

DAFTAR PUSTAKA

- Alegre, Joaquín, and Magdalena Cladera. (2006). "Repeat Visitation in Mature Sun and Sand Holiday Destinations." *Http://Dx.Doi.Org/10.1177/0047287505279005* 44(3):288–97. doi: 10.1177/0047287505279005.
- Ali, Faizan, Kisang Ryu, and Kashif Hussain. (2016). "Influence of Experiences on Memories, Satisfaction and Behavioral Intentions: A Study of Creative Tourism." *Journal of Travel & Tourism Marketing* 33(1):85–100. doi: 10.1080/10548408.2015.1038418.
- An, Wookhyun, and Silverio Alarcón. (2020). "How Can Rural Tourism Be Sustainable? A Systematic Review." *Sustainability* 2020, Vol. 12, Page 7758 12(18):7758. doi: 10.3390/SU12187758.
- Aoun, Joelle, Egidio Quaglietta, and Rob M. P. Goverde. (2023). "Roadmap Development for the Deployment of Virtual Coupling in Railway Signalling." *Technological Forecasting and Social Change* 189:122263. doi: 10.1016/J.TECHFORE.2022.122263.
- Asmelash, Atsbha Gebreegziabher, and Satinder Kumar. (2020). "Tourist Satisfaction-Loyalty Nexus in Tigray, Ethiopia: Implication for Sustainable Tourism Development." *Cogent Business & Management* 7(1). doi: 10.1080/23311975.2020.1836750.
- Balakrishnan, Janarthanan, Yogesh K. Dwivedi, F. Tegwen Malik, and Abdullah M. Baabdullah. (2023). "Role of Smart Tourism Technology in Heritage Tourism Development." *Journal of Sustainable Tourism* 31(11):2506–25. doi: 10.1080/09669582.2021.1995398.
- Bassellier, Geneviève, and Izak Benbasat. (2004). "Business Competence of Information Technology Professionals: Conceptual Development and Influence on IT-Business Partnerships." *MIS Quarterly: Management Information Systems* 28(4):673–94. doi: 10.2307/25148659.
- Becken, Susanne. (2007). "Tourists' Perception of International Air Travel's Impact on the Global Climate and Potential Climate Change Policies." *Journal of Sustainable Tourism* 15(4):351–68. doi: 10.2167/JOST710.0.
- Boes, Kim, Dimitrios Buhalis, and Alessandro Inversini. (2016). "Smart Tourism Destinations: Ecosystems for Tourism Destination Competitiveness." *International Journal of Tourism Cities* 2(2):108–24. doi: 10.1108/IJTC-12-2015-0032/FULL/XML.
- Buhalis, D., and A. Amaranggana. (2022). *A Smart Tourism Destinations. In Information and Communication Technologies in Tourism*. Germany: Springer: Berlin/Heidelberg,

Germany.

- Cetin, Gurel. (2020). "Experience vs Quality: Predicting Satisfaction and Loyalty in Services." *The Service Industries Journal* 40(15–16):1167–82. doi: 10.1080/02642069.2020.1807005.
- Chang, Sueting. (2022). "Can Smart Tourism Technology Enhance Destination Image? The Case of the 2018 Taichung World Flora Exposition." *Journal of Hospitality and Tourism Technology* 13(4):590–607. doi: 10.1108/JHTT-07-2020-0182/FULL/XML.
- Chen, Ching Fu, and Song Zan Chiou-Wei. (2009). "Tourism Expansion, Tourism Uncertainty and Economic Growth: New Evidence from Taiwan and Korea." *Tourism Management* 30(6):812–18. doi: 10.1016/J.TOURMAN.2008.12.013.
- Cheng, Yuqing, Fangbing Hu, Jingxin Wang, Guibin Wang, John L. Innes, Yiping Xie, and Guangyu Wang. (2022). "Visitor Satisfaction and Behavioral Intentions in Nature-Based Tourism during the COVID-19 Pandemic: A Case Study from Zhangjiajie National Forest Park, China." *International Journal of Geoheritage and Parks* 10(1):143–59. doi: 10.1016/J.IJGEOP.2022.03.001.
- Choi, Il Young, Young U. Ryu, and Jae Kyeong Kim. (2021). "A Recommender System Based on Personal Constraints for Smart Tourism City." *Asia Pacific Journal of Tourism Research* 26(4):440–53. doi: 10.1080/10941665.2019.1592765.
- Chung, Jin Young, and James F. Petrick. (2013). "Measuring Attribute-Specific and Overall Satisfaction with Destination Experience." *Asia Pacific Journal of Tourism Research* 18(5):409–20. doi: 10.1080/10941665.2012.658411.
- Coelho, Mariana de Freitas, Marlusa de Sevilha Gosling, and António Sérgio Araújo de Almeida. (2018). "Tourism Experiences: Core Processes of Memorable Trips." *Journal of Hospitality and Tourism Management* 37(December):11–22. doi: 10.1016/j.jhtm.2018.08.004.
- Enescu, Florentina Magda, Nicu Bizon, and Valeriu Manuel Ionescu. (2021). "Blockchain-a New Tehnology for the Smart Village." *Proceedings of the 13th International Conference on Electronics, Computers and Artificial Intelligence, ECAI 2021*. doi: 10.1109/ECAI52376.2021.9515017.
- Goo, Jahyun, C. Derrick Huang, Chul Woo Yoo, and Chulmo Koo. (2022). "Smart Tourism Technologies' Ambidexterity: Balancing Tourist's Worries and Novelty Seeking for Travel Satisfaction." *Information Systems Frontiers* 24(6):2139–58. doi:

10.1007/S10796-021-10233-6/TABLES/1.

- Gravill, Jane I., Deborah R. Compeau, and Barbara L. Marcolin. (2006). "Experience Effects on the Accuracy of Self-Assessed User Competence." *Information & Management* 43(3):378–94. doi: 10.1016/J.IM.2005.10.001.
- Hair, J. F., Hult G. T., & Ringle C. M., and Sarstedt M. (2017). "A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)." *Research Gate* 384.
- Hair, Joseph F., Jeffrey J. Risher, Marko Sarstedt, and Christian M. Ringle. (2019). "When to Use and How to Report the Results of PLS-SEM." *European Business Review* 31(1):2–24. doi: 10.1108/EBR-11-2018-0203/FULL/XML.
- Huang, C. Derrick, Jahyun Goo, Kichan Nam, and Chul Woo Yoo. (2017). "Smart Tourism Technologies in Travel Planning: The Role of Exploration and Exploitation." *Information & Management* 54(6):757–70. doi: 10.1016/J.IM.2016.11.010.
- Jeong, Miyoung, and Hyejo Hailey Shin. (2019). "Tourists' Experiences with Smart Tourism Technology at Smart Destinations and Their Behavior Intentions." <https://doi.org/10.1177/0047287519883034> 59(8):1464–77. doi: 10.1177/0047287519883034.
- Jin, Yanchun, and Yoonseo Park. (2019). "An Integrated Approach to Determining Rural Tourist Satisfaction Factors Using the IPA and Conjoint Analysis." *International Journal of Environmental Research and Public Health* 2019, Vol. 16, Page 3848 16(20):3848. doi: 10.3390/IJERPH16203848.
- Khoo-Lattimore, Catheryn, and Bruce Prideaux. (2013). "ZMET: A Psychological Approach to Understanding Unsustainable Tourism Mobility." *Journal of Sustainable Tourism* 21(7):1036–48. doi: 10.1080/09669582.2013.815765.
- Kim, Woo Gon, Chang Lee, and Stephen J. Hiemstra. (2004). "Effects of an Online Virtual Community on Customer Loyalty and Travel Product Purchases." *Tourism Management* 25(3):343–55. doi: 10.1016/S0261-5177(03)00142-0.
- Koo, Chulmo, Namho Chung, and Hee Woong Kim. (2015). "Examining Explorative and Exploitative Uses of Smartphones: A User Competence Perspective." *Information Technology and People* 28(1):133–62. doi: 10.1108/ITP-04-2013-0063/FULL/PDF.
- Kumar, Suneel, and Shekhar. (2020). "Technology and Innovation: Changing Concept of Rural Tourism-A Systematic Review." *Open Geosciences* 12(1):737–52. doi:

10.1515/GEO-2020-0183/ASSET/GRAPHIC/J_GEO-2020-0183_FIG_002.JPG.

- Lamsfus, Carlos, David Martín, Aurkene Alzua-Sorzabal, and Emilio Torres-Manzanera. (2015). "Smart Tourism Destinations: An Extended Conception of Smart Cities Focusing on Human Mobility." *Information and Communication Technologies in Tourism* 363–75. doi: 10.1007/978-3-319-14343-9_27.
- Lee, Hanna, Jimin Lee, Namho Chung, and Chulmo Koo. (2018). "Tourists' Happiness: Are There Smart Tourism Technology Effects?" *Asia Pacific Journal of Tourism Research* 23(5):486–501. doi: 10.1080/10941665.2018.1468344.
- Long, Nguyen Thanh, and Thanh Lam Nguyen. (2018). "Sustainable Development of Rural Tourism in an Giang Province, Vietnam." *Sustainability (Switzerland)* 10(4):1–20. doi: 10.3390/su10040953.
- Mahdiloo, Mahdi, Amir E. Andargoli, Mehdi Toloo, Charles Harvie, and Thach Thao Duong. (2023). "Measuring the Digital Divide: A Modified Benefit-of-the-Doubt Approach." *Knowledge-Based Systems* 261:110191. doi: 10.1016/J.KNOSYS.2022.110191.
- Marcolin, Barbara L., Deborah R. Compeau, Malcolm C. Munro, and Sid L. Huff. (2000). "Assessing User Competence: Conceptualization and Measurement." <https://doi.org/10.1287/isre.11.1.37.11782> 11(1):37–60. doi: 10.1287/ISRE.11.1.37.11782.
- Mitala, Aggeliki, Aggeliki Konstantoglou, Dimitris Folinas, and Thomas Fotiadis. (2022). "Smart Tourism Technologies: How Effective Are They for Millennial Tourists?" *Springer Proceedings in Business and Economics* 339–51. doi: 10.1007/978-3-030-92491-1_21.
- Munro, Malcolm C., Sid L. Huff, Barbara L. Marcolin, and Deborah R. Compeau. (1997). "Understanding and Measuring User Competence." *Information & Management* 33(1):45–57. doi: 10.1016/S0378-7206(97)00035-9.
- Ndou, Valentina, Gioconda Mele, Eglantina Hysa, and Otilia Manta. (2022). "Exploiting Technology to Deal with the COVID-19 Challenges in Travel & Tourism: A Bibliometric Analysis." *Sustainability (Switzerland)* 14(10):1–25. doi: 10.3390/su14105917.
- Neuman, William Lawrence. (2014). *Basics of Social Research*. Toronto: Pearson Canada.
- Ng, Kenneth Shiu Pong, Jose Weng Chou Wong, Dengming Xie, and Jingyan Zhu. (2023).

- “From the Attributes of Smart Tourism Technologies to Loyalty and WOM via User Satisfaction: The Moderating Role of Switching Costs.” *Kybernetes* 52(8):2868–85. doi: 10.1108/K-09-2021-0840/FULL/XML.
- Oh, Haemoon, Ann Marie Fiore, and Miyoung Jeong. (2007). “Measuring Experience Economy Concepts: Tourism Applications.” *Http://Dx.Doi.Org/10.1177/0047287507304039* 46(2):119–32. doi: 10.1177/0047287507304039.
- Orden-Mejía, Miguel, and Assumpció Huertas. (2022). “Analysis of the Attributes of Smart Tourism Technologies in Destination Chatbots That Influence Tourist Satisfaction.” *Current Issues in Tourism* 25(17):2854–69. doi: 10.1080/13683500.2021.1997942.
- Pai, Chen Kuo, Yumeng Liu, Sangguk Kang, and Anna Dai. (2020). “The Role of Perceived Smart Tourism Technology Experience for Tourist Satisfaction, Happiness and Revisit Intention.” *Sustainability 2020, Vol. 12, Page 6592* 12(16):6592. doi: 10.3390/SU12166592.
- Rahman, Imran. (2018). “Cultural Tourism: An Analysis of Engagement, Cultural Contact, Memorable Tourism Experience and Destination Loyalty.” *Tourism Management Perspectives* 26(April 2017):153–63. doi: 10.1016/j.tmp.2017.10.006.
- Sekaran, U. and Bougie, R. (2013). “Research Methods for Business: A Skill-Building Approach, Sixth Edition. John Wiley and Sons, New York.” *Journal of MultiDisciplinary Evaluation* (20):1–16.
- Shin, Hyejo Hailey, Miyoung Jeong, and Mi Hea Cho. (2021). “The Impact of Smart Tourism Technology and Domestic Travelers’ Technology Readiness on Their Satisfaction and Behavioral Intention: A Cross-Country Comparison.” *International Journal of Tourism Research* 23(5):726–42. doi: 10.1002/JTR.2437.
- Sugandini, Dyah, Mohamad Irhas Effendi, Priyo Susilo, Wan Suryani, Muafi, and Wirman Syafri. (2019). “Revisit Intention: The Study of Community Based Tourism.” *Quality - Access to Success* 20(173):100–106.
- Sugandini, Dyah, Hadi Oetomo, Sri Dwi Ari Ambarwati, Muktiarya Yodhatama, and Windy Anindya Pamuj. (2024). “The Influence of Smart Tourism Destinations on Revisit Intention.” *Journal of International Conference Proceedings* 6(6):427–36. doi: 10.32535/jicp.v6i6.2833.
- Sugathan, Praveen, and Kumar Rakesh Ranjan. (2019). “Co-Creating the Tourism Experience.” *Journal of Business Research* 100(December 2017):207–17. doi:

10.1016/j.jbusres.2019.03.032.

- Suhardi, and Ayu Wulandari. (2009). "Operability and Reliability Success Factors of Rural ICT Infrastructure." *Proceedings of the 2009 International Conference on Electrical Engineering and Informatics, ICEEI 2009* 2:371–75. doi: 10.1109/ICEEI.2009.5254711.
- Torabi, Zabih Allah, Mehdi Pourtaheri, Colin Michael Hall, Ayyoob Sharifi, and Fazlollah Javidi. (2023). "Smart Tourism Technologies, Revisit Intention, and Word-of-Mouth in Emerging and Smart Rural Destinations." *Sustainability (Switzerland)* 15(14):1–21. doi: 10.3390/su151410911.
- Torabi, Zabih Allah, Ali Asghar Shalbfian, Zaheer Allam, Zahed Ghaderi, Beniamino Murgante, and Amir Reza Khavarian-Garmsir. (2022). "Enhancing Memorable Experiences, Tourist Satisfaction, and Revisit Intention through Smart Tourism Technologies." *Sustainability 2022, Vol. 14, Page 2721* 14(5):2721. doi: 10.3390/SU14052721.
- Tse, David K., and Peter C. Wilton. (1988). "Models of Consumer Satisfaction Formation: An Extension." *Journal of Marketing Research* 25(2):204. doi: 10.2307/3172652.
- Usman, Hardius, and Nurdin Sobari. (2013). *Aplikasi Teknik Multivariate. Jakarta: Rajawali Pers*. Raja Grafindo Persada.
- Del Vecchio, Pasquale, and Giuseppina Passiante. (2017). "Is Tourism a Driver for Smart Specialization? Evidence from Apulia, an Italian Region with a Tourism Vocation." *Journal of Destination Marketing & Management* 6(3):163–65. doi: 10.1016/J.JDMM.2016.09.005.
- Wang, Qian, Shixian Luo, Jiao Zhang, and Katsunori Furuya. (2022). "Increased Attention to Smart Development in Rural Areas: A Scientometric Analysis of Smart Village Research." *Land*, Vol. 11, Page 1362 11(8):1362. doi: 10.3390/LAND11081362.
- Wirtz, Derrick, Justin Kruger, Christie Napa Scollon, and Ed Diener. (2003). "What to Do on Spring Break? The Role of Predicted, on-Line, and Remembered Experience in Future Choice." *Psychological Science* 14(5):520–24. doi: 10.1111/1467-9280.03455.
- Yoo, Chul Woo, Jahyun Goo, C. Derrick Huang, Kichan Nam, and Mina Woo. (2017). "Improving Travel Decision Support Satisfaction with Smart Tourism Technologies: A Framework of Tourist Elaboration Likelihood and Self-Efficacy." *Technological Forecasting and Social Change* 123:330–41. doi:

10.1016/J.TECHFORE.2016.10.071.

Yu, Ling, Pengjun Zhao, Junqing Tang, and Liang Pang.(2023). “Changes in Tourist Mobility after COVID-19 Outbreaks.” *Annals of Tourism Research* 98:103522. doi: 10.1016/J.ANNALS.2022.103522.

Zhang, Hongmei, Yan Wu, and Dimitrios Buhalis. (2018). “A Model of Perceived Image, Memorable Tourism Experiences and Revisit Intention.” *Journal of Destination Marketing & Management* 8:326–36. doi: 10.1016/J.JDMM.2017.06.004.

Zhang, Yuwen, Marios Sotiriadis, and Shiwei Shen. (2022). “Investigating the Impact of Smart Tourism Technologies on Tourists’ Experiences.” *Sustainability (Switzerland)* 14(5):3048. doi: 10.3390/SU14053048/S1.