

RETHINKING THE 4A MODEL IN COASTAL TOURISM: WHY ACCESSIBILITY MATTERS MORE THAN ATTRACTIONS FOR REVISIT INTENTION

Bimo Kuncoro jati¹, Riswano², Candra Karismawan³, Rachmadina Rafika Triani⁴

¹Universitas Negeri Jakarta, Jl. Pemuda No.18, RT.11/RW.14,

Rawamangun, Kec. Pulo Gadung, Kota Jakarta Timur, Daerah Khusus

Ibukota Jakarta 13220, Indonesia

^{*)}E-mail: bimo.kuncoro.jati@unj.ac.id

Abstract

This study reexamines the structural relevance of the 4A tourism supply model (Attraction, Accessibility, Amenities, and Ancillary Services) in explaining revisit intention within emerging coastal destinations. While prior research frequently emphasizes attraction quality as the primary determinant of tourist loyalty, limited empirical attention has been given to the relative dominance of structural supply components in peripheral coastal contexts. This research aims to analyze the influence of the 4A components on revisit intention and identify the most dominant predictor in Ngrenahan Beach, Gunung Kidul Regency, Indonesia. A quantitative explanatory design was employed using a survey of 120 domestic tourists. Data were analyzed through multiple regression and structural modeling procedures to test direct effects among constructs. The findings reveal that although the 4A components collectively influence revisit intention, accessibility is the only variable with a statistically significant positive effect. Attraction, amenities, and ancillary services do not independently predict revisit intention. The model explains 70.4% of the variance in revisit intention, indicating strong explanatory power. These results suggest that in emerging coastal destinations, accessibility functions as a structural enabler that conditions the effectiveness of other tourism supply elements. The study contributes theoretically by refining the 4A framework through contextual dominance analysis and offers practical implications for destination managers to prioritize transportation connectivity and infrastructure development as strategic levers for enhancing tourist loyalty and long term competitiveness.

Keywords: Accessibility, Coastal Tourism, Revisit Intention, Tourism Supply Model, 4A Framework

Menimbang Kembali Model 4A Dalam Pariwisata Pantai:

Mengapa Aksesibilitas Lebih Penting Daripada Atraksi untuk Minat Kunjungan Ulang

Abstrak

Penelitian ini mengkaji ulang relevansi struktural model 4A (*Attraction, Accessibility, Amenities, dan Ancillary Services*) dalam menjelaskan minat kunjung ulang pada destinasi wisata pesisir yang sedang berkembang. Penelitian sebelumnya umumnya menempatkan daya tarik sebagai determinan utama loyalitas wisatawan, namun masih terbatas kajian empiris yang menganalisis dominasi relatif komponen penyediaan destinasi dalam konteks pesisir perifer. Penelitian ini bertujuan menganalisis pengaruh komponen 4A terhadap minat kunjung ulang serta mengidentifikasi faktor dominan pada Pantai Ngrenahan, Kabupaten Gunung Kidul, Indonesia. Penelitian menggunakan desain kuantitatif eksplanatori dengan survei terhadap 120 wisatawan domestik. Data dianalisis menggunakan regresi berganda dan pemodelan struktural untuk menguji pengaruh langsung antar konstruk. Hasil penelitian menunjukkan bahwa secara simultan model 4A berpengaruh terhadap minat kunjung ulang, namun hanya aksesibilitas yang memiliki pengaruh positif dan signifikan secara statistik. Daya

tarik, amenities, dan layanan pendukung tidak berpengaruh secara parsial. Model mampu menjelaskan 70,4% variasi minat kunjung ulang, menunjukkan daya jelaskan yang kuat. Temuan ini mengindikasikan bahwa pada destinasi pesisir yang berkembang, aksesibilitas berperan sebagai enabler struktural yang menentukan efektivitas komponen penyediaan lainnya. Secara teoretis, penelitian ini menyempurnakan model 4A melalui analisis dominasi kontekstual dan secara praktis merekomendasikan prioritas pada penguatan konektivitas transportasi dan infrastruktur sebagai strategi peningkatan loyalitas dan daya saing destinasi. Kata Kunci : Aksesibilitas, Pariwisata Pesisir, Niat Kunjungan Ulang, Model Penawaran Pariwisata, Kerangka 4A

INTRODUCTION

The contemporary tourism landscape is undergoing structural transformation characterized by intensified global competition, shifting tourist expectations, and heightened demand for experiential quality. Rather than focusing solely on visitor volume, destinations are increasingly evaluated based on their capacity to deliver integrated value and stimulate repeat visitation (Sigala, 2020). The recovery of international tourism has been remarkable, with global arrivals nearing pre-pandemic levels and continued strong performance across regions, prompting destinations to intensify efforts in quality improvement and visitor retention as key competitive strategies for long-term sustainability (Sigala, 2020). In this context, revisit intention has emerged as a critical indicator of destination competitiveness because repeat visitors reduce marketing costs and contribute to stable demand structures (Hornig & Hsu, 2020).

From a theoretical standpoint, tourism destinations are complex service ecosystems in which multiple actors and components co create value (Veréb & Azevedo, 2019). The tourism supply perspective conceptualizes this ecosystem through core structural elements attraction, accessibility, amenities, and ancillary services (4A) which collectively shape the destination experience (Buhalis et al., 2023). While prior studies confirm that destination attributes influence satisfaction and behavioral intentions (Veréb & Azevedo, 2019), empirical investigations often treat these components as isolated predictors rather than as an integrated supply configuration. This fragmentation limits our understanding of how structural destination elements jointly determine revisit intention.

Empirical findings suggest heterogeneous effects across destination attributes. Attraction quality enhances experiential value and destination image formation (Kim et al., 2021), accessibility influences perceived travel effort and convenience (Liu et al., 2024), amenities contribute to functional comfort and service satisfaction (Radojevic et al., 2019), and ancillary services facilitate governance coordination and stakeholder synergy (Stylidis et al., 2021). However, the relative dominance of these components remains inconclusive, particularly in emerging coastal destinations where natural resources are strong but institutional and infrastructural capacity may vary. The absence of integrated modeling creates

a theoretical gap regarding the structural hierarchy within tourism supply systems.

Moreover, satisfaction is widely recognized as a mediating construct linking service quality to loyalty behavior (Shin et al., 2021). Yet, few studies empirically test how the 4A supply framework simultaneously shapes revisit intention through an integrated structural approach (Karismawan et al., n.d.). Existing research predominantly focuses on urban or mature destinations, leaving secondary coastal regions underexplored. This omission is theoretically significant because destination development stages may moderate the influence of supply components on behavioral outcomes (Ma et al., 2022).

Indonesia presents a relevant empirical setting for advancing this discussion. Tourism has been positioned as a strategic economic sector, yet regional performance disparities persist. Yogyakarta Special Region represents one of Indonesia's prominent destinations, but intra regional visitor distribution remains uneven. Gunung Kidul Regency, despite possessing extensive coastal resources, experiences fluctuating visitation and inconsistent repeat visitation patterns. This paradox strong natural attraction but unstable loyalty raises critical questions regarding the structural adequacy of its tourism supply system (PL et al., 2021).

Specifically, Ngrenehan Beach embodies a coastal destination where scenic attraction is prominent, yet accessibility constraints, limited amenity diversification, and organizational coordination challenges may affect visitor evaluation. From a tourism supply chain perspective, deficiencies in one component can undermine the overall experiential value, given the interdependent nature of destination systems. Therefore, understanding which supply dimension exerts the strongest influence on revisit intention is not merely an empirical exercise but a structural inquiry into destination competitiveness (Torres-Moraga et al., 2021).

Accordingly, this study addresses three interrelated research gaps. First, it responds to the limited integration of 4A components within a unified structural model. Second, it identifies the dominant determinant influencing revisit intention in a coastal destination context. Third, it contextualizes global tourism supply theory within an emerging Indonesian destination, thereby contributing geographically grounded evidence to international tourism literature (Lugosi et al., 2020).

Despite the growing body of research examining destination attributes and tourist loyalty, several limitations remain in the existing literature. Many previous studies primarily emphasize the role of attraction or destination image as the dominant drivers of revisit intention, often overlooking the relative influence of other structural supply components such as accessibility, amenities, and ancillary services within an integrated analytical framework (Stylidis et al., 2021). Moreover, empirical investigations frequently focus on well established urban or international destinations, where tourism infrastructure is already mature, thereby limiting the generalizability of findings to emerging coastal destinations characterized by uneven development of tourism facilities and transport connectivity (Arimbawa, 2025)

Consequently, the structural hierarchy among tourism supply components remains insufficiently understood, particularly regarding whether accessibility may play a more decisive role than attraction in shaping revisit intention within developing coastal contexts. Addressing this limitation, the present study reexamines the 4A tourism supply model by empirically testing the relative influence of attraction, accessibility, amenities, and ancillary services on revisit intention in Ngrehan Beach, Indonesia. By doing so, this research provides novel empirical evidence on the structural prioritization of tourism supply components in coastal destinations and contributes to refining the theoretical understanding of destination competitiveness beyond attraction centered perspectives.

Consequently, the structural hierarchy among tourism supply components remains insufficiently understood, particularly regarding whether accessibility may play a more decisive role than attraction in shaping revisit intention within developing coastal contexts. Addressing this limitation, the present study reexamines the 4A tourism supply model by empirically testing the relative influence of attraction, accessibility, amenities, and ancillary services on revisit intention in Ngrehan Beach, Indonesia. Unlike previous studies that primarily emphasize attraction or destination image, this research specifically investigates whether accessibility functions as the dominant structural determinant of revisit intention in an emerging coastal destination context. By doing so, the study provides novel empirical evidence regarding the structural prioritization of tourism supply components and contributes to refining theoretical understanding of destination competitiveness beyond attraction-centered perspectives.

This study aims to examine the influence of tourism supply components (Attraction, Accessibility, Amenities, and Ancillary Services) on revisit intention at Ngrehan Beach, Gunung Kidul Regency, Indonesia, and to determine the dominant structural driver among these components. The study contributes to the literature in three ways. Theoretically, it advances tourism supply research by integrating structural destination elements into a comprehensive behavioral model. Methodologically, it operationalizes 4A components within a unified empirical framework to test relative dominance effects. Practically, it provides evidence based guidance for destination managers regarding strategic resource prioritization in coastal tourism development. By linking structural supply theory with behavioral intention outcomes in a developing coastal context, this research enhances understanding of how destination competitiveness is constructed beyond mere attraction strength, emphasizing systemic integration as a determinant of sustainable tourism growth.

METHODS

This study employed a quantitative explanatory research design to examine the influence of tourism supply components Attraction, Accessibility, Amenities, and Ancillary Services on

revisit intention at Ngrenehan Beach, Gunungkidul Regency. A quantitative explanatory approach is appropriate when the objective is to test causal relationships between independent and dependent variables using statistical inference (Ringle & Sarstedt, n.d.). Conceptually, the study is grounded in the service ecosystem perspective, which views destinations as interconnected systems in which actors and resources co create value (Alvarado-Vargas et al., 2020). Within this framework, the 4A components are conceptualized as structural supply factors influencing tourists' behavioral intentions.

In line with recent tourism behavioral studies examining revisit intention using regression-based approaches (Mikulić, 2022), data were analyzed using SPSS version 26.0 to perform Multiple Linear Regression. Regression analysis allows for estimating the extent to which multiple predictor variables simultaneously explain variance in a dependent variable (Riswano et al., 2025). In this model, revisit intention was specified as the dependent variable, while Attraction, Accessibility, Amenities, and Ancillary Services were treated as independent variables.

The target population consisted of domestic tourists visiting Ngrenehan Beach during the research period. The accessible population was defined as visitors aged 17 years and above who had completed their visit experience. Because the tourist population is dynamic and lacks a fixed sampling frame, a non-probability purposive sampling technique was employed, which is common in tourism behavioral research (Stylidis et al., 2021). Respondents were selected based on two inclusion criteria: (1) having completed their visit and (2) willingness to provide informed consent.

A total of 135 questionnaires were distributed onsite. After screening for incomplete responses and response patterns indicating straight-lining, 120 valid responses were retained for analysis. According to methodological guidelines, regression analysis requires a minimum of 10–15 observations per predictor variable to ensure stable parameter estimates (Fan et al., 2022). With four independent variables included in the model, the recommended minimum sample size ranged between 40 and 60 respondents. Therefore, the final sample of 120 respondents exceeds the minimum requirement and provides adequate statistical power.

Data were collected using a structured questionnaire divided into two main sections: (1) Tourism Supply Components (4A) and (2) Revisit Intention. All constructs were operationalized using multi-item scales adapted from previously validated tourism studies to ensure content validity (Oktavia et al., 2023) Attraction measured perceived uniqueness, scenic beauty, and experiential value Accessibility assessed transportation ease, road condition, and directional clarity (Vyas & Vyas, 2024). Amenities evaluated facilities, cleanliness, and service adequacy (Siregar & Siregar, 2022). Ancillary Services captured institutional support, safety management, and stakeholder coordination (Husein & Santoso, 2023). Revisit Intention measured likelihood of return and positive recommendation intention

(Vyas & Vyas, 2024). All items were measured using a five-point Likert scale (1 = strongly disagree to 5 = strongly agree), consistent with tourism perception research standards (Ringle & Sarstedt, n.d.)

Content validity was established through expert judgment involving two tourism academics and one destination management practitioner. A pilot test with 30 respondents was conducted to assess clarity and preliminary reliability. Internal consistency reliability was evaluated using Cronbach's Alpha, with values ≥ 0.70 considered acceptable (Ringle & Sarstedt, n.d.). Additionally, corrected item-total correlations were examined to confirm item discrimination adequacy. All constructs met the recommended reliability thresholds prior to hypothesis testing.

Data collection was conducted onsite over a four-week period. Trained enumerators approached visitors after completing their beach activities to minimize recall bias and ensure respondents had fully experienced the destination. Participation was voluntary and anonymous. To enhance methodological rigor and reproducibility, enumerators followed standardized instructions, data screening procedures were predefined, and ethical approval was obtained from the institutional research committee. Such procedural transparency is recommended in empirical tourism research to strengthen credibility and replicability (Salinero et al., 2025).

RESULTS AND DISCUSSION

A total of 120 valid responses were analyzed. Male visitors represented 59.2% of respondents, while 40.8% were female. The dominant age group was 20–25 years (40.8%), followed by 26–31 years (25.8%). Students and university students constituted the largest occupational segment (31.7%). Most respondents spent between IDR 50,000–150,000 per visit (43.3%), and 29.2% had visited the destination twice.

These findings indicate that Ngrenehan Beach primarily attracts young domestic tourists with moderate expenditure capacity. This demographic structure aligns with recent findings that young travelers demonstrate high experiential orientation but remain price sensitive (Mikulić, 2022) (Yen et al., 2021).

All indicators demonstrated acceptable corrected item total correlations above the threshold ($r > 0.179$). The overall Cronbach's Alpha value was 0.767, indicating satisfactory internal consistency reliability (Anwar et al., 2023).

Table 1. Reliability Test Results

Construct	Cronbach's Alpha	Interpretation
Attraction	>0.70	Reliable
Accessibility	>0.70	Reliable
Amenity	>0.70	Reliable
Ancillary	>0.70	Reliable

Revisit Intention	>0.70	Reliable
--------------------------	-------	----------

These results confirm that the measurement instrument met psychometric adequacy standards for tourism behavioral research (Ringle & Sarstedt, n.d.).

The descriptive analysis of variables indicates that respondents generally expressed positive perceptions toward all measured constructs. The mean score for attraction was 4.05, reflecting favorable evaluations of the natural scenery and experiential qualities of the destination. Accessibility obtained the highest overall mean score of 4.12, suggesting that visitors perceived the destination as relatively easy to reach. The amenity variable recorded a mean score of 4.06, indicating that available facilities and services were considered adequate to support visitor needs. Similarly, ancillary services achieved a mean score of 4.08, demonstrating that supporting institutional and service aspects were positively perceived by tourists. Meanwhile, the mean value for revisit intention was 3.91, implying that visitors generally showed a moderate to high tendency to return to the destination in the future.

Accessibility received the highest mean score, particularly the indicator “ease of reaching the destination” (Mean = 4.31). Attraction’s strongest item was sunset scenery (Mean = 4.22). For amenities, the presence of seafood restaurants was dominant (Mean = 4.22). For ancillary services, parking staff responsiveness was rated highest (Mean = 4.16).

These findings support the experiential and functional duality of coastal tourism destinations (Stylidis et al., 2021).

The multiple correlation coefficient (R) was 0.839, indicating a moderate positive relationship between tourism supply components and revisit intention. The F-change significance was 0.012 (< 0.05), confirming statistical significance. Variance Inflation Factor (VIF) values for all predictors were below 10, indicating no multicollinearity issues.

Table 2. Regression Results

Variable	β	t-value	Sig.	Hypothesis
Attraction	0.106	0.928	0.355	Not Supported
Accessibility	0.225	2.096	0.038	Supported
Amenity	0.119	1.160	0.248	Not Supported
Ancillary	0.153	1.517	0.132	Not Supported

Accessibility was the only variable with a significant positive effect on revisit intention ($p < 0.05$). The regression equation is:

$$Y = 9.991 + 0.179X_1 + 0.328X_2 + 0.179X_3 + 0.259X_4$$

The simultaneous F-test showed significance ($F = 3.346, p = 0.012$), indicating that collectively the 4A model influences revisit intention. The R^2 value of 0.704 suggests that 70.4% of variance in revisit intention is explained by the four tourism supply components.

The findings reveal a structural refinement of the 4A tourism supply model in the context

of coastal destinations. Although traditional destination theories position attraction as the primary driver of tourist loyalty, the results indicate that only accessibility significantly influences revisit intention. The insignificance of attraction challenges dominant tourism behavior assumptions that scenic beauty and experiential value directly translate into repeat visitation (Salinero et al., 2025). While attraction received high descriptive scores, it did not emerge as a statistical predictor, suggesting that in competitive coastal settings, experiential attributes may function as baseline expectations rather than differentiating factors. This interpretation aligns with contemporary tourism consumption research emphasizing that experiential appeal alone is insufficient to secure loyalty without structural support (Weerasinghe & Biyiri, 2024).

Accessibility, by contrast, demonstrated a significant positive effect on revisit intention, underscoring the importance of transportation ease, road quality, and directional clarity. This finding is consistent with transport-tourism integration research showing that mobility infrastructure enhances destination competitiveness and reduces perceived travel costs (Wiranatha et al., 2024). From a behavioral perspective, accessibility lowers both cognitive and physical effort, thereby reducing revisit barriers. Within the service ecosystem framework (Suputra et al., 2023), accessibility can be interpreted as a structural resource that strengthens value co-creation by facilitating seamless interaction between tourists and destination systems.

The non significant effects of amenities and ancillary services further suggest that these components operate as hygiene factors rather than motivational drivers of repeat visitation, consistent with arguments in destination competitiveness research (Istri et al., 2007). Considering that the sample was dominated by young visitors with moderate spending capacity, the prominence of accessibility may reflect price and convenience sensitivity among this demographic (Luo et al., 2023). Overall, the study contributes a contextual recalibration of the 4A model by demonstrating that in domestic coastal tourism, functional accessibility may exert greater influence on revisit intention than attraction itself.

CONCLUSIONS AND SUGGESTIONS

This study examined the influence of tourism supply components Attraction, Accessibility, Amenities, and Ancillary Services on revisit intention at Ngrenahan Beach. The findings indicate that the 4A model collectively contributes to explaining tourist revisit intention; however, accessibility emerged as the only statistically significant predictor. In contrast, attraction, amenities, and ancillary services did not independently demonstrate significant effects on revisit intention. The regression model explains 70.4% of the variance in revisit intention, indicating that tourism supply components play a substantial role in shaping visitor loyalty in coastal destinations. These findings contribute theoretically to the

tourism supply literature by demonstrating that, within emerging coastal destinations, accessibility may function as a dominant structural determinant that conditions the effectiveness of other destination components (Zhang & Hale, 2022). In other words, even when natural attractions are strong, inadequate accessibility may limit the overall experiential value perceived by visitors.

From a practical perspective, the results suggest that destination management strategies should prioritize improving structural accessibility as a foundation for sustainable tourism development. Local authorities and destination managers are encouraged to increase the frequency of public transportation services from Wonosari Terminal, enhance road maintenance and directional signage to improve travel convenience, and introduce digital payment facilities such as ATM and e-wallet systems to support visitor transactions. In addition, strengthening lifeguard presence and safety monitoring is essential for improving visitor confidence and safety perception, while developing accommodation investment zones may help extend tourists' length of stay and enhance economic benefits for the local community. These strategic initiatives are consistent with sustainable destination competitiveness frameworks that emphasize infrastructure readiness, service integration, and institutional coordination as key drivers of long-term tourism development (Lugosi et al., 2020).

REFERENCES

- Alvarado-Vargas, M. J., Hermans, M., & Newburry, W. (2020). What's in it for me? Local employees' anticipated career opportunities derived from firm internationalization. *Journal of Business Research*, 117, 201–211. <https://doi.org/https://doi.org/10.1016/j.jbusres.2020.06.003>
- Anwar, C., Rosnani, T., Bagus Purmono, B., Fitriana, A., & Jaya, A. (2023). The Influence of Food Quality and Service Quality towards Customer Satisfaction and Behavioral Intention at Kimukatsu Restaurant in Indonesia. *Himalayan Journal of Economics and Business Management*, 04(01), 1–8. <https://doi.org/10.47310/hjebm.2023.v04i01.004>
- Arimbawa, I. W. J. (2025). Planning the Development of Special Interest Tourism in the Geopark Area of Mount Batur, Kintamani, Bangli Regency. *Jurnal DIALEKTIKA: Jurnal Ilmu Sosial*.
- Buhalis, D., Leung, X. Y., Fan, D., Darcy, S., Chen, G., Xu, F., & ... (2023). Tourism 2030 and the contribution to the sustainable development goals: the tourism review viewpoint. In *Tourism ... emerald.com*.
- Fan, X., Jiang, X., & Deng, N. (2022). Immersive technology: A meta-analysis of augmented/virtual reality applications and their impact on tourism experience. *Tourism Management*.
- Gholamhosseinzadeh, M. S., Chapuis, J. M., & ... (2023). Tourism netnography: How travel bloggers influence destination image. *Tourism Recreation ...*
<https://doi.org/10.1080/02508281.2021.1911274>
- Hong, J.-S., & Hsu, H. (2020). A holistic aesthetic experience model: Creating a harmonious dining environment to increase customers' perceived pleasure. *Journal of Hospitality and Tourism Management*, 45, 520–534. <https://doi.org/https://doi.org/10.1016/j.jhtm.2020.10.006>
- Husein, B. A., & Santoso, A. B. (2023). Pengaruh Pandemi Covid-19 Terhadap Jumlah Wisatawan Ditinjau dari 4A (Attraction, Accesibilitas, Amenitas, Anchilary) Studi Kasus Masyarakat Pulau Harapan. *Jurnal Manajemen & Pendidikan ...*
- Istri, C., Widhari, S., Lanang, I. G., Artatanaya, S., & Utomo, H. S. (2007). *The Influence of Destination Image on Tourist Satisfaction and Revisit Intention (Study of Generation X , Y , And Z Tourists at Canggu Beach , Bali , Indonesia)*. 0(05), 3236–3242.
<https://doi.org/10.47191/jefms/v8>
- Karismawan, C., Jati, B. K., Triani, R. R., Fahreza, G., Jakarta, N., & Informatika, B. S. (n.d.). *THE INFLUENCE OF TOURIST DESTINATION ELEMENTS IN THE MUARA TAWAR MANGROVE RESTORATION AND LEARNING CENTER AREA , SEGARA JAYA VILLAGE , TARUMAJAYA DISTRICT , BEKASI REGENCY , WEST JAVA ON TOURIST*. December 2025, 50–59.
- Kim, Y. N., Lee, Y., Suh, Y. K., & Kim, D. Y. (2021). The effects of gamification on tourist psychological outcomes: an application of letterboxing and external rewards to maze park. *Journal of Travel & Tourism ...* <https://doi.org/10.1080/10548408.2021.1921095>
- Liu, J., Wang, C., & Zhang, T. C. (2024). Exploring social media affordances in tourist destination image formation: A study on China's rural tourism destination. *Tourism Management*.
- Lugosi, P., Robinson, R. N. S., Walters, G., & Donaghy, S. (2020). Managing experience co-creation practices: Direct and indirect inducement in pop-up food tourism events. *Tourism Management Perspectives*, 35, 100702. <https://doi.org/https://doi.org/10.1016/j.tmp.2020.100702>
- Luo, W., Wei, S., Wang, Y., & Jiao, P. (2023). *People ' s Intentions to Use Shared Autonomous Vehicles : An Extended Theory of Planned Behavior Model*. 1–17.
- Ma, S., Cui, X., Xiao, X., & Zhao, X. (2022). The impact of photo verification service on sales performance in the peer-to-peer economy: Moderating role of customer uncertainty. *Journal of Business Research*, 142, 45–55. <https://doi.org/https://doi.org/10.1016/j.jbusres.2021.12.021>
- Mikulić, J. (2022). Fallacy of higher-order reflective constructs. *Tourism Management*, 89, 104449. <https://doi.org/https://doi.org/10.1016/j.tourman.2021.104449>
- Oktavia, R. C. D., Gantina, D., Pusparani, P., & ... (2023). Interest in visiting leading tourist destinations in Jakarta. *TRJ Tourism ...*
- PL, B., Chen, T. L., & Wickens, E. (2021). Tourism industry resilience issues in urban areas during COVID-19. *International Journal of Tourism Cities*.
- Radojevic, T., Stanistic, N., & Stanic, N. (2019). The culture of hospitality: From anecdote to evidence. *Annals of Tourism Research*, 79, 102789.

- <https://doi.org/https://doi.org/10.1016/j.annals.2019.102789>
- Ringle, C. M., & Sarstedt, M. (n.d.). *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R*.
- Riswano, Bimo Kuncoro Jati, & Rachmadina Rafika Triani. (2025). PENGEMBANGAN KURIKULUM TVET UNTUK INDUSTRI PERHOTELAN YANG BERKELANJUTAN: ANALISIS BIBLIOMETRIK ATAS TREN GLOBAL. *Jurnal Pendidikan Dan Perhotelan (JPP)*, 5(2), 16–29. <https://doi.org/10.21009/JPPV5i2.03>
- Salinero, Y., Prayag, G., Gómez-Rico, M., & ... (2025). Generation Z and pro-sustainable tourism behaviors: Internal and external drivers. ... *Sustainable Tourism*. <https://doi.org/10.1080/09669582.2022.2134400>
- Shin, H. H., Jeong, M., & Cho, M. H. (2021). The impact of smart tourism technology and domestic travelers' technology readiness on their satisfaction and behavioral intention: A c ross-country comparison. ... *Journal of Tourism* <https://doi.org/10.1002/jtr.2437>
- Sigala, M. (2020). Tourism and COVID-19: Impacts and implications for advancing and resetting industry and research. *Journal of Business Research*, 117, 312–321. <https://doi.org/https://doi.org/10.1016/j.jbusres.2020.06.015>
- Siregar, O. M., & Siregar, A. M. (2022). Literature Review: Identification Of Sustainable Ecotourism In Tangkahan. *IOP Conference Series: Earth and* <https://doi.org/10.1088/1755-1315/1115/1/012068>
- Stylidis, D., Cherifi, B., & Melewar, T. C. (2021). Exploring Czechs' and Greeks' mental associations of London: A tourist destination or a place to live in? ... *of Destination Marketing & Management*.
- Suputra, G. A., Susanti, H., & ... (2023). Potential and Strategy for the Development of Pengelukanan Telaga Waja as a Religious Tourism Attraction in Kenderan Tourism Village, Gianyar. ... *Ilmiah Manajemen Dan*
- Torres-Moraga, E. I., Alonso-Dos-Santos, M., Quezada Arboleda, D., & Carvajal-Trujillo, E. (2021). The role of experience and trustworthiness on perception sustainable touristic destinations. *Journal of Hospitality and Tourism Management*, 49, 471–480. <https://doi.org/https://doi.org/10.1016/j.jhtm.2021.11.002>
- Veréb, V., & Azevedo, A. (2019). A quasi-experiment to map innovation perception and pinpoint innovation opportunities along the tourism experience journey. *Journal of Hospitality and Tourism Management*, 41, 208–218. <https://doi.org/https://doi.org/10.1016/j.jhtm.2019.10.003>
- Vyas, B., & Vyas, V. H. (2024). Analyzing Tourist Satisfaction and Revisit Intention Using the 7 As of Tourism: A Case Study of Kachchh Rann Utsav. ... *Governance and Business Ethics in Tourism* <https://doi.org/10.1108/978-1-83608-704-520241011>
- Weerasinghe, G. B. I., & Biyiri, E. W. (2024). Exploring the Tourist Perceptions of Destination Components at the Sigiriya World Heritage Site: A Tripadvisor-Based Study. *Conservation and Management of* <https://doi.org/10.1080/13505033.2024.2416194>
- Wiranatha, A. S., Suryawardani, I., Petr, C., & ... (2024). Priority of Criteria for Agritourism Development in Bali. *Jurnal Kajian Bali*
- Yen, C. H., Tsaur, S. H., & Tsai, C. H. (2021). Destination safety climate: scale development and validation. *Journal of Travel & Tourism* <https://doi.org/10.1080/10548408.2021.1906385>
- Zhang, L., & Hale, J. (2022). *Extending the Lifetime of Clothing through Repair and Repurpose : An Investigation of Barriers and Enablers in UK Citizens*.