & Richardson, S. L. (2003). Motion picture impacts on destination images. *Annals of tourism research*, 30 (1), 216-237.
- Kim, RB, & Chao, Y. (2019). Effects of brand experience, brand image and brand trust on brand building process: The case of Chinese millennial generation consumers. *Journal of International Studies*, 12 (3).
- Koç, B., Küçükergin, KG, & Dimanche, F. (2022). How destructive are negative tourist-to-tourist interactions despite the mitigating effect of optimism?. *Journal of Destination Marketing & Management*, 23, 100693.
- Konu, H., Murphy, J., Kompula, R., & Mikkonen, T. (2020). Investigating emotional commitment towards a region and a hotel brand. *International Journal of Hospitality Management*, 87, 102467.
- Kozak, M. (2001). Repeaters' behavior at two distinct destinations. *Annals of tourism research*, 28 (3), 784-807.
- Kusumawati, D., & Saifudin, S. (2020). The Influence of Customer Value and Destination Image on Return Intention with Satisfaction as a Mediation Variable (Study on Tourists at the Great Mosque of Demak). *EDUCATIONAL EQUILIBRIA: Scientific Journal of Economic Education*, 5 (2), 34-44.
- Lai, KP, Yuen, YY, & Chong, SC (2020). The effects of service quality and perceived price on revisit intention of patients: the Malaysian context. *International Journal of Quality and Service Sciences*, 12 (4), 541-558.
- Lee, ZP, Darecki, M., Carder, KL, Davis, CO, Stramski, D., & Rhea, WJ (2005). Diffuse attenuation coefficient of downwelling irradiance: An evaluation of remote sensing methods. *Journal of Geophysical Research: Oceans*, 110 (C2).
- Li, S., & Li, C. (2021). What makes customer participation a double-edged sword: The impact and factors of self-serving bias in agritourism. *Journal of Destination Marketing & Management*, 21, 100571.
- Liang, X., & Xue, J. (2021). Mediating effect of destination image on the relationship between risk perception of smog and revisit intention: a case from Chengdu. *Asia Pacific Journal of Tourism Research*, 26 (9), 1024-1037.
- Lin, CH, & Wang, WC (2012). Effects of authenticity perception, hedonics, and perceived value on ceramic souvenirs-repurchasing intention. *Journal of Travel & Tourism Marketing*, 29 (8), 779-795.
- Lopes, HS, Remoaldo, PC, Ribeiro, V., & Martin-Vide, J. (2022). Pathways for adapting tourism to climate change in an urban destination—Evidences based on thermal conditions for the Porto Metropolitan Area (Portugal). *Journal of Environmental Management*, 315, 115161.
- Lopes, HS, Remoaldo, PC, Ribeiro, V., & Martin-Vide, J. (2022). Pathways for adapting tourism to climate change in an urban destination—Evidences based on thermal conditions for the Porto Metropolitan Area (Portugal). *Journal of Environmental Management*, 315, 115161.
- Lovelock, J. (2000). *The ages of Gaia: A biography of our living earth*. Oxford University Press, USA.
- MacInnes, S., Grün, B., & Dolnicar, S. (2022). Habit drives sustainable tourist behavior. *Annals of Tourism Research*, 92, 103329.

- Mauri, C., & Nava, CR (2021). Do tourists experience boredom in mountain destinations?. *Annals of tourism research* , 89 , 103213.
- Meng, B., & Cui, M. (2020). The role of co-creation experience in forming tourists' revisit intention to home-based accommodation: Extending the theory of planned behavior . *Tourism Management Perspectives* , 33 , 100581.
- Moch, H., Cubilla, AL, Humphrey, PA, Reuter, VE, & Ulbright, TM (2016). The 2016 WHO classification of tumors of the urinary system and male genital organs—part A: renal, penile, and testicular tumors. *European urology* , 70 (1), 93-105.
- Mohammadi, Z., Bhati, AS, Radomskaya, V., & Josiassen, A. (2023). The influence of special dietary needs on tourist satisfaction and behavioral intention: Satisfiers or dissatisfiers?. *Journal of Destination Marketing & Management* , 27 , 100759.
- Muslikhah, RS, Astuti, Y., & Mahyuddin, M. (2015). The Influence of Consumer Satisfaction and Brand Trust on Hotel Revisit Intentions in Yogyakarta. *Journal of Management* , 5 (1), 68-78.
- Octaviany, V., & Utami, DD (2017). Revisit intention of tourists in Bandung city thematic parks. *THE Journal: Tourism and Hospitality Essentials Journal* , 7 (1), 41-46.
- Oliver, RL (1980). A cognitive model of the antecedents and consequences of satisfaction decisions. *Journal of marketing research* , 17 (4), 460-469.
- Osti , L., Disegna , M., & Brida , JG (2012). Repeat visits and intentions to visit sporting events and their nearby destinations. *Journal of Vacation Marketing* , 18 (1), 31-42.
- Parasuraman, A., Zeithaml, VA, & Berry, LL (1985). A conceptual model of service quality and its implications for future research. *Journal of marketing* , 49 (4), 41-50.
- Park, I., Bhatnagar, A., & Rao, HR (2010). Assurance seals, online customer satisfaction, and repurchase intentions. *International Journal of Electronic Commerce* , 14 (3), 11-34.
- Park, JY, Bufquin , D., & Back, RM (2019). When do they become satisfied? An examination of the relationships among winery tourists' satisfaction, repeat visits and visit intentions. *Journal of Destination Marketing & Management* , 11 , 231-239.
- Petrick, JF, & Backman, SJ (2002). An examination of the construct of perceived value for the prediction of golf travelers' intentions to revisit. *Journal of travel research* , 41 (1), 38-45.
- Pike, S., & Ryan, C. (2004). Destination positioning analysis through a comparison of cognitive, affective, and conative perceptions. *Journal of travel research* , 42 (4), 333-342.
- Pradhan, D., Moharana, TR, & Malik, G. (2023). Influence of celebrity, destination and tourist personality on destination attachment and revisit intention: Moderating roles of endorsement embeddedness, destination crowding and gender. *Journal of Destination Marketing & Management* , 27 , 100754.
- Pramudito, O. (2020, February). Do Attractions Give Tourists Satisfaction?. In *4th International Conference on Management, Economics and Business (ICMEB 2019)* (pp. 53-57). AtlantisPress.
- Pratiwi, EK (2017). Management Analysis of Hotel Adilla Syariah Yogyakarta (Review of DSN MUI Fatwa No: 108/DSN-MUI/X/2016). *HORIZONS: Journal of Islamic Studies* , 12 (1), 75-90.
- Prayag, G., & Ryan, C. (2012). Antecedents of tourists' loyalty to Mauritius: The role and influence of destination image, place attachment, personal involvement, and satisfaction. *Journal of travel research* , 51 (3), 342-356.
- Priporas , CV, Stylos , N., & Fotiadis, AK (2017). Generation Z consumers' expectations of interactions in smart retailing: A future agenda. *Computers in Human Behavior* , 77 , 374-381.
- Priporas, CV, Stylos, N., Vedanthachari, LN, & Santiwatana, P. (2017). Service quality, satisfaction, and customer loyalty in Airbnb accommodation in Thailand. *International Journal of Tourism Research* , 19 (6), 693-704.
- Puig, R., Kiliç , E., Navarro, A., Albertí , J., Chacón, L., & Fullana - i - Palmer, P. (2017). Inventory analysis and carbon footprint of coastland-hotel services: A Spanish case study. *Science of the total environment* , 595 , 244-254.
- Rasoolimanesh , SM, Seyfi , S., Hall, CM, & Hatamifar , P. (2021). Understanding memorable tourism experiences and

- behavioral intentions of heritage tourists. *Journal of Destination Marketing & Management* , 21 , 100621.
- Rather, RA (2021). Demystifying the effects of perceived risk and fear on customer engagement, co-creation and revisit intention during COVID-19: A protection motivation theory approach. *Journal of Destination Marketing & Management* , 20 , 100564.
- Rust, RT, & Oliver, RW (1994). Video dial tone: The new world of marketing services. *Journal of Services Marketing* .
- Ryu, K., Lee, HR, & Kim, WG (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavioral intentions. *International journal of contemporary hospitality management* , 24 (2), 200-223.
- Schofield, P., & Thompson, K. (2007). Visitor motivation, satisfaction and behavioral intention: the 2005 Naadam Festival, Ulaanbaatar. *International journal of tourism research* , 9 (5), 329-344.
- Seaton, AV, & Bennet, MM (1996). Marketing Tourism Products: Concepts, Issues. Cases, *International Thomson Business Pres* .
- Soler, IP, Gemar , G., Correia, MB, & Serra, F. (2019). Algarve hotel price determinants: A hedonic pricing model. *Tourism Management* , 70 , 311-321.
- Stoel -Gammon, C. (2011). Relationships between lexical and phonological development in young children. *Journal of child language* , 38 (1), 1-34.
- Sun, T., Zhang, J., Zhang, B., Ong, Y., & Ito, N. (2022). How trust in a destination's risk regulation navigates outbound travel constraints on revisit intention post-COVID-19: Segmenting insights from experienced Chinese tourists to Japan. *Journal of Destination Marketing & Management* , 25 , 100711.
- Syafarudin, A., & Hertati, L. (2020). Implementation of Human Capital and its impact on Service Quality in Management Information Systems. @is *The Best: Accounting Information Systems and Information Technology Business Enterprise* , 5 (1), 31-45.
- Tanford , S., Shoemaker, S., & Dinca , A. (2016). Back to the future: progress and trends in hotel loyalty marketing. *International Journal of Contemporary Hospitality Management* , 28 (9), 1937-1967.
- Tasci, AD, & Gartner, WC (2007). Destination image and its functional relationships. *Journal of travel research* , 45 (4), 413-425.
- Tasci , AD, Gartner, WC, & Cavusgil , ST (2007). Measurement of destination brand can use a quasi-experimental design. *Tourism management* , 28 (6), 1529-1540.
- Trung, NVH, & Khalifa, GS (2019). Impact of destination image factors on revisit intentions of hotel's international tourists in Ba Ria- Vung Tau ( br-vt ) the mediating role of positive word of mouth. *International Journal on Recent Trends in Business and Tourism (IJRTBT)* , 3 (2), 106-115.
- Vassiliadis, CA, Mombeuil , C., & Fotiadis, AK (2021). Identifying service product features associated with visitor satisfaction and visit intention: A focus on sports events. *Journal of Destination Marketing & Management* , 19 , 100558.
- Wicker, P., Hallmann , K., Breuer, C., & Feiler, S. (2012). The value of Olympic success and the intangible effects of sport events—a contingent valuation approach in Germany. *European sports management quarterly* , 12 (4), 337-355.
- Widjaja , YI, Khalifa, GS, & Abuelhassan , AE (2019). The Effect of destination reputation on the visit intention to halal tourism destination of Jakarta. *International Journal of Business, Economics and Law* , 20 (5), 104-111.
- Wilkins, H., Merrilees, B., & Herington, C. (2007). Towards an understanding of total service quality in hotels. *International Journal of Hospitality Management* , 26 (4), 840-853.
- Wilson, AM, & Gardner, LR (2006). Tidally driven groundwater flow and solute exchange in a marsh: numerical simulations. *Water Resources Research* , 42 (1).
- Wong, JWC, & Lai, IKW (2021). Gaming and non-gaming memorable tourism experiences: How do they influence young and mature tourists' behavioral intentions? *Journal of Destination Marketing & Management* , 21 , 100642.
- Wu, DG, & Chalip , L. (2014). Effects of co-branding on consumers' purchase intention and evaluation of apparel attributes. *Journal of Global Scholars of Marketing Science* , 24 (1), 1-20.

- Yakup, AP (2019). *The Influence of the Tourism Sector on Economic Growth in Indonesia* (Doctoral dissertation, Airlangga University).
- Yang, CY (2009). THE STUDY OF REPURCHASE INTENTIONS IN EXPERIENTIAL MARKETING- AN EMPIRICAL STUDY OF THE RESTAURANT FRANCHISE. *International Journal of Organizational Innovation* , 2 (2).
- Yang, S., Isa, SM, & Ramayah , T. (2022). Does uncertainty avoidance moderate the effect of self-congruity on revisit intention? A two-city (Auckland and Glasgow) investigation. *Journal of Destination Marketing & Management* , 24 , 100703.
- Yen, CH, Chen, CY, Cheng, JC, & Teng, HY (2018). Brand attachments, tour leader attachments, and behavioral intentions of tourists. *Journal of Hospitality & Tourism Research* , 42 (3), 365-391.
- Yuliviona , R., Abdullah, M., Alias, Z., & Azliyanti , E. (2019). The relationship of halal tourism, Islamic attributes, experiential value, satisfaction and Muslim revisit intention in framework: a systematic literature review. *International Journal of Tourism & Hospitality Reviews* , 6 (1), 50-58.
- Yuniawati, Y., & Finardi, ADI (2016). The effect of customer experience on revisit intention in the Tangkuban Perahu Mountain Natural Tourism Park. *THE Journal: Tourism and Hospitality Essentials Journal* , 6 (1), 983-994.
- Zaichkowsky, JL (1985). Measuring the involvement construct. *Journal of consumer research* , 12 (3), 341-352.
- Zarei , A., Arab, M., Froushani , AR, Rashidian , A., & Ghazi Tabatabaei, SM (2012). Service quality of private hospitals: The Iranian Patients' perspective. *BMC health services research* , 12 , 1-7.
- Zeithaml, VA (1988). Consumer perceptions of price, quality, and value: a means-end model and synthesis of evidence. *Journal of marketing* , 52 (3), 2-22.
- Zhang, H., Fu, X., Cai, LA, & Lu, L. (2014). Destination image and tourist loyalty: A meta-analysis. *Tourism management* , 40 , 213-223.
- Zhang, J., Pease, DG, Smith, DW, & Lee, JT (1997). Factors affecting the decision making of spectators to attend minor league hockey games.