

## DAFTAR PUSTAKA

- Ali, F., M. Amin, dan C. Cobanoglu. 2016. An integrated model of service experience, emotions, satisfaction, and price acceptance: an empirical analysis in the hotel industry. *Journal of Hospitality Marketing & Management*, 27(6): 805-829.
- Almana, L. O. 2018. *Tata Kelola Perguruan Tinggi Berbasis Akreditasi*. 1st ed.. Yogyakarta: Deepublish.
- Anang, M. 2018. *Perilaku Konsumen (Sikap dan Pemasaran)*. 1st ed. Deepublish. Yogyakarta.
- Ananto, O. 2018. Persepsi pengunjung pada objek wisata danau buatan kota Pekanbaru. *Jurnal Organisasi dan Manajemen FISIP*. 5(1):1-11.
- Anderson, L. R., dan K. Blanch. 2018. The influence of admission pricing on visitor satisfaction in zoos. *Journal of Leisure Research*. 50(2): 123-139.
- Andjani, H. 2016. Analisis dampak ekonomi dan daya dukung kawasan wisata Gunung Pananjakan Taman Nasional Bromo Tengger Semeru. Skripsi. Institut Pertanian Bogor. Bogor.
- Apriliani, N. L. P., N. P. N. Anggraini, dan P. Ribek. K. 2022. Pengaruh persepsi harga, kualitas pelayanan, dan fasilitas terhadap kepuasan pelanggan pada Water Garden Hotel Candidasa Bali. *Jurnal Emas*. 3(3): 217-230.
- Ballantyne, R., J. Packer, dan K. Hughes. 2009. Tourists' Support for Conservation Messages and Sustainable Management Practices in Wildlife Tourism Experiences. *Tourism Management*. 30(5): 658-664.
- Bitner, M. J. 1992. Servicescapes: The impact of physical surroundings on customers and employees. *Journal of Marketing*. 56(2): 57-71.
- Bitner, M. J., dan A. R. Hubbert. 1994. Encounter satisfaction versus overall satisfaction: the overall satisfaction experience. *Journal of Marketing*. 58(2): 72-84.
- Brown, L., dan T. Green. 2023. Guidelines for conducting research with adolescents. *Youth Studies Quarterly*. 15(1): 34-48.
- Buhalis, D., dan R. Law. 2008. Progress in information technology and tourism management: 20 years on and 10 years after the Internet the state of eTourism research. *Tourism Management*. 29(4): 609-623.
- Chen, C. F., & D. Tsai. 2019. The influence of tourist facilities on visitor satisfaction: a study of the coastal tourism destination. *Journal of Travel Research*. 58(3): 456-470.

- Chen, C. F., dan F. S. Chen. 2017. Experience quality, perceived value, satisfaction and behavioral intentions for heritage tourists. *Tourism Management*. 31(1): 29-35.
- Choi, T. Y., dan R. Chu. 2019. Determinants of hotel guests' satisfaction and repeat patronage in the Hong Kong hotel industry. *International Journal of Hospitality Management*. 28(4): 398-404.
- Conway, W. 2015. Zoos: Their changing role in wildlife conservation. *Biodiversity and Conservation*. 24(1): 11-14. .
- Cottam, J. R., dan M. D. Duerden. 1997. Tourism Facilities: Planning and Management. *Journal of Tourism Studies*. 8(1): 22-30.
- Deaton, A., dan J. Muellbauer. 1980. *Economics and Consumer Behavior*. Cambridge University Press. England.
- Dillman, D. A. 2014. *Mail and Internet Surveys: The Tailored Design Method*. Wiley. Manhattan.
- Etikan, I., dan K. Bala. 2017. Sampling and sampling methods. *Biometrics & Biostatistics International Journal*. 5(6): 1-7.
- Falaq, M., Juke S., dan N. A. Hasna. 2022. Pengaruh persepsi harga, kualitas layanan dan fasilitas wisata pada kepuasan pengunjung wisata. *Global Research on Tourism Development ad Advancement*. 4(1): 1-24.
- García, P. A., L. M. Marchante., dan R. N. M. Del. 2016. Factors influencing zoo demand: an analysis of visitor preferences. *Tourism Economics*. 22(4): 854-868.
- Ghozali, Imam. 2009. *Aplikasi Analisis Multivariate dengan Program SPSS*. Badan Penerbit Universitas Diponegoro. Semarang.
- Grewal, D., K. B. Monroe dan R. Krishnan. 1998. The effects of price-comparison advertising on buyers' perceptions of acquisition value, transaction value, and behavioral intentions. *Journal of Marketing*. 62(2): 46-59.
- Grönroos, C. 1984. A service quality model and its marketing implications. *European Journal of Marketing*. 18(4): 36-44.
- Guntoro, B. 2021. *Animal Based Tourism dan Isu Kesejahteraan Hewan*. UGM Press. Yogyakarta.
- Harahap, M. 2018. Tanggapan Pengunjung terhadap fasilitas Objek Wisata Rumah batu Serombou di Kabupaten Rokan Hulu. *Jurnal organisasi dan Manajemen*. 5(1): 1-8.
- Hidayat, D. R., dan M. R. Firdaus. 2014. Analisis pengaruh kualitas layanan, harga, kepercayaan, citra perusahaan, dan kepyasan pelanggan terhadap loyalitas pelanggan (studi pada pelanggan

- Telkom Speedy di Palangka Raya. *Jurnal Wawasan Manajemen*. 2(3): 237-250
- Homburg, C., N. Koschate, dan W. Hoyer. D. 2005. Do satisfied customers really pay more? a study of the relationship between customer satisfaction and willingness to pay. *Journal of Marketing*. 69(2) 84-96.
- Hutchins, M. 2012. Zoo animal management: Advances in the care and husbandry of animals. *Zoo Biology*. 31(2): 136-152.
- Ichwan, R. M. 2004. Penataan dan revitalisasi sebagai upaya meningkatkan daya dukung kawasan perkotaan. Makalah Pribadi Pengantar ke Falsafah Sains.
- Indahingwati, A. 2019. *Kepuasan Konsumen dan Citra Institusi Kepolisian*. 1st ed. Jakad Publishing Surabaya. Surabaya.
- Irawan, A. 2012. Pengaruh karakteristik individu dan karakteristik kerja terhadap organizational citizenship behaviors dengan kepuasan kerja sebagai mediator pada event organizer di Surabaya. *Kajian Ilmiah Mahasiswa Manajemen*. 1(2).
- James, G., D. Witten, T. Hastie, dan R. Tibshirani. 2021. *An Introduction to Statistical Learning with Applications in R*. Springer. New York.
- Jang, S., B. Bai, C. Hu, dan C. M. Wu. 2012. Affect, travel motivation, and travel intention: a senior market. *Journal of Hospitality & Tourism Research*. 33(1): 51-73.
- Kim, S. H., K. H. Lee, dan S. Park. 2021. The effect of educational programs on zoo visitors' satisfaction and behavioral intentions. *Journal of Travel & Tourism Marketing*. 38(3): 256-273.
- Kim, W. G., L. R. Tang, dan J. Forney. 2020. Service quality and satisfaction: a meta-analysis. *Journal of Hospitality and Tourism Research*. 44(1): 98-123.
- Kotler, Philip dan G. Amstrong. 2012. *Principles of Marketing*. New Jersey. Prentice Hall.
- Kotler, Philip dan K. L. Keller. 2009. *Manajemen Pemasaran*. Erlangga. Jakarta.
- Kotler, Philip dan K. L. Keller. 2016. *Marketing Management 15<sup>th</sup> Edition*. Pearson Education.
- Kumar, A., dan G. Prakash. 2019. Non-price factors in consumer decision making. *International Journal of Marketing Studies*. 11(3): 1-14.
- Ladhari, R. 2009. A review of twenty years of servqual research. *International Journal of Quality and Service Sciences*. 1(2): 172-198.

- Mason, G., dan J. Veasey. 2010. How zoo enclosures can be improved to enhance animal welfare: Identifying problem areas. *Applied Animal Behaviour Science*. 127(1-2): 1-12.
- Mason, P., dan P. Murtagh. 2018. Visitor experiences at a zoo: an analysis of expectations and satisfaction. *Tourism Review International*. 22(2): 99-114.
- Mason, P., dan S. Moser. 2020. Visitor Satisfaction and Facility Design in Wildlife Attractions: A Study of the Role of Amenities in Zoos and Aquariums. *Journal of Tourism Management*. 77: 103980.
- Mazidaturrizka, W., dan I Aliyah. 2019. Faktor-Faktor Ketidakpuasan wisatawan pada Taman Satwa Taru Jurug, Surakarta. *Cakra Wisata*. 20(2): 42-47.
- Mazur, N. 2011. The role of zoos in global conservation efforts. *Conservation Biology*. 25(4): 759-760.
- Middleton, V. T. C. dan J. Clarke. 2001. *Marketing in Travel and Tourism*. Butterworth-Heinemann.
- Middleton, V. T. C., A. Fyall, M. Morgan, dan A. Ranchhod. 2009. *Marketing in Travel and Tourism (4th ed.)*. Butterworth. Heinemann.
- Moli, G. Poyya. 2011. Community based eco cultural heritage tourism for sustainable development in the asian region : a conceptual framework. *International Journal of Social EcologyR and Sustainable Development*. 2 (2): 66-80.
- Monroe, K. B. 1990. *Pricing: Making Profitable Decisions*. McGraw-Hill. New York.
- Moscardo, G. 2008. Understanding visitor experiences in wildlife tourism. *Wildlife Tourism: Impacts, Management and Planning*. Common Ground Publishing.
- Mulyono. 2019. *Analisis Uji Asumsi Klasik*. Binus University.
- Naderifar, M., H. Goli, dan F. Ghaljaie. 2017. Snowball sampling: a purposeful method of sampling in qualitative research. *Strides in Development of Medical Education*. 14(3).
- Nagle, T. T. dan G. Müller. 2018. *The Strategy and Tactics of Pricing: A Guide to Growing More Profitably*. Routledge.
- Nanincova, N. 2019. Pengaruh kualitas layanan terhadap kepuasan pelanggan Noach Cafe adn Bistro. *Jurnal Agora*. 7(2): 1-5.
- Oliver, R. L. 2014. *Satisfaction: A Behavioral Perspective on the Consumer*. 2nd ed. Routledge. New York.
- Otto, J. E. dan J.R. B. Ritchie. 1996. The service experience in tourism. *Tourism Management*. 17(3): 165-174.

- Palinkas, L. A. 2015. Purposeful sampling for qualitative data collection and analysis in mixed method implementation research. *Administration and Policy in Mental Health and Mental Health Services Research*. 42(5): 533-544.
- Parasuraman, A. 1998. Customer service in business-to-business markets: an agenda for research. *Jurnal of business and industrial marketing*. 13(5): 309-321.
- Parasuraman, A., V. A. Zeithaml, dan L. L. Berry. 1998. SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *Journal of Retailing*. 64(1): 12-40.
- Patrick, P. G., C. E. Matthews, D. F. Ayers, dan S. D. Tunnicliffe. 2007. Conservation and education: The role of zoos and aquariums. *Journal of Biological Education*. 41(1): 20-25.
- Payangan, O. R. 2014. Pemasaran Jasa Pariwisata. IPB Press. Bandung.
- Poria, Y., R. Butler, dan D. Airey. 2004. Links between tourists, heritage, and reasons for visiting heritage sites. *Journal of Travel Research*. 43(1): 19-28.
- Reisinger, Y. dan L. Turner. 2003. *Cross-Cultural Behaviour in Tourism: Concepts and Analysis*. Butterworth-Heinemann. Oxford.
- Riswandi, R. 2019. Pengaruh reputasi penjul dan kualitas pelayanan terhadap kepercayaan konsumen yang berdampak pada keputusan pembelian. *Digital Economic, Management, and Accounting Knowledge Development*. 1(2): 42-55
- Santosa, B. 2019. Pengaruh kepuasan pelanggan, e-WOM dan citra merek terhadap loyalitas pelanggan traveloka (Survei pada mahasiswa di Yogyakarta). Diss. UPNV Yogyakarta.
- Schiffman, L., dan L. Kanuk. 2008. *Perilaku Konsumen*. 7th ed. Indeks Jakarta. Indonesia.
- Sengupta, A., dan S. Chowdhury. 2015. Customer satisfaction: the role of price and quality. *Journal of Marketing Management*. 31: 7-8.
- Setyo, P. E. 2017. Pengaruh kualitas produk dan harga terhadap kepuasan konsumen best autoworks. *Jurnal Manajemen dan Start-Up Bisnis*. 1(6): 755-764.
- Sitompul, S. S., dan W. Sentosa. 2022. Pengaruh pengembangan karir, kompetensi dan pelatihan terhadap kinerja karyawan pada PT Maitri Mustika Abadi di Pekanbaru. *Jurnal Bisnis Manajemen Akutansi*. 2(1): 10-20.
- Sudarso. 2016. *Manajemen Pemasaran Jasa Perhotelan*. 1st ed. Deepublish. Yogyakarta.

- Sugiyono. 2011. *Metode Penelitian Administrasi dilengkapi dengan Metode R&D*. Alfabeta. Bandung
- Sulistiyana, R. T., D. Hamid, dan D. F. Azizah. 2015. Pengaruh fasilitas wisata dan harga terhadap kepuasan konsumen (Studi pada Museum Satwa). *Jurnal Administrasi Bisnis*. 25(2).
- Sutton, S. G., dan M. J. Hall. 2018. Understanding visitor experiences at a zoo: the role of price, service, and facilities. *Journal of Ecotourism*. 17(3): 225-239.
- Suwena, I. K. dan I. G. N. Widyatmaja. 2010. *Pengetahuan Dasar Ilmu Pariwisata*. Udayana University Press. Denpasar.
- Tjiptono, F. dan G. Chandra. 2011. *Service Quality & Satisfaction*. Penerbit Andi. Yogyakarta.
- Wakefield, K. L. dan J. Blodgett. G. 2016. Retrospective: the importance of servicescapes in leisure service settings. *Journal of Services Marketing*. 30(7): 686-695.
- Wiyono, G. 2011. *Merancang penelitian bisnis dengan alat analisis SPSS 17.0 dan Smart PLS 2.0*. UPP STIM YKPN 8. Yogyakarta.
- Wooldridge, J. M. 2013. *Introductory Econometrics: A Modern Approach* 5th ed. Cengage Learning. Boston
- Yulianto, A. D. 2017. *Pengaruh harga, kualitas produk dan kualitas layanan terhadap kepuasan pelanggan Kentucky Fried Chicken (KFC) Surabaya*. Diss. STIE Perbanas Surabaya.
- Zaenuri, M. 2012. *Perencanaan Strategis Kepariwisata Daerah: Konsep dan Aplikasi*. e-Gov Publishing. Yogyakarta.
- Zainal, M. S., dan M. Ahmed. 2020. Tourist satisfaction and its determinants: evidence from a tourist destination in Malaysia. *International Journal of Tourism Research*. 22(2): 184-195.
- Zeithaml, V. A. 1988. Consumer perceptions of price, quality, and value: A means-end model and synthesis of evidence. *Journal of Marketing*. 52(3): 2-22.
- Zeithaml, V. A., L. L. Berry, dan A. Parasuraman. 1996. The behavioral consequences of service quality. *Journal of Marketing*. 60(2): 31-46.
- Zhang, H., dan Y. Wu. 2021. The impact of tourist facilities on tourist satisfaction and revisit intentions: a case study of nature-based tourism. *Journal of Outdoor Recreation and Tourism*. 36: 100-112.