

TOURIST SATISFACTION AND REVISIT INTENTION: THE ROLE OF ATTRACTION, ACCESSIBILITY, AND FACILITIES OF WATER PARK TOURISM

Aceng Gima SUGIAMA * 

Commerce Departement, Politeknik Negeri Bandung, Bandung, Indonesia, e-mail: gima.sugiama@polban.ac.id

Dwi SUHARTANTO 

Commerce Departement, Politeknik Negeri Bandung, Bandung, Indonesia, e-mail: dwi.suhartanto@polban.ac.id

Carol Yirong LU 

Department of International Business, Chung Yuan Christian University, ChungLi District, Taoyuan City, Taiwan, e-mail: nuu.edu.tw

I Wayan REDIYASA 

Tourism Departement, Politeknik Omna Trisakti Chandra, Bali, Indonesia, e-mail: direktur@poltektoc.ac.id

Reggy Pramudya SULAEMAN 

Commerce Departement, Politeknik Negeri Bandung, Bandung, Indonesia, e-mail: reggy.pramudya.mas19@polban.ac.id

Flora Maria RENALDA 

Commerce Departement, Politeknik Negeri Bandung, Bandung, Indonesia, e-mail: flora.maria.mas19@polban.ac.id

Citation: Sugiama, A.G., Suhartanto, D., LU, C.Y., Rediyasa, I.W., Sulaeman, R.P., & Renalda, F.M. (2024). TOURIST SATISFACTION AND REVISIT INTENTION: THE ROLE OF ATTRACTION, ACCESSIBILITY, AND FACILITIES OF WATER PARK TOURISM. *GeoJournal of Tourism and Geosites*, 52(1), 257–266. <https://doi.org/10.30892/gtg.52125-1202>

Abstract: Although it is crucial to investigate the effect of tourism components on satisfaction and revisit intention, there has not been any similar study that specifically explores the perception of young tourists visiting water parks. This study aims to investigate the effect of attraction, accessibility, and facilities on satisfaction and revisit intention. Using quantitative research methods with 269 young water park tourists, the data were analyzed by using SEM-PLS modeling. The results reveal that attraction, accessibility, and main facilities are significant predictors of satisfaction and revisit intention of young water park tourists. Meanwhile, the role of supporting facilities is not as important as the main ones. Support facilities do not impact revisit intention through young tourist satisfaction, even though tourists are satisfied with the support facilities, these supporting facilities do not make them intend to revisit. This study also discovers an interesting finding, that support facilities, both directly and indirectly, had no effect on revisit intention, and satisfaction does not mediate the effect of support facilities on revisit intention. These findings provide a meaningful insight for water park managers to provide tourism components that satisfy visitors so they have a strong intention to revisit.

Key words: water park attraction, accessibility, facilities, satisfaction, revisit intention

* * * * *

INTRODUCTION

Water is undoubtedly a very important resource for life (Lee et al., 2023). In addition to providing the basic needs of humans, water can be managed as a tourism resource (Folgado-Fernández et al., 2018). Water park is one of the tourism sectors that utilizes water as the main attraction (Ghorbanzade et al., 2019; Jin et al., 2015; Sangmook, 2016). However, studies on water park attractions are still scarce to find (Jin et al., 2015; Lee et al., 2014).

Young tourists have recently become the actual and most potential segment for tourism; thus, it is imperative to comprehend their attitudes toward a tourist attraction (Buffa, 2015). These young people seem to have distinct characteristics from other tourist generations (Cavagnaro et al., 2018). Although a number of previous scholars have researched the attitudes of young tourists (Dai et al., 2022; Van Aalst and Brands, 2021), none of them have focused on the assessment of the water park service sector. Whereas, further studies show that there are significant differences between preferred holiday styles and differences in education and age (Bichler and Peters, 2021).

The components of attractions, accessibility, and facilities, have lately grown to be an interesting debatable topic to discuss (Ginting and Sasmita, 2018; Mandić et al., 2018; Vengesayi et al., 2009) since they are the pillars of destination competitiveness to increase public demand (Porto et al., 2018). However, tourist attractions, accessibility, and facilities have not received in-depth attention (Robustin et al., 2018; Sugiama and Nufi, 2021).

Whereas, previous studies affirmed that these components can extend visitors' length of stay (Mandić et al., 2018), determine their satisfaction (Biswas et al., 2020), include the dimensions of tourist satisfaction, and strengthen their

* Corresponding author

revisit intention (Ariesta et al., 2020; Çevik, 2020). Satisfaction is a determinant of revisit intention (Sangmook, 2016), and it is important for sustainable tourism development (Kawuryan et al., 2022). However, tourist attractions often experience various problems that cause tourists reluctant to revisit (Som and Badarneh, 2011). Therefore, it is imperative to investigate the components of tourist attractions (Sugiama and Nufi, 2021), accessibility (Rubio-Escuderos et al., 2021), and facilities (Xiao-Ting and Bi-Hu, 2012) and their impacts on tourists' satisfaction and revisit intention.

Both main and supporting facilities affect tourist satisfaction and revisit intention (Marzuki et al., 2017; Vengesai et al., 2009). Some studies have examined tourism components based on attraction, accessibility, amenity, and ancillary (Andrianto and Sugiama, 2016) and their effects on satisfaction and loyalty (Biswas et al., 2020; Sugiama et al., 2023). This present study, on the other hand, integrates the variables of main facilities and supporting facilities of water parks in addition to attraction and accessibility. Besides, this study explores the young water park tourist segment; this differs from other previous studies which do not focus on such segment (Biswas et al., 2020; Chenini and Touaiti, 2018; Nguyen et al., 2020; Nguyen Viet et al., 2020; Sugiama et al., 2022, 2023). Therefore, this research aims to investigate (1) the direct effect of attraction to satisfaction and revisit intention, accessibility to satisfaction and revisit intention, main facility to satisfaction and revisit intention, support facility to revisit intention, satisfaction on revisit intention; and (2) the indirect effect of attraction on revisit intention through satisfaction, accessibility on revisit intention through satisfaction, main facility on revisit intention through satisfaction, and support facility on revisit intention through satisfaction.

LITERATURE REVIEW

Water Parks and Young Tourists

Water parks belong to the category of amusement parks that utilize water as their core attraction (Ghorbanzade et al., 2019; Jin et al., 2015; Lee et al., 2014). Tourist attraction, accessibility, main facilities, and supporting facilities are interesting to study since these components are the basic needs of services to create satisfaction and revisit intention (Baquero, 2023; He et al., 2022; Liu et al., 2017; Mandić et al., 2018). The limitation of research so far is that it still rarely focuses on the behavior of young water park visitors, especially regarding the role of attraction, accessibility, and facilities of water park tourism.

In addition to being used as a recreational place (Ghorbanzade et al., 2019; Kusdibyo, 2022; Lee et al., 2014), water parks also function as a leisure destination (Ghorbanzade et al., 2019). Tourists visit water parks to play, have fun, and get entertained (Ghorbanzade et al., 2019; Jin et al., 2015; Lee et al., 2014). They will create a certain experience in water parks (Jin et al., 2015) shape a particular perception regarding the service provided, and respond emotionally as a result of the experience and information (Ghorbanzade et al., 2019). Although a theme park influences visitor experience and satisfaction, little research has attempted to understand visitor behavior (Lee et al., 2020).

Young tourists have become a very interesting segment to explore since they are going to determine the future of tourism (Buffa, 2015). Previous studies have explored the behavior, attitudes, and assessment tendencies of young tourists (Buffa, 2015; van Aalst and Brands, 2021) and city parks (Dai et al., 2022; van Aalst and Brands, 2021). Other researchers point out that young tourists are only looking for simple pleasures, having a diverse and increasingly heterogeneous preference for young tourists and low-budget backpackers (Cavagnaro et al., 2018; Martins and Costa, 2023). However, there is no one has focused on criticizing water parks for young tourists, regarding tourist attraction, accessibility, main facilities, and supporting facilities, even though these components are the basic needs of water park services.

The Relationship between Water Park Components and Satisfaction and Revisit Intention

Water is the core attraction and basic component of water parks (Ghorbanzade et al., 2019; Sangmook, 2016). Therefore, the quality of water in the pools must always be maintained (Teo et al., 2015). The quality of water, along with other aspects, can affect tourists' experience (Daniels and Melstrom, 2017; Ferguson et al., 2018), influence future behavior (Kutlu and Ayyildiz, 2021), and determine future decisions (Kim, 2018). These all, in turn, will affect satisfaction and revisit intention (Abou-Shouk et al., 2018; Torabi et al., 2022).

The quality of tourism components has a direct effect on tourist satisfaction (Vengesai et al., 2009). The attraction has a positive impact on tourist satisfaction and loyalty (Biswas et al., 2020; Robustin et al., 2018), and on revisit intention (Abou-Shouk et al., 2018; Ariesta et al., 2020; Markus et al., 2019). This can surely happen in the context of water park tourism (Xiao-Ting and Bi-Hu, 2012). There are differences in terms of behavior, values, and attitudes of today's younger tourists compared to previous generations (Buffa, 2015). Hence, it is engaging to examine the hypothesis:

H1a: Attraction has a significant positive impact on the satisfaction.

Previous studies have shown that memorable experiences significantly affect tourist satisfaction and revisit intention (Torabi et al., 2022). Similar research shows that the educational and aesthetic experience of theme park visitors significantly influences satisfaction, while escapism is the only experience that drives the revisit intention (Lee et al., 2020). However, research on marine attractions, discovered that attraction has no significant impact on revisit intention (Ariesta et al., 2020). In the context of water parks, perceived value, and water park image have a direct effect on customer satisfaction, which then leads to a positive influence on revisit intention (Ghorbanzade et al., 2019). The tourism destination depends on recreational activities and infrastructure factors (Hai et al., 2023). Other studies confirmed that recreational attraction has a significant impact on revisit intention (Mahdzar et al., 2015; Markus et al., 2019). In the case of young tourists, with their unique behaviors (Buffa, 2015; Dai et al., 2022) and low travel budgets (Cavagnaro et al., 2018; Martins and Costa, 2023), their perception of water park services are potentially different. Although previous research examined the influence of factors on satisfaction and revisit intention, but did not focus on the influence of attractions on water park visitors' revisit intention. Therefore, the hypothesis proposed:

H1b: Attraction has a significant positive impact on the revisit intention.

Good accessibility is reflected by the ease of reaching the destination using various means of transportation, transportation modes, and travel route options (Edwards et al., 2008; Sugiama et al., 2023; Sugiama and Nufi, 2021; Tóth and Dávid, 2010). The accessibility component plays a very important role in the tourism sector and can increase international tourism demand (Porto et al., 2018). Access to a tourist destination needs to be equipped with transportation networks so that it is easily reached by tourists (Kuklina et al., 2022; Tverijonaite et al., 2018).

Accessibility affects tourist satisfaction (Biswas et al., 2020) and loyalty (Robustin et al., 2018), and revisit intention (Sugiama et al., 2023) especially for young tourists who have distinct attitudes, and behaviors (Cavagnaro et al., 2018; van Aalst and Brands, 2021). Also, research findings prove that accessibility has a positive direct effect on marine tourist revisit intention (Ariesta et al., 2020). Referring to previous studies stating that accessibility affects tourist satisfaction (Biswas et al., 2020; Robustin et al., 2018, 2019), a hypothesis is proposed:

H2a: Accessibility has a significant positive impact on satisfaction.

H2b: Accessibility has a significant positive impact on the revisit intention.

Recreational Facilities, Satisfaction, and Revisit Intention

Recreational facilities and clean areas are basic needs for every tourism object (Kurar and Kavack, 2023; Mandić et al., 2018), but in many places, they are still neglected and do not get full attention, and still scarce studies (Marzuki et al., 2017). Whereas, this factor is an integral part of basic tourism components (Andrianto and Sugiama, 2016). The main facility of water parks, for example, is the swimming pool along with other various attractive recreational features (Jin et al., 2015). Facilities can determine the degree of performance of a tourist destination (Achmad et al., 2023). The need and demand for tourism facilities continue to increase, and facilities in each destination continue to develop in line with the increase in tourism (Mandić et al., 2018). Main facilities and supporting facilities are fundamental in fulfilling tourism service needs (Mandić et al., 2018; Marzuki et al., 2017). Recreational facilities play an important role in every tourist spot (Mandić et al., 2018) since they are the dominant factor of tourism services (Vengesai et al., 2009). In every tourist destination, tourism facilities are divided into main facilities and supporting facilities (Ginting and Sasmita, 2018; Marzuki et al., 2017). The main facilities cover lodging accommodation, restaurants or cafes, and toilets (Mi et al., 2019). Meanwhile, the supporting facilities include information centers, gazebos, shelters, parking lots, cleaning and security facilities, places of worship, and souvenir shops (Ginting and Sasmita, 2018). To fulfill visitors' needs, every tourist destination should provide recreational facilities (Mandić et al., 2018) that can satisfy tourists (Jin et al., 2015), increase loyalty, and strengthen revisit intention (Lim et al., 2019; Nguyen, 2021; Sugiama et al., 2023).

The provision of recreational facilities is able to increase satisfaction and revisit intention (Baquero, 2023; Markus et al., 2019; Som and Badarneh, 2011). Next, it is also believed that main facilities and supporting facilities have a positive impact on tourist satisfaction (Marzuki et al., 2017; Vengesai et al., 2009). In the context of young tourists with their distinct characteristics (Buffa, 2015; Cavagnaro et al., 2018), it is appealing to investigate their assessment of water park facilities and the impact of the facilities on their satisfaction and revisit intention. Thus, the hypotheses proposed are:

H3a: Main facilities have a positive impact on satisfaction.

H3b: Main facilities have a positive impact on the revisit intention.

H4a: Supporting facilities have a positive impact on the satisfaction.

H4b: Supporting facilities have a positive impact on the revisit intention.

Satisfaction and Revisit Intention

The discussion about the relationship between satisfaction and revisit intention is still interesting and imperative to study (Liu et al., 2017). Previous studies affirmed that tourist satisfaction determines destination performance (Kim, 2018). Satisfaction and revisit intention are impacted by the level of experience felt by visitors (Rasoolimanesh et al., 2022). In the context of young tourists, their satisfaction can be achieved when they can reach a tourist destination easily, enjoy simple services, pay low cost, and receive a warm and friendly welcome from the destination staff (Rahman and Shil, 2012). In addition to positively and significantly affecting loyalty (Leo et al., 2021; Suhartanto et al., 2016), satisfaction also has a significant impact on revisit intention (Abou-Shouk et al., 2018; Kanwel et al., 2019). When satisfaction is higher, revisit intention also increases (Liu et al., 2017). Tourists who repeatedly visit the same place show that they are more satisfied and have a higher intention to revisit (Abou-Shouk et al., 2018; Torabi et al., 2022). Thus, tourist satisfaction is a key predictor of tourists' intention and has a direct positive effect on revisit intention (Kanwel et al., 2019; Torabi et al., 2022). It is imperative to investigate how young tourists' satisfaction influences their revisit intention to a particular tourist destination; thus, a hypothesis is proposed:

H5: Satisfaction has a significant positive impact on the revisit intention.

Tourists who visit a particular destination will gain pleasure and memories of the attraction (Kutlu and Ayyildiz, 2021; Raimkulov et al., 2021), and these memories indirectly affect their behavioral intention through satisfaction (Ghorbanzade et al., 2019). The quality of tourist attractions indirectly affects revisit intention through satisfaction (Lu et al., 2022). Tourist attractions, as a component of tourism (Andrianto and Sugiama, 2016), directly affect tourist satisfaction (Biswas et al., 2020; Lu et al., 2022; Robustin et al., 2019), and the satisfaction variable mediates the causal relationship between experience quality and revisit intention (Ghorbanzade et al., 2019). In other words, tourist satisfaction can mediate the effect of attractions and accessibility on revisit intention (Abou-Shouk et al., 2018; Ariesta et al., 2020; Ghorbanzade et al., 2019; Markus et al., 2019). The provision of main facilities and support facilities at tourist destinations is believed to

influence tourist experience and satisfaction (Crilley et al., 2012; Marzuki et al., 2017). Later, higher satisfaction can lead to a higher intention to revisit (Abou-Shouk et al., 2018; Seetanaah et al., 2020; Sugiama et al., 2023; Torabi et al., 2022). This condition is also expected to occur in the context of young water park tourists; therefore, the hypothesis:

- H6:** Satisfaction positively mediates the impact of attraction on the revisit intention.
- H7:** Satisfaction positively mediates the impact of accessibility on the revisit intention.
- H8:** Satisfaction positively mediates the impact of the main facility on the revisit intention.
- H9:** Satisfaction positively mediates the impact of the support facility on the revisit intention.

All constructs in this study are derived from previous studies presented in Table 1. The conceptual model is depicted in Figure 1.

Table 1. Construct variable and its sources

No.	Constructs	Sources
1	Attraction	Biswas et al., 2020; Robustin et al., 2018; Sugiama and Nufi, 2021; Vengesai et al., 2009
2	Accessibility	Biswas et al., 2020; Kuklina et al., 2022; Robustin et al., 2018; Rubio-Escuderos et al., 2021; Sugiama and Nufi, 2021
3	Main facilities	He et al., 2022; Mandić et al., 2018; Vengesai et al., 2009
4	Supporting facilities	He et al., 2022; Mandić et al., 2018; Vengesai et al., 2009
5	Satisfaction	Biswas et al., 2020; Jin et al., 2015; Liu et al., 2017; Marzuki et al., 2017; Nguyen Viet et al., 2020; Sugiama et al., 2022
6	Revisit intention	Mahdzar et al., 2015; Nguyen Viet et al., 2020

METHOD

This study investigated the relationship between attraction, accessibility, main facilities, and supporting facilities with the satisfaction and revisit intention of young tourists of four water parks (Pesona Nirwana, Tasmania, Karang Setra, and Sabda Alam) in West Java Province, Indonesia which have similar service characteristics. Water parks that provide amusement parks being used as recreational and leisure places include water play areas, not swimming only but also water slides, water boom, splash pads, playgrounds, lazy rivers, or other bathing, and barefoot recreation environments. Figure 2 shows the study process, which includes the measurements of the construct variables, the questionnaire distributed, the three stages of the analysis process, the conclusion, and future research. The process of developing the measuring instrument began with designing a questionnaire that was adapted and modified from previous research (Table 1). The items of each construct were measured using a 5-point Likert scale ranging from '1' for 'strongly disagree' to '5' for 'strongly agree'. The questionnaire draft was pilot-tested on 33 respondents to obtain initial responses and find the flaws to be evaluated. Some inappropriate items were corrected. The final questionnaire was distributed online to young water park tourists in five regions (Bandung, Cimahi, Bandung Regency, West Bandung Regency, and Garut Regency), West Java Province, Indonesia. This process gathered 291

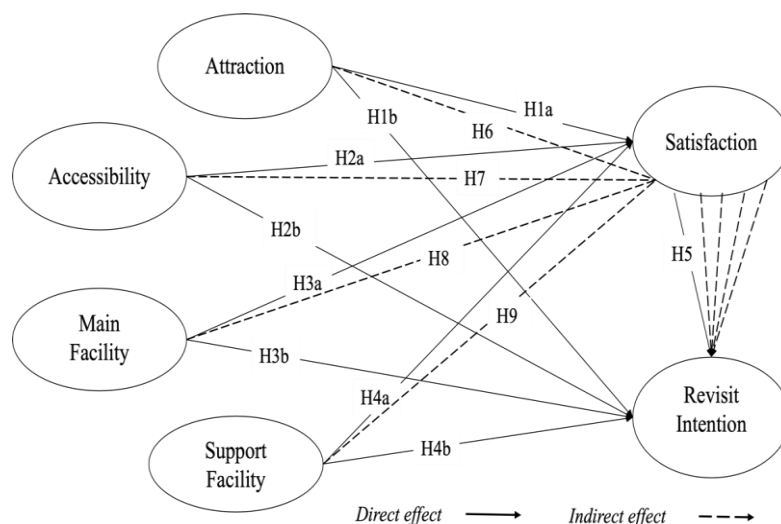


Figure 1. Propose Model (Source: personal original data)

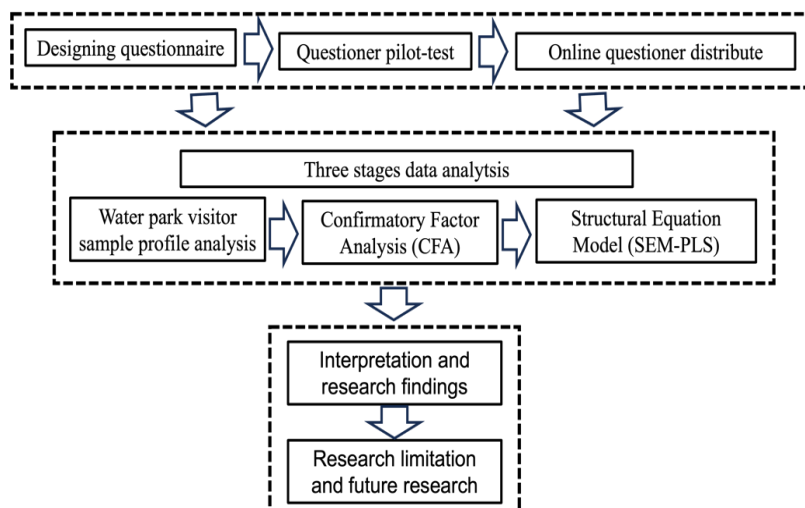


Figure 2. Flowchart of the study methodology (Source: personal original data)

participants, but only 269 were suitable for further processing and the remaining 22 were eliminated. The research analysis included three stages: sample profile analysis, Confirmatory Factor Analysis (CFA) for validity and reliability tests, and Structural Equation Model (SEM) to evaluate the model and hypotheses, which uses one-way hypothesis testing. The structural analysis operations were conducted using SEM with SmartPLS application (Ringle et al., 2015) as also applied by previous researchers (Leo et al., 2021; Liu et al., 2017; Sugiama et al., 2023; Suhartanto et al., 2021).

RESULTS AND DISCUSSION

Sample Profile

The first step of the analysis was to observe the sample profile. Table 2 and Figure 3 shows the demographic characteristics of the 269 respondents in the sample ($n=269$). Most of them were from Bandung city (37.55%) while the rest came from the other four cities. Out of four water parks, the most visited one was Pesona Nirwana (36.88%), but the percentage of visitors to other places was approximately the same. The majority of respondents were between 15 to 25 years old (79.18%), and the rest were aged 26 to 35 years (20.82%). Women made up more respondents (62.08%) than men (37.92). The average monthly expenditure was USD.330 (72.45%), which is in line with the age and status of the respondents who were mostly students (70.63%).

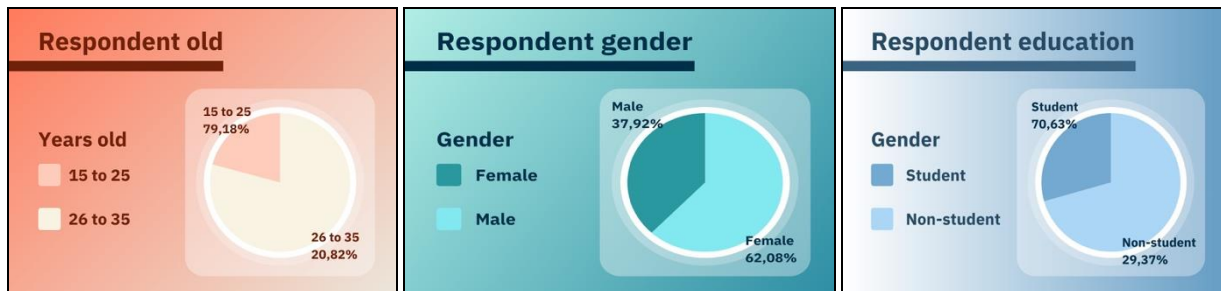


Figure 3. Sample profile (Source: personal original data)

The respondents affirmed that all water parks are suitable and family-friendly, safe for adults and children, have adrenaline-pumping water booms with a wide selection of water slides, and are convenient for spending leisure time. From the sample characteristics data, water park visitors were dominated by domestic and local repetitive tourists. It implies that water parks are more attractive to domestic tourists, and they generally become repetitive because swimming is a routine activity. Besides, they repetitively visit the water park since it is close to where they live, and the prices are affordable.

Confirmatory Factor Analysis (CFA)

The second stage of the analysis was the loading factor for validity and reliability tests using CFA (Table 3). CFA is suitable to analyze the validity and reliability as also applied by previous researchers (Jin et al., 2015; Marzuki et al., 2017). The analysis results show the SRMR value of 0.054, implying that the model is fit because $0.054 < 1.00$ (Hair et al., 2017). All items on the *attraction* variables (ATC1, ATC2, ATC3) show reliable loading factor values (the lowest = 0.744 and the highest = 0.908) and have met the required validity because Average Variance Extracted (AVE)=0.805>0.5, with Cronbach Alpha (CA)=0.885 and CR=0.721. In the *accessibility* variable, all items pass the test (ACS1, ACS2, ACS3, ACS4) with loading factor values>0.7, the AVE value is $>0.5=0.737$. In the *main facilities* variable, the loading factor values of MAF1, MAF2, MAF8, and MAF9 do not meet the required validity and reliability, but the other items have loading factor values between 0.768 and 0.840 with AVE=0.860, CR=0.899, and CA=0.641. In the *supporting facilities* variable, there are also two invalid items (SUF1, SUF2, and SUF10), while the others (SUF3, SUF4, SUF5, SUF6, SUF7, SUF8, SUF9) have values of CA=0.904, CR=0.924, and AVE=0.635 which have met the required level of validity and reliability. The test results on tourist satisfaction that TOS5 invalid items, while TOS1, TOS2, TOS3, and TOS4 are valid and reliable, reflected by loading factor values between 0.753 and 0.860, with CA=0.840, CR=0.839, and AVE=0.677. Similarly, in the *revisit intention* variable, the items of REI2, REI3, REI4, and REI6 are valid and reliable because loading factor values are between 0.758 and 0.840, with CA=0.825, CR=0.884, and AVE=0.656. Based on the discriminant validity analysis, all items have good validity, which is reflected by the AVE root value that is greater than the correlation coefficient. This is according to the requirements for the degree of validity of the measuring instruments and refers to the requirements for validity and reliability based on the heterotrait-monotrait ratio (Hair et al., 2017; Henseler et al., 2015). The results of the discriminant validity test show that all variables have met the validity requirements, as all values are less than the recommended level (<0.9). The average full collinearity VIF=1.711, indicating that the data does not show any problems related to the variance of the general method (Hair et al., 2017).

Structural Model and the Effect of Variables

The third stage was the PLS-SEM analysis (Table 4), as also conducted by previous researchers (Ghorbanzade et al., 2019; Hair et al., 2014). The results show that the SRMR value is 0.054, with an NFI of 0.834 (saturated model), indicating

Table 2. Respondent Profile

Characteristics	Total (N)	%
Origin		
Bandung city	101	37.55
Garut Regency	64	23.79
Bandung Regency	43	15.99
Cimahi city	37	13.75
West Bandung Regency	24	8.92
Visited Water park		
Pesona Nirwana Water park	99	36.88
Karang Setra Water park	59	22.19
Sabda Alam Water park	57	21.25
Tasmania Water park	54	20.07
Age		
15-25 years old	213	79.18
26-35 years old	56	20.82
Gender		
Female	167	62.08
Male	102	37.92
Educational status		
Student	190	70.63
Non-student	79	29.37
Monthly expenditure		
Less than USD 330	195	72.45
More than USD 330	74	27.55

that the model is fit because $0.054 < 1.00$ (Hair et al., 2016). The value of the goodness of fit is 0.668, also implying that the proposed model is fit. Furthermore, in the outer VIF values, all manifest variables have a VIF value < 10 , meaning that there is no multicollinearity symptoms occur. Table 4 reveals significant results of the path coefficients test for the direct effect (H1, ..., H9) of predictor variables on satisfaction and revisit intention ($\beta=0.211, p<0.01; \beta=0.188, p<0.01; \beta=0.114, p<0.01; \beta=0.299, p<0.01; \beta=0.107, p<0.01; \beta=0.177, p<0.01; \beta=0.021, p>0.01; \beta=0.524, p<0.01$).

Table 3. CFA Results

Indicator		Factor loading	CA	CR	AVE
Attraction (ATC):			0.805	0.885	0.721
ATC1	Adult swimming pool attractions	.744			
ATC2	Kid swimming pool attractions	.886			
ATC3	Variety of attractions	.908			
Accessibility (ACS):			0.880	0.918	0.737
ACS1	Accessibility level	.885			
ACS2	Proximity to other tourist attractions	.892			
ACS3	Convenience of transportation facilities and infrastructure	.886			
ACS4	Ease of getting transportation services	.797			
Main Facilities (MAF):			0.880	0.918	0.737
MAF3	Availability of food and beverage facilities	.840			
MAF4	Adequate toilet availability	.768			
MAF5	Toilet hygiene	.804			
MAF6	Comfort and safety of adult swimming pools	.768			
MAF7	Comfort and safety of kid swimming pools	.821			
Support Facilities (SUF):			0.904	0.924	0.635
SUF3	Availability of cleaning facilities	.791			
SUF4	Availability of locker & storage space facilities	.805			
SUF5	Locker and storage space facilities security	.774			
SUF6	Security of locker/storage	.774			
SUF7	Availability of changing rooms	.786			
SUF8	Availability of parking facility	.879			
SUF9	Security of parking lot	.760			
Satisfaction (TOS):			0.840	0.838	0.667
TOS1	Satisfied with the availability of recreational facilities	.753			
TOS2	Satisfied with the access to the water park	.848			
TOS3	Satisfied with the comfort of accommodation	.860			
TOS4	Satisfied with the welcome of officers and local residents	.825			
Revisit intention (REI):			0.825	0.884	0.656
REI2	Community openness encourages you to revisit	.840			
REI3	Accommodation facilities encourage you to revisit	.825			
REI4	Attractions encourage you to revisit	.815			
REI6	The intention to return to enjoy food and drink	.758			

This implies that H1a, H1b, H2a, H2b, H3a, H3b, H4a and H5 are accepted/supported. However, the direct effect (H4b) of support facilities on revisit intention is unsupported. The results also show that there are (H6, H7, and H8) positive indirect effects of attraction on revisit intention through satisfaction, accessibilities on revisit intention through satisfaction, and main facilities on revisit intention through satisfaction ($\beta=0.111, p<0.01; \beta=0.176, p>0.01; \beta=0.157, p<0.01$), meaning H6 is accepted/supported. While the support facilities are not affect revisit intention through satisfaction ($\beta=0.093, p>0.01$), meaning H9 is unsupported. The causality values between variables are depicted in Figure 2.

Table 4. Hypotheses test results Notes: *Significant at $p < 0.05$; **significant at $p < 0.01$

Relationship	Direct effect		Indirect effect		Total effect		Hypothesis
	β	T-value	β	T-value	β	T-Value	
Direct effect:							
Attraction → Satisfaction (H1a)	0.211	4.992*	-	-	0.211	4.992*	Supported
Attraction → Revisit Int. (H1b)	0.188	2.658*	0.111	3.934*	0.298	4.463*	Supported
Access. → Satisfaction (H2a)	0.335	5.650*	--	-	0.335	5.650*	Supported
Access. → Revisit Int. (H2b)	0.114	1.812*	0.176	4.017*	0.290	4.124*	Supported
Main Fac. → Satisfaction (H3a)	0.299	5.241*	-	-	0.299	5.341*	Supported
Main Fac. → Revisit Int. (H3b)	0.107	1.444*	0.157	3.405*	0.264	3.590*	Supported
Support Fac. → Satisfaction (H4a)	0.177	5.160*	-	-	0.177	5.160*	Supported
Support Fac. → Revisit Int. (H4b)	0.021	0.429*	0.092	4.042*	0.144	2.227*	Unsupported
Satisfaction → Revisit Int. (H5)	0.524	5.422*	-	-	0.525	5.422*	Supported
Specific indirect effect:							
Attraction → Satisfaction → Rev.intention (H6)	-	-	0.111	3.934*	-	-	Supported
Accessibility → Satisfaction → Rev. intention (H7)	-	-	0.176	4.017*	-	-	Supported
Main facilities → Satisfaction → Rev. intention (H8)	-	-	0.157	3.405*	-	-	Supported
Support Fac. → Satisfaction → Rev. intention (H9)	-	-	0.093	4.042*	-	-	Unsupported

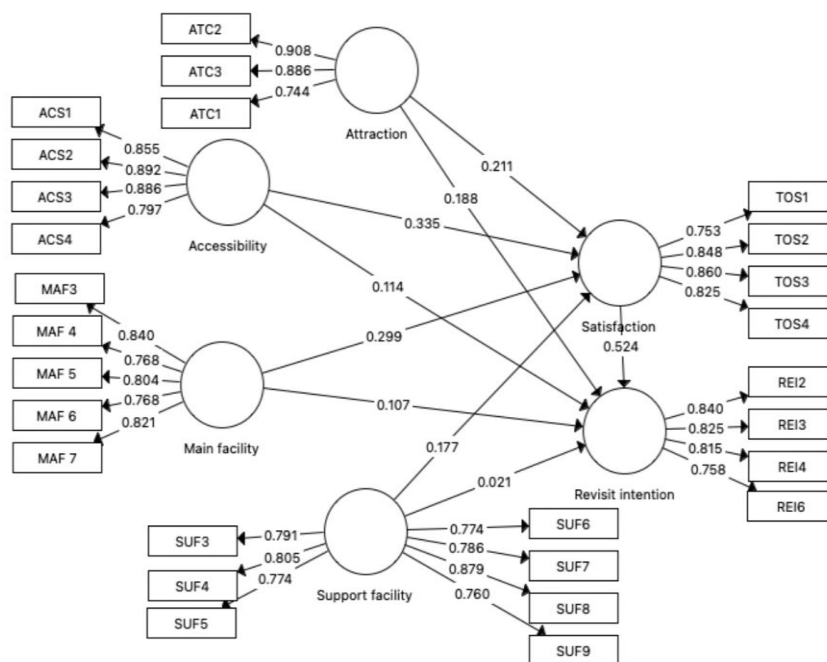


Figure 4. The linkage between the variables

Discussion and Theoretical Implication

First, this study intends to investigate the effect of attraction, accessibility, main facilities, and support facilities on satisfaction and revisit intention. The results reveal that the model’s fitness highlights the importance of attraction, accessibility, main facilities, and support facilities are able to create and increase young tourist satisfaction. Young tourists affirm that both adult and kid swimming pools as well as other various recreational attractions at the water park can increase their satisfaction, in line with previous studies (Biswas et al., 2020; Som and Badarneh, 2011; Xiao-Ting and Bi-Hu, 2012). Also, water park attractions necessarily increase tourists' intention to revisit. Tourists acknowledge that the addition of kinds and numbers of water park attractions provided are now sufficient for their needs. Furthermore, satisfied tourists have a strong intention to revisit. This finding strengthens the previous water park research (Ghorbanzade et al., 2019; Jin et al., 2015; Lee et al., 2014; Sangmook, 2016), also this study reveals that tourists who are satisfied with the attractions have the intention to revisit. It is indicated by the satisfaction variable which does mediate the effect of attraction on revisit intention. This finding is in line with several previous studies (Abou-Shouk et al., 2018; Ghorbanzade et al., 2019; Hersanti et al., 2014; Markus et al., 2019; Sangmook, 2016). It is worth emphasizing that, based on the direct effect analysis, young tourists who are satisfied with their visit have a strong intention to come again; thus, this finding supports the previous studies (Kanwel et al., 2019).

Second, the results show that accessibility can increase the satisfaction and revisit intention of young water park tourists. This finding follows previous studies on water parks, and some others observing different objects (Biswas et al., 2020; Robustin et al., 2019). Accessibility is reflected by the ease of water parks to reach, proximity to other tourist attractions, convenience of facilities and infrastructure, ease of obtaining transportation services, and feasibility of public transportation facilities.

Third, the main facilities can increase satisfaction and revisit the intention of young water park tourists. They have a significant impact on satisfaction and revisit intention. The main facilities of water parks include convenient accommodations, clean and healthy places to eat, availability of toilets, clean and healthy toilets, safe and comfortable swimming pools for adults and children, and various recreational facilities available in water parks. This finding follows previous studies on other research objects (Baquero, 2023; Çevik, 2020; Marzuki et al., 2017), but it differs from Marzuki et al.’s study (Marzuki et al., 2017). This study also discovers an interesting finding, that satisfaction positively mediates the effect of main facilities on revisit intention. It implies that tourists who are satisfied with the main facilities in the water parks have a strong intention to revisit.

Finally, the supporting facilities have a positive impact on satisfaction. While this study discovers that support facilities in the water park do not necessarily increase tourists' intention to revisit. Also, this study result shows that water park support facilities do not impact revisit intention through young tourist satisfaction. This finding is important, even though tourists are satisfied with the support facilities, these supporting facilities do not make them intend to revisit. The supporting facilities of water parks include the availability of picnic tables and chairs, clean facilities, luggage or clothing storage, and changing rooms. Young water park tourists affirm that the higher the provision of supporting facilities at the water park, the more it increases satisfaction. Several reasons potentially contribute to the increase in this variable since supporting facilities have the urgency of complementing additional services for tourists. This finding is in line with the results of Marzuki et al. which stated that supporting facilities affect tourist satisfaction (Marzuki et al., 2017).

These interesting findings can contribute to enriching the repertoire of understanding and become the theoretical implication for water park services. *First*, it is important to provide tourist attractions, accessibility, and main facilities that can satisfy tourists, so that they will have a strong intention to return. *Second*, tourists who are satisfied with the support facilities of water parks do not have a tendency to revisit. The important theoretical implication of this study is for the integration of three theories, namely tourism services (Chatzigeorgiou and Simeli, 2017; Kerdpitak and Heuer, 2016),

tourist satisfaction, and revisit intention (Abou-Shouk et al., 2018; Seetana et al., 2020; Sugiyama et al., 2023; Torabi et al., 2022). *First*, the amenities components can be studied more specifically with a focus on main facilities and support facilities. The result findings of this research, both directly and indirectly, are that main facilities influence satisfaction, and satisfaction positively mediates the influence of main facilities on revisit intention. *Finally*, although supporting facilities have a direct effect on satisfaction, these supporting facilities do not tend to be revisited.

CONCLUSION AND STRATEGIC IMPLICATIONS

The results of this study highlight crucial services for young water park tourists. Tourism components such as attraction, accessibility, and main facilities are the important determinants of satisfaction and revisit intention. Meanwhile, the supporting facilities can be provided as a complementary service. The unique and interesting findings of this study can enrich the repertoire of understanding, especially for water park service providers. *First*, attraction, accessibility, main facilities, and support facilities directly have a positive and significant effect on young tourist satisfaction. Also, young tourist water park satisfaction has a positive and significant effect on young tourist revisit intention. *Second*, support facilities directly have a positive and significant effect on tourist satisfaction, but young tourist satisfaction does not mediate the impact of support facilities on revisit intention.

It is essential and fundamental for water park managers to consider strategic services for young tourists. It is important to provide attractions, accessibility, and main facilities, that satisfy young tourists so that they have a strong intention to revisit. *Second*, it is imperative to prioritize and enhance the quality of the main facilities (rather than support facilities) since young tourists who are satisfied with the main facilities have a strong tendency and intention to make a return visit.

LIMITATIONS AND FUTURE RESEARCH

This research has succeeded in expanding the knowledge and discovering new insights into water park tourism services, but it still bears some limitations. *First*, the places observed were limited to only five cities in West Java, Indonesia, and the population was only young tourists. Future research is encouraged to observe the same variables applied in other places and other tourist generations. *Second*, the predictor variables involved are attraction, accessibility, main facilities, and supporting facilities with dependent variables of satisfaction and revisit intention. Future researchers can add another predictor, such as tourism infrastructure (Mandić et al., 2018; Platov et al., 2021) by integrating other dependent variables such as tourist loyalty and destination image (Chenini and Touaiti, 2018; Jin et al., 2016; Sangmook, 2016).

Author Contributions: Conceptualization, A.G.S., and D.S; methodology, A.G.S., and D.S. and C.Y.L; software, I.W.R, and R.P.S and F.M.R.; validation, A.G.S., and D.S; formal analysis, A.G.S. and D.S. and C.Y.L. and I.W.R.; investigation, A.G.S., and D.S. and C.Y.L.; data curation, R.P.S and F.M.R.; writing - original draft preparation, A.G.S., and D.S.; writing - review and editing, C.Y.L and I.W.R. and R.P.S; visualization, R.P.S, and F.M.R.; supervision, C.Y.L. and I.W.R.; project administration, I.W.R., and R.P.S and F.M.R. All authors have read and agreed to the published version of the manuscript.

Funding: Not applicable.

Institutional Review Board Statement: Not applicable.

Informed Consent Statement: Not applicable.

Data Availability Statement: The data presented in this study may be obtained on request from the corresponding author.

Acknowledgments: There is no conflict of interest in the research and production of this article. This research was independently initiated by the authors and has no other interest than for academic purposes.

Conflicts of Interest: The authors declare no conflict of interest.

REFERENCES

- Abou-Shouk, M.A., Zoair, N., El-Barbary, M.N., & Hewedi, M.M. (2018). Sense of Place Relationship with Tourist Satisfaction and Intentional Revisit: Evidence from Egypt. *International Journal of Tourism Research*, 20(2), 172–181. <https://doi.org/10.1002/jtr.2170>
- Achmad, F., Prambudia, Y., & Rumanti, A.A. (2023). Improving Tourism Industry Performance through Support System Facilities and Stakeholders: The Role of Environmental Dynamism. *Sustainability*, 15(5), 4103. <https://doi.org/10.3390/su15054103>
- Andrianto, T., & Sugiyama, G. (2016). The Analysis of Potential 4A's Tourism Component in the Selasari Rural Tourism, Pangandaran, West Java. *Proceedings of the Asia Tourism Forum. 2016 - the 12th Biennial Conference of Hospitality and Tourism Industry in Asia*. <https://doi.org/10.2991/atf-16.2016.21>
- Ariesta, D., Sukotjo, E., & Suleman, N.R. (2020). The Effect of Attraction, Accessibility and Facilities on Destination Images and Its Impact on Revisit Intention in the Marine Tourism of the Wakatobi Regency. *International Journal of Scientific & Technology Research*, 9(3).
- Baquero, A. (2023). Is Customer Satisfaction Achieved Only with Good Hotel Facilities? A Moderated Mediation Model. *Administrative Sciences*, 13(4), 108. <https://doi.org/10.3390/admsci13040108>
- Bichler, B.F., & Peters, M. (2021). Soft Adventure Motivation: an Exploratory Study of Hiking Tourism. *Tourism Review*, 76(2), 473–488. <https://doi.org/10.1108/TR-10-2019-0403>
- Biswas, C., Omar, H., Rashid, R., & Jasmine Z.R.R. (2020). The Impact of Torist Attraction and Accessibility on Tourists' Satisfaction: The Moderating Role of Tourists' Age. *GeoJournal of Tourism and Geosites*, 32(4), 1202–1208. <https://doi.org/10.30892/gtg.32402-558>
- Buffa, F. (2015). Young Tourists and Sustainability. Profiles, Attitudes, and Implications for Destination Strategies. *Sustainability*, 7(10), 14042–14062. <https://doi.org/10.3390/su71014042>
- Cavagnaro, E., Staffieri, S., & Postma, A. (2018). Understanding millennials' tourism experience: values and meaning to travel as a key for identifying target clusters for youth (sustainable) tourism. *Journal of Tourism Futures*, 4(1), 31–42. <https://doi.org/10.1108/JTF-12-2017-0058>

- Çevik, H. (2020). The Relationship Between Park Satisfaction, Place Attachment and Revisit Intention in Neighborhood Parks with Physical Activity Facilities. *Journal of Education and Learning*, 9(2), 178. <https://doi.org/10.5539/jel.v9n2p178>
- Chatzigeorgiou, C., & Simeli, I. (2017). Perception of Service Quality in Agrotourism Accommodations: Impact on Guest Loyalty and Revisit Intentions. *Journal of Tourism, Heritage & Services Marketing*, 3(1), 33–41.
- Chenini, A., & Touaiti, M. (2018). Building Destination Loyalty Using Tourist Satisfaction and Destination Image: A Holistic Conceptual Framework. *Journal of Tourism, Heritage & Services Marketing*, 4(2), 37–43. <https://doi.org/10.5281/zenodo.1490491>
- Crilley, G., Weber, D., & Taplin, R. (2012). Predicting Visitor Satisfaction in Parks: Comparing the Value of Personal Benefit Attainment and Service Levels in Kakadu National Park, Australia. *Visitor Studies*, 15(2), 217–237. <https://doi.org/10.1080/10645578.2012.715038>
- Dai, D., Bo, M., & Zhou, Y. (2022). How Do the Young Perceive Urban Parks? A Study on Young Adults' Landscape Preferences and Health Benefits in Urban Parks Based on the Landscape Perception Model. *International Journal of Environmental Research and Public Health*, 19(22), 14736. <https://doi.org/10.3390/ijerph192214736>
- Daniels, B., & Melstrom, R.T. (2017). Examining Recreation Demand for Lakeshore Parks in Oklahoma: What is Causing the Downward Trend in Attendance? *Journal of Park and Recreation Administration*, 35(2), 25–36. <https://doi.org/10.18666/JPra-2017-V35-I2-7530>
- Edwards, D., Griffin, T., & Hayllar, B. (2008). Urban Tourism Research. *Annals of Tourism Research*, 35(4), 1032–1052. <https://doi.org/10.1016/j.annals.2008.09.002>
- Edwards, M.D., Mueller, J.T., Graefe, A.R., & Mowen, A.J. (2018). Coping with Climate Change: A Study of Great Lakes Water-Based Recreationists. *The Journal of Park and Recreation Administration*, 36(2), 52–74. <https://doi.org/10.18666/JPra-2018-V36-I2-8296>
- Folgado-Fernández, J., Di-Clemente, E., Hernández-Mogollón, J., & Campón-Cerro, A. (2018). Water Tourism: A New Strategy for the Sustainable Management of Water-Based Ecosystems and Landscapes in Extremadura (Spain). *Land*, 8(1), 2. <https://doi.org/10.3390/land8010002>
- Ghorbanzade, D., Mehrani, H., & Rahehagh, A. (2019). The Effect of Experience Quality on Behavioral Intentions of domestic Tourists in Visiting Water Parks. *Cogent Business & Management*, 6(1). <https://doi.org/10.1080/23311975.2019.1580843>
- Ginting, N., & Sasmita, A. (2018). Developing Tourism Facilities Based on Geotourism in Silalahi Village, Geopark Toba Caldera. *IOP Conference Series: Earth and Environmental Science*, 126, 012163. <https://doi.org/10.1088/1755-1315/126/1/012163>
- Hai, L.T.D., Nguyen, Q.N., & Huyen, K.N. (2023). The Attraction of Can Tho City, Vietnam as a Tourist Destination. *GeoJournal of Tourism and Geosites*, 50(4), 1458–1465. <https://doi.org/10.30892/gtg.50426-1144>
- Hair, J.F., Hult, G.T.M., Ringle, C.M., & Sarsted, M. (2016). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (Second). SAGE Publications, Inc.
- Hair, J.F., Hult, G.T.M., Ringle, C.M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (2nd ed.). Sage Publications Inc.
- He, Li, D., & Wei, X. (2022). Analysis on the Coordination Between Tourism Activities and Tourism Supporting Facilities: A Case Study in China. In *Proceedings of the 26th International Symposium on Advancement of Construction Management and Real Estate*, 1621–1635. https://doi.org/10.1007/978-981-19-5256-2_124
- Henseler, J., Ringle, C.M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Hersanti, G., Suhud, U., & Wibowo, S.F. (2014). Three Modified Models to Predict Intention of Indonesian Tourists to Revisit Sydney. *European Journal of Business and Management*, 6(25).
- Jin, Line, N.D., & Merkebu, J. (2016). The Effects of Image and Price Fairness. *International Journal of Contemporary Hospitality Management*, 28(9), 1895–1914. <https://doi.org/10.1108/IJCHM-03-2015-0094>
- Jin, N.P., Lee, S., & Lee, H. (2015). The Effect of Experience Quality on Perceived Value, Satisfaction, Image and Behavioral Intention of Water Park Patrons: New versus Repeat Visitors. *International Journal of Tourism Research*, 17(1), 82–95. <https://doi.org/10.1002/jtr.1968>
- Kanwel, S., Lingqiang, Z., Asif, M., Hwang, J., Hussain, A., & Jameel, A. (2019). The Influence of Destination Image on Tourist Loyalty and Intention to Visit: Testing a Multiple Mediation Approach. *Sustainability*, 11(22), 6401. <https://doi.org/10.3390/su11226401>
- Kawuryan, M.W., Fathani, A.T., Purnomo, E.P., Salsabila, L., Azmi, N.A., Setiawan, D., & Fadhlurrohman, M.I. (2022). Sustainable Tourism Development in Indonesia: Bibliometric Review and Analysis. *Indonesian Journal of Geography*, 54(1). <https://doi.org/10.22146/ijg.64657>
- Kerdpitak, C., & Heuer, K. (2016). Key Success Factors of Tourist Satisfaction in Tourism Services Provider. *Journal of Applied Business Research (JABR)*, 32(4), 1237–1242. <https://doi.org/10.19030/jabr.v32i4.9733>
- Kim. (2018). The Impact of Memorable Tourism Experiences on Loyalty Behaviors: The Mediating Effects of Destination Image and Satisfaction. *Journal of Travel Research*, 57(7), 856–870. <https://doi.org/10.1177/0047287517721369>
- Kuklina, M., Dirin, D., Filippova, V., Savvinova, A., Trufanov, A., Krasnoshtanova, N., Bogdanov, V., Kobylkin, D., Fedorova, A., Itegelova, A., & Batotsyrenov, E. (2022). Transport Accessibility and Tourism Development Prospects of Indigenous Communities of Siberia. *Sustainability*, 14(3), 1750. <https://doi.org/10.3390/su14031750>
- Kurar, İ., & Kavack, M. (2023). The Recreation Experience Preference and Local-centered Satisfaction Status of Local People and Second Home Owner. *GeoJournal of Tourism and Geosites*, 50(4), 1303–1317. <https://doi.org/10.30892/gtg.50411-1129>
- Kusdibyo, L. (2022). Tourist Loyalty to Hot Springs Destination: the Role of Tourist Motivation, Destination Image, and Tourist Satisfaction. *Leisure/Loisir*, 46(3), 381–408. <https://doi.org/10.1080/14927713.2021.1986420>
- Kutlu, D., & Ayyildiz, H. (2021). The Role of the Destination Image in Creating Memorable Tourism Experience. *Journal of Tourism and Services*, 12(23), 199–216. <https://doi.org/10.29036/JOTS.V12I23.303>
- Lee, Gibson, J.M., Brown, J., Habtewold, J., & Murphy, H.M. (2023). Burden of Disease from Contaminated Drinking Water in Countries with High Access to Safely Managed Water: A Systematic Review. *Water Research*, 120244. <https://doi.org/10.1016/j.watres.2023.120244>
- Lee, S., Jeong, E., & Qu, K. (2020). Exploring Theme Park Visitors' Experience on Satisfaction and Revisit Intention: A Utilization of Experience Economy Model. *Journal of Quality Assurance in Hospitality & Tourism*, 21(4), 474–497. <https://doi.org/10.1080/1528008X.2019.1691702>
- Lee, S., Jin, N., & Lee, H. (2014). The Moderating Role of Water Park Service Quality, Environment, Image, and Food Quality on Perceived Value and Customer Loyalty: A South Korean Case Study. *Journal of Quality Assurance in Hospitality & Tourism*, 15(1), 19–43. <https://doi.org/10.1080/1528008X.2014.855102>
- Leo, G., Brien, A., Astor, Y., Najib, M., Novianti, S., Rafdinal, W., & Suhartanto, D. (2021). Attraction Loyalty, Destination Loyalty, and Motivation: Agritourist Perspective. *Current Issues in Tourism*, 24(9), 1244–1256. <https://doi.org/10.1080/13683500.2020.1772207>
- Lim, C., Zhu, L., & Koo, T.T.R. (2019). Urban Redevelopment and Tourism Growth: Relationship between Tourism Infrastructure and International Visitor Flows. *International Journal of Tourism Research*, 21(2), 187–196. <https://doi.org/10.1002/jtr.2253>
- Liu, X., Li, J., & Kim, W.G. (2017). The Role of Travel Experience in the Structural Relationships among Tourists' Perceived Image, Satisfaction, and Behavioral Intentions. *Tourism and Hospitality Research*, 17(2), 135–146. <https://doi.org/10.1177/1467358415610371>
- Lu, C.Y., Chen, B.T., & Hutapea, R.S. (2022). What Drives Tourist Loyalty toward Taiwan as a Tourist Destination? A Lesson Prior to the COVID-19 Pandemic. *International Journal of Applied Business Research*, 4(2), 133–150.

- Mahdzar, M., Ahmad, S., Sridar, R., & Syamsul H.M.A. (2015). The Role of Destination Attributes and Memorable Tourism Experience in Understanding Tourist Revisit Intentions. *American-Eurasian Journal of Agricultural & Environmental Sciences*, 2015(15), 32-39.
- Mandić, A., Mrnjavac, Ž., & Kordić, L. (2018). Tourism Infrastructure, Recreational Facilities and Tourism Development. *Tourism and Hospitality Management*, 24(1), 41–62. <https://doi.org/10.20867/thm.24.1.12>
- Markus, Z., Perovic, D., Pekovic, S., & Popovic, S. (2019). Assessing Tourist Revisit Intention through the Sports and Recreational Services Offered. *Business Systems Research Journal*, 10(2), 141–150. <https://doi.org/10.2478/bsrj-2019-023>
- Martins, M.R., & Costa, R.A. (2023). Backpacker conceptualisation criteria: discussion, clarification and operationalisation proposal. *International Journal of Tourism Cities*, 9(1), 220–243. <https://doi.org/10.1108/IJTC-07-2022-0175>
- Marzuki, A., Khoshkam, M., Mohamad, D., & Abdul Kadir, I. (2017). Linking Nature-based Tourism Attributes to Tourists' Satisfaction. *Anatolia*, 28(1), 96–99. <https://doi.org/10.1080/13032917.2016.1277432>
- Mi, C., Chen, Y., Cheng, C.S., Uwanyirigira, J.L., & Lin, C.T. (2019). Exploring the Determinants of Hot Spring Tourism Customer Satisfaction: Causal Relationships Analysis Using ISM. *Sustainability*, 11(9), 2613. <https://doi.org/10.3390/su11092613>
- Nguyen. (2021). Impact of Investment in Tourism Infrastructure Development on Attracting International Visitors: A Nonlinear Panel ARDL Approach Using Vietnam's Data. *Economies*, 9(3), 131. <https://doi.org/10.3390/economies9030131>
- Nguyen, Q.N., Nguyen, H.L., & Le, T.D.H. (2020). Relationships among Novelty Seeking, Satisfaction, Return Intention, and Willingness to Recommend of Foreign Tourists in Vietnam. *Management Science Letters*, 2249–2258. <https://doi.org/10.5267/j.msl.2020.3.011>
- Nguyen Viet, B., Dang, H.P., & Nguyen, H.H. (2020). Revisit Intention and Satisfaction: The Role of Destination Image, Perceived Risk, and Cultural Contact. *Cogent Business and Management*, 7(1). <https://doi.org/10.1080/23311975.2020.1796249>
- Platov, A., Silaeva, A., & Boboshko, N. (2021). Tourist Infrastructure as the Basis for Sustainable Development of the Destination. *Proceedings of the 1st International Scientific Forum on Sustainable Development of Socio-Economic Systems*, 206–213. <https://doi.org/10.5220/0010666200003223>
- Porto, N., Rucci, A.C., & Ciaschi, M. (2018). Tourism Accessibility Competitiveness. A Regional approach for Latin American Countries. *Nvestigaciones Regionales*, 75–91.
- Rahman, H.M.T., & Shil, S.R. (2012). Measuring Service Satisfaction of Young Tourists: a Case Study of Lawachara National Park, Bangladesh. *Anatolia*, 23(2), 196–206. <https://doi.org/10.1080/13032917.2012.664823>
- Raimkulov, M., Juratargunov, H., & Ahn, Y. (2021). Destination Attractiveness and Memorable Travel Experiences in Silk Road Tourism in Uzbekistan. *Sustainability*, 13(4), 2252. <https://doi.org/10.3390/su13042252>
- Rasoolimanesh, S.M., Seyfi, S., Rather, R.A., & Hall, C.M. (2022). Investigating the Mediating Role of Visitor Satisfaction in the Relationship between Memorable Tourism Experiences and Behavioral Intentions in Heritage Tourism Context. *Tourism Review*, 77(2), 687–709. <https://doi.org/10.1108/TR-02-2021-0086>
- Ringle, C.M., Wende, S., & Becker, J.M. (2015). *SmartPLS 3*. Boenningstedt: SmartPLS GmbH; [Http://www.smartpls.com](http://www.smartpls.com).
- Robustin, T.P., Sularso, R.A., Suroso, I., & Yulisetiarni, D. (2018). The Contribution of Tourist Attraction, Accessibility and Amenities in Creating Tourist Loyalty in Indonesia. *GATR Journal of Business and Economics Review*, 3(4), 92–98. [https://doi.org/10.35609/jber.2018.3.4\(3\)](https://doi.org/10.35609/jber.2018.3.4(3))
- Robustin, T.P., Sularso, R.A., Suroso, I., & Yulisetiarni, D. (2019). Contribution of Tourism Products in Creating Satisfying Quality of Tourism Services and Tourist Loyalty. *Journal of Environmental Management and Tourism*, 10(6), 1382–1391.
- Rubio-Escuderos, L., García-Andreu, H., & de la Rosa, J.U. (2021). Accessible Tourism: Origins, State of the Art and Future Lines of Research. *European Journal of Tourism Research*, 2021(28).
- Sangmook, L. (2016). The Impact of Food Quality on Experiential Value, Price Fairness, Water Park Image, Satisfaction, and Behavioral Intention in Context of Water Park. *Culinary Science & Hospitality Research*, 22(1), 87–95. <https://doi.org/10.20878/cshr.2016.22.1.010>
- Seetana, B., Teeroovengadam, V., & Nunkoo, R. (2020). Destination Satisfaction and Revisit Intention of Tourists: Does the Quality of Airport Services Matter? *Journal of Hospitality & Tourism Research*, 44(1), 134–148. <https://doi.org/10.1177/1096348018798446>
- Som, A.P.M., & Badarneh, M.B. (2011). Tourist Satisfaction and Repeat Visitation; Toward a New Comprehensive Model. *World Academy of Science, Engineering and Technology*, 5(2), 239–246.
- Sugiana, A.G., & Nufi, T. (2021). The Identification of Infrastructure, Accessibility, Environment, and Physical Tourism Attraction Resources: Cibereum Lake Case. *Proceedings of the 2nd International Seminar of Science and Applied Technology (ISSAT 2021)*, 207(2021), 650–655.
- Sugiana, A.G., Nurhikmah, W., Rini, R.O.P., & Wigati, E. (2023). Investigating the Essence of Recreational Accessibility and Its Effects on Satisfaction, Memories, and Loyalty of City Park Visitors. *African Journal of Hospitality, Tourism and Leisure*, 12(4), 1524–1541. <https://doi.org/10.46222/ajhtl.19770720.447>
- Sugiana, A.G., Oktavia, H.C., & Karlina, M. (2022). The Effect of Tourism Infrastructure Asset Quality on Tourist Satisfaction: A Case on Forest Tourism in Tasikmalaya Regency. *International Journal of Applied Sciences in Tourism and Events*, 6(1), 65–71. <https://doi.org/10.31940/ijaste.v6i1.65-71>
- Suhartanto, D., Dean, D., Wibisono, N., Astor, Y., Muflih, M., Kartikasari, A., Sutrisno, R., & Hardiyanto, N. (2021). Tourist Experience in Halal Tourism: what Leads to Loyalty? *Current Issues in Tourism*, 24(14), 1976–1990. <https://doi.org/10.1080/13683500.2020.1813092>
- Suhartanto, D., Ruhadi, & Triyuni, N. (2016). Tourist Loyalty Toward Shopping Destination: the Role of Shopping Satisfaction and Destination Image. *European Journal of Tourism Research*, 13, 84–102. <https://doi.org/10.54055/ejtr.v13i.233>
- Teo, T.L.L., Coleman, H.M., & Khan, S.J. (2015). Chemical contaminants in swimming pools: Occurrence, implications and control. *Environment International*, 76, 16–31. <https://doi.org/10.1016/j.envint.2014.11.012>
- Torabi, Shalbafian, Allam, Z., Ghaderi, Z., Murgante, B., & Khavarian-Garmsir, A. (2022). Enhancing Memorable Experiences, Tourist Satisfaction, and Revisit Intention through Smart Tourism Technologies. *Sustainability*, 14(5), 2721. <https://doi.org/10.3390/su14052721>
- Tóth, G., & Dávid, L. (2010). Tourism and Accessibility: An Integrated Approach. *Applied Geography*, 30(4), 666–677. <https://doi.org/10.1016/j.apgeog.2010.01.008>
- Tverijonaite, E., Ólafsdóttir, R., & Thorsteinsson, T. (2018). Accessibility of Protected Areas and Visitor Behaviour: A Case Study from Iceland. *Journal of Outdoor Recreation and Tourism*, 24, 1–10. <https://doi.org/10.1016/j.jort.2018.09.001>
- Van Aalst, I., & Brands, J. (2021). Young People: Being Apart, Together in an Urban Park. *Journal of Urbanism: International Research on Placemaking and Urban Sustainability*, 14(1), 1–17. <https://doi.org/10.1080/17549175.2020.1737181>
- Vengesai, S., Mavondo, F.T., & Reisinger, Y. (2009). Tourism Destination Attractiveness: Attractions, Facilities, and People as Predictors. *Tourism Analysis*, 14(5), 621–636. <https://doi.org/10.3727/108354209X12597959359211>
- Xiao-Ting, H., & Bi-Hu, W. (2012). Intra-attraction Tourist Spatial-Temporal Behaviour Patterns. *Tourism Geographies*, 14(4), 625–645. <https://doi.org/10.1080/14616688.2012.647322>