

City Parks Reopened: What did Youth Urban Tourists' Say about Memories and Loyalty after COVID-19 Pandemic Lockdown?

Aceng Gima Sugiana *)

Commerce Department, Politeknik Negeri Bandung, Indonesia
ORCID: 0000-0002-0535-2772

Rosie Oktavia Puspita Rini

Culinary Management Department, Politeknik Pariwisata Batam, Indonesia
ORCID: 0000-0002-6064-3521

Widya Nurhikmah

Commerce Department, Politeknik Negeri Bandung, Indonesia
ORCID: 0000-0003-0632-5634

Erna Wigati

Hospitality Department, Akademi Pariwisata Mandala Bhakti, Indonesia
ORCID: 0000-0003-2691-8592

*)Correspondence Author to Aceng Gima Sugiana, Commerce Department, Politeknik Negeri Bandung, Indonesia. E-mail: gima.sugiana@polban.ac.id

Abstract

The Indonesian government reopened City Parks (CP) after lockdown restrictions during the COVID-19 Pandemic. This study aims to assess the relationship between urban tourism accessibility, tourist satisfaction, tourist memories, and tourist loyalty on CPs at the beginning of CPs reopening after the lockdown. A total of 238 youth urban tourist domestic respondents participated in the survey, and they self-administered questionnaires. They visited CPs at the beginning of reopened after the lockdown during the COVID-19 Pandemic. The SEM-PLS method was used to analyze the five hypotheses proposed. Results show the CPs reopened in Bandung city, proving that the high availability of urban tourism accessibility increases tourist satisfaction. High tourist satisfaction significantly increased tourists' memory of the CPs they visited. Also, high tourist satisfaction increases loyalty to the CPs they have seen. The increasing tourist memories of CPs increase tourist loyalty. However, accessibility does not affect tourist loyalty, and they have many accessibility options that allow them to choose other city park alternatives. Tourists may choose alternative transportation modes, road routes, or private vehicles to visit alternative city parks and open green parks.

Keywords: urban tourism accessibility, tourist satisfaction, tourist loyalty, tourist memories, city park reopened, COVID-19 Pandemic Lockdown

Introduction

The Pandemic has affected people's mobility, livelihoods, and the welfare of society, including people's inability to travel because of the lockdown restriction (Mayen Huerta and Utomo 2021; Ugolini et al. 2021; Vos et al. 2022). During the lockdown, individual visits to green spaces decreased (Berdejo-Espinola et al., 2022). The habits of people in the city changed significantly

visited urban green spaces (UGS), and the reduction in travel to urban parks because of social distancing regulations and other imposed restrictions on movement (Ugolini et al. 2021; Yang et al. 2021). The COVID-19 Pandemic has crippled the tourism industry (Yang et al., 2020) and has become the most destructive cause of the 21st century (Ioannides and Gyimóthy, 2020; Zhang et al., 2022., WTTC 2020); even the COVID-19 Pandemic has been characterized as a systemic risk (Kim et al. 2022). During the Pandemic, tourists have become more careful in deciding their tour trips because they face health risks (Cahyanto, 2020). The COVID-19 Pandemic has disrupted and even halted global mobility and global tourism's neoliberal market mechanisms, but based on a recent review of the crisis recovery process, especially by the government, the tourism sector will recover from these sudden market shocks (Ioannides & Gyimóthy, 2020).

Indonesia has the fourth most populous country in the world and was affected significantly over a long period (Djalante et al., 2020). The Government of the Republic of Indonesia has reopened Indonesia for local, national, and international tourists (CGRI, 2022). After the COVID-19 Pandemic, there will be a resolution phase of more than two years, and it is predicted that the business and public sectors will recover faster than people's spending power (Hao et al., 2022). After the lockdown due to the COVID-19 Pandemic, and the reopening of various public places, including CP, the public returned to visiting CP (Dushkova et al., 2021).

The operational aspects of the city's urban environment are usually seen as "stand-alone" from tourism; however, it has become integral to the tourist experience (Henning, 2022). Therefore management of urban parks is vital due to the increasing population density (Daniels et al., 2018), while recreational space in urban areas is decreasing and very limited (Chan et al., 2018; Yang et al., 2021; Huang et al., 2022). This condition also occurs in the city of Bandung, which has an area of green open space that does not comply with the substandard

regulations, which is 12,25% of the minimum standard, which should be a minimum of 20% of the city's total area concerned (BPS, 2021).

Residents can use CP as a place for tourist attraction; therefore, CP must be equipped with tourist destination attributes that must be managed to create a positive visiting experience (Boivin and Tanguay, 2019; Carmona, 2019; Hermawan et al., 2019). The provision of a transportation network is one of the critical factors that make it easier for visitors to access CP, so it is expected to increase the number of visits to CPs (Kuklina et al., 2022; Tverijonaite et al., 2018).

Bandung is the capital city of West Java province, Indonesia has five large urban parks, and there are 768 medium and small-sized park areas (Margono and Zuraida, 2019; BPS, 2021). Studies on the quality of urban parks in the city of Bandung focus on public spaces and compare them with the concept of urban acupuncture (Margono and Zuraida, 2019). Other research highlights evaluating the provision of thematic parks in Bandung based on the perspective of spatial equity through distribution patterns and service coverage (Widyahantari and Rudiarto, 2019). Another study concentrates on the degradation and redefinition of the social function of the park through the availability of virtual space facilities in the city of Bandung (Handoyotomo, 2018). It is crucial to know responses based on a community that may help the government obtain public responses regarding regulations for handling the COVID-19 Pandemic (Djalante et al., 2020., Amaratunga et al., 2020).

Based on the studies mentioned above regarding parks (Handoyotomo, 2018; Margono and Zuraida, 2019; Widyahantari and Rudiarto, 2019), accessibility, satisfaction, and loyalty of tourists in tourist attractions (Biswas et al., 2020; Kim, 2018), there is no focus on those researches on evaluating the influence of UT accessibility on tourist satisfaction, tourist loyalty, and on tourist memories. Especially after the lockdown and the reopened of CP in Bandung, it is crucial to evaluate youth urban tourists' perception of accessibility, satisfaction, loyalty, and

memories of the CP. Therefore this study is aimed to assess the causal relationship between UT accessibility and tourist satisfaction, tourist loyalty, and tourist memories. So, what did urban youth tourists and city-dwellers say about memories and commitment after the COVID-19 pandemic lockdown and after CP reopened?

Literature Review

Urban tourism (UT) has become an important sector in the tourism industry as it can serve tourists, satisfy tourist needs, and even exceed tourist expectations (Henning, 2022). However, it has received little attention, especially research in the context of the sustainable UT concept (Maxim, 2016).

The COVID-19 Pandemic has spread worldwide and significantly impacted people and city dwellers' daily lifestyles of people worldwide (Yang *et al.*, 2021), and the effect is that people have changed their travel to UGS during the COVID-19 Pandemic (Zhang *et al.*, 2022). Tourism can also cause disasters and crises, such as increasing the spread of viruses and infectious diseases like COVID-19 due to the mobility of tourists (Chang and Wu, 2021), that's why the government restricts the lockdown regulations (Ugolini *et al.*, 2021). Even though the COVID-19 Pandemic has ended, the results indicated that city dwellers reduced their willingness to visit urban parks because they think they still risk contracting it (Zhang *et al.*, 2022).

Urban Tourism Accessibility, Tourist Satisfaction, and Tourist Loyalty

Localized spatial mobility restrictions by 'lockdowns' reduce the number of visits to open public services and CPs (Jakstis *et al.*, 2022). During the lockdown, habits changed significantly, the reduction in travel to urban parks, as social distancing, self-isolating practices, quarantines, and imposed restrictions on people's movement regulations became the fundamental norm in many

countries around the world (Ugolini et al., 2021., Vos *et al.*, 2022). However, fortunately, there are UGS that remained open and accessible throughout the lockdown periods, for example, in Berlin, which was not the case in the same as other cities across the world (Collins et al., 2022). Larcher et al. (2021) found that during the COVID-19 Pandemic in Italy, when public green spaces were closed to lockdown restrictions, and city dwellers were forced to stay at home, people's need to have outdoor and UGS increased.

CP, as good quality public spaces, are those that the community can easily access for various urban individual and family activities, including sports, recreation, and education (Beqaj, 2016; Hantono, 2019; Purwanto, 2014). Good tourism accessibility is reflected by easier access and better-connected airports, better-scheduled tourism services, diverse transportation and accommodation facilities, and various entertainment options (Edwards et al., 2008). Li et al. (2022) state that, in general, there were main influencing factors of tourism accessibility, mainly including transport supply and tourism services, tourist demand characteristics, and tourism destination attributes; CP is included in the type of green open space. Still, they have a more specific concept characterized by having a minimum area of 5000 m², available vegetation, walking paths, and facilities for public use (Konijnendijk et al., 2013; Liu et al., 2017; WHO, 2016). The provision of CP is vital to improving the quality of sustainable urban life, and the existence of CP can create diverse tourist perceptions from visitors from different socioeconomic backgrounds (Asimgil, 2012; Liu et al., 2017; Tameko et al., 2011; Wang et al., 2015).

CP visitors have a perception and preferences about how an ideal CP should look (Binka et al., 2022). Urban parks are meaningful places and part of the place identity of city dwellers, who interpret them as "oases of peace" or as "meeting places" (Binka *et al.*, 2022). The study findings highlight the importance of green spaces in maintaining and developing a way to support mental health, especially during psychologically challenging times such as during the

COVID-19 Pandemic (Vos et al., 2022., Collin *et al.*, 2022). Other research results suggested that respondents who visited and used UGS once or more per week during the COVID-19 Pandemic reported higher subjective well-being scores than those with zero visits (Huerta and Ariane, 2021).

Li et al. (2022), taking Nanjing as an example of UT accessibility, found that road transport service improvement plays a dominant role in increasing tourism accessibility and is one of the critical factors. Also, Li et al. (2022) stated that tourism accessibility as tourism elements and tourists is essential for destination development and improvement of tourist satisfaction.

Accessibility includes providing transportation and access to information that tourists need (Biswas et al., 2020., Angestiwi and Sugiyama, 2021). Analysis of the availability of accessibility services can be carried out based on tourists' assessments of transportation mode services, tourist information, the comfort level of the road, and proximity to other natural or historical resources (Biswas et al., 2020; Romão & Bi, 2021; Alaeddinoglu & Can, 2011., Sugiyama., Dalimunte & Sastrowati).

The research found that the accessibility quality and quality of amenities indicate a positive effect on tourist satisfaction (Sugiyama., Oktavia & Karlina, 2022., Sugiyama & Tirani, 2021). There is a positive relationship between the distance of their residents' homes from a park and their life satisfaction (Bertram and Rehdanz, 2022). Zhang et al. (2022) found that in Wuhan, China, visitors who use public transport have a higher impact having a lower visit to urban parks after the COVID-19 Pandemic. Abou-Shouk et al. (2017) provide evidence from two distinct places in Egypt by using structural equation modelling. Their research revealed that revisit tourists are placed attached, which means the attachment positively influences tourist satisfaction and their revisit intention in the future (Abou-Shouk et al., 2017).

During the moderate relaxation and control period of travelling, the government is still

regulating by moderate control from other COVID-19-infected risk locations to other places (Bingyi et al., 2022). Research has shown that accessibility to tourist attractions in urban areas affects tourist satisfaction, and high-quality accessibility leads to high tourist satisfaction (Biswas et al., 2020). In addition, if the quality of transportation services make it easier for tourists to access their destination, it can affect tourist loyalty (Robustin et al., 2018; Eusebio and Vieira, 2011). Therefore the following hypotheses can be proposed:

H1: Urban tourism accessibility positively influence tourist satisfaction

H2: Urban tourism accessibility positively influence tourist loyalty

The service quality and the level of tourism travel services influence tourist satisfaction and loyalty (Li et al., 2022., Sugiyama, 2019). According to Cevic (2022) study results, park satisfaction had a positive and significant effect on revisit intention. Tourists will get memories that become tourist memories from their respective tourist visits, which are influenced by tourist satisfaction (Raimkulov et al., 2021; Yin et al., 2017; Yolal et al., 2017). In addition, tourist satisfaction also affects tourist loyalty (Hung et al., 2021). In another study, Yuksel et al. (Abou-Shouk, 2017) found that place attachment affects destination customer satisfaction and influences customer loyalty toward the destination in the future. So the following hypotheses can be proposed:

H3: tourist satisfaction positively influences tourist memories

H4: tourist satisfaction positively influences tourist loyalty

Previous research regarding the provision of tourist accessibility shows that UT accessibility affects tourist loyalty (Biswas et al., 2020). In addition, it has been proven that tourist satisfaction and memories from travel experiences play an essential role in creating tourist loyalty (Kim, 2018). Loyal tourists intend to revisit destinations and will convey good things about these destinations to others (Kim, 2018). Although CP reduces the negative effects on urban life dwellers, little is known about factors such as their effect on visitor satisfaction (Cevic, 2020).

Memories are tourism experiences that are remembered and remembered positively after the event (Kim, 2018). Zhang et al. (2018), in their research on Korean tourists in Huangshan City, China, revealed that memorable travel experiences positively affect intentions to visit again. Research by Yin et al. (2017) and Raimkulov et al. (2021) showed that an unforgettable tourist trip could affect loyalty, meaning that tourists want to revisit the tourist destinations they have visited. Another study also states that tourist experiences remembered by tourists significantly affect tourist loyalty (Mahdzar et al., 2015). According to the above, a hypothesis and a model can be proposed, as shown in Figure 1.

H5: tourist memories positively influence tourist loyalty

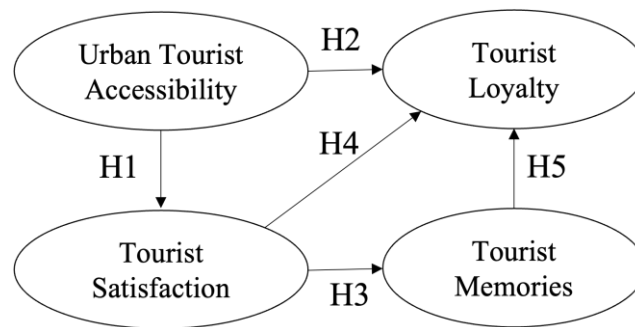


Figure 1. *Proposed Model*

Methodology

Research setting and data collection

This study was conducted in Bandung city, a city tourism destination in Indonesia. There were three CPs selected in this research area: Bandung City Square city park, Tegalega city park, and Gasibu city park. The three CPs were chosen as the most popular based on considerations of a minimum area of 5000 m² and similarity in park characteristics and proximity between locations. The location in the city's centre and the availability of sports, education, and play facilities can be accessed using private vehicles or public transportation. The three CPs were closed and on lockdown restrictions during the COVID-19 Pandemic since early 2019 as Declaration of Novel 2019-nCov as a Disease that can cause plague and its response measures

(Djalante et al. 2020). After the lockdown and reopening at the end of 2021, the Government of the Republic of Indonesia reopened Indonesia for public services and activities at CPs, including in Bandung city (CGRI, 2022).

Primary data were obtained through self-administered questionnaires filled out by tourists who had visited the three CPs in Bandung City, Indonesia. The population characteristics of this study consisted of young domestic tourists visiting CP in Bandung city, male and female, and aged 17 to 35 years. Questionnaires were distributed to youth CPs in urban tourism from the end of 2021 to the middle of 2022. Although CPs are still lacking in visitors because, at the beginning of reopening after the lockdown during the COVID-19 Pandemic, there were 255 questionnaires obtained from respondents of three CPs in Bandung city. Using the formula for calculating the sample size from Slovin's, the number of respondents exceeded the minimum sample size. Based on the fulfilment of the requirements for filling out the Questionnaire, it turned out that there were 17 questionnaires out of 255 questionnaires that were not feasible or defective, so only 238 questionnaires were sampled in this study ($n = 238$) for further analysis.

Measures and data analysis

The distributed Questionnaire consists of two parts. The first part aims to collect respondents' demographic data, including place of residence, age, last education, gender, income/revenue per month, stay or not, and tourist attractions visited, and initial purpose of travelling. Part two contains statements regarding (1) Urban Tourism Accessibility (UTA) includes four statements adapted from research conducted by Biswas et al. (2020); (2) Tourists' satisfaction (TSA) which consists of six statements adapted from previous researchers (Hai, 2020; Kerdpitak & Heur, 2016; Raimkulov et al., 2021; Syakh-Baygloo, 2021); (3) Tourists' memories (TME) include seven statements referring to similar studies (Raimkulov et al., 2021; Quadri-Felitti & Fiore, 2013); and (4) Tourists' loyalty (TLO) consists of six questions adapted from similar research

(Hai, 2020; Raimkulov et al., 2021). The measurement of statement answer uses a Likert Scale with a range of 1 - 5, which is interpreted as 'strongly disagree' – 'strongly agree.' Before being distributed, the Questionnaire was tested on several people to find out how well the respondents understood the statements presented in the Questionnaire. Validity and reliability tests were conducted to measure the validity and reliability of the questions on the Questionnaire. The quantitative data from the Questionnaire were analyzed using by Structural Equation Model (SEM) with the Partial Least Squares (PLS) Method, and the analysis process applied Smart PLS. SEM-PLS is suitable because it meets the requirements (Hair et al., 2014).

Demographic characteristic

Based on the demographic data shown in Table 1, of the 238 respondents ($n=8$), the majority of visitors came from West Java Province, namely 89.47% of the respondents. The majority of them came from Bandung Raya (including Bandung City, Bandung Regency, West Bandung Regency, and Cimahi City), with 164 people, namely 68.91%, from Jakarta Province 7.14%, and other provinces only 3.39% of respondents.

Table 1. Result of the demographic characteristics of respondents

Variable	Category	<i>n</i>	%
Residence	West Java Province	213	89,47
	Jakarta Province	17	7.14
	Other	8	3,39
Age	15 - 24 year	216	90.76
	25 - 35	22	9.24
Last Education	High School	163	68.49
	High Education	75	31.51
Gender	Male	63	26.47
	Female	175	73.53
Monthly Income/Receipt	Rp1,000,000>	152	63.87
	Rp1,000,000 – Rp5,000,000	75	31.51
	Rp5,000.001 – Rp10,000,000	8	3.36
	> Rp10,000,001	3	1.23
Stay Overnight	Yes	117	49.16
	No	121	50.84

Almost all of the respondent's ages were 15 – 24 years old (90.76% of 238, and were 25 - 35 years old 9,24%). The respondents were generally in high school as their last education, namely 68.49% and 31.51% in their last education as higher education. So, based on the age range, this study's respondents were young people (United Nations, 2022).

The Gender respondents were mainly female (73.53%). At the same time, the majority of monthly income/receipt (63.87%) earns in Indonesian rupiah (IDR) less than IDR 1 million. This is relevant to the status of those youths and students. Most of the respondents (50.84%) did not stay overnight tourists in the city of Bandung, and this is understandable because most of them came from West Java Province, where the park's location was visited (Bandung City Square city park, Tegalega city park, and Gasibu city park) in the same province.

Results And Discussion

Confirmatory Factor Analysis (CFA)

To know what did youth urban tourists' say about urban tourism accessibility, satisfaction, memories, and loyalty to CPs that they visited after the lockdown during COVID-19 Pandemic and after CPs reopened, here are the results validity, reliability, and relationship between variables analyzed. Test the validity and reliability of the data in this study using CFA, which the result is shown in Table 2. CFA is used to confirm the proposed variables and analyze the validity and reliability of items as indicators for each variable (Raimkulov et al., 2021). Validity was measured based on convergent validity using Average Variance Extracted (AVE) and discriminated validity through Cross loading. Reliability was calculated based on composite reliability and Cronbach Alpha (Raimkulov et al., 2021; Shen et al., 2022). The results of the factor loading test show that the question items are valid, which is a minimum of 0.7, and the AVE provisions, which must be above 0.5. Based on the results of factor loading analysis, there are nine invalid and unreliable items out of 32 items, so as many as 23 items that have a value

> 0.7, which ranges from 0.703 to 0.890, so 23 valid and reliable items are then included in further analysis. The results of factor loadings are shown in Figure 2.

Table 2. Summary of CFA result

Items		Factor Loading	CR	CRA	AVE	Discriminant Validity			
						UTA	TSA	TME	TLO
Urban Tourism Accessibility (UTA) after Lockdown			0.855	0.775	0.597	0.773	0.545	0.482	0.448
UTA3	Availability of online information	0.778							
UTA4	Information availability	0.779							
UTA5	Information board equipment	0.827							
UTA9	Road conditions	0.703							
Tourists' Satisfaction (TSA) after Lockdown			0.923	0.899	0.666		0.816	0.78 8	0.738
TSA2	Garden condition	0.739							
TSA3	An experience worth the time	0.810							
TSA4	Experience exceeds expectations	0.802							
TSA5	Memorable visit	0.856							
TSA6	Happy with the decision to visit	0.834							
TSA7	Satisfied experience	0.850							
Tourists' Memories (TME) after Lockdown			0.936	0.920	0.677			0.823	0.784
TME1	Always remember these trip	0.800							
TME2	Hope to feel the same atmosphere in the future	0.763							
TME3	The visit that I always imagined	0.818							
TME4	Felt happy when I remembered the visit	0.831							
TME5	Have good memories of visited	0.837							
TME6	A visit that always is remembered	0.890							
TME7	The visit provides good things	0.816							
Tourists' Loyalty (TLO) after Lockdown			0.919	0.893	0.655				0.809
TLO1	Spread good things to others about the place	0.802							
TLO2	Recommend to others to visit the place	0.877							
TLO3	Introducing the place to others	0.824							
TLO4	Motivate others to visit the place	0.871							
TLO5	Will revisit it in the future	0.742							
TLO6	Will come back to the place when free	0.729							

AVE= >0.05, FL= >0.7, RMR= <0.08, NFI= 0.767,

The AVE value for all items used is > 0.5, i.e., and the results show the AVE value ranges from 0.597 to 0.677. So that the 23 question items analyzed were valid. Based on the results of the cross-loadings analyzed, the correlation of the item with the variable is higher than the correlation with other variables; this indicates that the item has good discriminated validity. Based on Table 1, the research results' Cronbach Alpha (CRA) is in the range 0.775 - 0.920 or above 0.7, and obtained CR with a range of 0.855 to 0.936, meaning that the reliability is satisfactory.

The result of the Discriminated Validity analysis, which means comparing the loading value on the intended construct, turns out that all of the latent variables are larger (>) than the loading value with other constructs, namely the square root value of the AVE with the results of the FBI. Thus, all items (23 items) in this study were valid and reliable and met the terms and conditions, and this is also stated by Raimkulov et al. (2021) and Shen et al. (2022).

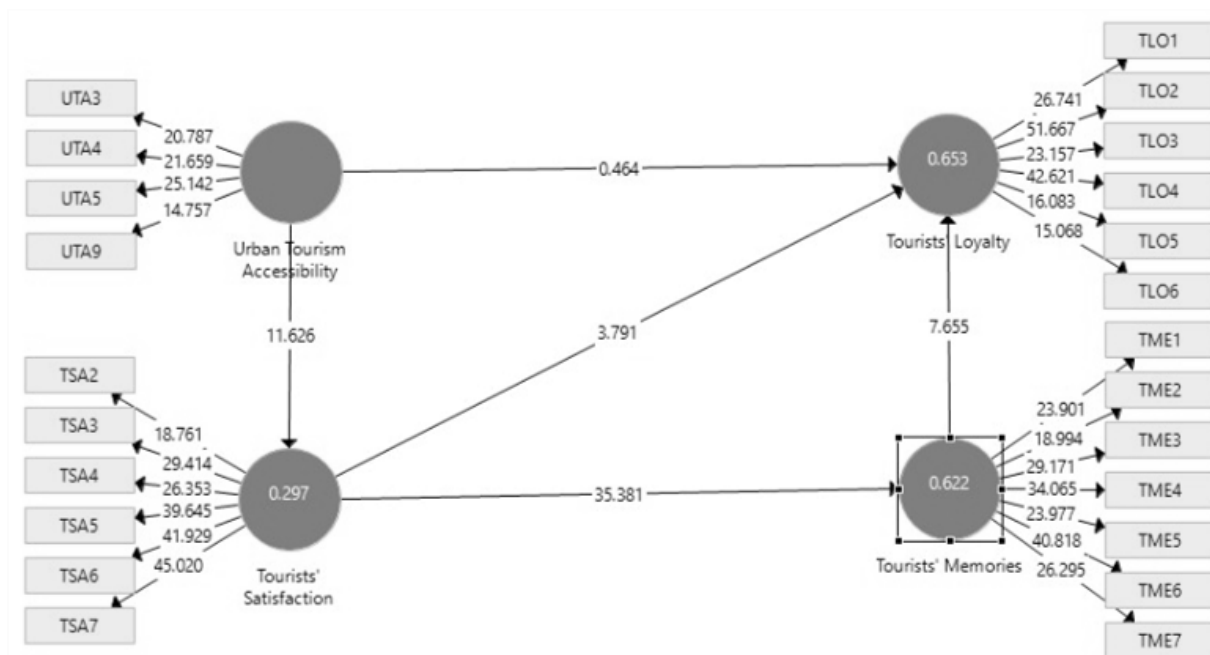


Figure 2. Factor loading results

Structural model

Using bootstrapping on smart PLS by choosing one-tailed because the hypothesis model is in a positive direction as research by Mahdzar et al. (2015). The SEM-PLS model is used to evaluate the model by calculating the origin sample, t -statistics, and p -values with the structural model results, as seen in Table 3. SEM was constructed to test the proposed model, which had previously been analyzed for model fit with Standardized result Standardized Root Mean Square Residual (SRMR). The SRMR is 0.070 ($0 < 0.069 < 0.08$), and the normed Fit Index (NFI) is 0.784, which means that the model fit is 78.4% (Hu & Bentler, 1999). The value of R Square on Tourist Loyalty (TLO) is obtained at 0.653, which means Tourist Loyalty (TLO) is influenced by the independent variable of 65.3%.

The hypothesis proposed is to have an effect if the p -values < 0.005 , and the effect is positive if the original sample is positive (+). Based on the analysis of the results in Table 3, the hypothesis test state that UTA or UT accessibility ($p = 0.000$, t statistic = 11.626), which means that the UTA variable has a positive effect on tourist satisfaction (TSA). That provides information that the CP that the availability of online information for tourists, sufficient

information availability, good information board equipment, and good road conditions cause and positive effect on tourist satisfaction. Tourist satisfaction indicates a good experience worth the time, a good experience that exceeds expectations, reaches much memorable visit, feeling happy with the decision to visit the city parks, and satisfaction with the tourist experience. It follows the results of research by Biswas et al. (2020) and Sugiyama and Sanjaya (2011).

Table 3. Structural model results

		T Statistics (O/STDEV)	P Values	Hypothesis
H1	UTA -> TSA	11.626	0.000	Supported
H2	UTA -> TLO	0.464	0.321	Not Supported
H3	TSA -> TME	35.381	0.000	Supported
H4	TSA -> TLO	3.791	0.000	Supported
H5	TME -> TLO	7.655	0.000	Supported

p-value = < 0.005, *sig.* = 0.05

Although urban tourism accessibility has significant positive effects on satisfaction, however this urban tourism accessibility (UTA) variable does not directly affect on tourist loyalty (TLO) variable, which indicated $p = 0.321$ and t statistic = 0.464. Based on the origin of visitors, the majority of visitors to the three city parks came from Bandung Raya as local urban tourism, which was local tourists. TLO indicate by tourist intention to spread good things to others about the city park as a place that visits, to recommend others to visit these place, introduce the place to others, to motivate others to visit the place and be willing to revisit it in the future these city park, and willing come back to the place when free in the future.

Visitors and local city residents can also choose other green open spaces in Bandung city because there have five large city parks and 768 areas of medium and small parks in Bandung city (Margono and Zuraida, 2019; BPS, 2021), so they may choose other than the three urban parks in this research. The lack of accessibility to loyalty is possible because the locations of the three objects studied, namely Bandung City Square, Tegalega Parks, and Gasibuan city park, are located in the middle of Bandung City, which has easy access for local tourists, and there are many alternatives road to access these parks.

The distance between the objects of the three CPs and the city centre is less than 5 km

from the centre of Bandung city, and if taken by vehicle, it takes about 15 minutes only. Access to the CPs is available by private vehicle transportation modes, public bus transport, or bicycles. The distance from the train station to the CPs under study is less than 4 km, and it only takes about 10 minutes only. In addition, the distance between the three CPs and the nearest toll gate (Mohammad Toha toll road) is only around 8 km and can be reached in less than 30 minutes. This proves that accessibility to objects is not a problem, especially for local tourists visiting CPs in Bandung city. This assumption is also reinforced by the statement of Zhang and Zhou (2018) that, in parks with local tourism, the number of bus stops as transportation infrastructure does not play an important role in the use of the park. This result is opposite or different from the results of research from Eusebio and Vieira (2011) and Robustin et al. (2018).

Tourist satisfaction (TSA) which indicates $p = 0.000$, and t statistic = 35.381, positively and significantly affects tourist memories (TME). That is, the Sense of satisfaction achieved by tourists makes them remember their travels to the CPs. This follows Yolal et al. (2017) and Raimkulov et al. (2021) research results. Urban tourist memories indicate that tourists always remember these trips, they hope to feel the same atmosphere in the future, the visit that they always imagined, they always felt happy when they remembered they visited, they have good memories of visited, a visit that always remembered, and the visit provides as a good thing.

In addition, TSA or tourist satisfaction ($p = 0.000$, and t statistic = 3.791) also positively significantly affects tourist loyalty (TLO). This means if tourist satisfaction increases, tourist loyalty raising. The result follows a study finding by Hung et al. (2021). Finally, the analysis result shows that tourist loyalty (TLO) is also positively and significantly influenced by tourist memories (TME) which indicates $p = 0.000$, t statistic = 7.655. It can be stated that when urban tourists remember their travels to CPs, they will be loyal, which indicate by tourist intention to spread good things to others about the city park as a place that visits, to recommend others to visit these place, introduce the place to others, to motivate others to visit the place, willing to

revisit it in the future these city park, and willing come back to the place when free in the future. These results follow the research of Zhang et al. (2018), Yin et al. (2017), Raimkulov et al. (2021), and Mahdzar *et al.* (2015).

Conclusion

The population mobility of the Republic of Indonesia (RI) has been disrupted during the COVID-19 Pandemic. After the RI government changed the lockdown status of the COVID pandemic to reopened for public services, people's mobility has become almost normal, including CPs reopened for urban tourists. This research paper is to evaluate what youth urban tourists' say about urban tourism accessibility, satisfaction, memories, and loyalty to CPs that they visited after the lockdown during COVID-19 Pandemic and reopened.

The case of CPs reopened in Bandung city, Indonesia has proven that the high availability of urban tourism accessibility to CPs increases youth urban tourist satisfaction. This result reinforces and follows the results of research by Biswas et al. (2020) and Sugiyama and Sanjaya (2011). Furthermore, it was revealed that the youths' urban tourist satisfaction also significantly increased tourists' memory of the CPs they visited. The result of this research follows the findings of Yolal et al. (2017) and Raimkulov et al. (2021).

The high youth urban tourists' satisfaction may increase youth tourist loyalty to the CPs that they have visited. This result follows a study finding by Hung et al. (2021). The increasing tourist memories of CPs can also increase tourist loyalty to the CPs that they visit. These results follow the finding of Zhang et al. (2018), Yin et al. (2017), Raimkulov et al. (2021), and Mahdzar et al. (2015). However, the sufficient availability of accessibility to many alternative city parks and many available green open parks in Bandung city caused them to be unloyal to one city park. Tourists can also choose alternative modes of public transportation, road routes, or private vehicles to visit other alternative city parks and open green parks.

Managerial implications

The research provides several implications, especially for city park providers and managers. Since urban youth tourists tend to be disloyal to a particular city park (CP) post-lockdown (after COVID-19 Pandemic), it may need to provide and organize an adequate number of parks to become alternative places for visitors. In addition, it is necessary to provide sufficient availability of access to alternative modes of public transportation, road routes, and private vehicle alternatives to visit city parks and open green parks. The CP located in the city centre has complete infrastructure and transportation modes that can meet visitors' needs. Another thing can mean that tourists who are generally local visitors have different intensities of visits and use of CP from one to another. As Liu et al. (2017) result, that visitor use of the park can vary with frequent, infrequent, and moderate intensity. In this regard, managers should develop CPs by adding facilities other than sports and different variants of activities. That is relevant to the needs and desires of visitors. For example, adding seats for relaxation after exercising, providing additional attractions for tourists, and creating new things. CP managers can add to the tourist experience by creating characters that give a strong impression, for example, thematic parks, thus encouraging tourists to revisit.

Limitations and Recommendations for Future Research

This research was carried out at the beginning of CPs reopening, namely after the lockdown (post-COVID-19 pandemic). It is interesting to study in the fully normal condition with the same variables as this study. This study was elaborate on the relationship between the UTA, TSA, TME, and TLO variables. In further research, other variables and attributes may be added, including attractions, activities, and amenities, which is the causative variable for tourist loyalty (Ramesh and Muralidhar, 2019; Robustin et al., 2018). Further research can also add the variables of smart tourism technologies (Aziz et al., 2020) and the age of tourists (Biswas et

al., 2020; Zan et al., 2021), which play an important role in increasing tourist satisfaction and tourist loyalty in CPs. Respondents in this study were urban youth tourists, and future studies can be carried out on domestic tourists and/or international tourists, as was done by Aziz et al. (2020).

Acknowledgment

There is no conflict of interest in this research.

Reference

- Abou-Shouk, Mohamed A., Nagoua Zoair., Mohamed N. El-Barbary, and Mahmoud M. Hewedi, (2017). Sense of place relationship with tourist satisfaction and intentional revisit: Evidence from Egypt. *International Journal of Tourism Research*, Wiley, DOI: 10.1002/jtr.2170
- Amaratunga, Dilanthi., Nishara Fernando., Richard Haigh, and Naduni Jayasinghe, (2020). The COVID-19 outbreak in Sri Lanka: A synoptic analysis focusing on trends, impacts, risks, and science-policy interaction processes. *ScienceDirect, Elsevier, Progress in Disaster Science* 8 (2020) 100133., <http://dx.doi.org/10.1016/j.pdisas.2020.100133>
- Angestiwi, Tiafahmi & A Gima Sugiana, (2021), Analisis Minat Masyarakat Perkotaan terhadap Layanan Prasarana Transportasi Desa Wisata, *Pondasi*, Vol 26 No 1, DOI: <http://dx.doi.org/10.30659/pondasi.v26i1.17498>
- Asımgil, B., (2012). Sustainable Planning of Urban Parks–The Case of Balıkesir, Turkey. *Megaron*, 7, 1.
- Azis, N., Amin, M., Chan, S., & Aprilia, C., (2020). How smart tourism technologies affect tourist destination loyalty. *Journal of Hospitality and Tourism Technology*. 11:4., DOI. 10.1108/JHTT-01-2020-0005
- Berdejo-Espinola V, Zahnow R, Suárez-Castro AF, Rhodes JR and Fuller RA, (2022). Changes in Green Space Use During a COVID-19 Lockdown Are Associated With Both Individual and Green Space Characteristics. *Frontiers in Ecology and Evolution*., *Front. Ecol. Evol.* 10:804443. doi: 10.3389/fevo.2022.804443
- Bertram, C.; Rehdanz, K. The role of urban green space for human well-being. (2015). *Ecol. Econ.*, 120, 139–152. [CrossRef]
- Binka, B.; Čech, M.; Čincera, J., (2022), *The Oasis of Peace? Social Perception of Urban Parks from the City-Dwellers' Perspectives*. *Sustainability* 2022, 14, 11460. <https://doi.org/10.3390/su141811460>
- Biswas, C., Omar, H., & Rashid-Radha, J. Z. R. R. (2020). The Impact of Tourist Attractions and Accessibility on Tourists' satisfaction: The Moderating Role of Tourists' age. *Geo Journal of Tourism and Geosites*, 32(4), 1202-1208.
- Boivin, M., & Tanguay, G. A. (2019). Analysis of the determinants of urban tourism attractiveness: The case of Québec City and Bordeaux. *Journal of destination marketing & management*, 11, 67-79.
- BPS, (2021). Number Of Municipality Park By Sub District In Bandung Municipality, 2020, Badan Pusat Statistik Kota Bandung. <https://bandungkota.bps.go.id/statictable/2021/03/25/1460/banyaknya-taman-kota-menurut-kecamatan-di-kota-bandung-2020.html>
- Cahyanto, I., & Liu-Lastres, B. (2020). Risk perception, media exposure, and visitors' responses to Florida Red Tide. *Journal of Travel & Tourism Marketing*, 37(4), 447-459. <https://doi.org/10.1080/10548408.2020.1783426>.

- Carmona, M. (2019). Principles for public space design, planning to do better. *Urban Design International*, 24(1), 47-59.
- Cevic, Huseyin (2020). The Relationship Between Park Satisfaction, Place Attachment and Revisit Intention in Neighborhood Parks with Physical Activity Facilities, *Journal of Education and Learning*; Vol. 9, No. 2; 2020., doi:10.5539/jel.v9n2p178., <https://doi.org/10.5539/jel.v9n2p178>
- CGRI, (2022). Update: Indonesia Travel Restrictions. Consulate General of the Republic of Indonesia in Los Angeles, UUSA., RI Government, <https://kemlu.go.id/losangeles/en/news/11727/update-Indonesia-travel-restrictions>
- Chan, C. S., Si, F. H., & Marafa, L. M. (2018). Indicator development for sustainable urban park management in Hong Kong. *Urban forestry & urban greening*, 31, 1-14.
- Chang, D.-S.;Wu,W.-D. Impact of the COVID-19 Pandemic on the Tourism Industry: Applying TRIZ and DEMATEL to Construct a Decision-Making Model. (2021). *Sustainability*, 13, 7610. <https://doi.org/10.3390/su13147610>
- Collins, Charlotte., Dagmar Haaseb., Stefan Heilandd., and Nadja Kabisch. (2022). Urban green space interaction and well-being – investigating the experience of international students in Berlin during the first COVID-19 lockdown. *Urban Forestry & Urban Greening*, ScienceDirect, 70 (2022) 127543
- Daniels, Benjamin., Barbara S. Zaunbrecher., Bastian Paas., Richard Ottermanns., Martina Ziefle and Martina Roß-Nickoll, (2018). Assessment of urban green space structures and their quality from a multidimensional perspective. *Science of the Total Environment*, Elsevier, 615., 1364–1378.
- Djalante, Riyanti., Jonatan Lassa., Davin Setiamarga., Aruminingsih Sudjatma., Mochamad Indrawan., Budi Haryanto., Choirul Mahfud., Muhammad Sabaruddin Sinapoy., Susanti Djalante., Irina Rafliana., Lalu Adi Gunawan., Gusti Ayu Ketut Surtiari, and Henny Warsilah, (2020). Review and analysis of current responses to COVID-19 in Indonesia: Period of January to March 2020. *Progress in Disaster Science.*, Elsevier., ScienceDirect, 6 (2020) 100091; <https://doi.org/10.1016/j.pdisas.2020.100091>
- Dushkova, D.; Ignatieva, M.; Hughes, M.; Konstantinova, A.; Vasenev, V.; Dovletyarova, E. (2021). Human Dimensions of Urban Blue and Green Infrastructure during a Pandemic. Case Study of Moscow (Russia) and Perth (Australia). *Sustainability*, 13,4148. <https://doi.org/10.3390/su13084148>
- Edwards, D., Griffin, T., & Hayllar, B. (2008). Urban Tourism Research: Developing an Agenda. *Annals of Tourism Research*, 35(4), 1032–1052.
- Europe, W. H. O. (2016). Urban green spaces and health. World Health Organization, Regional Office for Europe, Copenhagen.
- Jakestis, Kristen., Maria Dubovik., Arto Laikari., Kaisa Mustajärvi., Laura Wndling, and Leonie K. Fischer, (2022). Informing the design of urban green and blue spaces through an understanding of Europeans' usage and preferences. *People and Nature* published by John Wiley & Sons Lt., 00:1–21., [wileyonlinelibrary.com/journal/pan3](https://www.wileyonlinelibrary.com/journal/pan3)
- Hai, P. T., Thuong, M. T., & Quy, N. L. D. (2020). Tourists' Satisfaction, Loyalty and Intention to Return: Survey at Phong Nha-Ke Bang National Park, Vietnam. *Journal of Southwest Jiaotong University*, 55(2).
- Hair Jr, Joe F., Marko Sarstedt, Lucas Hopkins, Volker G. Kuppelwieser, (2014). "Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research", *European Business Review*, 26(2), 106-121.
- Handoyotomo, H., Halimawan, A., & Yuli, N. G. (2018). Degradation, Meaning Shift, and Redefinition of the City Parks' Social Function in the Presence of Virtual Space Facility. *Journal of Architectural Research and Design Studies*, 2(1), 18-25.
- Hao, Fei., Qu Xiao, and Kaye Chon, (2020). COVID-19 and China's Hotel Industry: Impacts,

- a Disaster Management T Framework, and Post-Pandemic Agenda, *International Journal of Hospitality Management*, Volume 90, 2020, 102636, doi.org/10.1016/j.ijhm.2020.102636.
- Henning, R. (2022). #LoveCapeTown: An African Urban Tourism Model. *African Journal of Hospitality, Tourism and Leisure*, 11(SE2):1719-1733. DOI: https://doi.org/10.46222/ajhtl.19770720.321
- Hermawan, H., Wijayanti, A., & Nugroho, D. S. (2019). Loyalty on Ecotourism analyzed using the factors of tourist attraction, safety, and amenities, with satisfaction as an intervening variable.
- Hu, L.-t., & Bentler, P. M. (1999). Cutoff criteria for fit indexes in covariance structure analysis: Conventional criteria versus new alternatives. *Structural Equation Modeling*, 6(1), 1–55.
- Huang, Y., Li, Z., & Huang, Y. (2022). User Perception of Public Parks: A Pilot Study Integrating Spatial Social Media Data with Park Management in the City of Chicago. *Land*, 11(2), 211.
- Hung, V. V., Dey, S. K., Vaculcikova, Z., & Anh, L. T. H. (2021). The Influence of Tourists' Experience on Destination Loyalty: A Case Study of Hue City, Vietnam. *Sustainability*, 13(16), 8889.
- Ioannides, Dimitri & Szilvia Gyimóthy (2020) The COVID-19 crisis as an opportunity for escaping the unsustainable global tourism path, *Tourism Geographies*, 22:3, 624-632, DOI: 10.1080/14616688.2020.1763445
- 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.
- Kim, J. H. (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.
- Kim, Yong-kyun., Chul Yoon., Jaekyung Lee., Jean-Luc Poncelet., Glenn Dolcemascolo, and Hong-Gyoo Sohn, (2022), A strategic response map for cascading pandemics: Lessons learned from the response to COVID-19 in the Republic of Korea, *Progress in Disaster Science*, Elsevier., 13 (2022) 100214., http://dx.doi.org/10.1016/j.pdisas.2022.100214
- Kuklina, M., Dirin, D., Filippova, V., Savvinova, A., Trufanov, A., Krasnoshtanova, N., ... & Batotsyrenov, E. (2022). Transport Accessibility and Tourism Development Prospects of Indigenous Communities of Siberia. *Sustainability*, 14(3), 1750.
- Larcher, F., Pomatto, E., Battisti, L., Gullino, P., Devecchi, M., 2021. Perceptions of urban green areas during the social distancing period for COVID-19 containment in Italy. *Horticulturae* 7 (3), 55.
- Li, J.; Guo, X.; Lu, R.; Zhang, Y. Analysing Urban Tourism Accessibility Using Real-Time Travel Data: A Case Study in Nanjing, China. (2022). *Sustainability*, 14, 12122. https://doi.org/10.3390/su141912122
- Li S, Liu C, Wu Z, Ma Y, Chen B, Gao S, Chen Z and Xin S., (2022). The Impact of Perceptions of Positive COVID-19 Information on Travel Motivation and Intention: Evidence From Chinese University Students. *Front. Psychol.* 13:871330. doi: 10.3389/fpsyg.2022.871330
- Liu, H., Li, F., Xu, L., & Han, B. (2017). The impact of socio-demographic, environmental, and individual factors on urban park visitation in Beijing, China. *Journal of Cleaner Production*, 163, S181-S188.
- Mahdzar, M., Shuib, A., Ramachandran, S., & Afandi, S. H. M. (2015). The role of destination attributes and memorable tourism experience in understanding tourist revisit intentions. *American-Eurasian Journal of Agricultural & Environmental Sciences (Tourism & Environment, Social and Management Sciences)*, 15, 32-39.

- Margono, R. B., & Zuraida, S. (2019). Public Space as an Urban Acupuncture: Learning From Bandung, Indonesia. *Journal of Applied Science (JAPPS)*, 1(1), 022-033.
- Maxim, C. (2016). Sustainable Tourism Implementation in Urban Areas: A Case Study of London. *Journal of Sustainable Tourism*, DOI: 10.1080/09669582.2015.1115511.
- Mayen Huerta, Carolina, and Ariane Utomo. (2021). "Evaluating the Association between Urban Green Spaces and Subjective Well-Being in Mexico City during the COVID-19 Pandemic." *Health and Place* 70. doi: 10.1016/j.healthplace.2021.102606.
- Quadri-Felitti, D. L., & Fiore, A. M. (2013). Destination loyalty: Effects of wine tourists' experiences, memories, and satisfaction on intentions. *Tourism and Hospitality Research*, 13(1), 47-62.
- Raimkulov, M., Juraturngov, H., & Ahn, Y. J. (2021). Destination attractiveness and memorable travel experiences in silk road tourism in Uzbekistan. *Sustainability*, 13(4), 2252., <https://doi.org/10.3390/su13042252>
- Ramesh, S., & Muralidhar, S. (2019). Impact of Five A's of Tourism on Tourist Loyalty in Tamil Nadu Tourism Swith reference to Coimbatore City. *Journal of Xi'an University of Architecture & Technology*, 11(12), 1048-1055.
- Rasoolimanesh, S. M., Md Noor, S., Schuberth, F., & Jaafar, M. (2019). Investigating the effects of tourist engagement on satisfaction and loyalty. *The Service Industries Journal*, 39(7-8), 559-574., <https://doi.org/10.1080/02642069.2019.1570152>
- Robustin, T. P., Andi, R., Suroso, I., & Yulisetiarni, D. (2018). The contribution of tourist attraction, accessibility, and amenities in creating tourist loyalty in Indonesia. *J. Bus. Econ. Review*, 3(4), 92-98.
- Romão, J., & Bi, Y. (2021). Determinants of collective transport mode choice and its impacts on trip satisfaction in urban tourism. *Journal of Transport Geography*, 94, 103094.
- Shaykh-Baygloo, R. (2021). Foreign tourists' experience: The tri-partite relationships among Sense of place toward destination city, tourism attractions and tourists' overall satisfaction-Evidence from Shiraz, Iran. *Journal of Destination Marketing & Management*, 19, 100518.
- Shen, X., Chen, B., Leibrecht, M., & Du, H. (2022). The Moderating Effect of Perceived Policy Effectiveness in Residents' Waste Classification Intentions: A Study of Bengbu, China. *Sustainability*, 14(2), 801.
- Sugijama, Aceng Gima, and Nufi Tirani, (2021). The Identification of Infrastructure, Accessibility, Environment, and Physical Tourism Attraction Resources: Cibeureum Lake Case, Proceedings of The 2nd International Seminar Of Science And Applied Technology (Issat 2021), Atlantis Press International B.V., 2021/11/23, DOI: <https://doi.org/10.2991/aer.k.211106.101>
- Sugijama, Aceng Gima., Husna Candranurani Oktavia and Monik Karlina (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*, Vol 6, No1, DOI: <https://doi.org/10.31940/ijaste.v6i1.65-71>
- Sugijama, A., Dalimunthe, F., & Sastrowati, R. (2022). Tourism Potential Resources Measurement: The Talaga Pancar Lake Case. *Pusaka: Journal of Tourism, Hospitality, Travel and Business Event*, 4(1), 20-30. <https://doi.org/10.33649/pusaka.v4i1.112>
- Sugijama, Aceng Gima, (2019). The Sustainable Rural Tourism Asset Development Process Based on Natural and Cultural Conservation, Proceedings of the International Conference On Applied Science and Technology 2019 - Social Sciences Track (iCASTSS 2019), Series: Advances in Social Science, Education and Humanities Research, Atlantis Press, <https://doi.org/10.2991/icastss-19.2019.52>
- Tameko, A. M., Donfouet, H. P. P., & Sikod, F. (2011). The economic valuation of improved urban parks: A case study of Warda park. *Journal of sustainable development*, 4(1),

- 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.
- Ugolini, Francesca., Luciano Massetti., David Pearlmutter, and Giovanni Sanesi, (2021), Usage of urban green space and related feelings of deprivation during the COVID-19 lockdown: Lessons learned from an Italian case study., *Land Use Policy*, 105., ScienceDirect., www.elsevier.com/locate/landusepol
- United Nation, Definition of Youth, United Nation of Youth, Retrieved (2022) from: <https://www.un.org/esa/socdev/documents/youth/fact-sheets/youth-definition.pdf>
- Vos, Stijn., Esmée M. Bijmens., Eleni Renaers., Hanne Croons., Charlotte Van Der Stukken., Dries S. Martens., Michelle Plusquin, and Tim S. Nawrot. (2022). Residential green space is associated with a buffering effect on stress responses during the COVID-19 Pandemic in mothers of young children, a prospective study, *Environmental Research.*, ScienceDirect, 208 (2022) 112603
- Wang, D., Brown, G., Liu, Y., & Mateo-Babiano, I. (2015). A comparison of perceived and geographic access to predict urban park use. *Cities*, 42, 85-96.
- Widyahantari, R., & Rudiarto, I. (2019). Evaluation of Thematic Parks in Bandung City Based on Spatial Equity Perspective. *KnE Social Sciences*, 658-673.
- WTTC (2020). Latest research from WTTC shows a 50% increase in jobs at risk in Travel & Tourism. <https://wttc.org/News-Article/Latest-research-from-WTTC-shows-a-50-percentage-increase-in-jobs-at-risk-in-Travel-and-Tourism> (Accessed October 13, 2020).
- Yang, Bingyi., Tim K. Tsang., Jessica Y. Wong., Yinan He., Huizhi Gao., Faith Ho, Eric H.Y. Laua., Peng Wu, Sheena G. Sullivan, and Benjamin J. Cowling (2021), The differential importation risks of COVID-19 from inbound travellers and the feasibility of targeted travel controls: A case study in Hong Kong, *The Lancet Regional Health - Western Elsevier.*, Pacific., ScienceDirect., 13 (2021) 100184 ., <http://creativecommons.org/licenses/by-nc-nd/4.0/>
- Yang, Y., Wang, Z., & Lin, G. (2021). Performance assessment indicators for comparing recreational services of urban parks. *International Journal of Environmental Research and Public Health*, 18(7), 3337.
- Yang, Yiyang., Yi Lu., Linchuan Yang, Zhonghua Gou, and Ye Liu. (2021). Urban greenery cushions the decrease in leisure-time physical activity during the COVID-19 Pandemic: A natural experimental study, *Urban Forestry & Urban Greening*, ScienceDirect, Elsevier, 62 (2021) 127136
- Yang, Y., Zhang, H., and Chen, X. (2020). Coronavirus pandemic and tourism: dynamic stochastic general equilibrium modeling of infectious disease outbreak. *Ann. Tour. Res.* 83:102913. doi: 10.1016/j.annals.2020.102913
- Yin, C. Y., Poon, P., & Su, J. L. (2017). Yesterday once more? Autobiographical memory evocation effects on tourists' post-travel purchase intentions toward destination products. *Tourism Management*, 61, 263-274.
- Yolal, M., Chi, C. G. Q., & Pesämaa, O. (2017). Examine destination loyalty of first-time and repeat visitors at all-inclusive resorts. *International Journal of Contemporary Hospitality Management*.
- Zhan, P., Hu, G., Han, R., & Kang, Y. (2021). Factors Influencing the Visitation and Revisitation of Urban Parks: A Case Study from Hangzhou, China. *Sustainability*, 13(18), 10450.
- Zhang, H., Wu, Y., & Buhalis, D. (2018). A model of perceived image, memorable tourism experiences, and revisit intention. *Journal of destination marketing & management*, 8,

326-336.

Zhang, S., & Zhou, W. (2018). Recreational visits to urban parks and factors affecting park visits: Evidence from retagged social media data. *Landscape and urban planning*, 180, 27-35.

Zhang, Wenting., Shan Li., Yunxiang Gao., Wenping Liu., Yuankun Jiao., Chen Zeng., Lin Gao, and Tianwei Wang (2022), Travel changes and equitable access to urban parks in the post-COVID-19 pandemic period: Evidence from Wuhan, China, *Journal of Environmental Management*, Elsevier, ScienceDirect, 304 (2022) 114217
