

DAFTAR PUSTAKA

- Arnould, E., Price, L. L., dan Tierney, P. 1998. Communicative Staging of The Wilderness Servicescape. *Service Industries Journal*, Volume 18, 90-115.
- Babin, B. J., Lee, Y. K., Kim, E. F., dan Griggin, M. 2005. Modeling Consumer Satisfaction and Word-of-Mouth: Restaurant Patronage in Korea. *Journal of Services Marketing*, Volume 19(2), (133-139).
- Berger, Jonah. 2014. Word of mouth and Interpersonal Communication: a Review and Directions for Future Research. *Journal of Consumer Psychology* Volume 24 (586-607).
- Bitner, Mary Jo. 1992. Serviscape: The Impact of Physical Surrounding on Customers and Employees. *Journal of Marketing*. Volume 56 (4)(57-74).
- Boley, Bynum B. Vincent P. Magnini. Tracy L. Luten. 2013. Social Media Picture Posting and Souvenir Purchasing Behavior : Some Initial Findings. *Tourism Management*. Volume 37 : (27-30).
- Bungin, Burhan. 2005. *Metodologi Penelitian Kuantitatif: Komunikasi, Ekonomi, dan Kebijakan Publik Serta Ilmu-ilmu Sosial Lainnya*. Edisi Pertama. Jakarta: Kencana Prenada Media Group.
- Chalfen, R. M. 1979. Photograph's role in tourism: some unexplored relationships. *Annals of Tourism Research*. Volume 6(4). (435-447).
- Chen, Fu-Ching. Dun Chun Tsai. 2006. How destination image and evaluative factors affect behavioral intentions?. *Tourism management*. Volume 28. (1115-1122).
- Chin, W.W. 1998. The Partial Least Squares Approach for Structural Equation Modelling. Dalam marcoulides, G.A (Ed), *Modern Methods for Business Research*, Lawrence Erlbaum, Mahwah, NJ, pp. 295-336
- Cooper, Donald R. Pamela S. Schindler. 2014. *Business Research Methods. Twelfth edition*. New York: McGrawhill education.
- Cronin,J.J., Jr., dan Taylor, S.A. 1992. Measuring Service Quality: a Reexamination and Extension. *Journal of Marketing*, Volume 56,(55-68)
- Cutler, S., dan Carmichael, B. 2010. The Dimensions of the Tourist Experience. Dalam M.Morgan, L. Lugosi dan J.R.B Ritchie (Eds), *The tourism and leisure*

- experience: Consumer and Managerial Perspectives* (pp. 3-26). UK: Channel View Publication (Online)
- Dong,Ping. Noel Yee-Man Siu. 2013. Servicescape Elements, Customer Predispositions and Service Experience : The Case of Theme Park Visitors. *Journal Tourism Management*. Volume 36. (541-551).
- Fisk, Raymond. Stephen Grove, Joby John. 2008. *Interactive Services Marketing. Interactive Services Marketing*. Third edition. Boston. Houghton Mifflin Company.
- Fluker, M., dan Turner, L. 2000. Needs, Motivations, and Expectations of a Commercial Whitewater Rafting Experience. *Journal of Travel Research*, Volume 38 (4), (380-389).
- Ghozali, Imam. 2011. *Structural Equation Modeling edisi 3 metode alternatif dengan partial least square (PLS)*. Semarang:Universitas Diponegoro.
- Green, M. C., dan Brock, T. C. 2000. The Role of Transportation in the Persuasiveness of Public Narratives. *Journal of Personality and Social Psychology*. Volume 79,(701-721).
- Gwinner, K., Gremler, D., dan Bitner, M. J. 1998. Relational Benefits in Services Industries: the Customer's Perspective. *Journal of the Academy of Marketing Science*. Volume 26(2). (101-114).
- Hair, J.F., William, C.B., Barry J.B., Ralph E.A., dan Ronald L.T. 2010. *Multivariate Data Analysis : Seventh Edition*. New Jersey: Pearson Education, Inc.
- Harris, L. C., dan Ezeh, C. 2008. Servicescape and Loyalty Intentions: an Empirical Investigation. *European Journal of Marketing*, Volume 42(3/4).(390-422).
- Hawkins, Del L. David L. Mothersbaugh. 2013. *Consumer behavior building marketing strategy*. Twelfth edition. Newyork:Mcgraw-hill irwin.
- Higgins, E. T. 2006. Value from Hedonic Experience and Engagement. *Psychological Review*. Volume 113(3), (439-460).
- Hirschman, E., dan Holbrook, M. 1982. Hedonic Consumption: Emerging Concepts, Methods and Propositions. *Journal of Marketing*. Volume 46(3), (92-101).
- Ho, Pamela. John Ap. 2009. *Tourism and Hospitality Studies Theme Park and Attractions Manual on Elective II*. The government of the Hongkong Special

Administrative Region. (Online)
(www.edb.gov.hk/.../theme_parks_english.pdf, diakses 10 Desember 2014)

Hui, Tak kee. Daivid Wan. Alvin Ho. 2007. tourists' satisfaction, recommendation and revisiting Singapore. *Tourism management*. Volume 28. (965-975).

Hurlock, Elizabeth B. 1980. *Psikologi Pengembangan*. Edisi Kelima Jakarta: Penerbit Erlangga

Iser, W. 1993. *The Fictive and the Imaginary: Charting the Literary Anthropology*. Baltimore: John Hopkins University Press

Indriantoro, Nur. Bambang Supomo. 2002. *Metodologi penelitian bisnis untuk akuntansi dan manajemen*. Cetakan keempat edisi pertama. Yogyakarta:penerbit BPFE-Yogyakarta.

Jogiyanto. 2011. *Konsep dan Aplikasi SEM Berbasis Varian dalam Penelitian Bisnis*. Yogyakarta: UPP STIM YKPN.

Kim, S., dan Littrell, M. A. 1999. Predicting Souvenir Purchase Intentions. *Journal of Travel Research*. Volume 38.(153-162).

Kim, Woo Gon. Yun Ji Moon. 2009. Customers' cognitive, emotional, and actionable response to the servicescape: A test of the moderating effect of the restaurant type. *International journal of hospitality management*. Volume 28 (144-156)

Kotler, Philip. Gerry, Armstrong. 2012. *Principles of Marketing fourteenth edition*. Harlow:Pearson

----- Kevin Lane Keller. 2012. *Marketing Management*. Fourteen Edition. New Jersey: Prentice Hall.

----- Kevin Lane Keller. 2013. *Marketing Management*. 14e edition .Horizon Edition. Harlow:Pearson Education Limited.

Kuncoro,Mudrajad.2003.*Metode riset untuk ekonomi dan Bisnis*.Jakarta.Erlangga.

Lam, W. Long. Ka Wai Chan. Davis Fong. Freda Lo. 2011. Does the look matter ? The impact of casino servicescape on gaming customer satisfaction, intention to revisit and desire to stay.*International Journal of Hospitality Management*. Vol. 30 (558-567)

- Li, E., Belk, R., dan Joy, A. 2008. Disney dreams in China. Dalam Angela Y. Lee, dan Dilip Soman (Eds.). *Advances in consumer research*, Vol. 35 (pp. 877). Duluth, MN: Association for Consumer Research.
- Lin, I. Y. 2004. Evaluating a Servicescape: the Effect of Cognition and Emotion. *International Journal of Hospitality Management*, Volume 23(2), (163-178).
- dan Pamela J. Brown. 1993. What Makes a Craft Souvenir Authentic? *Annals of Tourism Research*. Volume 20: (197-215).
- Lentell, Robert. 2000. Untagling the tangibles: “physical evidence” and customer satisfaction in local authority leisure centers. *Managing Leisure* 5. P 1-16.
- Littrel, Mary Ann. Luella F. Anderson. 1995. Souvenir Purchase Behavior of Women Tourists. *Annals of Tourism Research*. Volume 22. No. 2 (328-348).
- Lo, I. S., McKercher, B., Lo, A., Cheung, C., & Law, R. 2011. Tourism and Online Photography. *Tourism Management*. Volume 32(4), (725-731).
- Lovelock, Christopher. Jochen Wirtz. Jack Mussry. 2010. *Pemasaran Jasa Manusia, Teknologi, Strategi perspektif Indonesia*. Edisi Ketujuh.Jakarta:Erlangga.
- Jochen Wirtz.2011.*Services Marketing: People, Technology, Strategy*. Seventh Edition. NewJersey: Pearson Education, Inc.
- Jochen Wirtz. Patricia Chew. 2012. *Essential of Service Marketing*. Second Edition. Singapore: Pearson Education South Asia Pte Ltd.
- Lucas, A. F. 2003. The Determinants and Effects of Slot Servicescape Satisfaction in a Las Vegas Hotel Casino. *UNLV Gaming Research & Review Journal*, Volume 7 (1).
- Malhotra, Naresh K. 1993. *Marketing Research : An Applied Orientation*. New Jersey: Prentice-Hall,Inc.
- 2010. *Marketing Research : An Applied Orientation Sixth Edition*. New Jersey: Pearson Education
- Martin, Brett A. S.2004. Using the Imagination: Consumer Evoking and Thematizing of the Fantastic Imaginary.*Journal of Consumer Research*.Volume 31.(136-149).
- Miller, D., Hadjimarcou, J., dan Miciak, A. 2000. A Scale for Measuring Advertising Evoked Mental Imagery. *Journal of Marketing Communications*, Volume 6,(1-20).

- Milman A .2008. Theme park tourism and management strategy. Dalam Woodside AG and Martin D(eds) *Tourism Management: Analysis, Behavior, and Strategy*. Cambridge, MA: CABI, pp. 218–231
- , Xu Li. Youcheng Wang. Qiuyang Yu. 2012. Examining the Guest Experience in Themed Amusement Parks: Preliminary Evidence from China. *Journal Of Vacation Marketing*.Volume 18 (4).(313-325).
- Nguyen, Nha. 2006. The collective impact of service workers and servicescape on the corporate image formation. *Hospitality management*. Volume 25 (227-244)
- Peters, K. 2011.Negotiating the‘Place’ and‘Placement’ of Banal Tourist Souvenirs in the Home. *Tourism Geographies*. Volume 13(2), (234-256).
- Rimé, B. 2009. Emotion Elicits the Social Sharing of Emotion: Theory and Empirical Review. *Emotion Review*. Volume 1. (60–85).
- Sekaran,Uma. Robert Bougie.2013. *Research Method for Business: a Skill Building Approach*. Sixth edition. Chichester :John Wiley & Sons.
- Singarimbun, Masri.1995. *Metode Penelitian Survei*. LP3S, Jakarta
- Smith, Ralph W. 1987. Leisure of Disabled Tourist Barriers to Participation. *Annals of Tourism Research*. Volume 14. (376-389).
- Solomon, Michael R. 2011. *Consumer behavior: buying, having, and being* Ninth Edition. Newjersey: Pearson education.
- Sugiyono. 2004. *Metode Penelitian Bisnis*, CV. Alfabeta, Bandung.
- Swanson, K. K. Timothy, D. J. 2011. Souvenirs: Icons of Meaning, Commercialization and Commoditization. *Tourism Management*. Volume 33(3),(489- 499).
- ,Horridge, P. E. 2006. Travel Motivations as Souvenir Purchase Indicators. *Tourism Management*, Volume 27(4), (671-683).
- TEA/AECOM.2013.*Theme Index & Museum Index: The Global Attractions Attendance Report* dipublikasikan oleh Themed Entertainment Association (TEA)http://www.aecom.com/deployedfiles/Internet/Capabilities/Economics/documents/ThemeMuseumIndex_2013.pdf.

- Thomas, N. J. T. 1999. Are Theories of Imaginary, Theories of Imagination? An Active Perception Approach to Conscious Mental Content.*Cognitive Science*, Volume 23(2), (207-245).
- Tian Cole, Shu. John L Crompton. dan Victor L Willson. 2002. “An Empirical Investigation of the Relationship Between Service Quality, Satisfaction, and Behavioral Intentions among Visitors to Wildlife Refuge”.*Journal of Leisure Research*. Volume 34 No 1 (1-24).
- Tjiptono, Fandy.2005.*Pemasaran Jasa*.Edisi pertama.Malang.Bayu Publishing
- Tomas, Stacy R. John L Crompton dan David Scoot. 2003. “ Assesing Service Quality, and Benefit Sought Among Zoological Park Visitors”. *Journal of Park and Recreation Administration*. Volume 21 No 2 (105-124)
- Tu, R. (2004).*Beyond Service Quality and Expectation: the Critical Impact of Emotions and Service Experience on Customer Satisfaction* (Doctoral dissertation). ProQuest Dissertations & Theses database.
- Wakefield, K.L., Blodgett, J.G., 1996. The effect of the servicescape on customers' behavioral intentions in leisure service settings. *Journal of Services Marketing* 10 (6), 45–61.
- ,1999. Customer response to intangible and tangible service factors. *Psychology and Marketing* 16 (1), 51–68.
- Wattanakamolchai, Somyot. 2008. Managing Customer Participation in the Service Production Process. *BU Academic Review*. Volume 8.
- Wong, Kevin K.F.Pheobe W.Y. Cheung. 1999. Strategic theming in theme park marketing. *Journal of vacation marketing* Volume 5.
- Yamin, Sofyan, dan Heri Kurniawan. 2011. *Generasi Baru Mengolah Data Penelitian dengan Partial Least Square Path Modelling*.Jakarta :Salemba Infotek.
- Zeithaml, Valerie A. Mary Jo Bitner.Dwayne D Gremler.2009.*Services Marketing : Integrating Customer Focus Across the Firm*.Fifth Edition.New York. Mcgraw-hill Education.
- ,2013. *Services Marketing : Integrating Customer Focus Across the Firm*.Sixth Edition.New York. Mcgraw-hill Education.

Zikmund, William G. 2003. *Business Research Methods*. Seven Edition. Ohio.
Thomson Southwestern.

<http://travel.kompas.com/read/2014/10/11/160900027/Kualitas.Arena.Bermain.Harus.Penuhi.Standar> diakses 10 Desember 2014

http://facebook.com/permalink.php?story_fbid=552259541566521&id=4034943731
0970 diakses 10 Desember 2014

<http://mix.co.id/brand-insight/marketing-strategy/untuk-pertama-kalinya-theme-park-expo-digelar/> diakses 10 Desember 2014

