

Analysis of Visitor Satisfaction Based on the 4A Aspects at the Tomb of Sheikh Armia bin Kurdi Tegal

Aulia Rima Dini Risqi^{1*}, Haning Rofi'ah², Ariana Suryorini³, Listyowati Listyowati⁴

^{1, 2, 3}Universitas Islam Negeri Walisongo, Indonesia

⁴Politeknik Harapan Bersama, Indonesia

¹rimaadini@gmail.com, ²haningrofiah@gmail.com, ³ariana_suryorini@walisongo.ac.id,

⁴lisnawati1969@gmail.com

Article History:

Received: 22 May 2025 || Accepted: 19 June 2025 || Published: 22 June 2025

Abstract

Visitor satisfaction is an important aspect of the successful development of a tourist spot. Tourist attractions will act wisely by measuring visitor satisfaction regularly, because that is one of the keys to retaining visitors. Therefore, to find out the level of visitor satisfaction, it must be seen from the aspects of the components of tourist destinations that are at the Tomb of Sheikh Armia Bin Kurdi Tegal. This study aims to determine and explain visitor satisfaction based on the components of tourist destinations (4A) consisting of indicators of attraction, accessibility, amenity and ancillary religious tourism at the Tomb of Sheikh Armia Bin Kurdi Tegal. This research is located at the Tomb of Sheikh Armia Bin Kurdi, Cikura Village, Bojong District, Tegal Regency with a sample of 70 visitors who have visited the Tomb of Sheikh Armia Bin Kurdi Tegal. This study uses quantitative research, the sampling technique used in this study is purposive sampling. This type of online questionnaire using Google Form is used for the data collection method. This study uses IPA (Importance Performance Analysis) analysis. The results showed that visitor satisfaction consisted of the very good/high tourist destination component (4A) from the Performance level (Reality) while the Expectation Performance (Urgency) was not good/moderate and visitor satisfaction was categorized as good/high indicating visitors to Religious Tourism at the Sheikh's Tomb Armia Bin Kurdi Tegal is feeling Satisfied.

Keywords: Tourism Destination Components; Visitor Satisfaction; Religious Tourism

Abstrak

Kepuasan pengunjung merupakan aspek penting dalam keberhasilan pengembangan suatu tempat wisata. Pihak tempat wisata akan bertindak bijak dengan melakukan pengukuran kepuasan pengunjung secara berkala, karena hal tersebut merupakan salah satu kunci untuk mempertahankan pengunjung. Oleh karena itu untuk mengetahui tingkat kepuasan pengunjung harus dilihat dari aspek komponen destinasi wisata yang ada di Makam Syekh Armia Bin Kurdi Tegal. Penelitian ini bertujuan untuk mengetahui dan menjelaskan kepuasan pengunjung berdasarkan komponen destinasi wisata (4A) yang terdiri dari indikator daya tarik, aksesibilitas, amenitas dan penunjang wisata religi di Makam Syekh Armia Bin Kurdi Tegal. Penelitian ini berlokasi di Makam Syekh Armia Bin Kurdi Desa Cikura Kecamatan Bojong Kabupaten Tegal dengan sampel sebanyak 70 orang pengunjung yang pernah berkunjung ke Makam Syekh Armia Bin Kurdi Tegal. Penelitian ini menggunakan jenis penelitian kuantitatif, teknik pengambilan sampel yang digunakan dalam penelitian ini adalah purposive sampling. Jenis kuesioner online dengan menggunakan Google Form digunakan untuk metode pengumpulan data. Penelitian ini menggunakan analisis IPA (Importance Performance Analysis). Hasil penelitian

menunjukkan bahwa kepuasan pengunjung terdiri dari komponen destinasi wisata sangat baik/tinggi (4A) dari tingkat Kinerja (Realitas) sedangkan Kinerja Harapan (Urgensi) kurang baik/sedang dan kepuasan pengunjung masuk dalam kategori baik/tinggi yang menunjukkan pengunjung Wisata Religi Makam Syekh Armia Bin Kurdi Tegal merasa Puas.

Kata Kunci: Komponen Destinasi Wisata; Kepuasan Pengunjung; Wisata Religi

Introduction

Indonesia is an extraordinary country comprised of 17,508 islands, covering a total area of 1,904,569 km². It is recognized as the largest archipelago in the world. Due to its stunning natural landscapes, Indonesia attracts numerous visitors eager to experience its breathtaking beauty. The country boasts a vast expanse of land rich in diverse natural resources that can be effectively managed and utilized (Anwar, 2017). The management of Indonesia's tourism potential is very important for the country's economy and the quality of life of the Indonesian people. The market's desire to manage tourism through historical sites, religious tourism, and souvenirs—characteristics of a region in Indonesia—has increased people's income (Nuraeni, 2017). To enhance regional income, the tourism industry is being strategically developed to ensure that the growth of this sector positively affects other industries. It is anticipated that economic development will result from initiatives aimed at expanding and utilizing local tourism resources and potential. According to Law Number 10 of 2009 concerning Tourism, "The implementation of tourism is intended to increase national income in order to improve the welfare and prosperity of the people, broaden and equalize business opportunities and employment, stimulate regional development, promote the introduction and utilization of tourist attractions in Indonesia, and foster a sense of love for the homeland while strengthening friendships." Furthermore, the growth of tourism can stimulate demand for products and services through both consumer and investor spending (Hermawan, 2018).

Tegal, a city situated in the Southeast Java Province, is located along the northwest coast of Java, directly bordering the Java Sea. The geographical area of Tegal City is relatively compact, comprising just 0.11 percent of Central Java Province. Administratively, Tegal City is divided into four sub-districts and seventeen districts, each with defined boundaries:

- a. The north is bordered by the Java Sea
- b. The east and south are bordered by Tegal Regency
- c. The west is bordered by Brebes Regency

The area of Tegal City is 39.68 km² or 3,968 hectares, according to Government Regulation Number 22 of 2007 concerning Changes to the Boundaries of Tegal City and Brebes Regency, Central Java Province.

The success of a flourishing tourist destination largely hinges on the satisfaction of its visitors. One of the key strategies for ensuring guest retention is the regular assessment of customer happiness, which is a wise approach for tourist locations. When visitors are pleased with their experience, they are more inclined to return and recommend the destination to others, thereby demonstrating their loyalty. Conversely, if visitors feel dissatisfied or disappointed with a tourist attraction, they may be reluctant to return and are less likely to endorse it to others, potentially impacting the economic viability of the attraction (Malihati, 2020).

According to information from the Tegal Regency Central Statistics Agency, in 2016, in Tegal, there were 597,705 tourists who visited the area (Wicaksono, 2020). The statistical data presented indicates a steady annual increase in the number of visitors to tourist attractions in Tegal Regency. This positive trend is encouraging and should be maintained. To effectively implement a tourism marketing strategy that attracts new visitors and enhances the experience for existing tourists, it is essential to engage relevant partners.

Tegal Regency, situated in the westernmost coastal region of Central Java, boasts a diverse topography that includes coastlines, plains, and mountains. This varied landscape creates a captivating environment, making Tegal Regency an ideal home for a range of tourist attractions. Visitors can enjoy environmental, cultural, and religious tourism, all of which are equally enchanting (Arida, 2017).

Indonesia offers a diverse range of tourism experiences, including nature tourism, culinary tourism, and marine tourism. One area that is gaining traction within the industry is religious travel, commonly referred to as pilgrimage. The term "ziyarah," derived from Arabic, conveys the concept of a journey, signifying a visit to either the living or the deceased. In an ethnic context, this term is employed to describe visits to various monuments honoring Prophets, Saints, Heroes, Parents, Relatives, and others. The purpose of a pilgrimage is not only to enhance the lives of those being visited but also to positively influence the outcomes of future actions. As a practice, pilgrimage seeks to deepen one's faith by allowing individuals to engage closely with significant locations in the history of Islam (Fatimah, 2015).

The patron of the Attauhidiyah Cikura Islamic Boarding School, KH. Armia bin Kurdi, also known as Syekh Armia, is a revered preacher regarded as a waliyullah, renowned for his deep devotion to monotheism and his friendly demeanor towards

the local community. According to the foundation that oversees the administration of the Attauhidiyah Islamic Boarding School, the tomb of Syekh Armia bin Kurdi is recognized as a significant sacred site that is well-maintained (Chaerunissa & Yuniningsih, 2012). The contributions of Sheikh Armia bin Kurdi to the Muslim community in Central Java, particularly in the Tegal region, are truly invaluable. He is laid to rest in the courtyard of the Attauhidiyah Islamic Boarding School, located in Cikura, Bojong, Tegal. During his student days, KH. Said Beliu witnessed a remarkable light ascending into the sky from an unknown source. Driven by curiosity, he followed the light until he arrived in Cikura Village, Bojong, Tegal, Central Java, where he discovered that the light originated from a tomb in the area. This captivating story was once shared by Al-Habib Abdurahman bin Habbib Abdullah Bilfaqih (Fatimah, 2015).

Visitor attendance at the religious tourism site of the mausoleum of Sheikh Armia bin Kurdi shows a significant increase during each Haul event and remains strong on regular days throughout the month. The tomb of Sheikh Armia is a well-frequented tourist attraction, largely due to the high number of pilgrims who visit. This religious tourism destination has a long-standing history. Moreover, it is situated on the slopes of Mount Slamet and offers good facilities to meet the needs of tourists, including tombs, restrooms, parking areas, and souvenir shops, among others (Rajagukguk & Sofianto, 2020). An interview with Nurul Fahmi, the administrator of the Attauhidiyah Cikura Islamic boarding school, along with insights from Farida, reveals that the majority of tourists visiting the tomb of Sheikh Armia primarily come from Tegal City and Tegal Regency. These visitors often enjoy the natural beauty surrounding their journey to the site. The accessibility and proximity of the location, situated on the slopes of Mount Slamet, make it quite easy to reach. This setting captivates visitors who appreciate the stunning scenery, which is refreshing and picturesque, an experience not to be missed when visiting the tomb of Sheikh Armia. However, it is worth noting that many visitors rely on their private vehicles for transportation, as there is no public transit available to the site. This form of religious tourism plays a significant role in supporting the local economy surrounding the Tomb of Sheikh Armia (Abdulhaji, 2016). Efforts to enhance visitor satisfaction aim to improve the quality of service at the tomb. In doing so, we can develop businesses and services around religious tourism sites that address visitor needs while identifying existing strengths and weaknesses. This understanding will help prioritize the aspects that matter most to visitors, ultimately increasing their satisfaction. Additionally, the funds generated can support the development of tourist

villages, attracting even more visitors to the area (Anwar, 2017).

Therefore, seeing the importance of visitor satisfaction in religious tourism, the author is interested in conducting research to identify the level of visitor satisfaction based on the 4A aspects (Attraction, Access, Amenity, Ancillary) at the Tomb of Sheikh Armia bin Kurdi Tegal.

Literature Review

Satisfaction

The concept of satisfaction, as articulated by Tjiptono and Gregorius Chandra in Damayanti (2019), stems from the Latin words "satis," meaning good enough or adequate, and "factio," which translates to doing or making. Satisfaction involves efforts to fulfill a need or to "make something sufficient." When an individual evaluates the performance (results) of a product against their expectations, they may experience either satisfaction or disappointment. Customer dissatisfaction arises when experiences fall short of established standards, while achieving those standards brings about customer happiness (Mulyantari, 2021). Customers tend to feel very happy or satisfied when performance meets or exceeds established standards. According to Luh Dea Damayanti (2019) and Lovelock et al., satisfaction is defined as an attitude shaped by personal experiences. It involves evaluating the quality, features, or overall product, leading to a degree of consumer pleasure that aligns with meeting their expectations. Quality, service, and value all play crucial roles in enhancing customer happiness. Delivering exceptional customer value is essential for fostering loyalty. Satisfaction serves as a measure of how content an individual is with performance or outcomes, particularly in relation to their own standards. A person's satisfaction with a product can vary significantly based on how closely the actual performance aligns with their anticipations (Dwiwinarsih, 2009).

Businesses need to create and implement strategies that enhance customer acquisition and retention in order to meet consumer expectations. Customer satisfaction often hinges on the gap between actual performance and expected performance. If performance—particularly in service and other areas—falls short of established standards, clients are likely to feel dissatisfied. Conversely, customers will express satisfaction when outcomes align with their expectations, and they will be particularly pleased when performance meets or surpasses those standards (Permatasari, 2021). Customer expectations can be influenced by previous experiences, comments from family members, promises, and information from various sources. Happy customers will stay with a business longer, be less price-

conscious, and recommend it favorably (Hidayatullah, 2022).

The 4A Tourist Destinations Components

The following are the 4A components of tourism based on Cooper's theory (Alfitriani & Puri, 2021):

Attraction plays a crucial role in establishing a location as a tourist destination, provided the conditions support the development of a tourist spot. Tourism capital or resources refer to elements that contribute to a location's appeal as a tourist destination. The tourism potential of an area should be shaped by the interests and desires of visitors regarding what they wish to see and experience. Tourists are primarily drawn to three categories of attractions: (1) Natural Resources, (2) Traditional Tourist Attractions, and (3) Man-made Attractions.

a. Amenity

Amenities are Tourist locations that require various additional services. Amenities consist of various facilities to meet the requirements of accommodation, food and beverage services, entertainment venues, retail space, and other services such as banks, hospitals, security, and insurance (Nugroho & Sugiarti, 2018).

b. Accessibility

Services like car rentals, local transportation, routes, and travel patterns exemplify the "access" that visitors require to reach their desired destinations. Destination accessibility pertains to how easily visitors can enter and navigate the area. Transportation infrastructure is developed to facilitate this ease of access, encompassing highways, railroads, toll roads, terminals, train stops, and four-wheeled vehicles. The ease or difficulty of entry relates to how individuals make the journey from their starting point to their final destination.

c. Ancillary

Sugima stated that ancillary or additional services refer to tourism facilities that enhance the sense of security and comfort for visitors. Numerous organizations dedicated to tourism protection support and promote the growth of tourist destinations as additional services. Among those involved in this area are government agencies like tourism offices, city administrations that encourage tourism, and various tourism groups, including hotel associations, travel companies, tour guides, and individuals contributing to the tourism sector.

Religious Tourism

According to Widiyanto (Permatasari, 2021), The term “tourism” is related to the English word “travel”, which is described as a journey that is carried out repeatedly from one location to another. According to the World Tourism Organization (WTO), religious tourism is a journey based on the principles of Islamic law. Halal tourism customers include Muslims and non-Muslims who want to experience authentic knowledge.

Research Methods

This research was conducted with a Quantitative approach because quantitative research focuses more on a number of symptoms that have certain characteristics in human existence, namely variables (Creswell, 2015). The nature of the relationship between variables will be examined using statistical testing tools and objective theories within quantitative methods. The data for this study consists of both primary and secondary sources. Primary data were gathered through interviews, observations, and questionnaires concerning visitor satisfaction at the Syekh Armia Bin Kurdi Tegal Religious Tourism site. In contrast, secondary data includes relevant books, journals, articles, documents, and other literature pertinent to the research. The study employs non-probability sampling with a purposive sampling technique and utilizes a sample size of 70 respondents, applying Importance Performance Analysis (IPA) to analyze the results.

Result and Discussion

The validity test is conducted to evaluate the reliability and validity of a questionnaire. A survey is deemed accurate when its questions effectively capture the subject matter intended to be measured. In this study, the validity test was carried out at a significance level of 5% on a sample of 70 individuals. A statement is considered valid if the calculated *r* value exceeds the *r* table value. All items assessed in this study are confirmed to be valid, as the *r* table value of 0.1982 is lower than the correlation coefficients for the statement items across the four variables examined.

Table 1. Validity of Service Quality

Variable	Performance				Expectation			
	Indicator	R Table	R Value	Ket	Indicato r	R Table	R Valu e	Ket
Attraction	X1	0.1982	0.851	Valid	Y1	0.1982	0.784	Valid
	X2	0.1982	0.819	Valid	Y2	0.1982	0.823	Valid
	X3	0.1982	0.824	Valid	Y3	0.1982	0.851	Valid

<i>Accessibilit y</i>	X4	0.1982	0.816	Valid	Y4	0.1982	0.814	Valid
	X5	0.1982	0.845	Valid	Y5	0.1982	0.850	Valid
	X6	0.1982	0.883	Valid	Y6	0.1982	0.659	Valid
<i>Amenities</i>	X7	0.1982	0.886	Valid	Y7	0.1982	0.848	Valid
	X8	0.1982	0.846	Valid	Y8	0.1982	0.800	Valid
	X9	0.1982	0.831	Valid	Y9	0.1982	0.723	Valid
<i>Ancillary</i>	X10	0.1982	0.880	Valid	Y10	0.1982	0.855	Valid
	X11	0.1982	0.850	Valid	Y11	0.1982	0.853	Valid
	X12	0.1982	0.816	Valid	Y12	0.1982	0.878	Valid

Source: Primary Data (2025)

Reliability

Reliability reflects the level of confidence one has in the results obtained from a measurement. When a monitoring device is used repeatedly to evaluate the same symptoms, it should yield consistent findings, demonstrating the instrument's reliability. In this context, dependability showcases how consistently the same symptoms are recorded by a specific monitoring device (Sanaky, 2021).

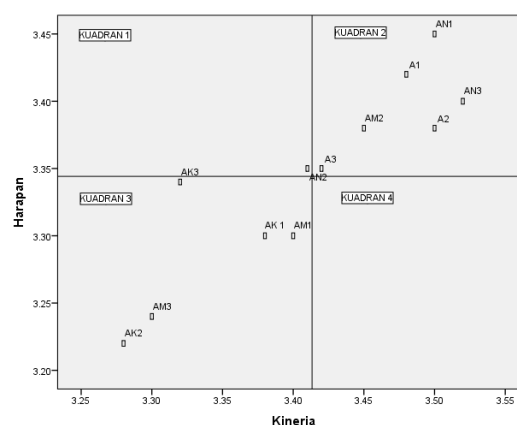
Table 2. Reliability Test

Variabel	Nilai Kritis	Kinerja	Harapan	Ket.
Attraction	0,60	0,890	0,882	Reliable
Accessibility	0,60	0,900	0,827	Reliable
Amenity	0,60	0,869	0,790	Reliable
Ancillary	0,60	0,911	0,918	Reliable

Source: Primary Data (2025)

The Cronbach's Alpha value exceeds 0.6, indicating that the instrument utilized in this study is highly reliable. The test results demonstrate that the alpha coefficient for the variables of attraction, access, amenities, and ancillary services is 0.60, confirming that this study can serve as an effective measuring tool for research purposes.

Picture 1. Kartesius Diagram



In Picture 1. Above the next stage is to map between the level of Expectation

(Importance) and the level of performance into the Cartesian diagram of Importance Performance Analysis. In Picture 1. It can be seen that the 12 attributes are divided into 4 quadrants as follows:

1. Quadrant I (Main Priority) indicates that the highest-rated attribute is AN2, which pertains to the presence of an information center at the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi Tegal. This finding suggests that this attribute significantly meets visitor expectations and emphasizes the importance of ensuring its continued performance.
2. Quadrant II (Defense Priority Achievement) encompasses performance achievements that are crucial for the management of the Tomb of Sheikh Armia Bin Kurdi Tegal to maintain. Notably, there are six attributes that scored the highest, particularly attribute AN1, which reflects the availability of security facilities at the site, such as guard posts, parking areas, and restrooms. This indicates that these facilities effectively meet the expectations of visitors. Consequently, it is essential for the management to continue monitoring the performance of this attribute. Conversely, the attribute with the lowest score is A3, which assesses the comfort level of the religious tourism experience at the Tomb of Sheikh Armia Bin Kurdi Tegal. This suggests that improvements are necessary, as it has not yet met visitor expectations.
3. Quadrant III (Low Priority) indicates that this attribute is regarded as low or not very important by visitors. Therefore, managers at the Tomb of Sheikh Armia Bin Kurdi in Tegal do not need to focus extensively on this attribute. Within this quadrant, four attributes stand out, particularly attributes AK1 and AM2, which highlight that the site's location is easily accessible and that food and drink options are available at the Tomb. This suggests that these factors are not seen as significant by visitors. Conversely, the lowest point is associated with attribute AK2, which addresses the availability of public transportation to the Tomb. This implies that this aspect is also not deemed essential, allowing managers of the religious tourism site to deprioritize their attention to it.
4. Quadrant IV (Over-Priority), in the diagram above, there are no attributes in quadrant IV, indicating that in this quadrant, the attributes that are considered very important or not very desirable are not the attributes in quadrant IV.

Components with High Priority

According to the research findings, the attribute deemed highest in priority

among the various indicators is AN2 (Ancillary) attribute item 2. This is represented by the statement regarding "the existence of an information center at the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi Tegal." This suggests that visitors regard this attribute as very important, although their level of expectation is relatively low (Saisabela & Fauziyah, 2017). To enhance this attribute, the manager should consider establishing an information center that goes beyond merely providing guidance or administration. Key areas for improvement at the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi Tegal include the addition of an information office, a health post, a security post, and internet access. Implementing these improvements will ultimately elevate the attributes within this quadrant.

Indicator Components with Priority of Achievement Defense

Based on the study's results, the calculation of the indicator value reveals that the A3 attraction attribute (Attraction) item 3—specifically the statement regarding the "comfort of the place at the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi Tegal"—is deemed to have medium priority. This indicates that visitors consider this attribute important and it aligns with their experiences. Attributes in this quadrant should be preserved, as they are viewed as superior by visitors.

In the quadrant emphasizing achievement defense, several attributes hold significance for visitors. The first attribute, A1, states, "There is an attraction when visiting the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi Tegal." This attribute is deemed important and aligns with visitors' sentiments, as they are treated to stunning views of mountains, hills, and lush, green pine trees during their visit. It would indeed be a missed opportunity not to experience the beauty of the Religious Tourism site at the Tomb of Sheikh Armia Bin Kurdi Tegal.

The second attribute, A2, reads, "There are activities at the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi Tegal." This too is considered important and reflects visitors' experiences. The site offers a variety of scheduled activities, including regular religious studies every Friday Kliwonan, book studies, and the Khaul Akbar ceremony held each year on the 27th of Muharram, confirming that this attribute resonates well with what visitors perceive (Muharromah & Anwar, 2020).

The third attribute, A3, focuses on the "comfort of the place at the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi Tegal." This attribute aligns with the expectations of visitors, as it is considered highly important. To enhance the comfort of the site, it is crucial to maintain cleanliness in the area surrounding the Tomb of Sheikh Armia Bin Kurdi Tegal. Visitors would appreciate more trash bins and the implementation of a cleaning duty schedule for the staff, ensuring that the

area remains clean and inviting. Additionally, providing fans or air fresheners would help create a pleasant environment, making visitors feel more comfortable and refreshed while in the Hall of the Tomb (Prasetyo, Musta'in, & Ikhwani, 2020).

The fourth attribute is AM2, which refers to "the availability of food and drink vendors at the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi in Tegal." Visitors perceive this attribute as significant since it aligns with their experiences. The presence of food and drink vendors located conveniently in front of the At-Tauhidiyah Islamic boarding school allows visitors to enjoy refreshments without needing to leave the Religious Tourism area of the Tomb of Sheikh Armia Bin Kurdi in Tegal.

The fifth attribute is designated as AN1, which relates to the "availability of security facilities at the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi Tegal." The aspects in this quadrant align with visitors' perceptions and are deemed important by them. The Religious Tourism site has implemented security measures, including CCTV installations in various locations and security posts or guards positioned near the main entrance, ensuring a safe environment for visitors at the Tomb of Sheikh Armia Bin Kurdi Tegal.

The final attribute, AN3, pertains to the statement "administrators at the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi Tegal." The attributes in this quadrant align with visitors' perceptions and are regarded as important by them. This is largely due to the fact that the administrators and guides at the Tomb of Sheikh Armia Bin Kurdi Tegal consistently extend smiles, warm greetings, and attentive service whenever visitors seek information at the site.

Based on the research results, in the calculation of indicators that have a low priority value, the AK2 accessibility attribute is owned by item 2 with the statement "availability of public transportation to tourist attractions".

Conclusion

The visitor satisfaction levels at the Religious Tourism site of the Tomb of Sheikh Armia Bin Kurdi in Tegal have been evaluated using Importance Performance Analysis. The findings indicate that visitors are generally pleased, particularly regarding several key aspects. These include the courteous treatment by guides and administrators, the presence of food and beverage vendors, and the stunning scenery surrounding the site, which features beautiful views of Mount Slamet, nearby hills, and lush pine trees.

Furthermore, an examination of the 4A components of tourist destinations reveals that among the four indicators, the attribute with the highest priority in quadrant I is AN2, which pertains to the availability of an information center at the Religious Tourism site. In quadrant II, the attributes that need to be maintained show six indicators, with A3, related to the comfort of the location, scoring the lowest. Additionally, in quadrant III, the attribute with the lowest priority is AK2, referring to the availability of public transportation to the Tomb of Sheikh Armia Bin Kurdi Tegal.

References

- Abdulhaji, S. (2016). *Pengaruh Atraksi, Akseibilitas, dan Fasilitas terhadap Citra Objek Wisata Danau Tolire Besar Di Kota Ternate*. Bandung: Bandung: Alfabet.
- Alfitriani, Welly Andrika Puri, U. (2021). Pengaruh Komponen 4A terhadap minat kunjung Ulang Wisatawan Pada Destinasi Wisata Bayt Al-Qur'an Al-Akbar Kota Pekalongan. *Jurnal Aplikasi Manajemen & Bisnis*, 1(2), 66–77. <https://doi.org/10.5281/zenodo.4697464>.
- Anwar, M. (2017). Analisis Dampak Pengembangan Wisata Religi Makam Sunan Maulana Malik Ibrahim Dalam Kehidupan Sosial dan Ekonimi Masyarakat Sekitar (Studi pada Kelurahan Gapurosukolilo Kabupaten Gresik). *Jurnal Administrasi Bisnis S1 Universitas Brawijaya*, 44(1), 188. <https://administrasibisnis.studentjournal.ub.ac.id/index.php/jab/article/view/1744>.
- Arida, N. I., et. al. (2017). Kajian Penyusunan Kriteria-kriteria Desa Wisata Sebagai Instrumen Dasar Pengembangan Desa Wisata. *Jurnal Analisis Pariwisata*, 17(1). <https://jurnal.harianregional.com/jap/full-36389>.
- Chaerunissa, S. F., & Yuniningsih, T. (2012). *Analisis Komponen Pengembangan Pariwisata Desa Wisata Wonolopo Kota Semarang*. Semarang: Departemen Administrasi Publik Fakultas Ilmu Sosial Dan Politik Universitas Diponegoro.
- Creswell, J. W. (2015). *Qualitatif Inquiry and Research Design: Chosing among Five Approaches*, terj. Ahmad Lintang Lazuardi. Yogyakarta: Pustaka Pelajar.
- Damayanti. (2019). Analisis Kepuasan Mayarakat Terhadap Pelayanan Publik Berdasarkan Indeks Kepuasan Mayarakat (IKM). *Jurnal Pendidikan Ekonomi Undiksha*, 11(1), 21–32. <https://doi.org/10.23887/jjpe.v11i1.20048>.
- Dwiwinarsih, R. (2009). *Analisis Tingkat Kepuasan Konsumen terhadap Pelayanan Bakmi Aisy di Depok*. Depok: Universitas Gunadarma.
- Efendi, M. S. (2016). *Strategi Pengembangan Desa Dieng Kulon sebagai Desa Wisata di Dataran Tinggi Dieng Kabupaten Banjar Negara*. Yogyakarta: STIE Widya

Wiwaha Yogyakarta.

- Fatimah, S. (2015). *Strategi Pengembangan Objek Daya Tarik Wisata Religi (Studi Kasus di Makam Mbah Mudzakir Sayung Demak)*. Semarang: UIN Walisongo. 13).<https://eprints.walisongo.ac.id/4970/1/111311046.pdf>.
- Hermawan, I. A. (2018). *Analisis Pengaruh Atribut 4A (Attraction, Accessibility, Amenity, Ancillary) Terhadap Kepuasan Pengunjung Pada Tujuan Wisata Elo Rafting Magelang*. Yogyakarta: Universitas Kristen Duta Wacana. <http://repository.ukdw.ac.id/id/eprint/744>.
- Hidayatullah, A. (2022). Wisata Berbasis Kearifan Lokal: Studi Pengelolaan Desa Wisata Oleh Masyarakat Muslim Sembungan Dieng. *Al-Munazzam: Jurnal Pemikiran Dan Penelitian Manajemen Dakwah*, 2(1) <https://doi.org/10.31332/munazzam.v2i1.4283>.
- Saisabela, C. I., & Fauziyah. (2017). Tinjauan Yuridis Kebijakan Pemerintah Kabupateen Jember Terhadap Eksploitasi Gumuk. *Mimbar Yustitia*, 1(2), 166–184. <https://doi.org/https://doi.org/10.52166/mimbar.v1i2.1098>.
- Malihati, L. F. (2020). *Pengaruh Citra Destinasi, Kualitas Layanan, dan Fasilitas Terhadap Kepuasan Pengunjung Pada Wisata Religi Makam Syekh Hasan Syadzali Rejenu*. Kudus: IAIN Kudus.
- Muharromah, G. L., & Anwar, M. K. (2020). Pengaruh Atraksi Wisata, Amenitas Dan Aksesibilitas Terhadap Keputusan Berkunjung Pada Objek Wisata Religi Makam KH. Abdurrahman Wahid. *Jurnal Ekonomika Dan Bisnis Islam*, 3(2), 152-164. <https://doi.org/10.26740/jekobi.v3n2.p152-164>.
- Mulyantari, E. (2021). Pengaruh Lokasi dan Fasilitas terhadap Keputusan Berkunjung di Objek Wisata Goa Maria Tritis. *Media Wisata*, 18(1), 81–89. <https://doi.org/https://doi.org/10.36276/mws.v18i1.79>.
- Nugroho, W., & Sugiarti, R. (2018). Analisis Potensi Wisata Kampung Sayur Organik Ngemplak Sutan Mojosongo Berdasarkan Komponen Pariwisata 6A. *Jurnal Pariwisata Dan Budaya*, 19(2), 35–40. <https://jurnal.uns.ac.id/cakra-wisata/article/view/34139/22480>.
- Nuraeni, B. S. (2017). Analisis Faktor Faktor Yang Mempengaruhi Minat Kunjungan Ulang Wisatawan Semarang. *Jurnal Bisnis Strategi*, 23(1), 1–20. <https://doi.org/http://dx.doi.org/10.14710/jbs.23.1.1-20>
- Permatasari, D. N. (2021). Strategi Pengembangan Ekowisata Danau Kaenka Berdasarkan Komponen 4A Di Desa Fatukoto, NTT. *Journey: Journal of Tourismpreneurship, Culinary, Hospitality, Convention and Event Management*, 4(1), 1–18. <https://doi.org/10.46837/journey.v4i1.68>.

- Prasetyo, M. A., Musta'in, M., & Ikhwani, H. (2020). Pemberdayaan Potensi Wisata Pantai Kenjeran Surabaya. *Jurnal Teknik ITS*, 9(2). <https://doi.org/http://dx.doi.org/10.12962/j23373539.v9i2.57116>.
- Rajagukguk, T. P., & Sofianto, K. (2020). Peran Generasi Milenial Dalam Pengembangan Desa Wisata Di Danau Toba. *Journal Budaya: Jurnal Bahasa, Sastra, Seni dan Budaya*, 4(3), 529-552. <http://dx.doi.org/10.30872/jbssb.v4i3.3158>.
- Sanaky, M. M. (2021). Analisis Faktor-Faktor Keterlambatan Pada Proyek Pembangunan Gedung Asrama Man 1 Tulehu Maluku Tengah. *Jurnal Simetrik*, 11(1), 432. <https://doi.org/10.31959/js.v11i1.615>.
- Wicaksono, N. (2020). *Strategi Komunikasi Dinas Pariwisata Pemuda dan Olahraga Kabupaten Tegal Daam Mempromosikan Pariwisata Religi di Kabupaten Tegal*. Skripsi. Yogyakarta: Fakultas Psikologi Dan Ilmu Sosial Budaya Universitas Islam Indonesia, 1-88. <https://dspace.uui.ac.id/bitstream/handle/123456789/23571/15321059.pdf?sequence=1&isAllowed=y>.