

## DAFTAR PUSTAKA

- ADINATA. (2017). miris sampah menumpuk di komplek candi borobudur. <http://borobudurnews.com/miris-sampah-menumpuk-di-komplek-candi-borobudur/> Retrieved from <http://borobudurnews.com/miris-sampah-menumpuk-di-komplek-candi-borobudur/>
- Ajzen, I. (2002). Perceived behavioral control, self-efficacy, locus of control, and the theory of planned behavior 1. *Journal of applied social psychology*, 32(4), 665-683.
- Ajzen, I., & Driver, B. L. (1992). Application of the theory of planned behavior to leisure choice. *Journal of leisure research*, 24(3), 207-224.
- Alcañiz, E. B., García, I. S., & Blas, S. S. (2009). The functional-psychological continuum in the cognitive image of a destination: A confirmatory analysis. *Tourism management*, 30(5), 715-723.
- Aliman, N. K., Hashim, S. M., Wahid, S. D. M., & Harudin, S. (2016a). Tourists' Satisfaction with a Destination: An Investigation on Visitors to Langkawi Island. *International Journal of Marketing Studies*, 8(3), 173-188.
- Aliman, N. K., Hashim, S. M., Wahid, S. D. M., & Harudin, S. (2016b). Tourists' satisfaction with a destination: an investigation on visitors to Langkawi Island. *International Journal of Marketing Studies*, 8(3), 173.
- Alizadeh, M. J., Karimi, A., Vafa, M., Sp, M., & Sharifzadeh, M. J. (2013). The effect of customer satisfaction on word of mouth communication.

- Research Journal of Applied Sciences, Engineering and Technology, 5(8), 2569-2575.*
- Allameh, S. M., Khazaei Pool, J., Jaberi, A., Salehzadeh, R., & Asadi, H. (2015). Factors influencing sport tourists' revisit intentions: The role and effect of destination image, perceived quality, perceived value and satisfaction. *Asia Pacific Journal of Marketing and Logistics, 27(2)*, 191-207.
- Anderson, E. W. (1998). Customer satisfaction and word of mouth. *Journal of service research, 1(1)*, 5-17.
- Anderson, E. W., Fornell, C., & Lehmann, D. R. (1994). Customer satisfaction, market share, and profitability: Findings from Sweden. *Journal of marketing, 58(3)*, 53-66.
- Arndt, J. (1967). *Word of mouth advertising: A review of the literature*: Advertising Research Foundation.
- Artuger, S., & Cetinsoz, B. C. (2017a). The impact of destination image and the intention to Revisit: A study Regarding Arab Tourists. *European Scientific Journal, ESJ, 13(5)*, 82.
- Artuger, S., & Cetinsoz, B. C. (2017b). The impact of destination image and the intention to revisit: a study regarding Arab Tourists. *European Scientific Journal, ESJ, 13(5)*.
- Azzura, S. N. (2018). Kemenpar sebut pariwisata Indonesia makin diminati investor asing. Retrieved from Merdeka.com website: <https://www.merdeka.com/uang/kemenpar-sebut-pariwisata-indonesia-makin-diminati-investor-asing.html> Retrieved from

<https://www.merdeka.com/uang/kemenpar-sebut-pariwisata-indonesia-makin-diminati-investor-asing.html>

- Baker, D. A., & Crompton, J. L. (2000). Quality, satisfaction and behavioral intentions. *Annals of tourism research*, 27(3), 785-804.
- Beerli, A., & Martin, J. D. (2004). Factors influencing destination image. *Annals of tourism research*, 31(3), 657-681.
- Bigne, J. E., Sanchez, M. I., & Sanchez, J. (2001). Tourism image, evaluation variables and after purchase behaviour: inter-relationship. *Tourism management*, 22(6), 607-616.
- Bitner, M. J. (1992). Servicescapes: the impact of physical surroundings on customers and employees. *Journal of marketing*, 56(2), 57-71.
- Bone, P. F. (1992). Determinants of word-of-mouth communications during product consumption. *ACR North American Advances*.
- Bowman, D., & Narayandas, D. (2001). Managing customer-initiated contacts with manufacturers: The impact on share of category requirements and word-of-mouth behavior. *Journal of marketing Research*, 38(3), 281-297.
- Castro, C. B., Armario, E. M., & Ruiz, D. M. (2007). The influence of market heterogeneity on the relationship between a destination's image and tourists' future behaviour. *Tourism management*, 28(1), 175-187.
- 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.

- 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.
- Cho, N., & Park, S. (2001). Development of electronic commerce user-consumer satisfaction index (ECUSI) for Internet shopping. *Industrial Management & Data Systems*, 101(8), 400-406.
- Chou, H.-J. (2017). The effect of the visitor's consumption experience and tourism image on tourist satisfaction and revisit intention of Taiwan's night markets. *GSTF Journal on Business Review (GBR)*, 3(1).
- Chung, J. Y., & Chen, C.-C. (2018). The impact of country and destination images on destination loyalty: a construal-level-theory perspective. *Asia Pacific Journal of Tourism Research*, 23(1), 56-67.
- Ekinci, Y., & Hosany, S. (2006). Destination personality: An application of brand personality to tourism destinations. *Journal of travel research*, 45(2), 127-139.
- Eliashberg, J., & Shugan, S. M. (1997). Film critics: Influencers or predictors? *Journal of marketing*, 61(2), 68-78.
- Fitriana, I. (2015). Menpar: Candi Borobudur Layak Jadi Destinasi Wisata Kelas Dunia. Retrieved from Kompas.com website: <https://travel.kompas.com/read/2018/02/11/120000427/menpar--candi-borobudur-layak-jadi-destinasi-wisata-kelas-dunia> Retrieved from <https://travel.kompas.com/read/2018/02/11/120000427/menpar--candi-borobudur-layak-jadi-destinasi-wisata-kelas-dunia>

- Fornell, C. (1992). A national customer satisfaction barometer: the Swedish experience. *Journal of marketing*, 56(1), 6-21.
- Goyette, I., Ricard, L., Bergeron, J., & Marticotte, F. (2010). e-WOM Scale: word-of-mouth measurement scale for e-services context. *Canadian Journal of Administrative Sciences/Revue Canadienne des Sciences de l'Administration*, 27(1), 5-23.
- Griffin, J. (1996). Customer Loyalty: How to Earn It, How to Keep It, New York: Simon and Chuster: Inc.
- Hair, J., Black, W., & Babin, B. (2010). Anderson. RE, 2010. Multivariate Data Analysis. *New Jersey, Pearson Prentice Hall*.
- Hamidizadeh, M. R., Cheh, M. G., Moghadam, A. H., & Salimipour, S. (2016). Proposing a Model of the Effect of Word of Mouth on Destination Image of Tourists and Travel Intention. *International Journal of Asian Social Science*, 6(2), 108-119.
- Hazliansyah. (2017). Kunjungan Wisman ke Borobudur Meningkat 100 Persen. Retrieved from Republika.co.id website:  
<https://nasional.republika.co.id/berita/nasional/daerah/17/08/11/ouhxsq280-kunjungan-wisman-ke-borobudur-meningkat-100-persen> Retrieved from  
<https://nasional.republika.co.id/berita/nasional/daerah/17/08/11/ouhxsq280-kunjungan-wisman-ke-borobudur-meningkat-100-persen>
- Herstanti, G., Suhud, U., & Wibowo, S. F. (2014). Three modified models to predict intention of Indonesian tourists to revisit Sydney. *European Journal of Business and Management*, 6(25), 184-195.

- Hsu, C. H., Cai, L. A., & Li, M. (2010). Expectation, motivation, and attitude: A tourist behavioral model. *Journal of travel research*, 49(3), 282-296.
- huda, m. n. (2016). Candi Borobudur Masih Favorit, Ini Data Lengkap Wisatawan Asing ke Jawa Tengah 2016. Retrieved from TribunJateng.com website: [http://jateng.tribunnews.com/2016/12/25/candi-borobudur-masih-favorit-  
ini-data-lengkap-wisatawan-asing-ke-jawa-tengah-2016](http://jateng.tribunnews.com/2016/12/25/candi-borobudur-masih-favorit-ini-data-lengkap-wisatawan-asing-ke-jawa-tengah-2016). Retrieved from [http://jateng.tribunnews.com/2016/12/25/candi-borobudur-masih-favorit-  
ini-data-lengkap-wisatawan-asing-ke-jawa-tengah-2016](http://jateng.tribunnews.com/2016/12/25/candi-borobudur-masih-favorit-<br/>ini-data-lengkap-wisatawan-asing-ke-jawa-tengah-2016).
- Jenkins, O. H. (1999). Understanding and measuring tourist destination images. *International journal of tourism research*, 1(1), 1-15.
- Jeon, H. (2013). The effect of experiential marketing on customer satisfaction and revisit intention of beauty salon franchise stores. *Journal of Fashion Business*, 17(3), 109-121.
- Khuong, M. N., & Phuong, N. T. (2017). The effects of destination image, perceived value, and service quality on tourist satisfaction and word-of-mouth—A study in Ho Chi Minh City, Vietnam. *International Journal of Trade, Economics and Finance*, 8(5), 217-224.
- King, C., Chen, N., & Funk, D. C. (2015). Exploring destination image decay: A study of sport tourists' destination image change after event participation. *Journal of hospitality & tourism research*, 39(1), 3-31.
- Kozak, M., & Rimmington, M. (2000). Tourist satisfaction with Mallorca, Spain, as an off-season holiday destination. *Journal of travel research*, 38(3), 260-269.

- Kurniawan, B. (2016). Puluhan Siswa Kesurupan Setelah Geser Batu Candi Borobudur. Retrieved from Detikcom website: <https://news.detik.com/berita/d-3204379/puluhan-siswa-kesurupan-setelah-geser-batu-candi-borobudur>
- Retrieved from <https://news.detik.com/berita/d-3204379/puluhan-siswa-kesurupan-setelah-geser-batu-candi-borobudur>
- Lala, V., Allred, A. T., & Chakraborty, G. (2008). A multidimensional scale for measuring country image. *Journal of International Consumer Marketing*, 21(1), 51-66.
- Lawson, F., & Baud-Bovy, M. (1977). *Tourism and recreation development, a handbook of physical planning*: Architectural Press.
- Lee, C.-K., Lee, Y.-K., & Lee, B. (2005). Korea's destination image formed by the 2002 World Cup. *Annals of tourism research*, 32(4), 839-858.
- Lertputtarak, S. (2012). The relationship between destination image, food image, and revisiting Pattaya, Thailand. *International Journal of Business and Management*, 7(5), 111-121.
- 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.
- Lopes, S. D. F. (2011). Destination image: Origins, developments and implications. *PASOS. Revista de Turismo y Patrimonio Cultural*, 9(2), 305-315.

- Luo, S., & Hsieh, L. (2013). Reconstructing revisit intention scale in tourism. *Journal of Applied Sciences*, 13(18), 3638-3648.
- Malhotra. (2009). *Riset Pemasaran*. Jakarta: PT Indeks.
- Martin, I. M., & Eroglu, S. (1993). Measuring a multi-dimensional construct: country image. *Journal of Business Research*, 28(3), 191-210.
- Meng, B., & Han, H. (2018). Working-holiday tourism attributes and satisfaction in forming word-of-mouth and revisit intentions: Impact of quantity and quality of intergroup contact. *Journal of destination marketing & management*, 9, 347-357.
- Meng, F., & Uysal, M. (2008). Effects of gender differences on perceptions of destination attributes, motivations, and travel values: An examination of a nature-based resort destination. *Journal of Sustainable Tourism*, 16(4), 445-466.
- Mohamad, M., Ab Ghani, N. I., Mamat, M., & Mamat, I. (2014). Satisfaction as a mediator to the relationships between destination image and loyalty. *World Applied Sciences Journal*, 30(9), 1113-1123.
- Mohamad, M., Ali, A. M., & Ab Ghani, N. I. (2011). A STRUCTURAL MODEL OF DESTINATION IMAGE, TOURISTS' SATISFACTION AND DESTINATION LOYALTY. *International journal of business and management studies*, 3(2), 167-177.
- Mossberg, L., & Kleppe, I. A. (2005). Country and destination image—different or similar image concepts? *The Service Industries Journal*, 25(4), 493-503.

- Nadeau, J., Heslop, L., O'Reilly, N., & Luk, P. (2008). Destination in a country image context. *Annals of tourism research*, 35(1), 84-106.
- Oliver Richard, L. (1997). Satisfaction: A behavioral perspective on the consumer. *New York ' NY: Irwin-McGraw-Hill*.
- Palau-Saumell, R., Forgas-Coll, S., Amaya-Molinar, C. M., & Sánchez-García, J. (2016). Examining how country image influences destination image in a behavioral intentions model: The cases of Lloret De Mar (Spain) and Cancun (Mexico). *Journal of Travel & Tourism Marketing*, 33(7), 949-965.
- Pantouw, P., & Pangemanan, S. S. (2014). The Effect of Destination Image and Tourist Satisfaction on Intention to Revisit in Lembeh Hill Resort. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi*, 2(3).
- Papadimitriou, D., Kaplanidou, K., & Apostolopoulou, A. (2018). Destination image components and word-of-mouth intentions in urban tourism: A multigroup approach. *Journal of hospitality & tourism research*, 42(4), 503-527.
- Pertiwi. (2017). Pengunjung Panjat Candi Borobudur, Balai Konservasi Cek Rekaman CCTV. Retrieved from detikcom website: <https://news.detik.com/berita-jawa-tengah/d-3589765/pengunjung-panjat-candi-borobudur-balai-konservasi-cek-rekaman-cctv> Retrieved from <https://news.detik.com/berita-jawa-tengah/d-3589765/pengunjung-panjat-candi-borobudur-balai-konservasi-cek-rekaman-cctv>

- Pratminingsih, S. A., Rudatin, C. L., & Rimenta, T. (2014). Roles of motivation and destination image in predicting tourist revisit intention: A case of Bandung-Indonesia. *International Journal of Innovation, Management and Technology*, 5(1), 19.
- Priyanto, & Dwi. (2010). *Mandiri Belajar SPSS*. Jakarta: Erlangga.
- Priyono, A. (2016, 28 Mei 2016). Wisata Candi Borobudur – Foto & Review Lengkap. Retrieved from <https://www.portalwisata.com/candi-borobudur/>
- Quintal, V. A., & Polczynski, A. (2010). Factors influencing tourists' revisit intentions. *Asia Pacific Journal of Marketing and Logistics*, 22(4), 554-578.
- Rajesh, R. (2013). Impact of tourist perceptions, destination image and tourist satisfaction on destination loyalty: a conceptual model. *PASOS. Revista de Turismo y Patrimonio Cultural*, 11(3).
- Roth, K. P., & Diamantopoulos, A. (2009). Advancing the country image construct. *Journal of Business Research*, 62(7), 726-740.
- Ryan, C., & Glendon, I. (1998). Application of leisure motivation scale to tourism. *Annals of tourism research*, 25(1), 169-184.
- Samsudin, A. (2016). ANALYSING THE EFFECTS OF DESTINATION IMAGE AND TOURIST SATISFACTION ON REVISIT INTENTION IN CASE BUNAKEN NATIONAL PARK. *JURNAL BERKALA ILMIAH EFISIENSI*, 16(4).

- santoso, b. (2013). Tempat Wisata di Magelang Kota dan Kabupaten. Retrieved from <https://www.tempatwisatamu.com/tempat-wisata-di-magelang-jawa-tengah.html>
- Sanusi. (2011). *Metodologi Penelitian Bisnis*. Jakarta: Salemba Empat.
- Sari, S. P. (2018). Kementerian PUPR Dukung Kawasan Wisata, Ini Spot Menarik di Magelang. Retrieved from iNews.id website: Kementerian PUPR Dukung Kawasan Wisata, Ini Spot Menarik di Magelang Retrieved from Kementerian PUPR Dukung Kawasan Wisata, Ini Spot Menarik di Magelang
- Silverman, G. (2001). The power of word of mouth. *Direct Marketing*, 64(5), 47-52.
- Simamora, B. (2008). *Analisis multivariat pemasaran*: Gramedia Pustaka Utama.
- Stylos, N., Bellou, V., Andronikidis, A., & Vassiliadis, C. A. (2017). Linking the dots among destination images, place attachment, and revisit intentions: A study among British and Russian tourists. *Tourism management*, 60, 15-29.
- Sugiyono. (2013). *Statistik untuk Penelitian*. Bandung: Alfabeta.
- Sugiyono. (2015). *Metodologi Penelitian Kuantitatif Kualitatif Dan R&D*. *Alfabeta, Bandung*.
- Sukardi. (2015). *Metodologi Penelitian Pendidikan*. Jakarta: PT. Bumi Aksara.
- Sweeney, J. C., Soutar, G. N., & Mazzarol, T. (2012). Word of mouth: measuring the power of individual messages. *European Journal of Marketing*, 46(1/2), 237-257.

- Tasci, A. D., Gartner, W. C., & Tamer Cavusgil, S. (2007). Conceptualization and operationalization of destination image. *Journal of hospitality & tourism research*, 31(2), 194-223.
- Teijlingen, E. V. (2011). *The Important of pilot study*.
- Thakur, R. (2016). Understanding customer engagement and loyalty: a case of mobile devices for shopping. *Journal of Retailing and Consumer Services*, 32, 151-163.
- Wardi, Y., Abror, A., & Trinanda, O. (2018). Halal tourism: antecedent of tourist's satisfaction and word of mouth (WOM). *Asia Pacific Journal of Tourism Research*, 23(5), 463-472.
- Westbrook, R. A. (1987). Product/consumption-based affective responses and postpurchase processes. *Journal of marketing Research*, 24(3), 258-270.
- Westbrook, R. A., & Oliver, R. L. (1991). The dimensionality of consumption emotion patterns and consumer satisfaction. *Journal of consumer research*, 18(1), 84-91.
- Wibowo, S. F., & Sazali, A. (2016). THE INFLUENCE OF DESTINATION IMAGE AND TOURIST SATISFACTION TOWARD REVISIT INTENTION OF SETU BABAKAN BETAWI CULTURAL VILLAGE. *JRMSI-Jurnal Riset Manajemen Sains Indonesia*, 7(1), 136-156.
- Wibowo, S. F., Sazali, A., & Kresnamurti, A. (2016). The Influence of Destination Image and Tourist Satisfaction toward Revisit Intention of Setu Babakan Betawi Cultural Village. *JRMSI-Jurnal Riset Manajemen Sains Indonesia*, 7(1), 136-156.

wulandari, r. (2015). SEJARAH KOTA MAGELANG. Retrieved from

<https://visitmagelang.id/sejarah-kota-magelang>

Yürük, P., Akyol, A., & Şimşek, G. G. (2017). Analyzing the effects of social impacts of events on satisfaction and loyalty. *Tourism management*, 60, 367-378.

Zhang, H., Wu, Y., & Buhalis, D. (2018). *A model of perceived image, memorable tourism experiences and revisit intention* (Vol. 8).