

ANALYSIS OF THE INFLUENCE OF ATTRACTIONS, AMENITIES, ACCESSIBILITY, AND ANCILLARY ON SERVICE SATISFACTION FOR VISITORS OF COASTAL TOURISM OBJECTS MANOHARA PIDIE JAYA DISTRICT

¹Cut Hamidah, ¹²Rahmi Novalita, Hariki Fitrah *¹²

¹Department of Social Science Education, Postgraduate, Universitas Almuslim, Indonesia

²Department of Geography Education, Faculty of Teacher Training and Education, Universitas Almuslim, Indonesia

Email: hafith240@gmail.com

*Corresponding Author, Received: Jan 10, 2024. Revised: April 24, 2024. Accepted: June 02, 2024



This is an open access article distributed under the Creative Commons 4.0 Share-Alike 4.0 International License. If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original. ©2022 by Journal Sjdgge

ABSTRACT: This research aims to describe; 1) the influence of attractions on visitor service satisfaction at the Manohara Beach tourist attraction, 2) the influence of accessibility on service satisfaction for visitors at the Manohara Beach tourist attraction, 3) the influence of amenities on service satisfaction for visitors at the Manohara Beach tourist attraction, 4) the influence of Ancillary on satisfaction services for visitors at the Manohara Beach tourist attraction, 5) the influence of attraction, accessibility, amenities and ancillary together on service satisfaction for visitors at the Manohara Beach tourist attraction. This type of research is quantitative research. The research sample was 100 visitors to the Manohara beach tourist attraction. The sampling technique uses incidental sampling. Data collection techniques use questionnaires. The data analysis technique uses multiple linear regression analysis tests. The results of the research show that: 1) attractions partially have a positive and significant influence on tourist service satisfaction, 2) partial accessibility does not have a positive and significant influence on tourist service satisfaction, 3) partial amenities have a positive but not significant influence on service satisfaction tourists, 4) the ancillary partially has a positive and significant influence on tourist service satisfaction, 5) Attractions, Accessibility, Amenities and Ancillary have a positive and significant influence on the service satisfaction of tourists visiting the Manohara Beach tourist attraction, Pidie Jaya Regency.

Keywords: Attractions, Amenities, Accessibility, Ancillary, Services

1. INTRODUCTION

Indonesia is known as the emerald of the equator which is an agrarian nation in the form of an archipelago which has the potential for very diverse tourist destinations to visit with its natural wealth and diversity of tourism spread from Sabang to Merauke [1]. Natural beauty and cultural diversity make Indonesia have a strong magnet that can attract tourists, both domestic and foreign tourists to come and visit. Indonesia is divided into several regions or areas, each region has its own charm, beauty and uniqueness to be visited by foreign tourists and local tourists which makes Indonesia a tourist destination in the world [2]. Tourism has various kinds of tourist destinations that can be visited, including natural tourism and artificial tourism [3].

According to [4] tourism is the activity of

visiting and traveling in a planned manner with the aim of vacationing and having fun outside the area of residence to please and keep oneself busy to achieve pleasure and to spend free time such as releasing the fatigue of routine work or with the aim of finding a pleasant atmosphere. newer and not monotonous. Tourism service businesses in Indonesia are now increasingly receiving full attention from the government because tourism is a sector that has high potential to be developed as a source of wealth for regions that have tourist destinations and is one of the leading forms of business [5].

Tourism continues to increase from time to time and has become one of the sectors that has succeeded in providing economic benefits for local communities and regional governments, and can even achieve an increase in the quality and standard of living of the people living around

tourist attractions, as well as being one of the sectors that contributes foreign exchange country, because besides being able to generate profits for tourism service businesses, it can also provide benefits for all infrastructure that supports the formation of tourist destinations [6], [7]. As the tourism services industry develops in a region, it will attract people to carry out various other supporting businesses such as hotel services, restaurants, souvenirs and so on. In achieving tourist satisfaction responses to tourist attractions, it is necessary to pay attention to the quality offered by the tourist attraction itself. According to [8] a tourist destination can be said to be successful if it meets the requirements of four aspects of tourism offerings. Each tourism component must meet adequate indicators, so that it can become an aspect of the offer to achieve success in meeting tourist satisfaction targets. According to Cooper [9] (in Darmawan 2019), he stated that there are four aspects that must be present in a tourist attraction to achieve tourist satisfaction, namely: attraction, accessibility, amenities and ancillaries. Meanwhile, according to [10], the scope of offering aspects in a tourist attraction includes tourist attractions, accessibility, amenities, supporting facilities and existing institutions.

Tourist attractions are the most significant component in attracting and influencing visitor satisfaction. There are three main attractions that attract visitors, namely 1) Natural Resources, 2) Art tourism attractions, and 3) Man-made tourist attractions themselves. The existence of attractions is the reason and motivation for visitors to visit a tourist destination [9]. Accessibility is a goal to be achieved by providing various transportation to the location of the tourist attraction continuously, consistently, affordably, comfortably and safely. According to [11] the accessibility aspect is one of the important offering indicators in tourism which influences tourist satisfaction, because accessibility concerns cross-sectoral development. Without a network that connects transportation, it is impossible for a tourist destination to be touched and visited by tourists. Accessibility must meet requirements consisting of ease of information where facilities must be easily obtained and seen with the naked eye by tourists and easy to reach without having to go through extreme journeys, providing access to road conditions that are easy to traverse when traveling.

Amenities are all supporting infrastructure that can fulfill the needs and desires of tourists while at a tourist attraction. The amenities in question are the availability of accommodation facilities such as accommodation, restaurants and entertainment that enable tourists to travel to these places or tourist attractions [9]. Meanwhile, according to [12]

amenities are all forms of supporting infrastructure that can be utilized by tourists to meet their needs while at a tourist attraction.

Additional services in this case are services that should be facilitated by the government through institutions in the tourism sector, both to tourists and tourism service business actors [13]. Meanwhile, according to [14] states that ancillary or additional services have the scope or scope of the existence of various institutions and organizations or an institution that accommodates and supports businesses in developing, marketing and guaranteeing a tourist destination. The main principle in achieving tourist satisfaction is a comparison between what tourists expect and the results or actual performance obtained by tourists. In other words, satisfaction is a form of activity comparing performance with expectations. If the perceived performance or results are higher than expectations, tourists will feel satisfied or happy with the product provided. Likewise, if the perceived performance or results are lower than expectations, tourists will feel disappointed or dissatisfied with the products offered. If tourists come with low expectations, then tourists will be more satisfied, and vice versa, they will feel dissatisfied. Satisfaction is a form of feeling of disappointment or pleasure felt by someone, which arises as a result of comparing the perceived results with the buyer's previous expectations of the product [15].

The component of tourism offerings that absolutely determines and influences the success of tourist satisfaction is tourist attraction. Tourist attraction as an aspect of tourism product offerings certainly has its own strengths because it can attract tourists to visit and travel. In essence, the ultimate goal of a tourism service business is to provide a sense of pleasure and satisfaction to tourists through services provided optimally to tourists, so that in the future there will be a good reciprocal relationship between tourism service business actors and visitors or tourists and it is hoped that tourists are satisfied with the accompaniment of good service. Tourist attractions, amenities and accessibility are levels of excellence that are expected to fulfill consumer desires, namely tourist satisfaction when visiting certain tourist attractions. This is of course a consideration for tourist attractions to improve their services starting from services on tourist attractions, the facilities provided, both main facilities and supporting facilities such as clean and adequate rinse rooms, the availability of prayer rooms to services in beach areas [16].

One of the tourist attractions in Aceh Province is the Manohara Beach tourist attraction which is located in Meunasah Balek Meureudu Village, Pidie Jaya Regency, which is a division of Pidie

Regency. Manohara Beach is the favorite of Pidie Jaya Regency, where every tourist who comes to Pidie Jaya always wants to stop at this beach, even if it's just to enjoy breakfast or just want to play with the crashing waves. The beach, which was once destroyed during the Pidie earthquake and tsunami, has been repaired and is becoming more attractive with ornaments and café decorations located along the beach. However, the problems found were that some visitors were dissatisfied with the service performance of the officers, lack of interest from visitors, which had an impact on local community income, no prayer room for visitors, lack of toilets and cleanliness in the tourist area, visitor activities that polluted the environment by throwing rubbish carelessly. can reduce environmental cleanliness.

Likewise, in research conducted by [9] there are several aspects of tourism that can significantly influence tourist satisfaction, namely the components of attractions, accessibility, amenities and tourism ancillaries. However, research conducted by [14] showed that the influence of additional facilities and services on visitor satisfaction was at a weak level. Then in research [17] the tourist attraction component had the

greatest influence on tourist satisfaction. This is different from the results of research [18] where the accessibility component is the most dominant component in influencing tourist satisfaction, whereas in research [18] the amenity component actually has the greatest influence on tourist satisfaction variables. In contrast to research [14], it was found that the amenity component was the lowest factor in influencing tourist satisfaction. Based on the background above, the aim of this research is to describe the influence of attractions, amenities, accessibility and ancillaries on service satisfaction for visitors to the Manohara Beach tourist attraction, Pidie Jaya Regency.

2. METHODS

This type of research is quantitative research. The research sample was 100 visitors to the Manohara beach tourist attraction. The sampling technique uses incidental technique. Data collection techniques use questionnaires. The data analysis technique uses multiple linear regression analysis tests

3. RESULTS AND DISCUSSION

This research uses a multiple linear regression analysis method to predict how far the value of the dependent variable tourist satisfaction will change,

if the value of the independent variables are attractions, accessibility, amenities and ancillaries. From the results of data processing, the following results were obtained:

Table 1. Results of Multiple Linear Regression Test and t Test (Partial Test)

Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		B	Std. Error	Beta	T	
1	(Constant)	2,367	1,769		1,337	,184
	Atraksi	,193	,047	,363	4,096	,000
	Aksesibilitas	-,029	,056	-,054	-,518	,605
	Amenitas	,086	,064	,163	1,349	,180
	Ancillary	,368	,128	,373	2,862	,005

a. Dependent Variable: Kepuasan

Based on the Multiple Linear Regression test table and the t test (Partial Test) it can be concluded as follows;

1. The constant value above is 2.367, this figure shows that if X1 (attractions), X2 (accessibility), X3 (amenities) and X4 (ancillary) is constant (does not change), so tourist satisfaction is 2.367.
2. X1 (attraction) shows a coefficient value of 0.193. This means that if there is an increase or increase in tourist attractions

by 1 unit, tourist satisfaction will also increase by 0.193 units assuming that the other independent variables are considered constant.

3. X2 (accessibility) shows a coefficient value of - 0.029. This means that if there is an increase or increase in accessibility by 1 unit, it will be followed by a decrease in tourist satisfaction by 0.029 units assuming that the other independent variables are considered constant.

4. X3 (amenities) shows a coefficient value of 0.086. This means that if there is an increase or increase in tourist amenities by 1 unit, tourist satisfaction will also increase by 0.086 units assuming that the other independent variables are considered constant.
5. X4 (ancillary) shows a coefficient value of 0.368. This means that if there is an increase or increase in the tourism ancillary by 1 unit, tourist satisfaction will also increase by 0.368 units assuming that the other independent variables are considered constant

Table 2. Coefficient of Determination Test Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,760 ^a	,578	,560	1,682

a. Predictors: (Constant), Ancillary, Attractions, Accessibility, Amenities

Based on the table above, it can be seen that the coefficient of determination value expressed by Adj. R2 is 0.560, which means that the variables attractions (X1), accessibility (X2), amenities (X3) and ancillary (X4) simultaneously (together) influence the tourist satisfaction variable (Y) by 56.0%, and it can be concluded that satisfaction tourists can be explained by the variables of attractions, accessibility, amenities, and tourist ancillaries while the remaining 44.0% is explained by other factors not included in this research, such as tourism activity variables [17], destination image [18], tourism promotion. [15], as well as perceptions of artificial facilities and perceptions of tourism costs [20]

t Test Results (Partial Test)

The t statistical test is used to determine whether or not there is an influence of each variable individually on the dependent variable which is tested at a significance level of 0.1. With $t_{table} = t (\alpha/2; n-k-1)$. If the sig value. is smaller than 0.1 and the value of $t_{count} > t_{table}$ then H_a is accepted and H_0 is rejected, whereas if the value is sig. is greater than 0.1 or $t_{count} < t_{table}$ then H_0 is accepted and H_a is rejected. The results of the t statistical test can be seen in table 4.16 which is shown above. Based on table 2, to determine the magnitude of the influence of each independent variable partially (individually) on the dependent variable is as follows: $t_{table} = t (\alpha/2 ; n-k-1) = t (0.05 ; 91) = 1.662$

1. Attractions (X1) on Tourist Satisfaction

It can be seen that t_{count} of attraction coefficient is 4.096, while t_{table} with alpha 0.1 and $df = 95$ is 1.29053, which means $t_{count} > t_{table}$ ($4.096 > 1.29053$), and has a regression coefficient value of 0.193 which is positive, and a significance value of $0.000 < 0.10$, which means that the attraction variable partially has a positive and significant influence on tourist satisfaction. Thus H_{a1} which states, Attractions Have a Positive and

Significant Influence on Tourist Satisfaction Visiting the Manohara Beach Tourist Attraction, Pidie Jaya Regency, is accepted and H_0 is rejected.

It can also be concluded that as the value of attractions increases, tourist satisfaction will also increase. The results of this research show that attractions have a positive and significant effect on tourist satisfaction. These results are in line with the theory in this research. Tourist attractions are centered on efforts to fulfill the attractiveness of tourist attractions to match tourist expectations.

2. Accessibility (X2) on Tourist Satisfaction

It can be seen that t_{count} of the accessibility coefficient is -0.518, while t_{table} with alpha 0.1 and $df = 95$ is 1.29053, which means $t_{count} < t_{table}$ ($-0.518 < 1.29053$), and has a regression coefficient value of -0.029 which is negative, and The significance value is $0.605 > 0.10$, which means that the partial accessibility variable has no positive and significant effect on tourist satisfaction. Thus, H_{02} which reads, Accessibility has a Positive and Significant Influence on Tourist Satisfaction Visiting the Manohara Beach Tourist Attraction, Pidie Jaya Regency, is rejected and H_{02} is accepted.

It can also be concluded that as the accessibility value increases, tourist satisfaction will decrease. The results of this research can be interpreted as meaning that tourists will still feel satisfaction with previous expectations even though there is no accessibility in a tourist attraction, in this case at Manohara Beach, Pidie Jaya Regency. The results of this study indicate that partial accessibility does not have a positive and significant effect on tourist satisfaction. This is certainly not in line with existing theory.

Accessibility is something that must exist, because accessibility is the main element or main component in tourism products.

3. Amenities (X3) to Tourist Satisfaction (Y)

It can be seen that t_{count} of the amenity coefficient is 1.349, while t_{table} with $\alpha 0.1$ and $df = 95$ is 1.29053, which means $t_{count} > t_{table}$ ($1.349 > 1.29053$), and has a regression coefficient value of 0.086 which is positive, and a significance value of $0.180 > 0.10$, which means that the amenities variable partially has a positive but not significant effect on tourist satisfaction. Thus H_03 which reads, Amenities have a Positive and Significant Influence on Tourist Satisfaction at the Manohara Beach tourist attraction, Pidie Jaya Regency, is rejected and H_03 is accepted.

It can also be concluded that as the value of amenities increases, tourist satisfaction will also increase, although not significantly. The results of this study show that amenities have a positive but not significant effect on tourist satisfaction. These results are in line with several previous studies in this study. Amenities are supporting facilities that can create a sense of enjoyment by providing tourist facilities and services accompanied by ease in enjoying the tourism products offered.

4. Ancillary (X4) to Tourist Satisfaction (Y)

It can be seen that t_{count} of the ancillary coefficient is 2.862, while t_{table} with $\alpha 0.1$ and $df = 95$ is 1.29053, which means

$t_{count} > t_{table}$ ($2.862 > 1.29053$), and has a regression coefficient value of 0.368 which is positive, and a significance value of $0.005 < 0.10$, which means that the ancillary variable partially has a positive and significant influence on tourist satisfaction. Thus H_{a4} which reads, Ancillary has a Positive and Significant Influence on Tourist Satisfaction Visiting the Manohara Beach Tourist Attraction, Pidie Jaya District, is accepted and H_04 is rejected.

It can also be concluded that as the ancillary value increases, tourist satisfaction will also increase. The results of this research show that ancillaries have a positive and significant effect on tourist satisfaction. These results are in line with the theory in this research. Ancillary is an additional service and hospitality that can create a sense of security and comfort for tourists in enjoying the tourism products offered.

5. F Test Results (Simultaneous Test)

The F test is used to test whether the independent variables simultaneously or together have a significant or insignificant influence on the dependent variable (Y) with $F_{table} = F(k ; n-k)$. If the sig value. is smaller than 0.1 and the value of $F_{count} > F_{table}$ then $H_{\alpha 5}$ is accepted and H_05 is rejected. Meanwhile, if sig. is greater than 0.1 and $F_{count} < F_{table}$ then $H_{\alpha 5}$ is rejected and H_05 is accepted. The results of the F statistical test can be seen in the following table:

Table 3 F Test Results (Simultaneous Test)

Anova ^a						
Mode		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	368,467	4	92,117	32,541	,000 ^b
	Residual	268,923	95	2,831		
	Total	637,390	99			

Source: Processed Primary Data (SPSS Output), 2023

Based on the F Test results in table 3, it can be seen that the F_{count} value is $32.541 > F_{table}$ with a probability of 10%, so we get an F_{table} of 2.00. Because the value of F_{count} ($32.541 > F_{table}$ (2.00) and with a significance level of $0.000 < 0.10$, which means that the regression model can be used to predict tourist

satisfaction. Thus H_05 which reads, Attractions, Accessibility, Amenities and Ancillaries have a Positive and Significant influence on Tourist Satisfaction Visiting the Manohara Beach Tourist Attraction, Pidie Jaya Regency, is accepted and H_05 is rejected. It can also be concluded that as the value of attractions,

accessibility, amenities and ancillaries increases, tourist satisfaction will also increase. The results of this research show that attractions, accessibility, amenities and ancillaries have a positive and significant effect on tourist satisfaction. These results are in line with the theory in this research, namely that the four components of a tourism offer must be implemented in a tourist attraction with the aim of creating tourist satisfaction through good tourism product performance, namely tourist attraction, ease of reaching the destination, tourist facilities and services, additional services. and hospitality.

4. CONCLUSION

1. The influence of attractions on tourist satisfaction shows that t_{count} of attraction coefficient is 4.096, while t_{table} with alpha 0.1 and $df = 95$ is 1.29053, which means $t_{count} > t_{table}$ ($4.096 > 1.29053$), and has a regression coefficient value of 0.193 positive value, and a significance value of $0.000 < 0.10$, which means that the attraction variable partially has a positive and significant influence on tourist satisfaction
2. Accessibility (X2) on Tourist Satisfaction shows that t_{count} of accessibility coefficient is -0.518, while t_{table} with alpha 0.1 and $df = 95$ is 1.29053 which means $t_{count} < t_{table}$ ($-0.518 < 1.29053$), and has a value The regression coefficient of -0.029 has a

5. ACKNOWLEDGEMENTS

The research was carried out thanks to the collaboration of various parties. The researchers would like to thank the managers and visitors of the Manohara beach tourist attraction, Pidie Jaya Regency.

6. REFERENCES

- 1) Aso, Maria Trisana, dkk. 2020. Pengaruh Daya Tarik Wisata dan Aksesibilitas Terhadap Minat Kunjungan Wisatawan di Kampung Adat Tutubhada Kab. Nagakeo". *Jurnal Pariwisata*, Vol. 1, No.2. Malang: Universitas Merdeka Malang.
- 2) Fajaria, Novieta. 2020. Pengaruh Daya Tarik Wisata, Aksesibilitas, Harga, Fasilitas,

negative value, and the significance value is $0.605 > 0.10$, which means that the partial accessibility variable has no positive and significant effect on tourist satisfaction.

3. The effect of amenities (X3) on Tourist Satisfaction (Y) shows that t_{count} of the amenity coefficient is 1.349, while t_{table} with alpha 0.1 and $df = 95$ is 1.29053 which means $t_{count} > t_{table}$ ($1.349 > 1.29053$), and has a regression coefficient value of 0.086 which is positive, and a significance value of $0.180 > 0.10$, which means that the amenities variable partially has a positive but not significant effect on tourist satisfaction.
4. The influence of the ancillary (X4) on Tourist Satisfaction (Y) shows that the ancillary coefficient t is 2.862, while the t_{table} with alpha 0.1 and $df = 95$ is 1.29053 which means $t_{count} > t_{table}$ ($2.862 > 1.29053$), and has a regression coefficient value of 0.368 which is positive, and a significance value of $0.005 < 0.10$, which means that the ancillary variable partially has a positive and significant influence on tourist satisfaction.
5. Attractions, Accessibility, Amenities and Ancillaries have a Positive and Significant influence on Tourist Satisfaction Visiting the Manohara Beach Tourist Attraction, Pidie Jaya Regency ($0.000 < 0.10$).

dan Promosi Terhadap Minat Berkunjung Wisatawan Ke Puro Mangkunegaran, Surakarta, Skripsi. Surakarta: Institut Agama Islam Negeri Surakarta.

- 3) Kusumawati, Ni Putu Y.W. dan Putu Siti Firmani. 2021. Pengaruh Atraksi dan Amenitas Wisata Terhadap Kepuasan Wisatawan Pada Twin Hill Stone Garden Kabupaten Bangli Tahun 2019, dalam *Jurnal Arthaniti Studies*, Vol. 1, No.2. Bali: Prodi Pendidikan Ekonomi FKIP Universitas PGRI Mahadewa Indonesia.
- 4) Rahayu, Sri. 2019. Kepuasan dan Loyalitas Pelanggan Terhadap Obyek Wisata. Palembang: CV. Anugrah Jaya.
- 5) Cahyanti, dkk. 2017. Meningkatkan Niat Berkunjung Pada Generasi Muda Melalui Citra Destinasi dan Daya Tarik Kampung

- Wisata”, Jurnal JIBEKA, Vol. 11, No.1.
- 6) Ramadhani, Natasha D.P., dkk. 2021. Pengaruh 3A Terhadap Keputusan Berkunjung Wisatawan Pada Objek Wisata Air Terjun Temam. Jurnal Terapan Ilmu Ekonomi, Manajemen dan Bisnis, Vol. 1, No. 3.
 - 7) Ramadhani, Suci Anggraini, dkk. 2021. Analisis Pengaruh Atraksi Wisata, dan Ancillary Service terhadap Minat Kunjung Ulang pada Objek Wisata Bukit Siguntang. Jurnal Terapan Ilmu Ekonomi, Manajemen dan Bisnis, Vol. 1, No. 3.
 - 8) Sugiama, A Gima. 2014. Pengembangan Bisnis dan Pemasaran Aset Pariwisata, Edisi 1. Bandung: Guardaya Intimarta.
 - 9) Darmawan, Dimas Setya. 2019. Pengaruh Atraksi, Aksesibilitas, Amenitas, Ansilari Terhadap Kepuasan Wisatawan di Pantai Gemah Kabupaten Tulungagung. Jurnal Ilmiah Mahasiswa FEB, Vol. 8, No. 1.
 - 10) Suryadana, M. Liga dan Vanny Octavia. 2020. Pengantar Pemasaran Pariwisata. Bandung: Penerbit Alfabeta.
 - 11) Suwartono. 2014. Dasar-Dasar Metodologi Penelitian. Yogyakarta: Penerbit Andi.
 - 12) Rusvitasari, Evi dan Agus Solikhin. 2014. Strategi Pengembangan Wisata Alam Dalam Meningkatkan Kunjungan Wisatawan Di Objek Wisata Umbul Sidomukti Bandungan Semarang. Jurnal Pariwisata Indonesia, Vol. 10, No. 1.
 - 13) Alfitriani, dkk. 2022. Pengaruh Komponen 4A Terhadap Minat Kunjung Ulang Wisatawan Pada Destinasi Wisata Bayt Al-Qur’an Al-Akbar Kota Palembang. Jurnal Aplikasi Manajemen & Bisnis Vol. 1, No. 2.
 - 14) Wanda, Ida Bagus K., dan Edriana P. 2018. Pengaruh Pengembangan Komponen Destinasi Situs Trowulan. Jurnal Administrasi Bisnis, Vol. 55, No. 3.
 - 15) Apriliyanti, Ester, dkk. 2021. Pengaruh daya tarik wisata, citra destinasi & sarana wisata terhadap kepuasan wisatawan citra niaga sebagai pusat cerminan budaya khas kota samarinda. Jurnal Manajemen, Vol. 12, No.1.
 - 16) Isdarmanto. 2016. Dasar-Dasar Kepariwisata. Gerbang Media Aksara dan Sekolah Tinggi Pariwisata Ambarrukmo Yogyakarta.
 - 17) Muslim, M. B. Chanif. 2021. Pengaruh Atraksi, Aktivitas, Amenitas dan Aksesibilitas Terhadap Kepuasan Wisatawan di Taman Nusa Bali. Jurnal Gema Wisata, Vol. 17, No. 1.
 - 18) Fauzi. 2021. Pengaruh Citra Wisata, Kualitas Pelayanan, dan Promosi Wisata Terhadap Minat Wisata Religi Muslim di Kabupaten Pringsewu”, Tesis. Lampung: Universitas Islam Negeri Raden Intan Lampung.
 - 19) Sari, Dewi Ratna. 2019. Pengaruh Amenitas dan Aksesibilitas Terhadap Kepuasan Wisatawan di Taman Margasatwa Semarang. Jurnal Gema Wisata, Vol. 15, No. 2.
 - 20) Buana, Anugerah Arsy. 2022. Analisis Pengaruh Persepsi Harga Tiket, Persepsi Fasilitas Buatan, Persepsi Biaya Wisata dan Daya Tarik Wisata Terhadap Kunjungan Wisatawan Lokawisata Baturraden, Skripsi. Purwokerto: Universitas Jenderal Soedirman Purwokerto.