

DAFTAR PUSTAKA

- Abbasi, G. A., Kumaravelu, J., Goh, Y. N., & Singh, K. S. D. (2021). Understanding the intention to revisit a destination by expanding the theory of planned behaviour (TPB). *Spanish Journal of Marketing-ESIC*, 25(2), 282-311.
- Acharya, S., Mekker, M., & De Vos, J. (2023). Linking travel behavior and tourism literature: Investigating the impacts of travel satisfaction on destination satisfaction and revisit intention. *Transportation research interdisciplinary perspectives*, 17, 100745.
- Ali, F., Ryu, K., & Hussain, K. (2016). Influence of experiences on memories, satisfaction and behavioral intentions: A study of creative tourism. *Journal of Travel & Tourism Marketing*, 33(1), 85-100.
- An, S., Jiang, L., Woosnam, K. M., & Eck, T. (2022). Volunteer tourists' revisit intentions explained through emotional solidarity and on-site experience. *Journal of Hospitality and Tourism Management*, 53, 70-80.
- An, S., Lee, P., & Shin, C. H. (2023, September). Effects of Servicescapes on Interaction Quality, Service Quality, and Behavioral Intention in a Healthcare Setting. In *Healthcare* (Vol. 11, No. 18, p. 2498). MDPI.
- Bitner, M. J. (1992). Servicescapes: The impact of physical surroundings on customers and employees. *Journal of marketing*, 56(2), 57-71.
- Bonfanti, A., Vigolo, V., Gonzo, E., & Genuardi, I. (2023). Customer experience management in themed amusement parks: the impact of safety measures on the physical, social and digital servicescape of Gardaland Park. *Consumer Behavior in Tourism and Hospitality*, 18(3), 386-406.
- Cankül, Duran & Coda, Halil & Kızıldağ, Mustafa. (2022). The Effect Of Gastronomic Experiential Values On Revisit Intention: The Case Of Eskişehir. *Odü Sosyal Bilimler Araştırmaları Dergisi (Odüsobiad)*. 10.48146/Odusobiad.1114975.
- Cayuela, J. A., Puertas, B., & Cantos-Villar, E. (2017). Assessing wine sensory attributes using Vis/NIR. *European Food Research and Technology*, 243(6), 941-953.
- Chandralal, L., & Valenzuela, F. R. (2013). Exploring memorable tourism experiences: Antecedents and behavioural outcomes. *Journal of Economics, Business and Management*, 1(2), 177-181.

- 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.
- Chen, K. H., Huang, L., & Ye, Y. (2023). Research on the relationship between wellness tourism experiencescape and revisit intention: A chain mediation model. *International Journal of Contemporary Hospitality Management*, 35(3), 893-918.
- Chen, L. H., Wang, M. J. S., & Morrison, A. M. (2021). Extending the memorable tourism experience model: a study of coffee tourism in Vietnam. *British Food Journal*, 123(6), 2235-2257.
- Chen, P. C. (2024). How do physical and social servicescapes shape the effects of positive affective displays on customer purchase outcomes?. *Journal of Services Marketing*, (ahead-of-print).
- Cheung, M. L., Ting, H., Cheah, J. H., & Sharipudin, M. N. S. (2021). Examining the role of social media-based destination brand community in evoking tourists' emotions and intention to co-create and visit. *Journal of Product & Brand Management*, 30(1), 28-43.
- Cho, H., Pyun, D. Y., & Wang, C. K. J. (2019). Leisure nostalgia: Scale development and validation. *Journal of Leisure Research*, 50(4), 330-349.
- Cui, M., & Meng, B. (2021). Value co-creation and life satisfaction in home-based accommodations (HBOs). *Journal of Hospitality and Tourism Management*, 49, 519-527.
- Ellen, T., & Zhang, R. (2014). Measuring the effect of company restaurant servicescape on patrons' emotional states and behavioral intentions. *Journal of Foodservice Business Research*, 17(2), 85-102.
- Ferdinand, Augusty. (2014). Metode Penelitian Manajemen. *BP Universitas Diponegoro*. Semarang.
- Ganisen, S., Nesan, L. J., Mohammad, I. S., Mohammed, A. H., & Kanniyapan, G. (2015). Facility management variables that influence sustainability of building facilities. *J. Teknol*, 75(10), 27-38.
- Garmaroudi, S. A., King, C., & Lu, L. (2021). Social servicescape's impact on customer perceptions of the hospitality brand—The role of branded social cues. *International Journal of Hospitality Management*, 93, 102774.

- Gu, Y., Cheng, X., & Shen, J. (2023). Design shopping as an experience: Exploring the effect of the live-streaming shopping characteristics on consumers' participation intention and memorable experience. *Information & Management*, 60(5), 103810.
- Guan, X., Gong, J., Li, M., & Huan, T. C. (2022). Exploring key factors influencing customer behavioral intention in robot restaurants. *International Journal of Contemporary Hospitality Management*, 34(9), 3482-3501.
- Gülertekin, S., & Genc, V. (2021). The effect of servicescape on revisit intention in restaurants: the mediating effect of brand familiarity. *Journal of Tourism Leisure and Hospitality*, 3(1), 18-25.
- Hwang, J., & Hyun, S. S. (2013). The impact of nostalgia triggers on emotional responses and revisit intentions in luxury restaurants: The moderating role of hiatus. *International Journal of Hospitality Management*, 33, 250-262.
- Kabadayı, E. T., & Alan, A. K. (2012). Revisit intention of consumer electronics retailers: Effects of customers' emotion, technology orientation and wom influence. *Procedia-Social and Behavioral Sciences*, 41, 65-73.
- Kemp, E. A., Borders, A. L., Anaza, N. A., & Johnston, W. J. (2018). The heart in organizational buying: marketers' understanding of emotions and decision-making of buyers. *Journal of Business & Industrial Marketing*, 33(1), 19-28.
- Kim, H., & Bonn, M. A. (2016). Authenticity: do tourist perceptions of winery experiences affect behavioral intentions?. *International Journal of Contemporary Hospitality Management*, 28(4), 839-859.
- Kim, M., & Lee, G. (2022). The effect of servicescape on place attachment and experience evaluation: the importance of exoticism and authenticity in an ethnic restaurant. *International Journal of Contemporary Hospitality Management*, 34(7), 2664-2683.
- Kim, Y., Ribeiro, M. A., & Li, G. (2022). Tourism memory, mood repair and behavioral intention. *Annals of tourism research*, 93, 103369.
- Koay, K. Y., Tan, S. Z., Idris, I., Leong, M. K., & Cheah, C. W. (2024). The bubble tea phenomenon: understanding the role of servicescape in consumers' responses. *Asia-Pacific Journal of Business Administration*.
- Kok, H. B., Mobach, M. P., & Omta, O. S. (2011). The added value of facility management in the educational environment. *Journal of Facilities Management*, 9(4), 249-265.

- Kornsuphkit, T., Photchanachan, S., Charoernpornpanichkul, K., Shoosanuk, C., & Shoosanuk, A. (2024). Antecedents Of Revisit Intention Of Thai Cultural Tourist In Thailand. *Journal Of Environmental Management And Tourism*, 15(1), 129-143.
- Krishna, A. (2012). An integrative review of sensory marketing: Engaging the senses to affect perception, judgment and behavior. *Journal of consumer psychology*, 22(3), 332-351.
- Kuppelwieser, V. G., & Klaus, P. (2021). Measuring customer experience quality: The EXQ scale revisited. *Journal of Business Research*, 126, 624-633.
- Leri, I., & Theodoridis, P. (2021). How do personality traits affect visitor's experience, emotional stimulation and behaviour? The case of wine tourism. *Tourism Review*, 76(5), 1013-1049.
- Li, J., Ma, F., & DiPietro, R. B. (2022). Journey to a fond memory: How memorability mediates a dynamic customer experience and its consequent outcomes. *International Journal of Hospitality Management*, 103, 103205.
- Li, S., Jiang, Y., Cheng, B., & Scott, N. (2021). The effect of flight delay on customer loyalty intention: the moderating role of emotion regulation. *Journal of Hospitality and Tourism Management*, 47, 72-83.
- Li, X., Liu, J., & Su, X. (2021). Effects of motivation and emotion on experiential value and festival brand equity: The moderating effect of self-congruity. *Journal of Hospitality and Tourism Management*, 49, 601-611.
- Li, Z., Tulcanaza-Prieto, A. B., & Lee, C. W. (2024). Effect of E-Servicescape on Emotional Response and Revisit Intention in an Internet Shopping Mall. *Journal of Theoretical and Applied Electronic Commerce Research*, 19(3), 2030-2050.
- Libre, A., Manalo, A., & Laksito, G. S. (2022). Factors influencing Philippines tourist'revisit intention: the role and effect of destination image, tourist experience, perceived value, and tourist satisfaction. *International Journal of Quantitative Research and Modeling*, 3(1), 1-12.
- Lin, I. Y., & Mattila, A. S. (2010). Restaurant servicescape, service encounter, and perceived congruency on customers' emotions and satisfaction. *Journal of hospitality marketing & management*, 19(8), 819-841.
- Lin, Y. C., Lai, H. J., & Morrison, A. M. (2019). Social servicescape and Asian students: An analysis of spring break island bed and breakfast experiences in Taiwan. *Tourism Management Perspectives*, 31, 165-173.

- Liu, C. R., Wang, Y. C., Kuo, T. M., Chen, H., & Tsui, C. H. (2022). Memorable dining experiences with five senses: Conceptualization and scale development. *Journal of Hospitality and Tourism Management*, 53, 198-207.
- Mandagi, D. W., Rampen, D. C., Soewignyo, T. I., & Walean, R. H. (2024). Empirical nexus of hospital brand gestalt, patient satisfaction and revisit intention. *International Journal of Pharmaceutical and Healthcare Marketing*, 18(2), 215-236.
- Meng, B., & Choi, K. (2017). Theme restaurants' servicescape in developing quality of life: The moderating effect of perceived authenticity. *International Journal of Hospitality Management*, 65, 89-99.
- 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.
- Mohammad, A. A. (2021). Contributions of the cruise tourism servicescape to perceived value, delight, and expenditure: national identity as a moderator. *Tourism Review International*, 25(4), 325-338.
- Morkunas, M., & Rudienė, E. (2020). The impact of social servicescape factors on customers' satisfaction and repurchase intentions in mid-range restaurants in Baltic states. *Journal of Open Innovation: Technology, Market, and Complexity*, 6(3), 77
- Oviedo-García, M. Á., Vega-Vázquez, M., Castellanos-Verdugo, M., & Orgaz-Agüera, F. (2019). Tourism in protected areas and the impact of servicescape on tourist satisfaction, key in sustainability. *Journal of Destination Marketing & Management*, 12, 74-83.
- Paulose, D., & Shakeel, A. (2022). Perceived experience, perceived value and customer satisfaction as antecedents to loyalty among hotel guests. *Journal of quality assurance in hospitality & tourism*, 23(2), 447-481.
- Petrides, K. V., & Mavroveli, S. (2018). Theory and applications of trait emotional intelligence. *Psychology: The Journal of the Hellenic Psychological Society*, 23(1), 24-36.
- Prabowo, A., Lubis, A. N., & Sembiring, B. K. F. (2021). The Effect of Promotion and Servicescape on Impulsive Buying Behavior with Shopping Emotion as Intervening Variables for Consumers Store of Fashion H&M in Sun Plaza Medan, North Sumatera, Indonesia. *International Journal of Research and Review*, 8(2), 235-252.

- Prentice, C., Dominique-Ferreira, S., Ferreira, A., & Wang, X. A. (2022). The role of memorable experience and emotional intelligence in senior customer loyalty to geriatric hotels. *Journal of Retailing and Consumer Services*, 64, 102788.
- Prentice, C., Wang, X., & Manhas, P. S. (2021). The spillover effect of airport service experience on destination revisit intention. *Journal of Hospitality and Tourism Management*, 48, 119-127.
- Rahyuda, Ketut. 2017. *Metode Penelitian Bisnis Edisi Revisi 2017*. ISBN: 978-602-294-120-0
- Ramdhani, A. S., & Astuti, S. R. T. (2019). The analysis of relationship between experiential marketing, service quality, visitors' satisfaction, and revisit intention: study on tourism industry. *Diponegoro International Journal of Business*, 2(2), 107-111.
- Sae-tae, K., & Wang, Q. (2024). Satisfied But No Payment: The Impact of Perceived Value on Continuance Intention and Purchase Intention in Music Streaming Services. *Telematics and Informatics Reports*, 100179.
- Schmitt, B. (1999). Experiential marketing. *Journal of marketing management*, 15(1-3), 53-67.
- Shin, H. H., Kim, J., & Jeong, M. (2023). Memorable tourism experience at smart tourism destinations: Do travelers' residential tourism clusters matter?. *Tourism Management Perspectives*, 46, 101103.
- Singh, S., Wagner, R., & Raab, K. (2021). India's new-found love for wine tourism: a decanter of expectations and change. *International Journal of Wine Business Research*, 33(3), 313-335.
- Situmorang, W. R., Rini, E. S., & Sembiring, B. K. F. (2020). The effect of social media, servicescape and customer experience on revisit intention with the visitor satisfaction as an intervening variables in the tree house on tourism Habitat Pamah Semelir Langkat regency. *International Journal of Research and Review*, 7(2), 79-84.
- Slack, N. J., Singh, G., Ali, J., Lata, R., Mudaliar, K., & Swamy, Y. (2021). Influence of fast-food restaurant service quality and its dimensions on customer perceived value, satisfaction and behavioural intentions. *British Food Journal*, 123(4), 1324-1344.

- Sorrentino, A., Ferretti, M., Risitano, M., Del Chiappa, G., & Okumus, F. (2022). The influence of the onboard servicescape on cruisers' experiential state, delight and memorability. *Consumer Behavior in Tourism and Hospitality*, 17(1), 17-41.
- 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.
- Svotwa, T. D., Makanyeza, C., Roberts-Lombard, M., & Jaiyeoba, O. O. (2023). A relationship marketing perspective on delight, its antecedents and outcomes in a banking context. *European Business Review*, 35(3), 306-336.
- Therok, F. A., Saerang, D. P., & Wangke, S. J. (2021). the Influence of Lifestyle, Servicescape, and Food Quality on Customer Revisit Intention At Decade Coffee Shop. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi*, 9(3), 1423-1432.
- Tiwari, A. V., Bajpai, N., & Pandey, P. (2023). The role of human emotions in memorable tourism experience and revisit intention. *Tourism & Management Studies*, 19(1), 15-27.
- Tiwari, A. V., Bajpai, N., Singh, D., & Vyas, V. (2022). Antecedents of hedonism affecting memorable tourism experience (MTE) leading to revisit intention in tourists. *International Journal of Tourism Cities*, 8(3), 588-602.
- Tiwari, V., & Mishra, A. (2023). The effect of a hotel's star-rating-based expectations of safety from the pandemic on during-stay experiences. *Journal of Retailing and Consumer Services*, 71, 103223.
- Tsai, L. L. (2020, September). Factors affecting intention to revisit an environmental event: The moderating role of enduring involvement. In *Journal of Convention & Event Tourism* (Vol. 22, No. 1, pp. 61-90). Routledge.
- Tsaur, S. H., Yen, C. H., Han, T. C., & Lin, Y. S. (2024). How and when restaurant innovativeness promotes a memorable dining experience: A moderated mediation model. *International Journal of Hospitality Management*, 122, 103868.
- Tubillejas-Andrés, B., Cervera-Taulet, A., & García, H. C. (2020). How emotional response mediates servicescape impact on post consumption outcomes: An application to opera events. *Tourism Management Perspectives*, 34, 100660.

- Tubillejas-Andrés, B., Cervera-Taulet, A., & Calderon Garcia, H. (2021). Assessing formative Artscape to predict opera attendees' loyalty. *European Business Review*, 33(1).
- Valentini, T., Roederer, C., & Castéran, H. (2024). From redesign to revenue: Measuring the effects of servicescape remodeling on customer lifetime value. *Journal of Retailing and Consumer Services*, 77, 103681.
- Verma, J. (2023). Modeling the Antecedents of Tourists' Revisit Intention: A Case of Indian Domestic Flight. *AAYAM: AKGIM Journal of Management*, 13(1).
- Vesci, M., & Botti, A. (2019). Festival quality, theory of planned behavior and revisiting intention: Evidence from local and small Italian culinary festivals. *Journal of Hospitality and Tourism Management*, 38, 5-15.
- Wang, X., Zheng, J., Tang, L. R., & Luo, Y. (2023). Recommend or not? The influence of emotions on passengers' intention of airline recommendation during COVID-19. *Tourism Management*, 95, 104675.
- Wardi, Y., & Trinanda, O. (2022). Halal tourism and coronavirus: understanding the influence of halal reputation and fear of COVID-19 on tourist's revisit intention. *Journal of Islamic Accounting and Business Research*, 13(7), 1095-1109.
- 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.
- Zhao, Y., Zhao, X., & Liu, Y. (2022). Exploring the impact of online and offline channel advantages on brand relationship performance: the mediating role of consumer perceived value. *Behavioral Sciences*, 13(1), 16.
- Zheng, K., Kumar, J., Kunasekaran, P., & Valeri, M. (2022). Role of smart technology use behaviour in enhancing tourist revisit intention: the theory of planned behaviour perspective. *European Journal of Innovation Management*, (ahead-of-print).
- Zheng, Y., Wei, W., Line, N., & Zhang, L. (2021). Integrating the tourist gaze with the social servicescape: Implications for creating memorable theme park experiences. *International Journal of Hospitality Management*, 93, 102782.
- Zhou, Q., Pu, Y., & Su, C. (2023). The mediating roles of memorable tourism experiences and destination image in the correlation between cultural heritage rejuvenation experience quality and revisiting intention. *Asia Pacific Journal of Marketing and Logistics*, 35(6), 1313-1329.