

## BIBLIOGRAPHY

- Goeldner, Charler, R and Ritchie, J. R. Brent. 2012. *Tourism: Principles, Practices, Philosophies*. Twelfth Edition. John Wiley & Sons, Inc. New Jersey
- Hair, Joseph, F., Black, William, C., Babin, Barry, J. and Anderson, Rolph, E. 2014. *Multivariate Data Analysis*. Seventh Edition. Pearson Education Limited.
- Hair, Joseph, F., Wolfinbarger, Mary, F., Ortinau, David, J. & Bush, Robert, J. 2010. *Essential of Marketing Research*. Second Edition. McGraw-Hill Irwin.
- Irawan, Popi. 2015. "Kepuasan Wisatawan terhadap Destinasi Wisata di Kab. Gunung Kidul: Penerapan Model HOLSAT (Holiday Satisfaction)". *Laporan Penelitian Program Studi Pariwisata Tahun 2014*. Program Studi Pariwisata, Fakultas Ilmu Budaya, Universitas Gadjah Mada. unpublished
- Maholtra, Nareskh, K. and Briks, David, F. 2006. *Marketing Research: An Applied Approach*. Prentice Hall
- Medlik, S. 2003. *Dictionary of Travel, Tourism and Hospitality*. Third Edition. Oxford Amsterdam.
- Peter, J Paul and Olson, C. Jerry. 2010. *Consumer Behavior & Marketing Strategy*. Ninth Edition. McGraw-Hill Irwin.
- Sekaran, Uma. 2003. *Research Methods For Business: A Skill Building Approach*. John Wiley and Sons.
- Sumaedi. Sik., Bakti. I Gede Mahatma Yuda., Astrini. Nidya Judhi., Rakhmawati. Tri., Widiarti. Tri. and Yarmen. Medi. 2014. *Public Transport Passengers' Behavioural Intentions: Paratransit in Jabodetabek-Indonesia*. Springer Brief in Business.
- Tourism Office of Yogyakarta Special Region. 2013, *Statistik Kepariwisata 2012*. Yogyakarta
- Truong, Thuy-Huong and Gebbie, Peter John. 2007. "Market Segmentation of Australian Tourists in Vietnam: An Application of the HOLSAT Model". *Tourism Management in the 21<sup>st</sup> Century*. Chang, Peter R. (Ed). New York: Nova Science Publishers, Inc.
- Wardiyanta. 2010. *Metode Penelitian Pariwisata*. Andi Publisher. Yogyakarta

### Internet Resources: Digital Archieves

Angelova, Biljana, and Zekiri, Yusuf.. 2011. "Measuring Customer Satisfaction with Service Quality Using American Customer Satisfaction Model (ACSI Model)". *International Journal of Academic Research in Business and Social Sciences*, October 2011, Vol. 1, No. 3.

Retrieved from: <http://www.hrmars.com/admin/pics/381.pdf>. in 12 March 2015

Boediman, S, F. & Agie, R. W. M, P. 2013. "Studi Tingkat Daya Saing Destinasi Pariwisata Budaya di Indonesia, Kasus Kota Yogyakarta.". *Hasil penelitian Dosen Pemula 2013*. Sekolah Tinggi Pariwisata Trisakti. Unpublished  
Retrieved from: [http://www.stptrisakti.ac.id/puslit/penelitian/artikel\\_surya.pdf](http://www.stptrisakti.ac.id/puslit/penelitian/artikel_surya.pdf) .  
in: 20 September 2014

Chaohui Wang, Lu Lin, and Xia Qiaoyun. 2012. "Impact of Tourists' Perceived Value on Behavioral Intention for Mega Events: Analysis of Inbound and Domestic Tourists at Shanghai World Expo". *Chinese Geographical Science*, 2012 Vol. 22 No. 6. Retrieved from:  
<http://egeoscienc.neigae.ac.cn/fileup/PDF/220610.pdf> .in: 9 January 2015.

Churchill, Gilbert A. and Surprenant, Carol. 1982. "An Investigation Into the Determinants of Customer Satisfaction". *Journal of Marketing Research*, Vol XIX, November 1982. Retrieved from:  
[http://www.geocities.ws/matthew\\_lau2002/Downloads/Satisfaction\\_churchill.pdf](http://www.geocities.ws/matthew_lau2002/Downloads/Satisfaction_churchill.pdf)  
. in 12 March 2015

Clemes, Michael D., Wu Jonathan Hung-Che., Hu Bai-Ding, and Gan Christopher. 2009. "An Empirical Study of Behavioral Intentions in The Taiwan Hotel Industry". *Innovative Marketing*. Volume 5, Issue 3. Retrieved from:  
[http://businessperspectives.org/journals\\_free/im/2009/im\\_en\\_2009\\_3\\_Gan.pdf](http://businessperspectives.org/journals_free/im/2009/im_en_2009_3_Gan.pdf) in: 5 March 2015

Eberman, Lindsey., and Kahanov, Leamor. 2011. "Defining Outcomes and Creating Assessment Tools for AT Education, Part 2". *International Journal of Athletic Therapy & Training*, January 2011. Retrieved from:  
[:http://www.humankinetics.com/acucustom/sitename/Documents/DocumentItem/12EbermanAtEd.pdf](http://www.humankinetics.com/acucustom/sitename/Documents/DocumentItem/12EbermanAtEd.pdf) . in: 12 March 2015

Israel, Glenn, D. 2013. "Determining Sample Size", *Agricultural Education and Communication Department, UF/IFAS Extension*. University of Florida. Retrieved from <http://edis.ifas.ufl.edu/pdf/pd/pd00600.pdf> in 17 January 2015.

Kuruuzum, Ayse. and Koksai, Can Denis. 2010. "The Impact Of Service Quality On Behavioral Intention In Hospitality Industry" *International Journal Of Business And Management Studies*. Vol 2, No 1, 2010. Retrieved from: [http://www.sosbilko.net/journal\\_IJBM/archives/2010\\_1/02ayse\\_kuruuzum.pdf](http://www.sosbilko.net/journal_IJBM/archives/2010_1/02ayse_kuruuzum.pdf) in 8 February 2015

Lather, Anu Singh., Singh, Reena. & Singh.K, Ajay., 2012. "Comparing the Level of Expectation and Satisfaction of Indian and Foreign Adventure Tourists Visiting India". *Applied Studies in Agribusiness and Commerce*. Agroinform Publishing House, Budapest. Retrieved from: <http://ageconsearch.umn.edu/bitstream/138111/2/1COMPARING%20THE%20LEVELS.pdf> in 23 January 2015.

Meimand Sajad Ebrahimi., Zainab Khalifah., and Hadi Ganjalikhan Hakemi. 2013. "Expectation and Experience Gap for Japanese Travelers Visiting Malaysian Homestay, Utilizing Holiday Satisfaction Model". *Indian Journal of Science and Technology*, Vol 6(12), December 2013. Retrieved from: <http://www.ischolar.in/index.php/indjst/article/viewFile/43623/35039>. in 20 September 2014

Okkelo, Moses Makonjio, and Yerian, Sarah. 2009. "Tourist satisfaction in relation to attractions and implications for conservation in the protected areas of the Northern Circuit, Tanzania". *Journal of Sustainable Tourism*, Vol. 17, No. 5, September 2009. Retrieved from: <http://marno.lecture.ub.ac.id/files/2012/01/kepuasann-wisatawan-wanawisata.pdf> in: 13 March 2015

Pizam, Abraham., Neumann, Yoram., and Reichel, Arie. 1978. "Dimension Of tourist Satisfaction With A Destinatio Area". *Annals of Tourism Research*, July/Sept 1978. Retrieved from: <http://www.cotsa.com/Services/FileAttachment.ashx?AttachmentID=3813> in 5 March 2015

Pramesti, A. and Pramono, H. 2012. "Prospek dan Upaya Pengembangan Pariwisata Cavetubing Gua Pindul di Desa Bejiharjo Kecamatan Karangmojo Kabupaten Gunungkidul Provinsis Daerah Istimewa Yogyakarta". *Geo Educasia - SI*. Tahun I, Vol III, Tahun 2012, Retrieved from: <http://eprints.uny.ac.id/8536/>. In 20 September 2014.

Rani. Z.M., Othman. N., and Ahmad. K. N. 2015. "The Role of Perceived Authenticity as the Determinant of Revisit Heritage Tourism Destination in Penang". In: Radzi, Salleh Mohd., Sumarjan, Norzuwana., Chik, Chemah

- Tamby., Zahari, Mohd Salehuddin Mohd., Mohi, Zurinawati., Bakhtiar, Mohd Faez Saiful., and Anuar, Faiz Izwan (Eds). *Theory and Practice in Hospitality and Tourism Research*. CRC Press, Taylor & Francis Group, London.
- Salleh, Munir., Omar, Khatijah., Yaakop, Azizul Yadi., and Mahmmod, Ahmad Ramli. 2013. "Tourist Satisfaction in Malaysia". *International Journal of Business and Social Science*, Vol. 4 No. 5; May 2013. Retrieved from: [http://www.ijbssnet.com/journals/Vol\\_4\\_No\\_5\\_May\\_2013/25.pdf](http://www.ijbssnet.com/journals/Vol_4_No_5_May_2013/25.pdf) . in 11 March 2015
- Sophie, Price and Driscoll, C, O. 2010. "Perception of Risk in Irelands Emerging Adventure Tourism Industry". *THRIC-2010-Full-Paper*. Retrieved from : <http://www.shannoncollege.com/wp-content/uploads/2009/12/THRIC-2010-Full-Paper-C.-ODriscoll-and-S.-Price.pdf> . in 20 September 2014
- Torres, Ana Isabel. 2012. "Measuring Internet Commerce Experience and Valuing Networked Customers: A Structural Modeling Approach". *Thesis*. Faculdade de Economica, Universidade do Porto. Retrieved from : <http://repositorio-aberto.up.pt/bitstream/10216/76199/2/15593.pdf> in: 16 February 2015.
- Tran Thi Ai Cam, 2011. "Expaining Tourist Satisfaction and Intention to Revisit Nha Trang, Vietnam". *Master Thesis*. The Norwegian College of Fishery Science University of Tromso, Norway & Nha Trang University, Vietnam. Retrieved from <https://www.ub.uit.no/munin/handle/10037/3782?locale-attribute=en> . in 20 September 2014
- Tribe, John and Snaith, Tin. 1998. "From SERVQUAL to HOLSAT: Holiday Satisfaction in Varadero, Cuba". *Tourism Management*. Vol. 19, No. I, pp. 25-34. 1998. Elsevier Ltd. Retrieved from : <http://myweb.ncku.edu.tw/~cfchen99/using%20HOLSAT%20to%20evaluate%20tourist%20satisfaction%20at%20destinations.pdf> .in 23 January 2015
- Truong, Tuy-Huong and Foster, David. 2006. "Using HOLSAT to evaluate tourist satisfaction at destinations: The case of Australian holidaymakers in Vietnam". *Tourism Management* 27, 2006. Elsevier. Retrieved from: <http://www.sciencedirect.com/science/article/pii/S0261517705000579> in 20 September 2014
- Valle, Patricia Oom do., Silva, Joao Albino., Mendes, Julio., and Guerreiro, Manuela. 2006. "Tourist Satisfaction and Destination Loyalty intention: A Structural and Categorical Analysis". *Int. Journal of Business Science and Applied*

*Management*, Volume 1, Issue 1, 2006. Retrieved from:: <http://www.business-and-management.org/paper.php?id=3> . in 11 March 2015

Williams. Brett., Brown. Ted., and Onsmann., Andrys. 2012. "Exploratory Factor Analysis: A Five-Step Guide For Novices". *Journal of Emergency Primary Health Care (JEPHC)*, Vol. 8, Issue 3, 2010 - Article 990399. Retrieved from: <http://ro.ecu.edu.au/cgi/viewcontent.cgi?article=1373&context=jephc> in 5 March 2015

Xiaojuan Yu, 2012. "Co-Producing the Nature Based Adventure Tourism Experience: Tourist, Environment and Management Contributions" *Dissertation*. Graduate College, University of Illinois at Urbana-Champaign Retrieved from: [https://www.ideals.illinois.edu/bitstream/handle/2142/34405/Yu\\_Xiaojuan.pdf?sequence=1](https://www.ideals.illinois.edu/bitstream/handle/2142/34405/Yu_Xiaojuan.pdf?sequence=1) . in 20 September 2014

Zvesdanova, R. 2011. "Pengaruh Solo Batik Carnival Terhadap Niat Untuk Menyaksikan Kembali (Behavioral Intention) Dengan Kepuasan Wisatawan Sebagai Variabel Mediasi". *Undergraduate Thesis*. Fakultas Ekonomi, Universitas Sebelas Maret, Surakarta. Retrieved from: <http://eprints.uns.ac.id/5622/> . in 10 January 2015.

### **Internet Resources: Web Pages**

Atmaja. 3 January 2015. "Goa Pindul Membludak, Operator Wisata Kurang Sigap". *Kabar Handayani* <http://kabarhandayani.com/goa-pindul-membludak-operator-wisata-kurang-sigap/> . accessed on 7 January 2015

Desa Wisata Bejiharjo. "Ekosistem Karst Ornamen dan Keindahan Goa". Retieved from: <http://desawisatabejiharjo.net/ornamen-dan-keindahan-go.html> . in 1 February 2015

Desa Wisata Bejiharjo. "Goa Pindul Wisata Petualangan": <http://desawisatabejiharjo.net/goa-pindul-wisata-petualangan.html> . accessed on 1 February 2015

Desa Wisata Bejiharjo . "Lokasi Goa Pindul". <http://desawisatabejiharjo.net/lokasi-go-pindul.html> accessed on 2 February 2015

- Desa Wisata Bejiharjo . “Menikmati Sensasi Cave Tubing di Gua Pindul”  
<http://desawisatabejiharjo.net/cave-tubing-go-pindul.html> . accessed on 1 February 2015
- Desa Wisata Bejiharjo . “Paket Body Rafting Sungai Oyo”.  
<http://desawisatabejiharjo.net/paket-wisata-body-rafting-sungai-oyo.html> .  
accessed on 1 February 2015
- Desa Wisata Bejiharjo . “Paket Caving Goa Pindul”.  
<http://desawisatabejiharjo.net/paket-go-pindul.html>. accessed on 1 February 2015
- Desa Wisata Bejiharjo. “Paket Outbound Goa pindul”.  
<http://desawisatabejiharjo.net/outbound-go-pindul.html> . accessed on 1 February 2015
- Desa Wisata Bejiharjo . “Paket Susur Goa Gelatik”.  
<http://desawisatabejiharjo.net/paket-go-gelatik.html> . accessed on 1 February 2015
- Desa Wisata Bejiharjo. “Profil Desa Wisata Bejiharjo”.  
<http://desawisatabejiharjo.net/profil-pengelola-go-pindul> . accessed on 1 February 2015
- Sandra, Rosalia. 2 January 2014. “Omzet Per Pokdarwis Goa Pindul Minimal Rp 2 Milyar”. *Sorot Gunungkidul*. <http://sorotgunungkidul.com/berita-gunungkidul-4418-omzet-per-pokdarwis-go-pindul-minimal-rp-2-milyar.html> . accessed on 7 January 2015
- Sandra, Rosalia. 01 January 2015 “Duuh... Goa Pindul Penuh Sesak, Pengunjung Tak Dibatasi”. *Sorot Gunungkidul* /<http://www.sorotgunungkidul.com/berita-gunungkidul-10336-duuh-go-pindul-penuh-sesak-pengunjung-tak-dibatasi.html> Accessed on 11 May 2015
- Sandra, Rosalia. 02 January 2015. “Pengunjung Bulat, Pokdarwis Dituding Mengada-Ada” .*Sorot Gunungkidul*: <http://www.sorotgunungkidul.com/berita-gunungkidul-10342-pengunjung-bulat-pokdarwis-dituding-mengadaada.html> . accessed on 15 January 2015

## **Interview Source**

*Interview with Subagyo, Gunungkidul, Yogyakarta, 4 January 2015*