

บรรณานุกรม (BIBLIOGRAPHY)

ภาษาไทย

กระทรวงการท่องเที่ยวและกีฬา., (2560)

กระแสนการท่องเที่ยวโลกในปี., (2559), **ธนาคารเพื่อการส่งออกแห่งประเทศไทย.**, ส่วนวิจัยและธุรกิจ 1 ฝ่ายวิจัย และธุรกิจ

การท่องเที่ยว-สำนักงานสถิติแห่งชาติ.,(2560)

การท่องเที่ยวแห่งประเทศไทย.,(2560)

โกมล คุมลักษ์ณ., (2558). **นุพปัจจัยที่ส่งผลต่อความจงรักภักดีต่อจุดหมายปลายทาง การท่องเที่ยวของนักท่องเที่ยวจังหวัดภูเก็ต.** นักศึกษาระดับปริญญาตรี สาขาวิชาบัณฑิตสาขาวิชานวัตกรรมการจัดการ มหาวิทยาลัยราชภัฏสวนสุนันทา.,วารสารสมาคมนักวิจัยปีที่ 20 ฉบับที่ 2 พฤษภาคม-สิงหาคม 2558

กัลยา วาณิชย์บัญชา.,(2543). **การใช้ SPSS For Windows ในการวิเคราะห์ข้อมูล Version 7-10.** กรุงเทพฯ : ซีเค แอนด์ เอสโพลีโตสตูดิโอ.

กัลยา วาณิชย์บัญชา., (2548). **การวิเคราะห์สถิติขั้นสูงด้วย SPSS for Windows.** (พิมพ์ครั้งที่ 4). กรุงเทพฯ : ธรรมสาร.

กัลยา วาณิชย์บัญชา.,(2554). **สถิติสำหรับงานวิจัย** (พิมพ์ครั้งที่ 6). กรุงเทพฯ: ธรรมสาร

เกียรติสุดา ศรีสุข.,(2552). **ระเบียบวิธีวิจัย.** เชียงใหม่ : โรงพิมพ์.,ครองช่าง

กรมการท่องเที่ยว (Department of Tourism) .**สนามกีฬาแห่งชาติ ถนนพระรามที่ 1 แขวงวังใหม่ เขตปทุมวัน** กรุงเทพฯ

กรมศุลกากร (ประมวลผลโดยธนาคารแห่งประเทศไทย). **การค้าระหว่างประเทศ – สำนักงานสถิติแห่งชาติ** ,(2560)

กองทะเบียนธุรกิจนำเที่ยวและมัคคุเทศก์.,**กรมการท่องเที่ยว (Department of Tourism) .สนามกีฬาแห่งชาติ ถนนพระรามที่ 1 แขวงวังใหม่ เขตปทุมวัน กรุงเทพฯ**

กองทะเบียนธุรกิจนำเที่ยวและมัคคุเทศก์.,**รายชื่อธุรกิจนำเที่ยวและมัคคุเทศก์.,วันที่ประกาศ 23 ส.ค. (2559) ., กรมการท่องเที่ยว (Department of Tourism) สนามกีฬาแห่งชาติ ถนนพระรามที่ 1 แขวงวังใหม่ เขตปทุมวัน กรุงเทพฯ**

กองเศรษฐกิจการท่องเที่ยวและกีฬา กระทรวงการท่องเที่ยวและกีฬา .,(2560)

ข้อมูลสถิตินักท่องเที่ยว – ศูนย์ปฏิบัติการกรมการท่องเที่ยว.,(2560)

โครงการทิศทางการพัฒนาท่องเที่ยวของประเทศในระยะ 10 ปี .,(2560). สำนักเศรษฐกิจการท่องเที่ยวและกีฬา

บรรณานุกรม (BIBLIOGRAPHY)

- จากหนังสือพิมพ์ฐานเศรษฐกิจ ปีที่ 37 ฉบับที่ 3,253 วันที่ 16-19 เมษายน พ.ศ. 2560
- ฐานข้อมูลทางสถิติ/ฐานข้อมูล-สำนักพุทธศาสนาฯ/บัญชีรายชื่อวัดทั่วประเทศ.,(2560)
- ฐานข้อมูลมรดกโลกของประเทศไทย.,(2560)
- ท่องเที่ยวอยุธยาสุดเฟื่องปี.,(2558) นักท่องเที่ยวกว่า 7 ล้านคน แหล่งเรือ เจ้าจักรยาน ช้าง ชม วัด วัง และ
อุทยานประวัติศาสตร์ ไก่รายได้กว่า 12,000 ล้านบาท ,สพช.ช่องปรับเปลี่ยนการตลาดปี 2559
- ธนาคารแห่งประเทศไทย (ข้อมูลสถิติ)
- นงลักษณ์ วิรัชชัย.,(2542). โมเดลลิสม์ : สถิติวิเคราะห์สำหรับการวิจัย. (พิมพ์ครั้งที่ 3). กรุงเทพฯ: โรงพิมพ์
แห่งจุฬาลงกรณ์ มหาวิทยาลัย
- บุญเลิศ จิตตั้งวัฒนา., (2548). การพัฒนาการท่องเที่ยวแบบยั่งยืน. กรุงเทพฯ: ศูนย์วิชาการท่องเที่ยวแห่ง
ประเทศไทย.
- บุญเลิศ จิตตั้งวัฒนา., (2548).อุตสาหกรรมการท่องเที่ยว.กรุงเทพฯ: เพรสแอนด์ดีไซน์.สมาคมวิจัยการเดินทาง
และการท่องเที่ยว.
- บัญชีรายชื่อวัดทั่วประเทศปี.,(2560)
- บัญชีรายชื่อวัดทั่วประเทศ.,ข้อมูลโดยฝ่ายศาสนสถานและควบคุมทะเบียนวัด. กองพุทธศาสนสถาน.,
สำนักงานพระพุทธศาสนาแห่งชาติ ,(2560)
- ปรีชาดี สถาปิตานนท์.,(2546). ระเบียบวิธีวิจัยการสื่อสาร : กรุงเทพมหานคร สำนักพิมพ์แห่งจุฬาลงกรณ์
มหาวิทยาลัย
- พิชิต ฤทธิ์จรูญ., (2554). ระเบียบวิธีวิจัยทางสังคมศาสตร์. พิมพ์ครั้งที่ 5 กรุงเทพมหานคร สำนักพิมพ์แห่ง
จุฬาลงกรณ์มหาวิทยาลัย
- พวงรัตน์ ทวีรัตน์.,(2538).วิธีการวิจัยทางพฤติกรรมศาสตร์และสังคมศาสตร์.พิมพ์ครั้งที่ 6.กรุงเทพฯ: สำนัก
ทดสอบทางการศึกษาและจิตวิทยา มหาวิทยาลัยศรีนครินทรวิโรฒประสานมิตร
- มนสิข สิริสมบุญ., (2550). ระเบียบวิธีวิจัย. พิมพ์ครั้งที่ 8. มหาวิทยาลัยนเรศวร.คณะศึกษาศาสตร์.
- รายงานประจำปี. การท่องเที่ยวแห่งประเทศไทย.,(2560)
- รายงานภาวะเศรษฐกิจท่องเที่ยว. สรุปสถานการณ์ท่องเที่ยวของไทยปี พ.ศ. 2559
- รายงานภาวะเศรษฐกิจท่องเที่ยว. สถานการณ์การท่องเที่ยวโลก.,(2560). สำนักงานปลัดกระทรวงการท่องเที่ยว
และกีฬา ,ถนนราชดำเนินนอก แขวงวัดโสมนัส เขตป้อมปราบศัตรูพ่าย กรุงเทพฯ

บรรณานุกรม (BIBLIOGRAPHY)

- รายงานภาวะเศรษฐกิจการท่องเที่ยวรายไตรมาส.,(2560) .บริษัท เอ็กเซลเลนท์บีสเนส แมเนจเม้นท์ จำกัด.,กองเศรษฐกิจการท่องเที่ยวและกีฬา กระทรวงการท่องเที่ยวและกีฬา ราชดำเนินนอก แขวง โสมนัส เขต ป้อมปราบศัตรูพ่าย กรุงเทพมหานคร
- รายงานภาวะเศรษฐกิจท่องเที่ยว.,(2560). ฉบับที่ 4. กระทรวงการท่องเที่ยวและกีฬา.,การท่องเที่ยวแห่งประเทศไทย
- ลัดดาวัลย์ เพชรโรจน์ และคณะ.,(2550).สถิติสำหรับการวิจัยและเทคนิคการใช้ SPSS. กรุงเทพมหานคร มิสชั่นมีเดีย
- ลัดดาวัลย์ เพชรโรจน์ และ อัจฉรา ชำนิประศาสน์.,(2545).ระเบียบวิธีการวิจัย .กรุงเทพมหานคร พิมพ์ดีการพิมพ์
- ลัดดาวัลย์ เพชรโรจน์ ,สุภมาส อังศุโชติ และอัจฉรา ชำนิประศาสน์.,(2550). สถิติสำหรับการวิจัยและเทคนิคการใช้ SPSS. กรุงเทพฯ : มิสชั่นมีเดีย.
- วิจิต อุ๋อัน.,(2550). การวิเคราะห์ข้อมูลในการวิจัยเชิงคุณภาพ.,(พิมพ์ครั้งที่ 9). กรุงเทพฯ:จุฬาลงกรณ์มหาวิทยาลัย
- ศิริชัย กาญจนวาสี.,(2537). การเลือกใช้สถิติที่เหมาะสมสำหรับการวิจัย.กรุงเทพฯ : จุฬาลงกรณ์มหาวิทยาลัย.
- ศิริชัย กาญจนวาสี., ทวีวัฒน์ ปิตยานนท์ และดิเรก ศรีสุโข.,(2551). การเลือกใช้สถิติที่เหมาะสมสำหรับการวิจัย., พิมพ์ครั้งที่ 5. กรุงเทพฯ : โรงพิมพ์แห่งจุฬาลงกรณ์มหาวิทยาลัย.
- ศิริชัย กาญจนวาสี.,(2555). สถิติประยุกต์สำหรับการวิจัย (APPLIED STATISTICS FOR BEHAVIORAL RESEARCH). พิมพ์ครั้งที่ 6. กรุงเทพฯ : โรงพิมพ์แห่งจุฬาลงกรณ์มหาวิทยาลัย
- ศิริชัย กาญจนวาสี.,(2532). “มิติใหม่ของการวิจัยทางการศึกษา” วารสารวิธีวิทยาการวิจัย. 4 (1).
- ศิริชัย กาญจนวาสี.,(2544). ทฤษฎีการทดสอบแบบดั้งเดิม., พิมพ์ครั้งที่ 4 . กรุงเทพมหานคร :จุฬาลงกรณ์มหาวิทยาลัย.
- ศิริชัย กาญจนวาสี.,(2538). “การวิเคราะห์ข้อมูลแบบพหุระดับ” การประชุมเชิงปฏิบัติ ครั้งที่ 3 เรื่องหลักการและวิธีการวิจัยขั้นสูงเฉพาะการวิจัยและพัฒนาระบบพฤติกรรมในด้านต่างๆ. กรุงเทพมหานคร : สำนักงานคณะกรรมการวิจัยแห่งชาติ.
- ศิริชัย กาญจนวาสี.,(2550). การวิเคราะห์พหุระดับ : Muti-Level Analysis. พิมพ์ครั้งที่ 4. กรุงเทพมหานคร: จุฬาลงกรณ์มหาวิทยาลัย.

บรรณานุกรม (BIBLIOGRAPHY)

- สุภมาส อังสุโชติและคณะ.,(2554).สถิติวิเคราะห์สำหรับการวิจัยทางสังคมศาสตร์และพฤติกรรมศาสตร์ : เทคนิคการใช้โปรแกรม LISREL พิมพ์ครั้งที่ 3 ISBN9789740608547
- สุวิมล ตีรกานันท์ ,(2543). ระเบียบวิธีการวิจัยทางสังคมศาสตร์: แนวทางสู่การปฏิบัติ.กรุงเทพฯ:โรงพิมพ์แห่งจุฬาลงกรณ์มหาวิทยาลัย
- สุวิมล ตีรกานันท์,(2548). การประเมินโครงการ : แนวทางสู่การปฏิบัติ. (พิมพ์ครั้งที่ 6). กรุงเทพฯ: โรงพิมพ์แห่งจุฬาลงกรณ์มหาวิทยาลัย.
- สุวิมล ตีรกานันท์,(2555). การวิเคราะห์ตัวแปรพหุในงานวิจัยทางสังคมศาสตร์. (พิมพ์ครั้งที่ 2).กรุงเทพฯ: จุฬาลงกรณ์มหาวิทยาลัย.
- สัมพันธ์สนันท์ 5 แหล่งมรดกโลกของไทย สมบัติอันทรงคุณค่า
สำนักงานอุทยานประวัติศาสตร์จังหวัดพระนครศรีอยุธยา.,ตำบลประตูชัย อำเภอเมืองพระนครศรีอยุธยา จังหวัดพระนครศรีอยุธยา .**สำนักศิลปากรที่ 3**. พระนครศรีอยุธยา.,ถนนคลองท่อ ตำบลประตูชัย อำเภอพระนครศรีอยุธยา จังหวัดพระนครศรีอยุธยา
- สำนักงานอุทยานประวัติศาสตร์จังหวัดสุโขทัย. **สำนักศิลปากรที่ 6** สุโขทัย. ตำบลเมืองเก่า อำเภอเมืองสุโขทัย จังหวัดสุโขทัย
- สำนักงานอุทยานประวัติศาสตร์ศรีสัชนาลัย . **สำนักศิลปากรที่ 6** สุโขทัย. ตำบลศรีสัชนาลัย อำเภอศรีสัชนาลัย จังหวัดสุโขทัย
- สำนักโบราณคดีและพิพิธภัณฑสถานแห่งชาติกรมศิลปากร. **สำนักศิลปากรที่ 6** สุโขทัย . ตำบลในเมือง อำเภอเมืองกำแพงเพชร จังหวัดกำแพงเพชร
- สถิตินักท่องเที่ยว - Department of Tourism 2560
- สถิตินักท่องเที่ยว - กระทรวงการท่องเที่ยวและกีฬา 2560
- สถิตินักท่องเที่ยวชาวต่างชาติเดินทางเข้ามาไทย.,(2559).ข้อมูลโดยกรมการท่องเที่ยว กระทรวงการท่องเที่ยวและกีฬาและการท่องเที่ยวแห่งประเทศไทย
- สถิตินักท่องเที่ยวชาวต่างชาติที่เดินทางเข้าประเทศไทยปี.,(2559).(จำแนกตามสัญชาติและถิ่นที่อยู่)
- สถิตินักท่องเที่ยวชาวต่างชาติที่เดินทางเข้าประเทศไทย ณ ท่าอากาศยานดอนเมืองปี.,(2559). (จำแนกตามสัญชาติ)
- สถิตินักท่องเที่ยวชาวต่างชาติที่เดินทางเข้าประเทศไทยปี 2559 (จำแนกตามสัญชาติและถิ่นที่อยู่)
- สถิตินักท่องเที่ยวชาวต่างชาติที่เดินทางเข้าประเทศไทย ณ ท่าอากาศยานสุวรรณภูมิปี 2559 (จำแนกตามสัญชาติ)

บรรณานุกรม (BIBLIOGRAPHY)

- สถิตินักท่องเที่ยวต่างชาติที่เดินทางเข้าประเทศไทย ณ ท่าอากาศยานดอนเมือง ปี 2559 (จำแนกตามสัญชาติ)
- สถิตินักท่องเที่ยวที่เข้ามาในประเทศไทย 2559
- สถิติการท่องเที่ยวในประเทศไทย 2559
- สถิตินักท่องเที่ยวภายในประเทศ ปี., (2559). (จำแนกตามภูมิภาคและจังหวัด)
- สถิตินักท่องเที่ยวและรายได้ด้านการท่องเที่ยว เมื่อวันที่ 5 สิงหาคม พ.ศ. 2559
- สรุปรายได้และค่าใช้จ่ายการท่องเที่ยวจากนักท่องเที่ยวต่างชาติที่เดินทางเข้าประเทศไทยปี 2559
- สรุปสถานการณ์พักแรม จำนวนผู้เยี่ยมชมเยือน และรายได้จากผู้เยี่ยมชมเยือน ปี 2559
- หนังสือพิมพ์ฐานเศรษฐกิจ ปีที่ 36 ฉบับที่ 3,172 วันที่ 7-9 กรกฎาคม พ.ศ. 2559
- อุทยานประวัติศาสตร์พระนครศรีอยุธยา.,ถนนคลองท่อ ตำบลประจักษ์ อำเภพระนครศรีอยุธยา จังหวัดพระนครศรีอยุธยา
- อุทยานประวัติศาสตร์สุโขทัย ตำบลเมืองเก่า อำเภอเมือง จังหวัดสุโขทัย
- อุทยานประวัติศาสตร์ศรีสัชนาลัย ตำบลศรีสัชนาลัย อำเภอศรีสัชนาลัย จังหวัดสุโขทัย
- อุทยานประวัติศาสตร์กำแพงเพชร ตำบลในเมือง อำเภอเมืองกำแพงเพชร จังหวัดกำแพงเพชร
- อุทยานประวัติศาสตร์พระนครศรีอยุธยา-ฐานข้อมูลมรดกโลกของประเทศไทย
- อุทยานประวัติศาสตร์สุโขทัย-ฐานข้อมูลมรดกโลกของประเทศไทย
- อุทยานประวัติศาสตร์ศรีสัชนาลัย-ฐานข้อมูลมรดกโลกของประเทศไทย
- อุทยานประวัติศาสตร์กำแพงเพชร-ฐานข้อมูลมรดกโลกของประเทศไทย
- อันดับนักท่องเที่ยวต่างชาติ., (2559).กรมการท่องเที่ยว (Department of Tourism) สนามกีฬาแห่งชาติ ถนนพระรามที่ 1 แขวงวังใหม่ เขตปทุมวัน กรุงเทพฯ

BIBLIOGRAPHY

- A. Vasumathi and R. Subashini, (2015). **The influence of SERVQUAL dimensions on customer loyalty in banking sector**, India an empirical study.,370 Int. J. Services and Operations Management, Vol. 21, No. 3, 2015 .,Copyright © 2015 Inderscience Enterprises Ltd.
- Abbas Alizadeh , Golnaz Saghafi., (2014). **An Examination of Antecedents of Loyalty Intention to Travel : The Case of Malaysia.**, Global Review of Research in Tourism, Hospitality and Leisure Management (GRRTHLM),An Online International Research Journal (ISSN: 2311-3189) 2014 Vol : 1 Issue 3 .,Global Review of Research in Tourism, Hospitality and Leisure Management (GRRTHLM), JEL Classification: C 19, G13, G 14.
- Abderrahim Chenini and Mustapha Touaiti., (2018).**Building Destination Loyalty Using Tourist Satisfaction and Destination Image : A Holistic Conceptual Framework** .,Journal of Tourism, Heritage & Services Marketing, Vol. 4, No. 2, pp. 37-43, 2018 37.,JEL Classification: M31, Z33, Z32
- Abdollah Naami & Zahra Rahimi and Parisa Ghandvar., (2017).**The Effect of Perceived Value, Perceived Risk, and Price on Customers Buying Intention (Case Study: Employees of Presov Electronics Company)**.,International Review of Management and Marketing | Vol 7 • Issue 5 • 2017.,ISSN: 2146-4405.
- Abdul Raheem Jasim Mohammed, Mohd Salehuddin Mohd Zahari, Salim Abdul Talib, Mohd Zulhilmi Suhaimi ., (2014). **The Causal Relationships between Destination Image, Tourist Satisfaction and Revisit Intention : A Case of the United Arab Emirates** .,World Academy of Science, Engineering and Technology .,International Journal of Social, Behavioral, Educational, Economic, Business and Industrial Engineering Vol : 8, No : 10, 2014
- Abdul Haseeb Ahmad and Sajjad Haider., (2017).**Exploring Service Quality ,an Antecedent of Customer Satisfaction and Loyalty in Retail Banking Sector of Pakistan The Moderating Role of Gender.**,Azerbaycanın iqtisadi ve Sosial Arasdırmalar Jurnalı Volume 4, Number 1/il 4, Say, 2017
- Abebe Dires and Mesfin Anteneh ., (2016). **The effect of Service Quality on Tourist Satisfaction Loyalty at Gondar and its vicinity.**, International Journal in Management and Social Science Page 445 (Impact Factor- 5.276),IJMSS Vol.04 Issue-03 (March, 2016) ISSN : 2321-1784
- Abubakar A. M., Ilkan M., (2016). **Impact of online WOM on destination trust and intention to travel : a medical tourism perspective.** J. Destination Mark. Manage. 5 192–201. 10.1016/j.jdmm.2015.12.005

BIBLIOGRAPHY

- Ajzen, I., (2011). **The theory of planned behavior**. *Organizational Behavior and Human Decision Processes*, 50, 179-211
- Akos Nagy,Ildiko Kemeny, Krisztian Szucs, Judit Simon and Viktor Kiss., (2017).**Are opinion leaders more satisfied Results of a SEM model about the relationship between opinion leadership and online customer satisfaction.**, *Society and Economy* 39 (2017) 1, pp. 141–160
- J., & Juaneda,C., (2006). **Destination loyalty-consumer’s economic behavior**. *Annals of Tourism Research*. 33 (3) : 648-706.
- Alex Kudryavtsev, Richard C.Stedman & Marianne E. Krasny., (2012). **Sense of place in environmental education.**, *Journal Environmental Education Research* Volume 18, 2012 - Issue 2 „Pages 229-250 | Received 22 Aug 2010, Accepted 07 Jul 2011, Published online : 26 Aug 2011
- Allan, M. or Mamoon Allan., (2016). **Place Attachment and Tourist Experience in the Context of Desert Tourism the Case of Wadi Rum.**, *Czech Journal of Tourism*, 5 (1), 35–52. DOI: 10.1515/cjot-2016-0003„JEL classification: Y80, L83„Tourism Management Department, Faculty of Archaeology and Tourism, University of Jordan,Amman, Jordan
- Ana Maria Campon-Cerro; Helena Maria Baptista Alves ; Jose Manuel Hernandez-Mogollon., (2015).**Attachment as a factor in generating satisfaction with, and loyalty to, rural tourism destinations.**, *Tourist Research Papers*„Tourism & Management Studies„Versao Impressa ISSN 2182-8458„TM Studies vol.11 no.1 Faro jan. 2015
- Andriotis, K., Agiomirgianakis, G., & Mihiotis, A., (2007). **Measuring tourist satisfaction : A Factor-Cluster Segmentation Approach**. *Journal of Vacation Marketing*, 14 (3), 221-235.
- Anana, E.S., Anjos, F.A. & Pereira, M.L., (2018). **Touristic destination image in light of the service dominant logic of marketing.**,*Tourism & Management Studies*, 14 (3), 7-18*Tourism & Management Studies*, 14 (3), 2018, 7-18 DOI
- Ameill, A.B., & Devlin, A.S., (2012). **Perceived quality of care : The influence of the waiting room environment**. *Journal of Environmental Psychology*, 22 (4), 345-360
- Arup Kumar Baksi., (2014). **Moderating impact of tourism relationship management dimensions on tourism service quality, tourist satisfaction and destination loyalty**. *Decision Science Letters* ,3 (2), 169-186., ISSN 1929-5812 (Online)-ISSN 1929-5804 (Print)„ Quarterly Publication Volume 3 Issue 2 pp. 169-186, 2014

BIBLIOGRAPHY

- Asshidin, N. H. N., Abidina, N., & Borhanb, H. B., (2016). **Perceived quality and emotional value that influence consumer's purchase intention towards American and local products.** *Procedia Economics and Finance*, 35, 639-643.
- Asshidin, N., (2016). **Perceived quality and emotional value that influence consumer's purchase intention towards American and local Products.** *Procedia Economics and Finance*, 35 (2016), 639-643
- Ayed Al Muala., (2017).**The Impact of Destination Image on Tourist Destination Loyalty in Jordan Tourism The Mediating Effect of Perceived Trust.**, *EPRA International Journal of Economic and Business Review*.,Volume - 5, Issue- 2, February 2017.,ISI Impact Factor (2013): 1.259 (UAE).,SJIF Impact Factor(2016) : 6.484.,e-ISSN : 2347 -9671| p- ISSN : 2349 – 0187
- Balakrishnan, B., Dahnil, M. I., & Yi, W. J., (2014). **The Impact of social media marketing medium toward purchase intention and brand loyalty among generation Y.***Al and Behavioral Sciences*,148,177-185
- Baloglu, S., (2001). **An investigation of loyalty typology and the multi destination loyalty of international tourists.** *Tourism Analysis*. 6: 41-52.
- Baloglu, S., & McCleary, K. W., (1999). **A model of destination image formation.** *Annals of tourism Research*, 26(4), 868-897. Retrieved from
- Baker, D., & Crompton, J., (2000). **Quality, Satisfaction and Behavioral Intentions.** *Annals of Tourism Research*. 27 (3) : 785-804.
- Backman, S. J., & Veldkamp. C., (1995). **Examination of the relationship between service quality and user loyalty.** *Journal of Park and Recreation Administration*. 13 (2) : 29-42.
- Barrutia, J., & Gilsanz, A., (2013). **Electronic service quality and value do consumer knowledge-related resources matter?.** *Journal of Service Research*, 16, 231-246.
- Bigne, J. E., Sanchez, M.I., & Sanchez, J., (2001). **Tourism image, evaluation variables and afterpurchase behavior : Inter - relationship.** *Tourism Management*. 22 (6) : 607-616.
- Bin Wang , Zhaoping Yang , Fang Han and Hui Shi., (2017).**Car Tourism in Xinjiang: The Mediation Effect of Perceived Value and Tourist Satisfaction on the Relationship between Destination Image and Loyalty.**,*Academic Editor : Marc A. Rosen.*,Received : 30 September 2016 ; Accepted : 19 December 2016 ; Published : 24 December 2016.,*Sustainability*2017,9,22 ; doi:10.3390/su9010022

BIBLIOGRAPHY

- Bin Wang & Zhaoping Yang & Fang Han and Hui Shi., (2016) **Road Trip in China : The Mediation Effect of Perceived Value and Tourist Satisfaction on the Relationship between Destination Image and Loyalty**.,Posted : 9 November 2016 doi : 10.20944/preprints201611.0050.v1
- Bjom P. Kaltenborn., (2009). **Original Articles Nature of place attachment: A study among recreation homeowners in Southern Norway**.,*Journal Leisure Sciences* „An Interdisciplinary Journal Volume 19, 1997 - Issue 3.,Pages 175-189 Received 17 Sep 1996, Accepted 05 Mar 1997, Published online: 13 Jul 2009
- Blut, M., (2016). **E-service quality: Development of a hierarchical model**. *Journal of Retailing*, 92(4), 500-517.
- Bojanic, D.C., & Rosen, L.D., (1994). **Measuring service quality in restaurants: and application of the SERVQUAL instrument**. *Hospitality Research Journal*. 18(1): 3-14.
- Boksberger, P.E., & Melsen, L., (2011). **Perceived value: A critical examination of definitions, concepts and measures for the service industry**. *Journal of Service Marketing*, 25(3), 229-240
- Boora, K. K., & Singh, H., (2011). **Customer loyalty and its antecedents: A conceptual framework**. *Asia Pacific Journal of Research in Business Management*, 2(1), 151-164.
- Bosque, D. R., & Martin, S. H., (2008). **Tourist satisfaction: A Cognitive - Affective Model**. *Annals of Tourism Research*, 35(2), 551-573.
- Bowen, D., (2000). **Research on Tourist Satisfaction and Dissatisfaction: Overcoming the Limitations of a Positivist and Quantitative Approach**. *Journal of Vacation Marketing*, 7(1), 31-40.
- B., Thompson, J. and Yalinay, O., (2017). **Travelling for Umrah: destination attributes, destination image, and post-travel intentions**. *The Service Industries Journal*, 37(7-8). pp. 448-465. ISSN 1743-9507
- Cai, C., (2015). **Consumer trust, perceived security and privacy policy: Three basic elements of loyalty to a web site**. *Industrial Management & Data Systems*, 106(5), 601-620
- Castro, C., Amario, E., & Ruiz, D., (2007). **The Influence of Market Heterogeneity on the Relationship Between a Destination's Image and Tourists' Future Behavior**., *Tourism Management* ..Volume 28, Issue 1, February 2007, Pages 175-187
- C.-H. Leou, X. Wang & C. H. Hsiao., (2015). **The relationship between destination image and satisfaction: visits to Macao World Heritage as a moderator**., *Sustainable Development*, Vol. 2 795., *WIT Transactions on The Built Environment*, Vol 168, © 2015 WIT Press., doi : 10.2495/SD150702

BIBLIOGRAPHY

- Chang, C. J., & Bowie, D., (2005). **Tourist Satisfaction : A view from a mixed International Guided Package Tour.** *Journal of Vacation Marketing*, 11(4), 303-322.
- Chang, Z., & Wang, T.C., (2016). **Antecedents of online customer satisfaction in China.** *International Business Management*, 6(2), 168-175.
- Chaudhuri, A., & Holbrook. M.B., (2001). **The chain of effects from brand trust and brand affect to brand performance : The role of brand loyalty.** *Journal of Marketing*, 65 (2) : 81-93.
- Chen, C. F., & Tsai, D.C., (2007). **How destination image and evaluative factors affect behavioral intentions.** *Tourism management*, 28 (4), 1115-1122.
- Chen, C., & Tsai, D., (2007). **How Destination Image and Evaluative Factors Affect Behavioral Intentions.,** *Tourism Management*. 28 : 1115-1122.
- Chen, C. F., & Tsai, D.C., (2007). **How destination image and evaluative factors affect behavioral intentions.** *Tourism management*, 28 (4), 1115-1122.
- Chiara Rollero, Norma De Piccoli., (2010). **Place attachment, identification and environment perception: An empirical study.,***Journal of Environmental Psychology* (2010) .,Via Verdi, 10, 10124 Torino, Italy
- Chi, C.,& Qu, H., (2008). **Examining the structural relationship of destination image, tourist satisfaction and destination loyalty : an integrated approach.** *Tourism Management*. 29: 624-636.
- Chin-Fa Tsai., (2015). **The Relationships among Destination Image, Perceived Quality, Emotional Place Attachment, Tourist Satisfaction, and Post-visiting Behavior Intentions .,***Marketing Review* (Xing Xiao Ping Lun) Vol. 12, No.4, p.455-479, Winter 2015
- Chi, S. J., (2012).**The gradation of destination loyalty: a discussion on destination loyalty with the integration of theories of place attachment and existential authenticity.,***University of Strathclyde (United Kingdom), Pro Quest Dissertations Publishing*, 2012. U595762.
- Chih-Wen Wu., (2015). **Destination loyalty modeling of the global tourism.,** *Journal of Business Research.*, Article history : Received in revised form 1 October 2015A.,ccepted 1 November 2015 This article was presented at the Global Entrepreneurship and Innovation in Management Conference, in July 30–31, 2015, National Chung Hsing University, Taiwan. JBR-08768 ; No of Pages
- Ching-Fu Chen & Anna Leask and Sambath Phou., (2016). **Symbolic, Experiential and Functional Consumptions of Heritage Tourism Destinations .,***View issue TOC Volume 18, Issue 6 November/ December 2016 Pages 602–611*

BIBLIOGRAPHY

- Chiu, C.M., Wang, E.T., Fang, Y.H., & Huang, H.Y., (2014). **Understanding customers' repeat purchase intentions in B2C e-commerce** : The roles of utilitarian value, hedonic value and perceived risk. *Information System Journal*, 24 (1), 85-114.
- Chiu, Y. H., Lee, W., & Chen, T., (2014). **Environmentally responsible behavior in ecotourism: Antecedents and implications**. *Tourism Management*, 40,321–329.
- Christopher J. Wynveen, Ingrid E. Schneider, Stuart Cottrell, Arne Amberger, Alexander C. Schlueter & Eick Von Ruschkowski., (2017).**Comparing the Validity and Reliability of Place Attachment Across Cultures.**, Pages 1-15 | Received 18 May 2016, Accepted 16 Jan 2017, Published online: 27 Mar 2017., *Journal Society & Natural Resources An International Journal*
- Chon, K.S., (1990).**The role of destination image in tourism :a review and discussion**.*TheTouristReview*.15:2-9.
- Chung, K.-S., & Kim, M., (2017). **Anger factors impacting on life satisfaction of mothers with young children in Korea** : Does mother's age matter?. *Personality and Individual Differences*, 104, 190-194
- Churchill, G.A.C., (2012). **An Investigation into the determinants of customer satisfaction**. *Journal of Marketing Research*, 19, 491-504.
- Clow, K. E., Kurtz D. L., Ozment, J., & Ong, B. S., (1997). **The antecedents of customer expectations of services : An empirical study across four industries**. *The Journal of Services Marketing*, 11 (4), 230-248
- Cooper, C., Fletcher, J., Fyall, A., Gilbert, D. & Wanhill, S., (2008). *Tourism Principles and Practice*(4th ed.). Harlow, UK: FT Prentice-Hall.
- Cristina, C., (2017). **Store brands' purchase intention: Examining the role of perceived quality**. *European Research on Management and Business Economics*, 3 (2017), 78-95.
- Cronin, J.J., Brady, M.K., & Hult, G.T., (2000). **Assessing the effects of quality, value, customer satisfaction on consumer behavioral intentions in service environments**. *Journal of Retailing*: 76(2): 193-218.
- Cronin, J.J.Jr., & Taylor, S.A., (2015). **Measuring service quality : A re-examination and extension**. *Journal of Marketing*, 56 (3), 55-68
- C Ruiz, E de los Reyes, G Bermudez Gonzalez., (2016). **Destination Image ,Satisfaction and Destination Loyalty in Cruise Tourism** : The Case of Malaga , Spain., *Tourism & Management Studies*, 14 (1), 2018, 58-68
DOI: 10.18089/tms.2018.14105
- Gronroos, C., (1982). **A Service quality model and its marketing implications**. *European Journal of Marketing*, 18, 36-44.

BIBLIOGRAPHY

- Dahai S., (2015). **Antecedents of revisit intention**. *Annals of Tourism Research*, 33(4), 1141-1158.
- Daniel R. Fesenmaier., (2017). **Sharing Tourism Experiences : The Post trip Experience**, *Journal of Travel Research.*, 2017, Vol. 56 (1) 28–40 © The Author (s) 2015, Reprints and permissions: sagepub.com
- Dann, M. G., (1978). **Tourist Satisfaction : A Highly Complex Variable**. *Annals of Tourism Research*, 440-443.
- Darnell, A., & Johnson, P., (2001). **Repeat visits to attractions : a Preliminary economic analysis**. *Tourism Management*. 22 (1) : 119-126.
- Das, G., (2014). **Linkages of retailer awareness, retailer association, retailer perceived quality and retailer loyalty with purchase intention: A study of Indian food retail brands**. *Journal of Retailing and Consumer Services*, 21,284-292
- Dogan Gursoy, Joseph S.Chen, Christina G. Chi., (2014). **Theoretical examination of destination loyalty formation.**,*International Journal of Contemporary Hospitality Management*,Vol.26Issue:5,pp.809-827,
- Do Vale, R. C., Matos, P. V., & Caiado, J., (2016). **The impact of private labels on consumer store loyalty: An integrative perspective**. *Journal of Retailing and Consumer Services*, 28, 179-188.
- Drydakis,N.,(2017).**Trans employees,transitioning, and job satisfaction**.*Journal of Vocational Behavior*, 98,1-16.
- Dwi Suhartanto, Michael D.Clemes and Nono Wibisono., (2018).**How Experiences With Cultural Attractions Affect Destination Image and Destination Loyalty.**, *Tourism, Culture & Communication*, Vol. 18, pp. 177–189 1098-304X/18 \$60.00 + .00 Printed in the USA. All rights reserved.
- Earley, R.N., Astles, S.G., & Breckenridge, J.H., (1991). **A longitudinal analysis of the impact of service changes on customer attitudes**. *Journal of Marketing*, 55, 1-9.
- Echtner, C.M., & Ritchie, J.R.B., (1991). **The Meaning and Measurement of Destination Image**. *The Journal of Tourism Studies*. 2(2): 2-12.
- Echtner, C. M., & Ritchie, J. R. B., (2003). **The meaning and measurement of destination image**. *The Journal of Tourism Studies*, 14 (1), 37-48.
- Edar da Silva Anana & Francisco Antonio dos Anjos and Melise de Lima Pereira., (2018).**Touristic destination image in light of the service dominant logic of marketing** ., *Tourism & Management Studies*, 14 (3), 2018, 7-18 DOI
- Edward Ramirez, Roland Gau, John Hadjimarcou, and Zhenning (Jimmy) Xu., (2018).**User-Generated Content As Word of Mouth.**,*Journal of Marketing Theory and Practice*, vol. 26, nos. 1–2 (Winter–Spring 2018), pp. 90–98.ISSN: 1069–6679 (print) / ISSN 1944–7175 (online)

BIBLIOGRAPHY

- Elena Cruz Ruiz & Guillermo Bermudez Gonzalez and Dolores Tous Zamora., (2018). **Destination image, satisfaction and destination loyalty in cruise tourism : the case of Malaga (Spain)**.. Tourism & Management Studies, 14(1), 2018, 58-68 DOI : 10.18089/tms.2018.14105
- Elvira Tabaku & Shpetim Cerr., (2016).**An Assessment of Service Quality and Customer Satisfaction in the Hotel Sector**.,Tourism & Hospitality Industry., Congress Proceedings, pp. 480-489 2016
- Eric J.Arnould and Linda L.Price., (2014).**River Magic: Extraordinary Experience and the Extended Service Encounter**.,Article in Journal of Consumer Research· February1993
- Ernie Heath and Geoffrey Wall.. (1992). **Marketing Tourism Destinations : A Strategic Planning Approach**. University of Minnesota., ISBN : 978-0-471-54067-0 February 1992 240 Pages
- Erose Sthapita and Dafnis N.Coudounaris., (2018).**Memorable tourism experiences: antecedents and outcomes**., Journal of Travel Research,51 (12),,,Scandinavian Journal of Hospitality and Tourism, 2017.,12-25.
- Eze Felix Johni , Nnabuko Justie & Beredugo Sunny Biobele., (2014).**The Influence of Word-of-Mouth Communication on Consumers' Choice of Selected Products in Nigeria**., European Journal of Business and Management.,ISSN 2222-1905 (Paper) ISSN 2222-2839(Online),,Vol.6,No.22,2014 ,125
- FAN Jun,QIU Hongliang,WU Xuefei., (2014). **Tourist Destination Image, Place Attachment and Tourists' Environmentally Responsible Behavior : A Case of Zhejiang Tourist Resorts [J]**. Tourism Tribune 2014,Vol. 29Issue (1):55-66DOI:10.3969
- Fatemeh (Tannaz) Soltani., (2015).**The Relationship Among Destination Image , Place Attachment , and Tourist Motivation for Oklahoma State Parks**., Health , Leisure and Human Performance ., Submitted to the Faculty of the Graduate College of the Oklahoma State University in partial fulfillment of the requirements for the Degree of Doctor of Philosophy July, 2015.
- Fatemeh Mostafavi Shirazi, Ahmad Puad Mat Som., (2013).**Relationship Marketing and Destination Loyalty : Evidence From Penang**, Malaysia,International Journal of Management and Marketing Research .Volume 6 Number 1 . 2013, F. Mostafavi Shirazi & A. P. Mat Som
- Fauz, A., Houston, M.J., Childers, T.L., & Heckler, S.E., (2015). **Service quality in the public service**. International Journal of Marketing Research, 28, 307-319.
- Firend A. Rasheed and Masoumeh F.Abadi., (2014).**Impact of service quality, trust and perceived value on customer loyalty in Malaysia services industries** .,International Conference on Accounting Studies 2014, ICAS 2014, 18-19 August 2014,

BIBLIOGRAPHY

- Fitzsimons, G.J., & Morwitz, V.G., (2013). **The effect of measuring intent on brand level purchase behavior.** Journal of Consumer Research, 23 (2), 1-11
- Forozia, A., Zadeh, M. S., & Gilani, M. H., (2013). **Customer satisfaction in hospitality industry: Middle East tourists at 3 star hotels in Malaysia.** Research Journal of Applied Sciences Engineering and Technology, 5(17), 4329–4335.
- Fuchs, M.,(2004). **Strategy Development in Tourism Destination: a DEA Approach.** Journal of Travel Research, 4(1), 52-72.
- Fuchs, M., & Weiermair, K., (2001). **Development Opportunities for a Tourism Benchmarking Tool- The Case of Tyrol.** Journal of Quality Assurance in Hospitality & Tourism, 2 (3), 71-91.
- Gallarza, M.G., & Saura, I.G., (2006). **Value dimensions, perceived value, satisfaction and loyalty: An investigation of university students' travel.** Tourism Management. 27 (2): 437-452.
- Gallarza, M. G., (2011). **The value of value: Further excursions on the meaning and role of customer value.** Journal of Consumer Behavior, 10 (4), 179–191.
- Gao, Y., Rasouli, S., Timmermans, H., & Wang, Y., (2017). **Effects of traveller's mood and personality on ratings of satisfaction with daily trip stages.** Travel Behaviour and Society, 7, 1-11.
- Gema Perez Tapia & Benjamin Del Alcazar Martinez and Eva M Gonzalez Robles., (2017).**Factors Influencing Destination Image in Distant Culture Countries The Role of Corporate Image.**Journal of Tourism and Hospitality Management, May-June 2017, Vol. 5, No. 3, 95-105
- Geng-Qing Chi, C., Qu, H., (2007). **Examining the structural relationships of destination image, tourist satisfaction and destination loyalty : An integrated approach.** Tourism Management, 624- 636.
- Girish Prayag., (2009).**Tourists Evaluations of Destination Image , Satisfaction , and Future Behavioral Intentions the Case of Mauritius** .,Journal Of Travel & Tourism Marketing, Volume 26, 2009-Issue 8
- Girish Prayag, Chris Ryan., (2012) .**Antecedents of Tourists' Loyalty to Mauritius The Role and Influence of Destination Image, Place Attachment, Personal Involvement, and Satisfaction.**, Journal of Travel Research First Published May 30, 2011., Vol 51, Issue 3, 2012
- Girish Prayag, Robert Van Der Veen, Songshan (Sam) Huang, Siripan Deesilatham., (2016). **Mediating Effects of Place Attachment and Satisfaction on the Relationship between Tourists' Emotions and Intention to Recommend.**, First Published November 30, 2016.,Journal of Travel Research

BIBLIOGRAPHY

- Girish Prayag, Sameer Hosany, Birgit Muskat and Giacomo Del Chiappa., (2015).**Understanding the Relationships between Tourists' Emotional Experiences, Perceived Overall Image, Satisfaction, and Intention to Recommend.**,Journal of Travel Research, vol. 56, 1: pp. 41-54
- Giuliani, M. V., (2003). **Theory of attachment and place attachment.** In M. Bonnes,T. Lee, and M. Bonaiuto (Eds.), Psychological theories for environmental issues (pp.137-170). Aldershot: Ashgate.
- Gokce Ozdemira and Omer Faruk Simsekb., (2014).**The Antecedents of Complex Destination Image.**, International Conference on Strategic Innovative Marketing, IC-SIM 2014, September 1-4, 2014, Madrid, Spain .Peer-review under responsibility of I-DAS- Institute for the Dissemination of Arts and Science.Procedia-Social and Behavioral Sciences175 (2015) 503-510
- Gotlieb, J.B., Grewal, D., & Brown, S.W., (1994). **Consumer satisfaction and perceived quality: complementary or divergent constructs.** Journal of Applied Psychology.79(6): 875-885.
- Gronroos, C., (1984). **A Service Quality Model and its Marketing Implications European.** Journal of Marketing. 18 (4): 36-44.
- Gunalan Nadarajah and Subramaniam Sri Ramalu., (2017).**Effects of Service Quality Perceived Value and Trust on Destination Loyalty and Intention to Revisit Malaysian Festivals Among International Tourists.**,International Journal of Recent Advances in Multidisciplinary Research.,Vol.04,Issue12, pp.
- Gursoy, D., Chen, J. and Chi, C.G., (2014). **Theoretical examination of destination loyalty formation.**, International Journal of Contemporary Hospitality Management, 26 (5), 809-827.Article in European Journal of Marketing • July 2014 .,DOI : 10.1108/IJCHM-12-2013-0539
- Gusti Ngurah Joko Adinegara et al., (2017). **Factors That Influences Tourist's Satisfaction and Its Consequences.**,European Journal of Business and Management www.iiste.orgISSN 2222-1905 (Paper) ISSN 2222-2839 (Online) Vol.9, No.8, 2017
- Guy Assaker , Rob Hallak , A.George Assaf and TonyAssad., (2015).**Validating A Structural Model of Destination Image, Satisfaction ,and Loyalty Across Gender and Age: Multigroup Analysis With PLS-SEM.**,Tourism Analysis, Vol. 20, pp. 577–591 1083-5423/15
- Hai Quynh, Ngo & Thanh Hoai, Nguyen, Pham Ngoc Nha, Ngo and Gi-Du, Kang., (2018).**The Influence of Perceived Value, Brand Image and Corporate Reputation on Customer Engagement and Customer Loyalty.**, Sch. J. Econ. Bus. Manag., Mar, 2018; 5(3): 136-146., Scholars Journal of Economics, Business and Management (SJEEM) e-ISSN 2348-5302

BIBLIOGRAPHY

- Haliru Muhammad & Garba Ibrahim Tanko and Aminu Yusuf, (2015). **Antecedents of E-Service Quality ,Perceived Value and Moderating Effect of E-Satisfaction with E-Loyalty in Airline Industries** .,International Journal of Economics, Commerce and Management United Kingdom Vol. III, Issue 5, May 2015 .,Licensed under Creative Common Page 898 .,http://ijecm.co.uk/ ISSN 2348 0386
- Hamari, J., Hanner, N., & Koivisto, J., (2017). **Service quality explains why people use free mium services but not if they go premium: An empirical study in free-to play games.** International Journal of Information Management, 37(1, Part A), 1449-1459.
- Han, H., & Hyun, S. S., (2015). **Customer retention in the medical tourism industry: Impact of quality, satisfaction, trust, and price reasonableness.** Tourism Management, 46(2015), 20-29
- Hanks, L., Line, N., & Kim, W.G., (2017). **The impact of the social service scape, density, and restaurant type on perceptions of interpersonal service quality.** International Journal of Hospitality Management, 61, 35-44.
- Harold M. Proshansky, Abbe K. Fabian and Robert Kaminoff, (1983). **Place Identity Physical World Socialization of the self** .,Journal of Environmental Psychology (1983) 3, 57-83.,0272-4944/83/010057 +27 \$03.00/0 © 1983 Academic Press Inc. (London) Ltd
- Harvey, D.,(2013). **Human resource management : An experimental approach(2nd ed.)**.,New Jersey: Prentice-Hall.
- Hellier, P.K., (2016). **The mediating role of consumer trust in an online merchant in predicting purchase intention.** International Journal of Information Management, 33(6), 927-939.
- H.L. Kuo, T.C. Huan, W. Thongma, B. Guntoro, C.F. Tsai and K.Y. Chen et al., (2011).**The Relationships among Tourism Image, Perceived Quality, Place Attachment, Tourist Satisfaction, and Revisit Intentions- A case of International Tourists in Thailand Tourism Night Market.**, The Hong Kong Polytechnic University .,World Research Summit For Tourism anad Hospitality 10-13 December 2011 .,Hotel ICON ,Hong Kong
- Hannam, K., (2004). **Tourism and Development II: marketing destinations, experiences and crises.** Prog. Dev. Stud. 4, 256–263.
- Haque, A. K. M. Ahasanul and Khan, A., (2013).**Factors influencing of tourist loyalty: a study on tourist destinations in Malaysia.** In: Third Asia-Pacific Business Research Conference, 25-26 February 2013, Hotel Istana Kuala Lumpur

BIBLIOGRAPHY

- Hassan, A., & Ahmad, R., (2016). **Effect of word of mouth communication on consumer purchase decision: Malay upscale restaurant.** *Social and Behavioral Sciences*, 222(2016), 324-331
- Haywantee Ramkissoon , Liam David Graham Smith & Betty Weiler., (2013). **Relationships between place attachment, place satisfaction and pro-environmental behaviour in an Australian national park** ., *Journal of Sustainable Tourism* ., Volume 21, 2013 - Issue 3., Pages 434-457 | Received 15 Feb 2012, Accepted 21 Jun 2012, Published online: 30 Jul 2012
- Haywantee Ramkissoon ,Betty Weiler & Liam David Graham Smith., (2011). **Place attachment and pro-environmental behaviour in national parks: the development of a conceptual framework** ., *Journal of Sustainable Tourism* Volume 20, 2012 - Issue 2., Pages 257-276 | Received 22 Nov 2010, Accepted 22 Jun 2011, Published online: 10 Aug 2011
- Holbrook, M. B., (1994). **The nature of customer value: An axiology of services in the consumption experience.** Newbury Park, CA: Sage.
- Hongbo Liu, Laurie Wu, Xiang (Robert) Li., (2018). **Social Media Envy: How Experience Sharing on Social Networking Sites Drives Millennials' Aspirational Tourism Consumption.**, *Journal of Travel Research.*, First Published March 26, 2018 Research Article
- Houle, I., & Philippe, F.L., (2017). **Need satisfaction in episodic memories impacts mood at retrieval and well-being over time.** *Personality and Individual Differences*, 105, 194-199
- Hung-Jen Su , Kong-Fah Cheng & Hui-Hsiung Huang., (2011). **Empirical study of destination loyalty and its antecedent : the perspective of place attachment.**, Pages 2721-2739 | Received 03 May 2010, Accepted 18 Jul 2010, Published online: 09 Dec 2011., *Journal* Volume 31, 2011 - Issue 16
- Hsiao-Ming Chang & Chin-Lung Chou and Wen-Chih, Yen., (2017). **Tourists Perceived Festival Attraction, Service Quality, Perceived Value and Loyalty-Case Study Penghu Ocean Firework Festival in Taiwan.**, *Asian Journal of Economics, Business and Accounting* ., 5(4): 1-10, 2017;
- Hsu, C.H., Wolfé, K., & Kang, S., (2004). **Image assessment for a destination with limited comparative advantages.** *Tourism Management*. 25, 121-126.
- Huang, Yu chih., (2011). **Virtual Tourism Identifying the Factors That Affect a Tourist's Experience and Behavioral Intentions in A 3D Virtual World.**, All Dissertations. Paper 775., Clemson University ., In Partial Fulfillment of the Requirements for the Degree Doctor of Philosophy Degree Park, Recreation and Tourism Management

BIBLIOGRAPHY

- Hunag, S., Hsu, C. C., & Chan, A., (2010). **Tour Guide Performance and Tourist Satisfaction: A Study of the Package Tour in Shanghai.** *Journal of Hospitality & Tourism Research*, 34(1), 3-33
- Hussain S., Ahmed W., Jafar R. M. S., Rabnawaz A., Jianzhou Y., (2017). **E-WOM source credibility, perceived risk and food product customer's information adoption.** *Comput. Hum. Behav.* 66 96–102.
- Hyangmi Kim, Joseph S.Chen., (2018).**The Memorable Travel Experience and Its Reminiscence Functions** .,First Published May 15, 2018 Research Article.,*Journal of Travel Research*
- Hyoungun Moon & Heesup Han., (2018). **Tourist experience quality and loyalty to an island destination: the moderating impact of destination image.,** *Journal of Travel & Tourism Marketing Latest Articles.*,Received 23 Dec 2017, Accepted 20 Jun 2018, Published online: 18 Jul 2018
- Ivan Ka Wai Lai & Michael Hitchcock & Dong Lu and ID and Yide Liu., (2018). **The Influence of Word of Mouth on Tourism Destination Choice : Tourist–Resident Relationship and Safety Perception among Mainland Chinese Tourists Visiting Macau.,** Received: 29 May 2018; Accepted: 15 June 2018; Published: 18 June 2018.,*Sustainability* 2018, 10, 2114; doi:10.3390/su10072114
- Izabela Amalia Mihai Ca,M.B.Iovu., (2014).**Measuring Place Attachment to Calimani National Park (Romania) Among Local Residents and Tourists.,** *Studia Geographica*, Lix, 1,2014,pp 89-100 (Recommended Citation) .,Preliminary Findings
- James, T.L., Villacis-Calderon, E.D., & Cook, D.F., (2017). **Exploring patient perceptions of healthcare service quality through analysis of unstructured feedback.** *Expert Systems with Applications*, 71, 479-492.
- Jane Musole Kwenye., (2015). **An investigation of domestic tourists' loyalty to a nature-based tourist setting from a relational and transactional perspective at the Victoria Falls World Heritage site.,** *Forest and Conservation Sciences* .,ProQuest 3728420 .,Published by ProQuest LLC (2015).,ProQuest LLC.789 East Eisenhower Parkway P.O. Box 1346 Ann Arbor, MI 48106-1346.,
- Jane Musole Kwenye, Darius Phiri., (2016). **Promoting Pro-environmental Behaviors in a Zambian Context: the Effects of Place Attachment and Loyalty to a Natural Tourist Setting.** *International Journal of Environmental Monitoring and Protection*. Vol. 3, No. 2, 2016, pp. 17-26.Received: April 29, 2016; Accepted: May 10, 2016; Published: June 2, 2016
- Jang, J. H., Kim, S. W., Lee, Y. S., & Kim, J., (2013). **The effects of relationship benefit on relationship quality and store loyalty from convergence environments-NPS analysis and moderating effects.** *Electronic Commerce Research*, 13(3), 291-315.

BIBLIOGRAPHY

- Jang, S.H., Kim, R.H., & Lee, C.W., (2016). **Effect of u-healthcare service quality on usage intention in a healthcare service**. *Technological Forecasting and Social Change*, 113(Part B), 396-403.
- Jenkins, L., (1999). **Tourist satisfaction with Mallorca, Spain, as an off-season holiday destination**. *Journal of Travel Research*. 38(4): 260-269.
- Jim Butler., (2016). **Predicting loyalty in clubs through motivation, perceived value, satisfaction, and place attachment.**, Iowa State University, ProQuest Dissertations Publishing, 2016. 10244435., A dissertation submitted to the graduate faculty in partial fulfillment of the requirements for degree of Doctor of Philosophy Major: Hospitality Management Program of Study Committee: Iowa State University Ames, Iowa 2016
- Jin, B.. (2005). **Integrating effect of consumer perception factors in predicting private brand purchase in a Korean discount store context**. *Journal of Consumer Market*, 22, 62–71.
- Joan M. Brehm , Brian W. Eisenhauer & Richard C. Stedman., (2012). **Environmental Concern: Examining the Role of Place Meaning and Place Attachment.**, *Society & Natural Resources An International Journal* Volume 26, 2013 - Issue 5 ,Pages 522-538 | Received 15 Jul 2011, Accepted 31 May 2012,
- Joanna Kempniak, Lynsey Hollywood, Peter Bolan & Una McMahon-Beattie., (2017).**The heritage tourist: an understanding of the visitor experience at heritage attractions** ., *Journal International Journal of Heritage Studies* ., Volume 23, 2017 - Issue 4.,Pages 375-392.,Published online: 27 Jan 2017
- John Hall V. John Basaran, and Leonie Lockstone-Binney., (2011). **Pre- and Post trip Factors Influencing the Visitor Experience at a Battlefield Commemorative event Gallipoli a Case Study.**, *Tourism Analysis*, Vol. 16, pp. 419–429 1083-5423/11 \$60.00+.00,Printed in the USA.All rights reserved.
- Joreskog, K. G., & Sorbom, D., (2012). **LISREL 9.1: LISREL syntax guide**. **Chicago:** Scientific Software International
- Josefa D. Martin-Santana & Asuncion Beerli-Palacio and Patrizio A. Nazzareno., (2017). **Antecedents and consequences of destination image gap.**, *Annals of Tourism Research*., Volume 62, January 2017, Pages 13-25
- Josefa D. Martín-Santana & Asunción Beerli-Palacio and Patrizio A. Nazzareno., (2016). **Antecedents and consequences of destination image gap.**, *Annals of Tourism Research*., Volume 62, January 2017, Pages 13–25.,Received 22 April 2016, Revised 12 November 2016, Accepted 14 November 2016, Available online 1 December 2016

BIBLIOGRAPHY

- Joseph Si-Shyun Lin., (2018). **The Moderating Role of Intercultural Service Encounters in the Relationship among Tourist's Destination Image, Perceived Value and Environmentally Responsible Behaviors.**, American Journal of Tourism Management 2018, 7(1):
- Kasiri,A., & Sambasivan,M., (2017).**Integration of standardization and customization :Impact on service quality,customersatisfaction,and loyalty.**Journal of Retailing and Consumer Services,35(2017),91-97.
- Kelly S. Bricker, Deborah L. Kerstetter., (2010). **Level of Specialization and Place Attachment : An Exploratory Study of Whitewater Recreationists .**,Pages 233-257 Published online : 29 Oct 2010., Journal Society & Natural Resources An International Journal
- Ketwadee Madden & Basri Rashidand Noor Azimin Zainol., (2016). **Beyond the Motivation Theory of Destination Image.**,Tourism and Hospitality Management, Vol. 22, No. 2, pp. 247-264, 2016
- Kim, H. W., (2012). **Which is more important in Internet shopping, perceived price or trust.** Journal of Electronic Commerce Research and Applications, 11, 241–252.
- Kim, J., & Ritchie, J., (2014). **Cross-Cultural Validation of a Memorable Tourism Experience Scale (MTES).** Journal of Travel Research, 53(3), 323-335.
- Kim, J.H., (2010).**Determining the Factors Affecting the Memorable Nature of Travel Experiences .**,Journal of Travel & Tourism Marketing, Vol. 27, No. 8, pp. 780-796,
- Kim, S.-H., Holland, S. and Han, H.-S., (2013). **A Structural Model for Examining how Destination Image, Perceived Value, and Service Quality Affect Destination Loyalty: a Case Study of Orlando.** Int. J. Tourism Res., 15: 313–328. doi: 10.1002/jtr.1877
- Kim, S-H., Lee, Don., & Cannon, Debby., (2014). **The application of evaluative congruity theory in destination loyalty.** International Journal of Research & Hospitality, 28 (10), 5-19
- Knobloch, U., Robertson, K. & Aitken, R. (2014)., **(Mis) Understanding the Nature of Tourist Experiences.** Tourism Analysis, 19, 599-608.
- Komppula, R., Ilves, R., & Airey, D., (2016). **Social holidays as a tourist experience in Finland.**Tour. Manage. 52, 521–532.
- Kwok & Ahmad Jusoh and Zainab Khalifah., (2016). **The influence of Service Quality on Satisfaction: Does gender really matter.**,Intangible CapitalIC,2016–12 (2): 444-461–Online ISSN:1697-9818–Print ISSN: 2014

BIBLIOGRAPHY

- Ladhari, R., (2015). **Culture and personal values: How they influence perceived service quality.** Journal of Business Research, 64(9), 951-957
- Laetitia Radder, Xiliang Han., (2013).**Perceived Quality, Visitor Satisfaction And Conative Loyalty In South African Heritage Museums.**, International Business & Economics Research Journal – October 2013 Volume 12, Number 10 ,2013., The Clute Institute Copyright by author(s) Creative Commons License CC-BY 1261
- Lalith Chandralal and Fredy-Roberto Valenzuela., (2015). **Memorable Tourism Experiences: Scale Development.**,Contemporary Management Research .,Pages 291-310, Vol. 11, No. 3, September 2015
- Larissa Maria Argollo de Arruda Falcaoa ; Taciana de Barros Jeronimoa; Fagner Jose Coutinho de Meloa ; Joas Tomaz de Aquinoa ; Denise Dumke de Medeirosa,(2017).**Using the Servqual Model to Assess mall Service Quality and Customer Satisfaction.**, Federal University of Pernambuco (UFPE) - Recife, PE, Brazil.,Brazilian Journal of Operations & Production Management 14 (2017), pp 82-88
- Larsen, S., (2003). **The psychology of the tourist experience.** Keynote address at the 12th Nordic Symposium in Tourism and Hospitality Research, Stavanger, Norway, 2–5 October 2003.,ISBN 82-7644-216-1.
- Lee, C.K., Lee, Y.K., & Lee, B.K., (2005). **Korea’s destination image formed by the 2002 World Cup.** Annals of Tourism Research. 32 (4) : 839-858.
- Lee, C.K., Yoon, Y.S., & Lee, S.K., (2007). **Investigating the relationships among perceived value, satisfaction, and recommendations : The case of the Korean DMZ.** Tourism Management. 28(1): 204-214.
- Lee, J., Lee, J., & Feick, L., (2014). **The impact of switching costs on the customer satisfaction-loyalty link: Mobile phone service in France.** Journal of Services Marketing, 15(1), 35-48
- Leisen, B., (2001). **Image Segmentation: the Case of Tourism Destination.** Journal of Service Marketing, 5(4).
- Leisen,B., (2001).**Image Segmentation:the Case of Tourism Destination.** Journal of Service Marketing, 5(4).
- Lien,C.-H.,Cao, Y.,& Zhou, X., (2017). **Service quality, satisfaction, stickiness, and sage intentions: An exploratory evaluation in the context of We Chat services.**Computers in Human Behavior, 68,403-410.
- Line Mathisen., (2012), **The Exploration of the Memorable Tourist Experience**, in Joseph S. Chen (ed.) Advances in Hospitality and Leisure (Advances in Hospitality and Leisure, Volume 8) Emerald Group Publishing Limited, pp.21 -41.,Downloads:The fulltext of this document has been downloaded 654 times since 2012

BIBLIOGRAPHY

- Lin Jiin-Ling ., (2011).**An Investigation of the Relationships Among Destination Image, Place Attachment, and Visitation Intention of Heritage Tourists** .,Co-Directed by Dr. Joey Gray and Dr. Tara Perry, 166 pp.,UMI 3484704.,
- Li-Pin (Lynn) Lin & Shu-Chun (Lucy) Huang., (2018).**Modeling Chinese Post-90s Tourism Loyalty to the Ex - Rival State Using the Perceived Value Approach.**, *Tourism and Hospitality Management*, Vol. 24, No. 1, pp. 23-40, 2018.,Original scientific paper .,Received 19 July 2017Revised 22 August 2017
- Liu, X., Li, J., & Kim, W. G., (2017).**The role of travel experience in the structural relationships among tourists' perceived image, satisfaction, and behavioral intentions.** *Tourism and Hospitality Research*, 17(2), 135-146.
- Llach, J., Marimon, F., Almeida, M. D. M., & Bernardo, M., (2013). **Determinants of online booking loyalties for the purchasing of airline tickets.** *Tourism Management*, 35,23-31.
- Low, S.M. and I. Altman., (1992). **Place attachment: A conceptual Inquiry**, pp. 1-12. In I. Altman and S.M. Low, eds. *Place Attachment*. Plenum Press, New York.
- Lu Jun Su & Maxwell K. Hsu and Scott Swanson., (2017).**The Effect of Tourist Relationship Perception on Destination Loyalty at a World Heritage Site in China: The Mediating Role of Overall Destination Satisfaction and Trust.**, Article in *Journal of Hospitality & Tourism Research* 20 March 2014 with 45 Reads,Available from: accessed Jun 12, 2017 .,DOI: 10.1177/1096348014525630.
- Lujun Su & Scott R. Swanson and Xiaohong Chen., (2016).**The effects of perceived service quality on repurchase intentions and subjective well-being of Chinese tourists: The mediating role of relationship quality.**, Contents lists available at Science Direct *Tourism Management*. ,Journal homepage :*Tourism Management* 52 (2016) 82e95
- Mahadzirah Mohamad & Abdul Manan Ali And Nur Izzati Ab Ghani .,(2011). **A Structural Model of Destination Image , Tourists Satisfaction and Destination Loyalty.**, *International Journal of Business and Management Studies.*,Vol 3, No 2, 2011 ISSN:1309-8047.,JEL Classification : M31
- Mai Ngoc Khuong and Nguyen Thanh Phuong., (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*, Vol. 8, No. 5, October 2017
- Mamo GS ., (2018). **Assessment of the Factors that Affect Customer Satisfaction on Service Quality: A Case Study in Ethio Telecom Dawro Zone.** *Arabian J Bus Manag Review* 8: 333.

BIBLIOGRAPHY

- Mamoun N. Akroush, Luai E. Jraisat, Dina J. Kurdieh, Ruba N. AL-Faouri and Laila T. Qatu., (2016). **Tourism service quality and destination loyalty - the mediating role of destination image from international tourists' perspectives.**, Tourism Review of AIEST - International Association of Scientific Experts in Tourism; Bingley71.1 (2016): 18-44.,VOL. 71 NO. 1 2016, pp. 18-44, © Emerald Group Publishing
- Manuel Alector Ribeiro, Kyle M. Woosnam, Patricia Pinto, Joao Albino Silva., (2017). **Tourists' Destination Loyalty through Emotional Solidarity with Residents.**,An Integrative Moderated Mediation Model., Journal of Travel Research., First Published March 29, 2017., All content following this page was uploaded by Manuel Alector Ribeiro on 08 April 2017
- Manuel Alector Ribeiro, Kyle M. Woosnam, Patricia Pinto., (2017). **Tourists' Destination Loyalty through Emotional Solidarity with Residents An Integrative Moderated Mediation Model.**,Journal of Travel Research.,First Published March 29, 2017 Research Article
- Maria de los Angeles Tenor Pena .et al., (2017). **Segmentation and Perceived Value of a Tourist Destination The Case of Dominican Republic.**, Mediterranean Journal of Social Sciences., Vol 8 No 5 September 2017., ISSN 2039-2117 (online),ISSN 2039-9340 (print)
- Maria Lewicka., (2010). **What makes neighborhood different from home and city Effects of place scale on place attachment.**,Journal of Environmental Psychology.,Volume 30,Issue 1, March 2010,Pages35–51
- Marso & Sri Gunawan., (2018). **Destination image and its consequences in the perspective of four-stage loyalty model (an empirical evidence from visitors of Tarakan City, Indonesia.**,Article in Problems and Perspectives in Management.,Problems and Perspectives in Management,Volume 16, Issue 2,2018
- Matti, H., & Haverila, K. C., (2015). **Brand satisfaction and repurchase intent in the cell phone product market.** Academy of Marketing Studies Journal, 19(1), 197-212.
- Mazlina Jamaludin et al., (2012). **Examining structural relationship between destination image, tourist satisfaction and destination loyalty.**, International Journal of Independent Research and Studies, 1(3), 89-96. IJIRSISSN : 2226-4817; EISSN: 2304-6953 Vol. 1, No.3 (July, 2012) 89-96
- Medeiros, J. F., Ribeiro, J. L. D., & Cortimiglia, M. N. (2016). **Influence of perceived value on purchasing decisions of green products in Brazil.** Journal of Cleaner Production, 110, 158–169
- Mehmet, A., & Selami, G., (2015). **Relationship between problem-solving ability and study behavior among school-going adolescents in southwestern Nigeria** .,Electronic Journal of Research in Educational Psychology, 8 (4), 139–154

BIBLIOGRAPHY

- Mesay Sata Shanka., (2012). **Bank Service Quality, Customer Satisfaction and Loyalty in Ethiopian Banking Sector** ., Journal of Business Administration and Management Sciences Research Vol. 1(1), pp. 001-009, December, 2012
- Middleton, V.T.C., (1994). **Marketing in Travel Tourism**. Oxford: Butterworth Heineman.
- Minseong Kim & Brijesh Thapa., (2017).**The influence of self-congruity, perceived value, and satisfaction on destination loyalty: a case study of the Korean DMZ**.,Pages 1-13 | Received 12 Sep 2016, Accepted 09 Feb 2017, Published online: 16 Mar 2017., Journal of Heritage Tourism
- M. Mohamad & N. I. Ab Ghani2 ., (2014). **Comparing Destination Image and Loyalty between First-time and Repeat-visit Tourists**, Faculty of Business Management and Accountancy, Universiti Sultan Zainal Abidin, KualaTerengganu, Malaysia, (SHS Web of Conferences 12, 010 4 (2014)
- Mohammad Javad Maghsoodi tilaki ,Massoomeh Hedayati –Marzbali,Aldrin Abdullah, Maryam Mohsenzadeh ., (2017). **Towards Tourism Development Bridging the Gap Between Tourists' Expectations and Satisfaction** .,Geo Journal of Tourism and Geosites Year X, no. 1, vol. 19, May 2017, p.104-114
- Minh, N. H., Thu Ha, N., Chi Anh, P., & Matsui, Y., (2015). **Service quality and customer satisfaction: A case study of hotel industry in Vietnam**. Asian Social Science, 11(10), 73-85.
- Mittal, V., & Kamakura, W.A., (2001).**Satisfaction, repurchase intent, and repurchase behavior: Investigating the moderating effect of customer characteristics** .,Journal of Marketing Research,80(1),42-44
- Moliner, M. A., Sanchez, J., Rodriguez, R. M., & Callarisa, L., (2007). **Relationship quality with a travel agency: The influence of the post-purchase perceived value of a tourism package**. Tourism and Hospitality Research, 7(3/4),194–211.
- Monroe, L.C., (2014). **The price is unfair! A conceptual framework of price fairness perceptions**. Journal of Marketing, 68(4), 1-15.
- Muhammad Muzamil, Abdul Qadeer, Priya Makhija and Agha Jahanzeb., (2018).**Impact of Different Factors in Creation of Word of Mouth at Hospitality Industry**.,Journal of Hotel & Business Management Journal of Hotel & Business Management ISSN: 2169-0286 .,Muzamil et al., J Hotel Bus Manage 2018, 7:1 DOI: 10.4172/2169-0286.1000172
- Mukhles Al-Ababneh., (2013). **Service Quality and its Impact on Tourist Satisfaction**.,jjcrb.webs.com .,Interdisciplinary Journal of Contemporary Research in Business .,Copy right © 2013 Institute of Interdisciplinary Business Research 164 APRIL 2013 VOL 4, NO 12

BIBLIOGRAPHY

- Namasivayam, K., Guchait, P., & Lei, P., (2014). **The influence of leader empowering behaviors and employee psychological empowerment on customer satisfaction.** *International Journal of Contemporary Hospitality Management*, 26 (1), 69-84
- Namyun Kil , Stephen M. Holland , Taylor V. Stein & Yong Jae Ko., (2012).**Place attachment as a mediator of the relationship between nature-based recreation benefits and future visit intentions.**, Pages 603-626 | Received 08 Feb 2010, Accepted 27 Jul 2011, Published online: 23 Sep 2011.,*Journal of Sustainable Tourism* Volume 20, 2012 - Issue 4
- Nanang Suryadi & Yuyus Suryana & Rita Komaladewi and Diana Sari., (2018).**Consumer, Customer and Perceived Value Past and Present.**,*Academy of Strategic Management Journal* Volume 17, Issue 4, 2018.,1 1939-6104-17-4-248
- Nikolaos Stylos ,Victoria Bellou ,Andreas Andronikidis And Chris A. Vassiliadis ., (2017). **Linking the dots among destination images, place attachment, and revisit intentions: A study among British and Russian tourists.**, All content following this page was uploaded by Nikolaos Stylos on 25 March 2017
- Nor Hazlin Nor & Asshidin Nurazariah & Abidina Hafizzah and Bashira Borhan.,(2016). **Perceived Quality and Emotional Value that Influence Consumer's Purchase Intention towards American and Local Products.**,*Procedia Economics and Finance* .Volume 35, 2016, Pages 639-643 open access.
- Nor Khasimah Aliman¹, Shareena Mohamed Hashim², Siti Dalela Mohd Wahid³ And Syahmi Harudin., (2014). **Tourist Expectations, Perceived Quality and Destination Image: Effects on Perceived Value and Satisfaction of Tourists Visiting Langkawi Island, Malaysia.**, *Asian Journal of Business and Management* (ISSN: 2321 - 2802) Volume 02– Issue 03, 2014 .,Asian Online Journals
- Nor Khasimah Aliman¹, Shareena Mohamed Hashim, Siti Dalela Mohd Wahid And Syahmi Harudin., (2014).**Tourist Expectations, Perceived Quality and Destination Image: Effects on Perceived Value and Satisfaction of Tourists Visiting Langkawi Island, Malaysia.**, *Asian Journal of Business and Management* (ISSN:2321-2802),.Volume02-Issue 03, 2014..
- Nor Khasimah Aliman, Shareena Mohamed Hashim , Siti Dalela Mohd Wahid & Syahmi Harudin., (2016). **Tourists' Satisfaction with a Destination: An Investigation on Visitors to Langkawi Island.**, *International Journal of Marketing Studies*; Vol. 8, No. 3; 2016 .,ISSN 1918-719X E-ISSN 1918-7203.,Published by Canadian Center of Science and Education .,Received: April 5, 2016 Accepted: May 17, 2016 Online Published: May 24, 2016

BIBLIOGRAPHY

- Nuchsa Pringviriya & Faudziah Hanimhj .Fadzil and Syed Soffian Syed Ismail., (2015). **Service Quality Customer Satisfaction and Customer Loyalty in Thailand's Audit Firms** „International Journal of Management and Applied Science, ISSN: 2394-7926 Volume-1, Issue-5, June-2015
- Nuria Huete Alcocer., (2017).**A Literature Review of Word of Mouth and Electronic Word of Mouth: Implications for Consumer Behavior.**, Journal ListFront Psychol.v.8; 2017PMC5524892., Front Psychol. 2017; 8: 1256.,Published online 2017 Jul 25.PMC5524892 „PMID: 28790950Nuridin,
- SE. MM., (2018). **Effect of service quality and quality of products to customer loyalty with customer satisfaction as intervening variable in PT. nano coating Indonesia.** In: International Journal of Business and Applied Social Science 4 (2018), 1, pp. 19-31. URN: http://nbn-
- Ogunjuyigbe, A.S.O., Ayodele, T.R., & Akinola, O.A., (2017). **User satisfaction-induced demand side load management in residential buildings with user budget constraint.** Applied Energy, 187, 352-366.
- Oh, H., Fiore, A. M., & Jeoung, M., (2007).**Measuring Experience Economy Concepts: Tourism Applications.** Journal of Travel Research, 46(2), 119–132.
- Olgun, K., Ceylan, A., & Ibrahim, T.D., (2014). **The impact of service quality dimensions on patient satisfaction, repurchase intentions and word-of-mouth communication in the public healthcare industry.** Procedia - Social and Behavioral Sciences, 148, 161-169.
- Oliver, R. L., (1997). **Satisfaction: A behavioral perspective on the consumer.** New York: McGraw–Hill.
- Oliver, R.L., & Swan, J.E., (1989). **Consumer perceptions of interpersonal equity and satisfaction in transactions: A field survey approach,** Journal of Marketing: 53, 21-35.
- Oliver, R. L., (1997). **Satisfaction: A behavioral perspective on the consumer.** New York: McGraw Hill,
- Oliver, R.L., (1999). **Whence consumer loyalty.** Journal of Marketing, 63 (specialissue): 33-44.
- Oliver, R.L., (1980). **A cognitive model of the antecedents and consequences of satisfaction decisions.** Journal of Marketing Research, 17(4), 460-469.
- Oliver, R.L., (1997).**Satisfaction: A behavioral perspective on the consumer.** Boston,MA:McGraw-Hill.
- Oliver, R.L., (1999). **Whence consumer loyalty.** Journal of Marketing, 63, 33-44
- O'Neill, M., & Palmer, A. (2003). **An exploratory study of the effects of experience on consumer perceptions of the service quality construct.** Managing Service Quality, 13, 187-196
- Onesimo Cuamea and Karen Ramos.,(2018).**Triggers to Word of Mouth and Revisit Intention to Chinese Food Restaurant.**International Journal of Management Excellence.,Volume 11 No.1 June 2018

BIBLIOGRAPHY

- Oppermann, M., (2000). **Tourism destination loyalty**. Journal of Travel Research. 39: 78-84.
- Orthodox Tefera., (2017). **Service quality, customer satisfaction and loyalty** : The perceptions of Ethiopian hotel guests.,mal of Hospitality, Tourism and Leisure, Volume 6 (2)-(2017)
- Pantea Foroudi .et al., (2018). **Proming the Dream : Changing destination image of London through the effect of website place.**,Journal of Business Research 83 (2018) 97–110
- Parasuraman, A., Berry, L. L., & Zeithaml, V. A., (1990). **Delivering quality service: Balancing customer perceptions and expectations**. New York: The Free Press
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L., (1988). **The behavioral consequences of service quality**. Journal of Marketing, 49(1), 41-50.
- Parasuraman, A., Berry, L., and Zeithaml, V., (1990). **An Empirical Examination of Relationships in an Extended Service Quality Model**. Unpublished paper, Marketing Service Institute.
- Parasuraman, A., Zeithaml, V., and Berry, L., (1985). **A conceptual model of service quality and its implications for future research**. Journal of Marketing, 49(Fall), 41-50.
- Parasuraman, A., Zeithaml, V., and Berry, L., (1988). **SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality**. Journal of Retailing, 64(Spring). 12-40
- Patiar, A., (2017). **Students' perceptions of quality and satisfaction with virtual field trips of hotels**. Journal of Hospitality and Tourism Management, 31(2017), 134-141.
- Petrick, J.F., & Sirakaya,E. , (2004). **Segmenting cruisers by loyalty**. Annals of Tourism Research. 31(2): 472-475.
- Petrick, J. F., (2004). **The roles of quality, value, and satisfaction in predicting cruise passenger's behavioral intentions**. Journal of Travel Research, 42(4), 397– 407.
- P. Ramseook-Munhurruna & V.N. Seebalucka and P. Naidooa ., (2015).**Examining the structural relationships of destination image, perceived value, tourist satisfaction and loyalty : case of Mauritius.**, A Department of Tourism,Leisure and Services, School of Sustainable Development and Tourism, University of Technology, Procedia - Social and Behavioral Sciences 175 (2015) 252-259
- P. Ramseook-Munhurrun, P. Naidoo,V.N. Seebaluck, P. Pillai., (2016). **The Impact of Destination Service Quality on Tourist Satisfaction and Loyalty: Evidence from Mauritius** .,Proceedings of the International Academic Research Conference on Marketing & Tourism (MTC16Paris Conference) ISBN: 978-1- 943579-40-2 Paris, France. 1-3 July, 2016. Paper ID: PM6111.,School of Sustainable Development and Tourism, University of Technology, Mauritius.

BIBLIOGRAPHY

- Parasuraman, A., Zeithaml, V. A., & Berry, L. L., (1988). **SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality**, *Journal of Retailing*, 64 (1): 12-40.
- Pizam, A., Yoram, N., & Reichel, A., (1978). **Dimensions of Tourist Satisfaction with Destination Area**. *Annals of Tourism Research*, 5 (3), 314-322.
- Prelezo, R., (2017). **Expected economic value of the information provided by fishery research surveys**. *Fisheries Research*, 190(2017), 95-102.
- Quinlan-Cutler, S., & Carmichael, B., (2010). **The Dimensions of Customer Experience**. In: **Morgan, M., Lugosi, P., & Ritchie, B. (Ed.). The Tourism in Leisure Experience : Consumer and Managerial Perspectives**. Bristol : Aspects of Tourism, 3–26.
- R Rajesh ., (2013). **Impact of Tourist Perceptions, Destination Image and Tourist Satisfaction on Destination Loyalty : A Conceptual Model**, *Revista de Turismo y Patrimonio Cultural*, Vol. 11 Nº 3. Special Issue. pags. 67-78. 2013
- R Rajesh., (2013). **Impact of Tourist Perceptions, Destination Image and Tourist Satisfaction on Destination Loyalty : A Conceptual Model**, Vol. 11 Nº 3. Special Issue. pags. 67-78. 2013., PASOS. *Revista de Turismo y Patrimonio Cultural*. ISSN 1695-7121., Dept. of Tourism Studies, School of Management, Pondicherry University, Puduchery, India.
- Raditha Hapsaria & Michael Clemesa and David Deana., (2015). **The Mediating Role of Perceived Value on the Relationship between Service Quality and Customer Satisfaction: Evidence from Indonesian Airline Passengers**, *Procedia Economics and Finance* 35 (2016) 388– 395., 7th International Economics & Business Management Conference, 5th & 6th October 2015., ScienceDirect Available online
- Rahim and A. Ganiyu., (2016). **Perceived Service Quality and Customer Loyalty: The Mediating Effect of Passenger Satisfaction in the Nigerian Airline Industry**, *International Journal of Management and Economics*, DOI: 10.1515/ijme-2016-0029., No. 52, October–December 2016, pp. 94–117; Department of Business Administration, University of Lagos, Lagos, Nigeria
- Rahim and A. Ganiyu., (2016). **Perceived Service Quality and Customer Loyalty: The Mediating Effect of Passenger Satisfaction in the Nigerian Airline Industry**, *International Journal of Management and Economics* No. 52, October–December 2016, pp. 94–117; JEL: M19, Z13 DOI: 10.1515/ijme-2016-0029 ., Department of Business Administration, University of Lagos, Lagos, Nigeria

BIBLIOGRAPHY

- Rahim A. Ganiyu., (2017). **Customer Satisfaction and Loyalty a Study of Interrelationships and Effects in Nigerian Domestic Airline Industry** .,Oradea Journal of Business and Economics, Volume II Issue 1
Published on March 2017 .,JEL classification: M30, M31.,Department of Business Administration,
University of Lagos, Lagos, Nigeria abdulrahimajao@yahoo.com
- Rai, A.K., & Srivastava, M., (2013). The antecedents of customer loyalty: An empirical investigation in life insurance. *Journal of Industry, Competition and Trade*,5 (2), 139-163
- Rangga Restu Prayogo¹, Darwati², Ananda Mellyssa Quratul ain³., (2016).**The Mediating Role of Perceived Value on The Relationship Between Service Quality, Destination Image, and Revisit Intention: Evidence From Umbul Ponggok, Klaten Indonesia.**,*Advances in Social Science, Education and Humanities Research (ASSEHR)*, volume 81 1st International Conference on Social and Political Development (ICOSOP 2016)
- Rene Haarhoff., (2018).**Tourist perceptions of factors influencing destination image: a case study of selected Kimberley resorts.**,*African Journal of Hospitality, Tourism and Leisure*, Volume 7 (4) - (2018) ISSN: 2223-814X
- Richard C. Stedman., (2011).**Is It Really Just a Social Construction: The Contribution of the Physical Environment to Sense of Place.** .*Journal Society & Natural Resources* ,An International Journal
Volume 16, 2003 - Issue 8.,Pages 671-685 | Published online: 19 Jan 2011
- Riduan & Suharyono Achmad, Fauzi Daminto., (2015).**The Effect of Tourism Service Quality, Tourist Destination Image and Experience of Tourist towards Tourists Satisfaction, Tourism Word of Mount, Tourist Destination Preferences, and Tourist Destination Loyalty.**, *European Journal of Business and Management* ISSN 2222-1905 (Paper) ISSN 2222-2839 (Online) Vol.7, No.2, 2015
- Rishi Kant, Deepak Jaiswal., (2017). **The impact of perceived service quality dimensions on customer satisfaction: An empirical study on public sector banks in India.**, *International Journal of Bank Marketing*, Vol. 35 Issue: 3, pp.411-430,
- Robert, H., (2017). **Emotional intelligence in surgery is associated with resident job satisfaction.** *Journal of Surgical Research*, 209(2017), 178-183
- Rollero, C., De Piccoli, N.Z., (2010). **Place attachment, identification and environment perception:An empirical study**, *Journal of Environmental Psychology*(2010),doi:10.1016/j.jenvp.2009.12.003.,
Dipartimento di Psicologia, Universita` di Torino, Via Verdi, 10, 10124 Torino, Italy

BIBLIOGRAPHY

- Rubogora Felix., (2017).**Service Quality and Customer Satisfaction in Selected Banks in Rwanda.**, Journal of Business & Financial Affairs Journal of Business & Financial Affairs ISSN: 2167-0234 Felix, J Bus Fin Aff 2017, 6:1 DOI: 10.4172/2167-0234.1000246.,Received January 31, 2017
- Rui Zuo., (2015).**A Study on International Tourists' Satisfaction with ABC Duty Free Shops in Bangkok.**, International Conference on Business, Economics and Management (ICBEM'15) April 9-10, 2015 Phuket (Thailand)., Rui Zuo is with Graduate School of Business,
- Rust, R. T., & Oliver, R. L., (1994). **Service quality: Insights and managerial implications from the frontier.** New York: Sage Publications, Inc.
- Ryan, C. and Cliff, A., (1997). **Do travel agencies measure up to customer expectation? An empirical investigation of travel agencies' service quality as measured by SERVQUAL.** Journal of Travel and Tourism Marketing. 6(2), 1-29.
- Sadaf Firdous., (2017). **Impact of Internet Banking Service Quality on Customer Satisfaction** .,Journal of Internet Banking and Commerce An open access Internet journal , April 2017, vol. 22, no. 1JIBC April 2017, Vol. 22, No.1 - 2 - © Sadaf Firdous, 2017
- Samer Alkhouli., (2018). **The Effect of Banks Website Service Quality and E-satisfaction on E-loyalty: An Empirical Study on Swedish Banks.**,International Journal of Business and Management; Vol. 13, No. 1; 2018., ISSN 1833-3850 E-ISSN 1833-8119.,Published by Canadian Center of Science and Education .,Received: August 7, 2017 Accepted: November 13, 2017
- Sadaf Firdous and Rahela Farooqi., (2017). **Impact of Internet Banking Service Quality on Customer Satisfaction.**, Journal of Internet Banking and Commerce .,An open access Internet journal .,Journal of Internet Banking and Commerce, April 2017, vol. 22, no. 1
- Saleh, F., and Ryan, C., (1991). **Analyzing service quality in the hospitality industry using the SERVQUAL model.** Services Industry Journal. 11(3), 352-373.
- Sahand Hosseini,M.A., (2015). **Survey The Relationships Between Destination Image, Tourist Satisfaction and Destination Loyalty** .,Management student at the University of Kurdistan, Sanandaj, Aug.2015. Vol. 5, No.6 ISSN 2307-227X., International Journal of Research In Social Sciences
- Sameer Hosany, Girish Prayag, Robert Van Der Veen, Songshan (Sam) Huang and Siripan Deesilatham., (2016). **Mediating Effects of Place Attachment and Satisfaction on the Relationship between Tourists' Emotions and Intention to Recommend.**,Journal of Travel Research, First Published 30 Nov 2016.

BIBLIOGRAPHY

- Samukelisiwe Nkwanyana, Usanda Bekebu and Sifiso Mhlongo., (2018). **Evaluating tourists' expectations and experiences visiting the Royal Natal National park and Game Reserves in Southern Drakensberg, KwaZulu- Natal**, Department of Recreation and Tourism., „frican Journal of Hospitality, Tourism and Leisure, Volume 7 (4) - (2018) ISSN: 2223-814X Copyright: © 2018
- Sanchez Fernandez, R., (2016). **Efficiency and quality as economic dimensions of perceived value: Conceptualization, measurement, and effect on satisfaction**. Journal of Retailing and Consumer Services, 16 (6), 425-433
- Sanghun Park, Carla Almeida Santos., (2017). **Exploring the Tourist Experience**., Journal of Travel Research., Vol 56, Issue 1, 2017., A Sequential Approach ., First Published January 3, 2016
- Sarinaya Sungkatavat., (2013) . **Assessment of the us Travelers Destination Image of Thailand** ., Doctor of Philosophy ., Department of Hospitality Management and Dietetics College of Human Ecology., Kansas State University ., Manhattan, Kansas., UMI 3609464., Published by ProQuest LLC (2014).
- Savas Artuger & Burcin Cevdet Cetinsoz and Ibrahim Kılıc., (2013). **The Effect of Destination Image on Destination Loyalty : An Application In Alanya**., European Journal of Business and Management., ISSN 2222-1905 (Paper) ISSN 2222-2839 (Online) ., Vol.5, No.13, 2013
- Savas Artuger & Burcin Cevdet Cetinsoz ., (2017). **The Impact of Destination Image and the Intention to Revisit A Study Regarding Arab Tourists**., European Scientific Journal February 2017 edition vol.13, No.5 ISSN: 1857 – 7881 (Print) e - ISSN 1857- 7431
- Sayyed Mohsen Allameh, Javad Khazaei Pool, Akbar Jaber, Reza Salehzadeh, Hassan Asadi., (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, Vol. 27 Issue: 2, pp.191-207, doi: 10.1108/APJML-12-2013-0159
- See-Ying Kwok & Ahmad Jusoh and Zainab Khalifah., (2017). **The Mediating Effects of Value on Service Quality-Satisfaction Relationship in Malaysian Tourism Industry**., International Journal of Business and Society, Vol. 18 No. 2, 2017, 363-372
- Sedjai Asma. et al., (2018). **The Effect of Perception Quality/Price of Service on Satisfaction and Loyalty Algerians Customers Evidence Study Turkish Airlines**., International Journal of Economics & Management Sciences., Int J Econ Manag Sci, an open access ., Journal Volume 7 • Issue 1 • 1000503 ISSN : 2162-6359 Asma et al., Int J Econ Manag Sci 2018

BIBLIOGRAPHY

- Selim Ahmed, Kazi Md. Tarique, Ishtiaque Arif., (2017). **Service quality, patient satisfaction and loyalty in the Bangladesh healthcare sector.**, International Journal of Health Care Quality Assurance, Vol. 30 Issue: 5, pp.477-488, <https://doi.org/10.1108/IJHCQA-01-2017-0004>
- Shasha Tenga, Kok Wei Khongb, Alain Yee-Loong Chongc, and Binshan Lind., (2017). **Examining the Impacts of Electronic Word-of-Mouth Message on Consumers' Attitude** „Journal of Computer Information Systems „2017, VOL. 57, NO. 3, 238–251 online.,
- Shilvia L. Br. Silalahi & Putu W. Handayani and Qorib Munajat., (2017). **Service Quality Analysis for Online Transportation Services: Case Study of GO-JEK.**, Procedia Computer Science 124 (2017) 487–495, 4th Information Systems International Conference 2017, ISICO 2017, 6-8 November 2017,
- Shiuh-Nan Hwang , Chuan Lee , Huei-Ju Chen., (2005). **The relationship among tourists' involvement, place attachment and interpretation satisfaction in Taiwan's national parks.**, Tourism Management., Volume 26, Issue 2, April 2005, Pages 143–156
- Shivaji Banerjee and Sneha Singhanian., (2018). **Determinants of Customer Satisfaction, Revisit Intentions and Word Of Mouth in the Restaurant Industry-Study Conducted In Selective Outlets of South Kolkata.**, International Journal of Business and Management Invention (IJBMI) „ISSN (Online): 2319 – 8028, ISSN (Print): 2319 – 801X., www.ijbmi.org || Volume 7 Issue 6 Ver. II || Jun. 2018 || PP-63-72
- Shoemaker, S., & Lewis, R.C., (1999). **Customer loyalty: the future of hospitality marketing.** International Journal of Hospitality Management. 18: 345-370.
- Shuai Quan and Ning Wang., (2004). **Towards a structural model of the tourist experience: an illustration from food experiences in tourism.**, Tourism Management 25 (2004) 297–305.
- Singh, A., & Singh, N., (2014). **A comparative study of NB vs. PLs in apparel segment – A study in NCR region.** VSRD. International Journal of Business and Management Research, 4(6), 169-174.
- Siti Intan Nurdiana Wong Abdullah and Eric Lui., (2018). **Satisfaction Drivers and Revisit Intention of International Tourists in Malaysia.**, Volume: 3 Issues: 9 [June, 2018] pp.01-13., Journal of Tourism, Hospitality and Environment Management., eISSN: 0128-178X., Journal Website: www.jthem.com
- Skogland, I., & Siguaw, J. A., (2004). **Are your satisfied customers loyal. Cornell Hotel and Restaurant Administration Quarterly**, 45(3), 221-234
- Slater, S.F., & Narver, J.C., (2014). **Market orientation and the learning organization.** Journal of Marketing, 59 (July), 63-74

BIBLIOGRAPHY

- Sofia Xesfingi, Georgia Papadopoulou, Dimitrios Karamanis and Hanno M.Martens., (2018) „**Visitors’ satisfaction in Dubai and pre-trip destination image.**„Munich Personal RePEc Archive.,JEL:L83, Z32, N75.,MPRA Paper No. 89850, posted 7 November 2018 02:28 UTC
- Song, H. J., Lee, C.-K., Park, J.-A., Hwang, Y.-H., & Reisinger, Y., (2014). **The Influence of Tourist Experience on Perceived Value and Satisfaction with Temple Stays : The Experience Economy Theory.** Journal of Travel & Tourism Marketing.
- Soon-Ho Kim, Stephen Holland and Hye-Sook Han., (2013).**A Structural Model for Examining how Destination Image,Perceived Value,and Service Quality Affect Destination Loyalty : a Case Study of Orlando.**,International Journal of Tourism Research.,Volume 15,Issue 4, pages 313-328, 2013
- Soon Ho Kim., (2010). **Antecedents of Destination Loyalty.**,Dissertation Presented to the Graduate School of the University of Florida in Partial Fulfillment of the Requirements for the Degree of Doctor of Philosophy
- Soon Ho Kim ., (2010). **Antecedents of Destination Loyalty.**,A Dissertation Presented to the Graduate School of the University of Florida in Partial Fulfillment of the Requirements for The Degree of Doctor of Philosophy University of Florida 2010
- Soon-Ho Kim, Stephen Holland, Hye-Sook Han., (2012).**A Structural Model for Examining how Destination Image, Perceived Value, and Service Quality Affect Destination Loyalty: a Case Study of Orlando.**,International Journal of Tourism Research.,Next article in issue: Impacts of the Global Economic Crisis on Cyprus Tourism and Policy Responses .,Volume 15, Issue 4 July/August 2013
- Stacey L. Sowers., (2017). **Exploring Perceived Sense of Place and Academic Performance Relationships in Eighth Graders.**,A Dissertation Presented in Partial Fulfillment of the Requirements for the Degree Doctor of Philosophy.,ProQuest. 10254771 .,Published (2017).,This work is protected against unauthorized copying under Title 17, United States Code Microform Edition
- Stephen, S., (2015). **Customer value and its composition.** Journal of Dalian University of Technology, 20, 18-20.
- Stoker, D. and S.A. Shumaker., (1981).**People in places: A transactional view of settings,** pp. 411-488. In J. Harvey, eds. Cognition, Social Behavior and the Environment. Hillsdale, New Jersey
- Su, L., Swanson, S.R., & Chen, X., (2016). **The effects of perceived service quality on repurchase intentions and subjective well-being of Chinese tourists : The mediating role of relationship quality.** Tourism Management, 52, 82-95.

BIBLIOGRAPHY

- Sukmadi, HeruRiyadi, Ananta Budhi Danurdara and Anwari Masatip.,(2014). **Service Quality Effect of Satisfaction and the Impact on Tourism Loyalty (The Tourism Survey in Integrated tourist area of Trans Studio Bandung)**,IOSR Journal of Business and Management (IOSR-JBM) e-ISSN: 2278-487X, p-ISSN: 2319-7668. Volume 16, Issue 11.Ver.VI (Nov. 2014), PP 01-09 .,www.iosrjournals.org
- Sushila Devi Rajaratnama & Uma Thevi Munikrshnana & Saeed Pahlevan Sharifb and Vikneswaran Naira., (2014). **Service quality and previous experience as a moderator in determining tourists' satisfaction with rural tourism destinations in Malaysia : A partial least squares approach.**, Selection and peer-review under responsibility of the Organizing Committee of Asia Euro Conference 2014. Procedia - Social and Behavioral Sciences 144 (2014) 203 – 211
- Su, L., Swanson, S.R., & Chen, X., (2016). **The effects of perceived service quality on repurchase intentions and subjective well-being of Chinese tourists: The mediating role of relationship quality.** Tourism Management, 52, 82-95
- Szczepanka, K., & Gawron, P. P., (2011).**Changes in approach to customer loyalty.**Contemporary Economics, 5(1), 60-69.
- Tathagata Ghosh, Santanu Mandal, (2018). **Medical Tourism Experience : Conceptualization, Scale Development, and Validation.**, First Published December 10, 2018.,Journal of Travel Research.,
- Tee, P. K., Gharlegghi, B., Benjamin, C. Y.-F., & Balahmar, A. A., (2015). **Purchase intention of international branded clothes fashion among younger's in Jakarta.** International Journal of Business and Social Research, 5(8), 8-17.
- Teodor Pevec and Aleksandra Pisnik.,(2016).**Perceived Value of Health Service-The Conceptual Model**,China-USA Business Review, February 2016, Vol. 15, No. 2, 80-87
- Teresa Garin-Muñoz and Maria J. Moral., (2017). **Determinants of Satisfaction with an Urban Tourism Destination: The Case of Barcelona.**,Journal of Reviews on Global Economics,2017,6, 113-128 113.,
- Tien-Ming Cheng , Homer C. Wu & Lo-Min Huang., (2012). **The influence of place attachment on the relationship between destination attractiveness and environmentally responsible behavior for island tourism in Penghu, Taiwan,** Journal of Sustainable Tourism,
- Tien-Ming Cheng, Homer C. Wu & Lo-Min Huang., (2013).**The influence of place attachment on the relationship between destination attractiveness and environmentally responsible behavior for**

BIBLIOGRAPHY

- island tourism in Penghu, Taiwan.**, *Journal of Sustainable Tourism* Volume 21, 2013 - Issue 8.,Pages 1166-1187 | Received 11 Dec 2011, Accepted 08 Nov 2012, Published online: 11 Dec 2012
- Tien-Ming Cheng & Homer C. Wu., (2015).**How do environmental knowledge, environmental sensitivity, and place attachment affect environmentally responsible behavior? An integrated approach for sustainable island tourism** .,*Journal of Sustainable Tourism* Volume 23, 2015 - Issue 4.,Pages 557-576 | Received 19 Jun 2013, Accepted 01 Sep 2014, Published online: 10 Oct 2014
- Torres, E., & Kline, S., (2014). **From customer satisfaction to customer delight: Creating a new standard of service for the hotel industry.**, *International Journal of Contemporary Hospitality Management*, 25(5), 642-659.
- T. Ramukumba., (2018).**Tourists revisit intentions based on purpose of visit and preference of the destination. A case study of Tsitsikamma National Park.**,*African Journal of Hospitality, Tourism and Leisure*, Volume 7 (1)- (2018) ISSN: 2223-814X
- Triantafillidou, A. & Petala, Z., (2015). **The Role of Sea-Based Adventure Experiences In Tourists' Satisfaction and Behavioral Intentions.** *Journal of Travel & Tourism Marketing*, v. 8408, n. November, p. 1–21.
- Tse, D., and Wilton, C. (1988). **Models of Consumer Satisfaction: An extension.** *Journal of Marketing Research*. 25(2): 204-212.
- Tsiotsou,R., (2006). **The role of perceived product quality and overall satisfaction on purchase intentions.** *International Journal of Consumer Studies*, 30(2), 207–217.
- Tsung Hung Lee , Yen Ling Shen., (2012). **The influence of leisure involvement and place attachment on destination loyalty : Evidence from recreationists walking their dogs in urban parks.**, *Journal of Environmental Psychology* 33 (2013) 76e85., Contents lists available at SciVerse Science Direct .,A Graduate School of Leisure and Exercise Studies, National Yunlin University of Science & Technology, 123, Section 3, University Road, Touliu, Yunlin 640, Taiwan b Jiao xi Township Tourism Development Office of Yilan County, Taiwan
- Tun Thiumsak and Athapol Ruangkanjanases., (2016). **Factors Influencing International Visitors to Revisit Bangkok, Thailand.**, *Journal of Economics, Business and Management*, Vol. 4, No. 3, March 2016
- Tung, V. W. S., & Ritchie, J. R. B., (2011). **Investigating the Memorable Experiences of the Senior Travel Market: An Examination of the Reminiscence Bump.***Journal of Travel & Tourism Marketing*,28(3),331-343.

BIBLIOGRAPHY

- Tussyadiah, I. P., & Fesenmaier, D. R., (2009). **Mediating Tourist Experiences. Access to Places via Shared Videos.** *Annals of Tourism Research*, 36(1), 24–40.
- Tung Lisa, Mohd Noor and Nor Azila., (2016). **Factors Influencing Destination Loyalty of Tourists at Historic Cities in Malaysia: A Proposed Model.** *The Social Sciences*, 11: 2698-2704. The Social Sciences Year: 2016 | Volume: 11 | Issue: 11 | Page No.: 2698-2704
- United Nations World Tourism Organization : UNWTO, The 10 th UNWTO/PATA.,(2017). **Forum on Tourism Trends and Outlook**, Regional Programmer for Asia & the Pacific,
- Urbany, J., (1997). **Transaction utility effects when quality is uncertain.** *Journal of the Academy of Marketing Science*, 25(1), 45-55
- Uriely, N., (2005).**The tourist experience-conceptual developments**, *Annals of Tourism Research*,32,pp.199–216.
- Vanesa F. Guzman-Parra & Jose Roberto Vila-Oblitas and Francisco Javier Maqueda-Lafuente .,(2016).**Exploring the effects of cognitive destination image attributes on tourist satisfaction and destination loyalty: a case study of Malaga, Spain.**,Article . January 2016 *Tourism & Management Studies* on 08 May 2017. *Tourism & Management Studies*, 12(1) (2016), 67-73 DOI : 10.18089/tms.2016.12107
- Veronica L. Thomas and Christina Saenger., (2016).**Promoting or protecting my brand : the identity-expression and fear-of-imitation conflict**,*Journal of Consumer Marketing*,Volume 34 · Number 1 · 2017 · 66–73
- Vo Thanh, Tan & Cam Tran, Thi Ai and Dang, Rey., (2018). **Satisfaction as a Bridge to Loyalty in a Tourist Destination.**,*Tourism Analysis*, Volume 23, Number 1, 2018, pp. 45-60 (16).,*Tourism Analysis*, Volume 23, Number 1.,Publisher:
- Vo Van Can., (2013). **Modelling tourism demand, travel mode choice and destination loyalty, Faculty of Biosciences, Fisheries and Economics.**,Tromso University Business School of Norway., A dissertation for the degree of Philosophiae Doctor March 2013
- Weisheng Chiu, Shiheng Zeng, Philip Shao-Tung Cheng., (2016) .**The influence of destination image and tourist satisfaction on tourist loyalty : a case study of Chinese tourists in Korea**, *International Journal of Culture, Tourism and Hospitality Research*, Vol. 10 Issue: 2, pp.223-234,
- Weisheng Chiu and Shiheng Zeng., (2016). **Determinants of Chinese Tourists' Loyalty to Korea: A Comparison of Film and Non-film Tourist Perceptions.**, *International Journal of Social Science and Humanity*, Vol. 6, No. 9, September 2016

BIBLIOGRAPHY

- Williams, D. R. and J.W. Roggenbuck., (1989). **Measuring place attachment: Some preliminary results.** In national recreation and park association research symposium on Leisure Research. October 20-22, 1989. San Antonio, Texas.
- William E. Hammitt, Gerard T. Kyle ,Chi-Ok Oh., (2009). **Comparison of Place Bonding Models in Recreation Resource Management.**, Journal of Leisure Research Copyright 2009, Vol. 41, No.1, pp. 57–72
National Recreation and Park Association
- Wiwat Jankingthong and Pattanij Gonejanart., (2012). **The Relationships of Factors Affecting Post-purchase Behavioral Intentions in Tourism Sector.**,Silpakom University Journal of Social Sciences, Humanities, and Arts Vol.12 (1) : 72-90, 2012
- Woodruff, R.B., (1997). **Customer value : The next source for competitive edge.**, Journal of the Academy of Marketing Science. 25 (2) : 139-153.
- Wirtz, D., Kruger, J., Scollon, C. N. & Diener, E., (2003). **What to do on spring break? The role of predicted, on-line, and remembered experience in future choice,** Psychological Science, 14, pp. 520–524.
- Xin Wang & Chia Hsin Leou., (2015).**A Study of Tourism Motivation, Perceived Value and Destination Loyalty for Macao Cultural and Heritage Tourists.**, International Journal of Marketing Studies; Vol. 7, No. 6; 2015 .,ISSN 1918-719X E-ISSN 1918-7203.,Published by Canadian Center of Science and Education
- Yang F. X., (2017). **Effects of restaurant satisfaction and knowledge sharing motivation on eWOM intentions: the moderating role of technology acceptance factors.** J. Hosp. Tour. Res. 41 93– 127.
- Yangyang Jiang, Haywantee Ramkissoon, Felix T. Mavondo & Shanfei Feng., (2016). **Authenticity : The Link Between Destination Image and Place Attachment.**,Pages 105-124 .,Accepted author version posted online: 12 May 2016, Published online: 12 May 2016., Journal of Hospitality Marketing & Management .,Volume 26, 2017 - Issue 2
- Yemane Gidey and Kapil Sharma., (2015).**Tourists Satisfaction in Tourist Destination.**, International Journal of Research in Finance and Marketing (IJRFM) .,Available online at : Vol. 7 Issue 4, April - 2017, pp. 138–151 ISSN(o): 2231-5985 | Impact Factor: 6.397 | Thomson Reuters Researcher ID: L-5236-2015
- Ye, Q., (2014). **The influence of hotel price on perceived service quality and value in e-tourism an empirical investigation based on online traveler reviews.**, Journal of Hospitality Tourism Research,38 (1),23–39.

BIBLIOGRAPHY

- Ying Wang., (2016). **More Important Than Ever Measuring Tourist Satisfaction** .,Griffith Institute for Tourism Research Report Series Report No10.,ISSN 2203-4862(Print),ISSN 2203-4870(Online),ISBN 978-1-925455-12-0.,Griffith University, Queensland, Australia
- Yixiu Yu, Xu Li, Tun-Min (Catherine) Jai., (2017).**The impact of green experience on customer satisfaction: evidence from Trip Advisor.**, International Journal of Contemporary Hospitality Management, Vol. 29 Issue: 5, pp.1340-1361, doi: 10.1108/IJCHM-07-2015-0371
- Yoon,Y., & Uysal, M., (2005). **An examination of the effects of motivation and satisfaction on destination loyalty: a structural model.** Tourism Management. 26(1): 45-56.
- Yoshida, M., & James, J. D., (2010). **Customer satisfaction with game and service experiences: Antecedents and consequences.** Journal of Sport Management, 24, 338–361
- Yu-Jen Chiang., (2016). **Examining the Relationships between Destination Image, Place Attachment, and Destination Loyalty in the Context of Night Markets** .,International Journal of Business and Management; Vol. 11, No. 2; 2016.,ISSN 1833-3850 E-ISSN 1833-8119.,Published by Canadian Center of Science and Education
- Yuksel, A., Yuksel, F., & Bilim, Y., (2010). **Destination attachment: Effects on customer satisfaction and cognitive, affective, and conative loyalty.** Tourism Management, 31 (2), 274-284.
- Yuliana., (2018). **Analysing Destination Experience, Satisfaction and Loyalty of Domestic Tourists: A Case Study of Bali, Indonesia.**,Social Sciences & Humanities.,Pertanika J. Soc. Sci. & Hum. 26 (T) : 213 - 224.,Article history : Received : 18 September 2017.,Accepted : 12 March 2018.,ISSN : 0128-7702 © Universiti Putra Malaysia Press
- Yuling, B., Cong, L., & Niu, F., (2016). **Study on customer-perceived value of online clothing brands.** business school, Beijing institute of fashion technology .,Beijing China. American Journal of Industrial and Business Management, 6 (8) ,914-921.
- Yusuf Kania, Yuhanis Abdul Azizb, Murali Sambasivanc and Jamil Bojeib., (2017). **Antecedents and outcomes of destination image of Malaysia.**, Journal of Hospitality and Tourism Management .,Volume 32, September 2017, Pages 89–98 .,Received 3 January 2017, Revised 8 May 2017, Accepted 23 May 2017, Available online 31 May 2017
- Zain,O.M., & Saidu, M.B., (2016). **The customers satisfaction on retailers' brand products : A study on selected areas in Klang Valley.** Procedia Economics and Finance, 35, 418–427

BIBLIOGRAPHY

- Zeithaml, V. A., (1982). **Consumer response to in-store price information environments**. Journal of Consumer Research, 8 (3), 357–369.
- Zeithaml, V. A., (1988). **Consumer perceptions of price, quality, and value : A mean end model and synthesis of evidence**. Journal of Marketing, 52, 2–22.
- Zeithaml, V.A., Parasuraman, A. and Berry, L.L.,(1990). **Delivering quality service : Balancing customer perceptions and expectations**. Free Press, Macmillan Inc.
- Zeithaml, V. A., Berry, L., & Parasuraman, A., (1996). **The behavioral consequences of service quality**. Journal of Marketing, 60, 31–46.
- Zeithaml, V.A., Berry, L.L., & Parasuraman, A., (1996). **The behavioral consequences of service quality**. Journal of Marketing, 60 (2), 31-46.