

DAFTAR PUSTAKA

- Aho, S.K. 2001. *Towards a general theory of touristic experiences: Modelling experience process in tourism*. *Tourism Review*, 56 (3&4), 33-37.
- Ali, Muhammad. 1985. *Penelitian Kependidikan Prosedur dan Strategi*. Bandung: Angkasa
- Arikunto, Suharsimi. 2010. *Prosedur Penelitian, Suatu Pendekatan Praktek (edisi revisi 2010)*. Jakarta: Pt. Rineka Cipta
- Ajzen, I., & M. Fishbein, 2007. *Attitudes and the Attitude-Behavior Relation: Reasoned and Automatic Processes*. *European Review of Social Psychology* edited by W. Stroebe and M. Hewstone. Toronto, Canada: John Wiley & Sons, hal. 43-63.
- Baker, Dwayne A. & John L. Crompton. 2000. *Quality, Satisfaction and Behavioral Intentions*. *Annals of Tourism Research*, Vol. 27, No. 3, pp. 785-804
- Campon, Ana Maria, Helena Alves and Jose Manuel Hernandez. 2013. *Loyalty Measurement in Tourism: A Theoretical Reflection*. University of Beira Interior, Estrada do Sineiro. DOI 10.1007/978-3-7908-2879-5_2,
- Chang, Lan-Lan. 2013. *Influencing Factors On Creative Tourists' Revisiting Intentions: The Roles Of Motivation, Experience And Perceived Value*. A Dissertation. Clemson University
- Chen, Ching-Fu & Fu-Shian Chen. 2009. *Experience quality, perceived value, satisfaction and behavioral intentions for heritage tourists*. Taiwan: Elsevier Ltd.
- Chen, Ching-Fu & Dung Chun Tsai, 2006. *How destination image and evaluative factors affect behavioral intentions?*. *Tourism Management* 28 (2007) 1115–1122. Elsevier
- Chi, C. G. Q., & Qu, H. 2008. *Examining the structural relationships of destination image, tourist satisfaction and destination loyalty: An integrated approach*. *Tourism management*, 29(4), 624-636
- Clawson, M. 1963. *Land and water for recreation: Opportunities, problems and policies*. Chicago: Rand McNally.

Abdul Majid, 2014

ANALISIS TOURISTS' ON-SITE EXPERIENCE DALAM MEMBENTUK BEHAVIORAL INTENTION :
Survei pada wisatawan Malaysia yang berkunjung di Kota Bandung
Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu

- Clawson, M., & Knetsch, J. L., 1966. *Economics of Outdoor Recreation: Resources for the Future*. Baltimore: John Hopkins.
- Clemes, Michael D., Jonathan Hung-Che Wu, Bai-Ding Hu, Christopher Gan. 2009. *An empirical study of behavioral intentions in the Taiwan hotel industry*. Journal of Innovative Marketing, Volume 5, Issue 3, 2009
- Cooper, Chris & C. Michael Hall (2008). *Contemporary Tourism: An International Approach*. UK, Elsevier Ltd.
- Dwyer, L., & Kim, C. (2003). *Destination competitiveness: determinants and indicators*. Current Issues in Tourism, 6(5), 369-414.
- Danyi, Saiki. 2008. *Service Marketing*. Oxford Book Company, Japur. India
- Fishbein, M., & Ajzen, I. (1975). *Belief, attitude, intention, and behaviour: An introducing to theory and research*.
- Harvey, William Robert. 2004. *Authenticity and Experience Quality Among Visitors at a Historic Village*. Thesis. Virginia Polytechnic Institute and State University
- Hassan, S. S. (2000). *Determinants of market competitiveness in an environmentally sustainable tourism industry*. Journal of Travel Research, 38(3), 239-245.
- Holbrook, M.B. & Hirschmann, E.C. (1982). *The experiential aspects of consumption: consumer fantasies, feelings and fun*. Journal of Consumer Research. 9(2), pp. 132–139.
- Hosany, Sameer and David Gilbert. 2009. *Dimension of Tourist Emotional Experiences Toward Hedonic Holiday Destination*. Working Paper Series: School of Management, Royal Holloway University of London.
- Huang, Yu-Ching, 2009. *Examining The Antecedents Of Behavioral Intentions In A Tourism Context*. A Dissertation. Texas A&M University
- Hudson, Simon. 2008. *Tourism and Hospitality Marketing A Global Perspective*. London . SAGE Publications Ltd.
- Jang, S., & Feng, R. 2007. *Temporal destination revisit intention: The effects of novelty seeking and satisfaction*. Tourism management. 28(2), 580-590.
- Jackson, M.S. White, G.N., Schmierer, C.L. .1996. *Tourism experiences within an attribution framework*, Annals of Tourism Research, 23(4): 798-810

Abdul Majid, 2014

ANALISIS TOURISTS' ON-SITE EXPERIENCE DALAM MEMBENTUK BEHAVIORAL INTENTION :

Survei pada wisatawan Malaysia yang berkunjung di Kota Bandung

Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu

- Jennings, G., & Weiler, B. 2006. *Mediating meaning: perspectives on brokering quality tourist experiences*. In G. Jennings & N. P. Nickerson (Eds.), *Quality Tourism Experience* (pp. 57-78). Burlington, MA: Elsevier Butterworth-Heinemann.
- Jennings, Gayle et al. 2009. *Quality Tourism Experiences: Reviews, Reflections, Research Agendas*. *Journal of Hospitality Marketing & Management*. 18:294–310, 2009. ISSN: 1936-8623 print/1936-8631 online.
- Jennings, G. & Nickerson, N. P. (2006). *Quality Tourism Experience*. Burlington, MA: Elsevier Butterworth-Heinemann.
- Kotler, Philip & Kevin Lane Keller. (2012). *Marketing Management*. 14th ed. U.S.A. Pearson Education, Inc.
- Kotler, Philip & Gray Armstrong. (2014). *Principles of Marketing*. 5th Global Edition. U.S.A. Pearson Education, Inc.
- Kotler, Philip & Gray Armstrong. (2012). *Principles of Marketing*. 5th ed. U.S.A. Pearson Education, Inc.
- Kuruuzum, Ayse & Can Deniz Koksall. 2010. *The Impact Of Service Quality On Behavioral Intention In Hospitality Industry*. *International Journal Of Business And Management Studies* Vol 2, No 1, 2010 ISSN: 1309-8047
- Larsen, S. 2007. *Aspects of a Psychology of the Tourist Experience*. *Journal of Hospitality and Tourism*. 7 (1), 7 – 18.
- Lee, B.K. & Shafer, S.C. 2002. *The dynamic Natureof Leisure Experience: an application of affect control theory*. *Journal of Leisure Research*. 34(3): pp 290 – 310
- Laws, E. (1995). *Tourist Destination Management: Issues, Analysis and Policies*. Routledge: New York.
- Malhotra, Naresh K. 2009. *Basic Marketing Research: A Decision-Making Approach*. 3rd Ed. New Jersey. Pearson Education, Inc.
- Matsom, Ahmad Puad et.al., 2012. *Factors Influencing Visitors' Revisit Behavioral Intentions: A Case Study of Sabah, Malaysia*. *International Journal of Marketing Studies*. Vol. 4, No. 4; 2012
- Mendes, Júlio da Costa et. al (2010). *The tourist experience: Exploring the relationship between tourist satisfaction and destination loyalty*. *Original Scientific Paper*. Vol. 58 No 2/ 2010/ 111-126

Abdul Majid, 2014

ANALISIS TOURISTS' ON-SITE EXPERIENCE DALAM MEMBENTUK BEHAVIORAL INTENTION :

Survei pada wisatawan Malaysia yang berkunjung di Kota Bandung

Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu

- Meng, Fang (2006). *An Examination of Destination Competitiveness from the Tourists' Perspective: The Relationship between Quality of Tourism Experience and Perceived Destination Competitiveness*. Thesis: Virginia Polytechnic Institute and State University.
- Middleton, Victor T. C., Alan Fyall and Michael Morgan with contributions from Ashok Ranchhod. 2009. *Marketing in Travel and Tourism*. 4th ed. Butterworth-Heinemann. Elsevier Ltd.
- Mossberg, L. 2007. *A Marketing Approach to the Tourist Experience*. *Scandinavian Journal of Hospitality and Tourism*, 7(1), 59-74.
- Murray, Noel, Patrick Lynch & Anthony Foley. (2010). *Addressing Gaps in Understanding the Tourist Experience: Towards an Integrated Perspective*. Postgraduate Paper. Track: Tourism.
- Novianti, Syifa. 2013. *Pengaruh Customer-Based Brand Equity For Tourism Destination (CBBETD) Kota Bandung Sebagai Destinasi Wisata Belanja Terhadap Proses Keputusan Berkunjung Wisatawan Malaysia*. Skripsi: UPI
- Oh, Haemoon et al., 2007. *Measuring Experience Economy Concepts: Tourism Applications*. *Journal of Travel Research*. 2007 46: 119. DOI: 10.1177/0047287507304039
- Olorunniwo, Festus, Maxwell K. Hsu and Godwin J. Udo. 2006. *Service quality, customer satisfaction, and behavioral intentions in the service factory*. *Journal of Services Marketing* Vol. 20 · Number 1 · 2006 · 59–72
- Pearce, Philip L., 2005. *Tourist Behaviour*. England: Channel View Publications.
- Pike, Steven. 2008. *Destination Marketing: An Integrated Marketing Communication Approach*. Butterworth-Heinemann. Elsevier Ltd.
- Pine, J. & Gilmore, J. (1999). *The experience economy: Work is theatre and every business is a stage*. Boston: Harvard Business School Press.
- Prentice, R.C., 2004. *Tourist Motivation and Typologies In A Companion to Tourism*. Lew, A., Hall, M., and A. M. Williams (Eds.), Oxford. Pergamon. pp 261 - 279
- Raju, G.P. 2009. *Tourism Marketing and Management*. Delhi. Manglam Publications.
- Richardson, I John & Martin Fluker. 2004. *Understanding and Managing Tourism*. Pearson Hospitality Press.

Abdul Majid, 2014

ANALISIS TOURISTS' ON-SITE EXPERIENCE DALAM MEMBENTUK BEHAVIORAL INTENTION :

Survei pada wisatawan Malaysia yang berkunjung di Kota Bandung

Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu

- Ryu, Kisang & SooCheong (Shawn) Jang. 2007. *The Effect Of Environmental Perceptions On Behavioral Intentions Through Emotions: The Case Of Upscale Restaurants*. Journal of Hospitality & Tourism Research, Vol. 31, No. 1, February 2007, 56-72 DOI: 10.1177/1096348006295506.
- Ryu, Kisang & Heesup Han. 2010. *Influence Of The Quality Of Food, Service, And Physical Environment On Customer Satisfaction And Behavioral Intention In Quick-Casual Restaurants: Moderating Role Of Perceived Price*. Journal of Hospitality & Tourism Research, Vol. 34, No. 3, August 2010, 310-329 DOI: 10.1177/1096348009350624
- Santosa, Setyanto p. 2002. *Pengembangan Pariwisata Indonesia*. Kolom Pakar-Pacific Link
- Schmitt, B. (1999). *Experiential marketing: How to get customers to sense, feel, think, act and relate to your company and brands*. New York. The Free Press.
- Sekaran, Uma and Roger Bougie. 2010. *Research Methods for Business: A Skill Building Approach*. 5th ed. New Jersey: John Willey & Sons, Inc.
- Soteriades, Marios. 2012. *Tourism Destination Marketing: Approaches Improving Effectiveness And Efficiency*. Journal of Hospitality and Tourism Technology. Vol. 3 No. 2, 2012 pp. 107-120. Emerald Group Publishing Limited.
- Stamboulis, Y. & P. Skayannis. 2003. *Innovation Strategies and Technology for Experience-Based Tourism*. Tourism Management, 24: 35–43
- Stange, Jenifer and David Stange. *Tourism Destination Management: Achieving Sustainable And Competitive Results*. International Institute Studies. The George Washington University
- Sugiyono. 2010. *Metode Penelitian Kuantitatif Kualitatif Dan R&D*. Bandung: Alfabeta
- Suherman, S.A. 2009. *Made in Bandung*. DAR Mizan. ISBN 978-979-752-872-0
- Umar, Husein. 2004. *Metode Riset Prilaku Konsumen Jasa*. Jakarta: Ghalia Indonesia
- Urry, J. 2002. *The Tourist Gaze: Leisure and travel in contemporary societies*. 2nd Edition. London. Sage
- _____ 1995. *Consuming Places*. London. Routledge

Abdul Majid, 2014

ANALISIS TOURISTS' ON-SITE EXPERIENCE DALAM MEMBENTUK BEHAVIORAL INTENTION :

Survei pada wisatawan Malaysia yang berkunjung di Kota Bandung

Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu

Zeithaml, V.A., Berry, L.L. & Parasuraman, A., 1996). *The behavioral consequences of service quality*. Journal of Marketing, Vol. 60 No. 2, pp. 31-46.

Zouni, Georgia & Athanassios Kouremenos. 2008. *Do Tourism Providers Know their Visitors? An Investigation of Tourism Experience at a Destination*. Tourism and Hospitality Research 2008 8: 282. DOI: 10.1057/thr.2008.30

Sumber website dan sumber lainnya:

Antara News: <http://www.antaraneews.com/berita/1282043158/hasil-survei-terbaru-jumlah-pulau-indonesia>

Metro Tv News : <http://www.metrotvnews.com/metronews/read/2013/09/11/2/180945/Pertumbuhan-Wisatawan-ASEAN-Tertinggi-di-Dunia>

UUD Republik Indonesia no 10 tahun 2009 tentang kepariwisataan

UNWTO *World Tourism Barometer* (2014) volume 12 – Januari 2014

WEF (2014). *Travel & Tourism Competitiveness Report 2013*. ISBN-13: 978-92-95044-71-5

Website Kota Bandung: <http://bandung.go.id/rwd/index.php?fa=sekilas.detail&id=12&token=78bdd41f53224136e3c608ce25aed299>

Statistic Malaysia: http://www.statistics.gov.my/portal/index.php?option=com_content&id=1215

Traveloka: <http://blog.traveloka.com/umur-tentukan-jago-tidaknya-traveling/>