

DAFTAR PUSTAKA

- Bougie, Roger dan Uma Sekaran, 2010. *Research Methods For Business, Fifth Edition. John Wiley and Sons Ltd.*
- Kanuk, Leslie dan Leong G. Schiffman, 2008. *Consumer Behavior, Ninth Edition, Pearson International Edition.*
- Kotler, Philip dan Kevin Lane Keller, 2012. Manajemen Pemasaran, Edisi 14, Jilid 1. Jakarta: PT. Indeks.
- Malhotra, Naresh K., 2009. Riset Pemasaran, Edisi 4. Jakarta: PT. Indeks.
- Sekaran, Uma, 2007. Research Method For Business (Metodologi Penelitian Untuk Bisnis), Edisi 4. Jakarta: Salemba 4.
- Sugiyono, 2010. Statistik untuk penelitian. Bandung: Alfabeta.
- Tjiptono F., dan Chandra G., 2005. *Service Quality and Satisfaction, Edisi 2.* Yogyakarta.
- Wirtz, Jochen dan Christopher Lovelock, 2011. *Services Marketing: People, Technology, Strategy. Seventh Edition.* Pearson.
- Abdalla, M. G. (2008). "Egypt's Image as a Tourist Destination: A Perspective of Foreign Tourists." Journal of Tourism Vol. 3 No. 1.
- Artuger, S., B. C. Cetinsoz, et al. (2013). "The Effect of Destination image on Destination Loyalty; An Application in Alanya." European Journal of Business and Management Vol. 5, No. 13, 2013.
- Assaker, G., V. E. Vinzi, et al. (2011). "Examining The Effect of Novelty Seeking, Satisfaction, and Destination image on Tourists' Return Pattern." Tourism Management.
- Aziz, N. A., A. A. M. Arrifin, et al. (2012). "Examining The Impact of Visitors' Emotions and Perceived Quality towards Satisfaction and Revisit Intention to Theme Parks." Jurnal Pengurusan 35 (2012).
- Bhat, M. A. and N. Qadir (2013). "Tourist Satisfaction in Khasmir." Journal of Business Theory and Practice Vol. 1 No.1.
- Canny, I. and N. Hidayat (2012). "The Influence of Service Quality and Tourist Satisfaction on Future Behavioral Intentions." Vol. 50, 19.
- Cole, S. T. "Service Quality Dimensions Affecting Nature Tourists' Intentions to Revisit."

- Ebrahimpour, A. and A. Haghkhah (2010). *"The Role of Service Quality in Development of Tourism Industry."*
- Emir, O. and K. M (2011). *"Perceived Importance of Attributes on Hotel Guests Repeat Visit Intentions."* Vol. 59 No. 2.
- Ernowo, P. (2011). Sydney Kota Terbaik Kedua Tujuan Wisata Dunia.
- Ghozali, I. (2008). Konsep dan Aplikasi Dengan Program Amos. Semarang, Badan Penerbit Universitas Diponegoro.
- Handono, T. B. (2013) Perjalanan Wisata.
- Haque, A. a. K., Abdul Highe (2013). *"Factors Influencing of Tourist Loyalty: A Study on Tourist Destinations in Malaysia."*
- Holmes, P. (2012). Structural Equation Modeling (Using AMOS). Victoria, Australia.
- Jankingthong, W. and P. Gonejanart (2012). *"The Relationship of Factors Affecting Post-Purchase Behavioral Intentions in Tourism Sector."* Journal of Social Science, Humanities, and Arts Vol. 12 (1).
- Kottler, P., J. Bowen, et al. (2009). Marketing for Hospitality and Tourism. New Jersey, Prentice Hall.
- Lee, S. Y., J. F. Petrick, et al. (2007). *"The Role of Quality and Intermediary Construct in Determining Festival Attendees' Behavioral Intention."* Journal of Travel Research Vol. 45 (4).
- Mohamad, M., A. R. Abdullah, et al. (2012). *"Tourists' Evaluations of Destination image and Future Behavioral Intention: The Case of Malaysia."* Journal of Management and Sustainability Vol. 2, No. 1
- Ramadlani, M. F. and D. Hadiwidjaja (2011). *“Determinants of Tourist Revisit Intention to Kota Batu.”*
- Raza, M. A., A. N. Siddiquei, et al. (2012). *“Relationship Between Service Quality, Perceived Value, Satisfaction, and Revisit Intention in Hotel Industry,”* Vol.4, No.8.
- Som, A.P. M. and M.B. Badarneh (2011). *“Tourist Satisfaction and Repeat Visitation.”* International Journal of Human and Social Science.
- Suphitchayangkol, S. (2012). *“The Differences Between Satisfied/Dissatisfied Tourist Toward Service Quality and Revisiting Pattaya, Thailand.”* International Journal of Business and Management Vol. 7, No.6.

- Thongkundam, P. and P. Promsivapallop “*Australian and Russian Tourist’ Perceptions of Phuket’s Destination image.*”
- UNWITO (2008. “*Definition of Travelling.*” Retrieved 22 September 2013.
- Waluyo, M. (2011). Panduan dan Aplikasi Structural Equation Modeling. Jakarta, PT. Indeks.
- Yoeti, O. (2008). Pemasaran Pariwisata. Bandung, Penerbit Angkasa.
- Zhou, Y. (2010). “*The Impact of Customer-Based Equity on Revisit Intentions: An Empirical Studi of Business and Leisure Travelers at Five Shanghai Budget Hotels.*”

RIWAYAT HIDUP PENULIS



Ghassani Herstanti, lahir di Jakarta, 29 Juli 1992. Penulis merupakan anak tunggal dari Heru Budi Hartono dan Mirdiyanti. Saat ini penulis tinggal di Duren Sawit. Pendidikan dimulai dari SDN Cipinang Melayu 04 Pagi Jakarta Timur lulus tahun 2004. Kemudian melanjutkan ke SMPN 109 Jakarta lulus tahun 2007. Lalu penulis melanjutkan pendidikan sekolah tingkat menengah atas (SMA) di SMA 71 Jakarta Timur.

Setelah itu, penulis melanjutkan pendidikan kuliah di Universitas Negeri Jakarta Fakultas Ekonomi Jurusan Manajemen Konsentrasi Pemasaran angkatan 2010 melalui jalur PMDK.

Penulis memiliki pengalaman Praktik Kerja Lapangan di PT. Pertamina (Persero) pada bagian *marketing* produk Pertamax yang mana sesuai dengan konsentrasi penulis yaitu pemasaran.

Pengalaman bekerja pada *event* pemerintahan internasional yaitu pada United Cities Local Government (UCLG) sebagai *liaison officer* negara Korea Selatan.

Pengalaman lomba dibidang akademik pernah penulis ikuti juara II simulasi bisnis tingkat Fakultas yang diakan oleh Fakultas Ekonomi Universitas Negeri Jakarta.