

DAFTAR PUSTAKA

- Abdullah, D., Hambali, M. E. R. M., Kamal, S. B. M., Din, N., & Lahap, J. (2016). Factors influencing visual electronic word of mouth (e-WOM) on restaurant experience. *Heritage, Culture and Society: Research Agenda and Best Practices in the Hospitality and Tourism Industry - Proceedings of the 3rd International Hospitality and Tourism Conference, IHTC 2016 and 2nd International Seminar on Tourism, ISOT 2016, December*, 519–524. <https://doi.org/10.1201/9781315386980-92>
- Akbar, M. M. (2014). A Causal Study on the Antecedents of Retail Shoppers' Repatronage Intention. *European Journal of Business and Management*, 6(4), 8–21.
- Assaker, G., & Hallak, R. (2013). Moderating Effects of Tourists' Novelty-Seeking Tendencies on Destination Image, Visitor Satisfaction, and Short- and Long-Term Revisit Intentions. *Journal of Travel Research*. <https://doi.org/10.1177/0047287513478497>
- Bowden, J. L. H., Gabbott, M., & Naumann, K. (2015). Service relationships and the customer disengagement – engagement conundrum. *Journal of Marketing Management*. <https://doi.org/10.1080/0267257X.2014.983143>
- Brodie, R. J., Hollebeek, L. D., Jurić, B., & Ilić, A. (2011). Customer engagement: Conceptual domain, fundamental propositions, and implications for research. *Journal of Service Research*. <https://doi.org/10.1177/1094670511411703>
- Brodie, R. J., Ilic, A., Juric, B., & Hollebeek, L. (2013). Consumer engagement in a virtual brand community. *An Exploratory Analysis*.
- Buhalis, D., & Sinarta, Y. (2019). Real-time co-creation and nowness service: lessons from tourism and hospitality. *Journal of Travel and Tourism Marketing*, 36(5), 563–582. <https://doi.org/10.1080/10548408.2019.1592059>
- Campo-Martínez, S., Garau-Vadell, J. B., & Martínez-Ruiz, M. P. (2010). Factors influencing repeat visits to a destination: The influence of group composition. *Tourism Management*. <https://doi.org/10.1016/j.tourman.2009.08.013>
- Cheng, T. M., & Lu, C. C. (2013). Destination Image, Novelty, Hedonics, Perceived Value, and Revisiting Behavioral Intention for Island Tourism. *Asia Pacific Journal of Tourism Research*. <https://doi.org/10.1080/10941665.2012.697906>
- Fungai, M. (2017). Factors Influencing Customer Repurchase Intention in the Fast Food Industry. A Case Study of Innscor Mutare, Zimbabwe. *Business & Social Sciences Journal (BSSJ)*. <https://doi.org/10.26831/bssj.2016.2.1.113-133>
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 23*. (Edisi 8). Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2018). Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25 Edisi 9. In *International Journal of Physiology*.
- Harmeling, C. M., Moffett, J. W., Arnold, M. J., & Carlson, B. D. (2017). Toward a theory of customer engagement marketing. *Journal of the Academy of Marketing Science*. <https://doi.org/10.1007/s11747-016-0509-2>
- Hollebeek, L. D., Glynn, M. S., & Brodie, R. J. (2014). Consumer brand engagement in social media: Conceptualization, scale development and validation. *Journal of Interactive Marketing*.

- <https://doi.org/10.1016/j.intmar.2013.12.002>
- Hollebeek, L. D., & Macky, K. (2019). Digital Content Marketing's Role in Fostering Consumer Engagement, Trust, and Value: Framework, Fundamental Propositions, and Implications. *Journal of Interactive Marketing*. <https://doi.org/10.1016/j.intmar.2018.07.003>
- Ibzan, E., Balarabe, F., & Balarabe, J. (2016). Consumer satisfaction and repurchase intentions. *Developing Country Studies*, 6(2), 96–100. <http://www.iiste.org/Journals/index.php/DCS/article/view/28624>
- Islam, J. U., Hollebeek, L. D., Rahman, Z., Khan, I., & Rasool, A. (2019). Customer engagement in the service context: An empirical investigation of the construct, its antecedents and consequences. *Journal of Retailing and Consumer Services*, 50(April), 277–285. <https://doi.org/10.1016/j.jretconser.2019.05.018>
- Jalilvand, M. R., & Samiei, N. (2012). The effect of electronic word of mouth on brand image and purchase intention: An empirical study in the automobile industry in Iran. *Marketing Intelligence and Planning*. <https://doi.org/10.1108/02634501211231946>
- Khan, I., & Rahman, Z. (2017). Development of a scale to measure hotel brand experiences. *International Journal of Contemporary Hospitality Management*. <https://doi.org/10.1108/IJCHM-08-2015-0439>
- Kotler, P., & Armstrong, G. (2012). Principles of Marketing Global. In *USE: Pearson Education*.
- Kurniawan, C. N. (2020). Review Integratif Mengenai Pandemi Covid-19 Dan Dampaknya Terhadap Industri Minuman Kopi. *Seminar Nasional Administrasi Bisnis Dan Manajemen*.
- Li, M., & Hsu, C. H. C. (2018). Customer participation in services and employee innovative behavior: The mediating role of interpersonal trust. *International Journal of Contemporary Hospitality Management*. <https://doi.org/10.1108/IJCHM-08-2016-0465>
- Litvin, S. W., Goldsmith, R. E., & Pan, B. (2008). Electronic word-of-mouth in hospitality and tourism management. *Tourism Management*, 29(3), 458–468. <https://doi.org/10.1016/j.tourman.2007.05.011>
- Luo, S. J., & Hsieh, L. Y. (2013). Reconstructing revisit intention scale in tourism. *Journal of Applied Sciences*. <https://doi.org/10.3923/jas.2013.3638.3648>
- Mahrous, A. A., & Abdelmaaboud, A. K. (2017). Antecedents of participation in online brand communities and their purchasing behavior consequences. *Service Business*. <https://doi.org/10.1007/s11628-016-0306-5>
- Mark, camilleri, Ra, R., & Buhalis, D. (2020). *Call for Chapters Consumer Engagement in Tourism and Hospitality : April*.
- McNulty, J. (2013). No Title. *הנושע עליך מזכ תמונה הקיווי ענקי*, 66(1997), 37–39.
- Nusair, K. K., Bilgihan, A., Okumus, F., & Cobanoglu, C. (2013). Generation Y travelers' commitment to online social network websites. *Tourism Management*. <https://doi.org/10.1016/j.tourman.2012.05.005>
- Petrick, J. F., Morais, D. D., & Norman, W. C. (2001). An examination of the determinants of entertainment vacationers' intentions to revisit. *Journal of Travel Research*. <https://doi.org/10.1177/004728750104000106>
- Pupuani, N., & Sulistyawati, E. (2013). PENGARUH BAURAN PEMASARAN TERHADAP KEPUASAN KONSUMEN DAN PERILAKU PEMBELIAN

- ULANG (STUDI KASUS PADA PRODUK PASTA GIGI MEREK PEPSODENT DI KOTA DENPASAR). *E-Jurnal Manajemen Universitas Udayana*.
- Riorini, S. V., & Widayati, C. C. (2015). Relationship Commitment Dan Customer Engagement: Stimulus Serta Konsekwensi Padakonsumen Pengguna Transportasi Darat. *Mix: Jurnal Ilmiah Manajemen*.
- Romero, J. (2017). Customer Engagement Behaviors in Hospitality: Customer-Based Antecedents. *Journal of Hospitality Marketing and Management*. <https://doi.org/10.1080/19368623.2017.1288192>
- Sashi, C. M. (2012). Customer engagement, buyer-seller relationships, and social media. *Management Decision*. <https://doi.org/10.1108/00251741211203551>
- Sekaran, U., & Bougie, R. (2016). Reserach Methods for Business. In Wiley.
- So, K. K. F., King, C., & Sparks, B. (2014). Customer Engagement With Tourism Brands: Scale Development and Validation. *Journal of Hospitality and Tourism Research*. <https://doi.org/10.1177/1096348012451456>
- So, K. K. F., King, C., Sparks, B. A., & Wang, Y. (2016). The Role of Customer Engagement in Building Consumer Loyalty to Tourism Brands. *Journal of Travel Research*. <https://doi.org/10.1177/0047287514541008>
- Sugiyono. (2017). MetodePenelitian Kuantitatif, Kualitatif dan R&D. Bandung: PT Alfabet. In Sugiyono. (2017). *MetodePenelitian Kuantitatif, Kualitatif dan R&D. Bandung: PT Alfabet*.
- Varga, A., Dlačić, J., & Vujičić, M. (2014). Repurchase Intentions in a Retail Store – Exploring the. *Ekonomski Vjesnik/Ekonviews*.
- Vivek, S. D., Beatty, S. E., & Morgan, R. M. (2012). Customer engagement: Exploring customer relationships beyond purchase. *Journal of Marketing Theory and Practice*. <https://doi.org/10.2753/MTP1069-6679200201>
- Wirtz, J., Ambtman, A. den, Bloemer, J., Horváth, C., Ramaseshan, B., Klundert, J. Van De, Canli, Z. G., Kandampully, J., & Published. (2013). MANAGING BRANDS AND CUSTOMER ENGAGEMENT IN ONLINE BRAND COMMUNITIES. *Journal of Service Management*.
- Yuniawati, Y., & Finardi, A. D. I. (2016). PENGARUH CUSTOMER EXPERIENCE TERHADAP REVISIT INTENTION DI TAMAN WISATA ALAM GUNUNG TANGKUBAN PERAHU. *THE Journal : Tourism and Hospitality Essentials Journal*. <https://doi.org/10.17509/thej.v6i1.2009>