

# Exponential Growth Template Ventura\_Revision

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# Exponential Growth Template Ventura\_Revision

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The Exponential Growth Pattern of

Consumer Well-Being and Tourism Destination Attractiveness:

A Study of the Digital Tourism Destination of Labuan Bajo, Indonesia

#### **ABSTRACT**

This research aims to explore the connective patterns of 7 dimensions of tourism consumer well-being (environmental altruism, spiritual attunement, inspirational mindfulness, bio-psychological aspect, entrepreneurship, social connectedness, and cultural identity) to induce more tourism attractiveness in visiting the digital destination of the My Trip My Adventure (MTMA) Labuan Bajo YouTube platform. The study stems from a postmodern approach where the virtual world and reality are eroded in digital technology development. This study enriches that postmodern perspective by elaborating on 7 dimensions of tourism consumer welfare and the 4 V's of digital technology innovation (volume, variety, velocity, and veracity). This study collected comments, replies,



and 'like' expressions on YouTube from October 2016 to October 2019 from the My Trip My Adventure (MTMA) Labuan Bajo YouTube platform. The researchers then analyzed through thematic analysis and social network analysis. This research confirms the polynomial growth pattern from the 7 dimensions of tourism consumer well-being. In general, the pattern goes up from environmental well-being to inspirational mindfulness. Then, it descends to biophysical well-being. It is because to have exponential growth; tourism needs to be absent temporarily. Suddenly after that, the growth goes up in terms of social and cultural well-being. The findings can benefit tourism practitioners in orchestrating their 7 dimensions of tourism consumer well-being as destination orchestrators.

## Keywords:

destination attractiveness, digital tourism destination, exponential growth, tourism consumer well-being, digital data collection, postmodern approach.

#### ABSTRAK

Tujuan penelitian ini mengkaji pola koneksi 7 dimensi kesejahteraan konsumen wisata (altruisme lingkungan, penyesuaian spiritual, perhatian inspirasional, bio-psikologis, kewirausahaan, keterhubungan sosial, identitas budaya) dengan pertumbuhan daya tarik wisata menuju destinasi digital Labuan Bajo. Dasar pengembangan kajian ini adalah tesis postmodern dimana virtualiasi dan realitas tergerus dalam perkembangan teknologi digital. Kajian ini memperkaya studi destinasi digital postmodern dengan memadukan 7 dimensi kesejahteraan konsumen wisata dan inovasi teknologi digital 4 V (Volume, Variety, Velocity, Veracity). Data dikumpulkan dari komentar, balasan, dan suka YouTube yang dipetakan dari Oktober 2016 hingga Oktober 2019 pada platform



digital My Trip My Adventure (MTMA) Labuan Bajo. Data tersebut kemudian diolah dengan analisis tematik dan analisis jejaring sosial. Riset ini menegaskan bahwa pola polinomial mendorong lebih banyak wisatawan ke destinasi digital. Secara umum, polanya meningkat dari kesejahteraan lingkungan menjadi perhatian penuh inspirasi. Kemudian, itu memantul ke kesehatan biofisik. Temuan ini dapat bermanfaat bagi pariwisata praktis untuk mengatur 7 dimensi kesejahteraan tur konsumen mereka sebagai orkestrator dalam wisata dijital.

#### 1. INTRODUCTION

Tourist destinations have incredible power in establishing a unique destination of choice, expectations of satisfaction, intentions to revisit, perceptions of benefits and motivations, and positive perceptions of leader's opinions (Henkel, Henkel, Agrusa, Agrusa, & Tanner, 2006). In perceiving a tourism destination, Hu and Ritchie (1993, p. 25) explained that a tourist "reflects the feelings, beliefs, and opinions that an individual has on a destination and sees the ability to ensure satisfaction with one's holiday special needs.".

Recently, in the development of Internet infrastructure in Indonesia, visiting digital tourism destinations has been a prevalent trend aside from making trips to physical tourism destinations. Regarding offline destinations, Indonesia has a wide array of tourism sites to visit for foreign and domestic tourists, called the 10 tourism destination zones. These destination zones comprise Mandalika in West Nusa Tenggara, Pulau Morotai in North Maluku, Tanjung Kelayang in Bangka Belitung, Danau Toba in North Sumatra, Wakatobi in Southeast Sulawesi, Borobudur in Central Java, Kepulauan Seribu in the capital city of



Jakarta, Tanjung Lesung in Banten, Bromo in East Java, and Labuan Bajo in East Nusa Tenggara.

Offline destinations might cause destructive tourism behavior since there is limited well-being attractiveness towards tourism site businesses (Nubaeti, Damanik, Baiquni, & Nopirin, 2016). Besides that, offline tourism destinations have a limited carrying capacity to facilitate a certain number of tourists. It means that with a vast number of tourists, the environmental quality can potentially erode. As the economic and environmental considerations are essential, tourism businesses will consider an alternative such as digital tourism. The objective of this paper study investigates the roles of 7 dimensions of tourism consumer well-being as attractors to induce growth in digital tourism attractiveness in the case of the MTMA (My Trip My Adventure) – YouTube video series – of Labuan Bajo. A digital destination refers to "digital support of the tourist experience" from diverse online media (Benyon, Quigley, O'Keefe, & Riva, 2014). The study observes tourists' comments and feelings towards the YouTube video series of MTMA's Labuan Bajo, Indonesia. This study examines the interactions between 7 dimensions of tourism consumer well-being (environmental altruism, spiritual attunement, inspirational mindfulness, bio-psychological aspect, entrepreneurship, social connectedness, and cultural identity) (Ardianto, Widarsyah, & Hasudungan, 2019) and 4 Vs of digital technology innovativeness, which are volume, veracity, variety, and velocity (Siewert, 2013). The researchers evaluate the intensity of digital tourism attractiveness through the volume, variety, and veracity of tourists' online responses in the different velocity phases. In the literature review, several past studies have discussed the attractiveness

of a physical destination and well-being as a part of tourist satisfaction to visit the destination. The drawbacks of the previous studies are that only a few



studies have examined the well-being aspect as a polynomial pattern of an attractor to induce the growth of tourists' attraction. Very few articles have discussed tourism growth trends, and they were not associated with well-being (Cortes-Jimenez & Pulina, 2010; Ruhanen, Weiler, Moyle, & McLennan, 2015). Our study will contribute to the discussion of that issue in digital tourism destinations.

#### 2. THEORETICAL FRAMEWORK AND RESEARCH QUESTIONS

Existing modernism reveals that human beings have rational choices to simplify the observed universe as a superior and inferior dichotomy (Ardianto, 2003). In the context of tourism destinations, modernism segregates virtual and real tourism destinations as different experiences. Moreover, virtual media may not be utilized to document real tourism sites as tourist destinations. However, a real tourism experience is not solely limited to a physical destination but also appears in a digital destination, as this study will emphasize.

Postmodernism expands the components of juxtaposition, prevalence, retrospection, interactions, and self-referentiality (Brown, 1993; Ardianto, 2003). Juxtaposition refers to elaborating on contrasting objects; prevalence is rejecting the generalization of one object but expanding on multi-interpreted meanings; retrospection refers to recalling the memory from existing experiences; being interactive is the interactions among subjects, and the last is self-referentiality as the reproduction of past cultural arts in their existing culture. Postmodernism also deals with self-reflexivity (Reitsamer & Brunner-Sperdin, 2015). Postmodernism rejects the modernization concept that knowledge is assumed to be neutral. Indeed, self-reflexivity is associated with the acknowledgment of self-consciousness of a particular phenomenon. As



subjectivity exists in knowledge, self-reflexivity contains a research phenomenon's self-interpretation (James, 2016).

This research blends explicitly self-reflexivity with an expanding virtual digital destination. With the expanding digital media to capture tourist sites and experiences offline, technological evolution evades real and virtual tourist activities (Bigné & Decrop, 2018). Nowadays, with limitations and enormous resources to spend on physical tourist destinations, digital destinations have been chosen as tourist alternatives to fulfill their hedonic and eudemonic experiences. The digital destinations make it enjoyable for tourists, even though they do not spend their time directly at the physical tourist places (Reitsamer & Brunner-Sperdin, 2015).

This research underlines digital tourist destinations in Indonesia since, with enormous digital media, tourists can experience eudemonic and hedonic tourism experiences without physically visiting the tourist destinations. In essence, a eudemonic experience underscores the broader well-being focus. In a recent Indonesian destination context, Simanjuntak et al. (2019) examined a eudemonic experience as" closely related to happiness, welfare, and the consequences of self-growth and self-actualization as a meaning-related aspect of well-being". Nevertheless, his research limitation is that it mostly considered physical tourist destination experiences to achieve hedonic and eudemonic experiences. This research extends the association of the multi-dimensional well-being and tourism attractiveness of digital tourist destinations.

### 2.1 Digital Tourist Destinations

In tourism literature, the concept of a tourist destination has evolved progressively. In its original form, a tourist destination refers to the physical



presence or the offline tourist destination. For instance, a tourist destination refers to the areas where the financial revenue and attractiveness depend on tourist visits (Benyon et al., 2014). In recent tourism research, the discussion of a tourist destination expands on integrating multiple tourist experiences, in which knowledge transfer is conveyed about the tourist destination (Del Chiappa & Baggio, 2015). In that context, a tourist destination is not solely determined by the physical attractiveness but also by its own spiritual and emotional experience to articulate that tourist destination. By focusing on tourist experiences, a human being's objectives are to seek emotional, social, and spiritual fulfillment in searching for a tourist destination. For instance, Meng and Choi (2016) introduced the concept of tourist motives to visit a tourist destination to control past behavior, minimize negative emotions, and convey a positive emotional influence by actively participating in having a positive influence of a tourist's awareness in one's tourist activities. Tourists' decision-making to convey positive tourist awareness relies on understanding tourists' authenticity that they communicated to others (Ramkissoon & Uysal, 2011). Del Chiappa and Baggio (2015) highlighted digital platforms' potential to induce a positive influence towards a more positive awareness of a tourism experience, or commonly known as a digital destination experience. In an Indonesian tourism study, Nubaeti et al. (2016) asserted the influence of technology to expand tourist destinations' popularity. They found that technology and access to information, including online sources, determine the competitiveness of physical tourist destinations. In popularizing a tourist destination, Lalicic (2018) asserted the importance of collaborative arrangements to foster organizational and shared values through online communication on social media platforms. Benyon et al. (2014) stated that digital platforms have evolved as digital tourist destinations. As tourists enjoy



watching videos and sightseeing on social media, they will respond to the presented digital destination. This is the foundation of why this study underscores the importance of observing digital tourist destinations, as they also have received growing popularity aside from the physical tourist destinations.

In observing the virtual universe, in postmodern thought, space is not equal to physical presence, but fundamentally it includes the processes for social formations, reformations, and transformations at both micro and macro levels (Ranasinghe & Li, 2017). A virtual destination is seen as a social space as it creates an artificial environment for online tourists to engage in social interactions and feelings given visualized experiences at that destination (Bigné & Decrop, 2018). Hence, a postmodern viewpoint juxtaposes the dichotomy between virtual and real destinations. Generally speaking, an encapsulated real experience in a virtual space with paradoxes of meanings is accepted in the postmodern school of thought (Bigné & Decrop, 2018).

### 2.2 Consumer Well-being for Destination Attractiveness

Destination attractiveness corresponds to maximum feelings as they experience the destination's multifaceted products (Formica & Uysal, 2006). Several tourist studies have claimed that tourist destination attractiveness elicits feelings and opinions from tourists and the perceived ability to satisfy their needs (Mayo & Jarvis, 1981; Reitsamer & Brunner-Sperdin, 2015; Vengesayi, Mavondo, & Reisinger, 2009).

A tourist destination is tangibly known through its interrelationships amongst stakeholders (Prideaux & Cooper, 2003). In a digital destination, stakeholders reveal their feelings and opinions through open online platforms (Lalicic, 2018). This study's contribution towards destination attractiveness is to extend digital



tourism research where online tourists in digital platforms share their feelings, opinions, and emotional satisfaction through comments, 'likes', and replies on various social media platforms.

The previous studies found that tourists' attractiveness to the destination is not by automatics, but they have to experience their well-being achievements. In previous papers, well-being achievement comprised of different components. For instance, Reitsamer and Brunner-Sperdin (2015) concluded that psychological well-being (e.g. interacting with the local community, visiting attractions, doing activities, and gaining access to amenities) became a significant driver attractiveness of a physical tourist destination. Another study points out that physical health recovery in various tourist activities is the premier factor for tourists returning to tourist destinations (Illario et al., 2019). Furthermore, Hartwell et al. (2018) asserted that health and spiritual reasons are the key tourist decision factors for spending their resources on tourist destinations. Another study pointed out the effects of social humanistic contributions on tourist destination enjoyment. In those previous studies, the well-being components were segmented into a few particular factors, mostly emphasizing physical tourist destinations. The contribution of this research is to look at another angle of digital destination drivers from seven well-being components to influence tourist well-being.

This study scrutinizes the connective patterns of 7 dimensions of tourism consumer well-being to induce greater digital tourist destination attractiveness. Ardianto et al. (2019) developed those 7 tourism consumer well-being components from a previous case study in Toba Lake, North Sumatra. Those well-being dimensions include spiritual, environmental, inspirational, bio-psychosocial, entrepreneurship, social, and cultural well-being. The research acknowledges that a digital destination contains 4 Vs of digital



technology innovativeness (volume, variety, velocity, and veracity) (Siewert, 2013), which are associated with driving growth is explained in the following section.

## 2.3 Exponential Growth for Destination Attractiveness

This research will scrutinize exponential growth patterns from a digital tourist destination when driven both by the 7 dimensions of tourism consumer wellbeing and the 4 Vs of digital technology innovativeness. According to the past tourism growth studies, surging economic development leads to more tourist enthusiasm to enjoy the tourism destinations (Cortes-Jimenez & Pulina, 2010; Ruhanen et al., 2015). In data analytics, exponential growth is attained with high data volume, velocity, variety, and velocity properties. Volume refers to a large amount of data to be generated concerning the respective observation being observed. In this research, the feeling expression data volume was traced through the number of comments from the social media online platform. In data analytics, veracity is counted from the classification of the trusted data extracted. Siewert (2013) provided examples of veracity data in Twitter and Facebook that conducted a homogenous sentiment analysis from heterogeneous customer data. In that phenomenon, the heterogeneous data of various competitor interests, the factors of what customers like and dislike, are classified into homogenous groups. Therefore, the veracity of expressed tourist feelings was proposed by classifying each comment's property in the respective well-being components. In this paper, the variety is a measure of how diverse the data is in the particular object observed (Chan, 2018). This study traces how many replies there are on the particular object observed on social media platforms in a similar approach. Velocity observes how quickly data is processed (Chan, 2018; Siewert, 2013). In this study, the velocity is



<u>treated</u> in a similar way to correspond to how fast the comments appear after the publication of social media issues.

#### 2.4 Research Questions

Since this paper elaborates on thematic analysis and social network analysis, this study uses explorative research questions as follows:

Does the digital tourism of MTMA Labuan Bajo have exponential growth?

What is the exponential growth pattern of MTMA Labuan Bajo's digital tourism in the perspective of 7 dimensions of tourism consumer well-being?

#### 3. RESEARCH METHODOLOGY

#### 3.1 Data Collection and Methods

This paper aimed to trace exponential growth patterns from feelings and comments in YouTube videos. For the observed sample, a YouTube travel video of 2016's My Trip My Adventure (MTMA) Labuan Bajo, from a weekly local Indonesian travel program, was captured to trace tourists' online comments and feelings after watching the video. YouTube comments, replies, and 'likes' were analyzed using the thematic deductive analysis. Researchers collected the online data from the period of October 2016 to October 2019. A thematic analysis comprised of inductive and deductive components (Fereday & Muir-Cochrane, 2006). An inductive analysis was carried out to group the unstructured information into several classifications. In the inductive analysis, the researcher did not use any framework to determine what dimensions to explore in the research (Fereday & Muir-Cochrane, 2006). In contrast, the themes were first identified for the deductive analysis before analyzing the data (Braun & Clarke, 2006).



Within the thematic analysis, this study observed 7 dimensions of tourism consumer well-being: spiritual attunement, inspirational mindfulness, bio-psychosocial aspect, social connectedness, cultural identity, environmental altruism, and entrepreneurship well-being (Ardianto et al., 2019). After being coded to each well-being component, the qualitative coding was quantitatively classified into 4 Vs of digital technology innovativeness components (volume, variety, velocity, and veracity). To classify qualitative coding into quantitative coding, researchers performed the content analysis to trace the quantitative frequency of the 4 Vs of digital technology innovativeness components (Fath, 2019). The researcher treated velocity as a distinguished component rather than the other 3 Vs because the digital destination is a technological platform where speed or velocity is one of the innovation indicators.

First, the template and criteria of each well-being component were determined in the process of doing the thematic analysis to frame each type of information into classified themes (Braun & Clarke, 2006). In this study, the operational definitions of velocity, veracity, volume, and variety were established to be classified into each well-being component. After the operational definitions were set, the words or text-based responses were calculated into numerical frequencies (Fereday & Muir-Cochrane, 2006). In this study, rather than qualitatively reframing them, quantitative frequencies were required to map the possible exponential growth, as orchestrated in each well-being component. After mapping the quantitative frequency distribution, a further analysis was then conducted to identify if the exponential growth of destination attractiveness was attained. From the previous studies, when high data volume, velocity, variety, and velocity properties were fulfilled, hence exponential growth was justified (Siewert, 2013). In this study, the exponential growth was justified when the matrix of 7 dimensions of tourism consumer



well-being and the 4 Vs of digital technology innovativeness were fulfilled. After the exponential growth was identified, data visualization was built-in. In mapping the exponential growth, bar charts were established. After that, a web-graph was found to look at each well-being pattern. The visualization continued to map the social network actors to commensurate the actors that spread well-being to other online tourist visitors. The thematic analysis and visualizing procedures were ordered as in the following figure.

Figure 1. Thematic and Visualizing Phases (employed a thematic analysis, identified exponential growth, ordered a social network analysis)

#### 3.2 Virtual Field Site

Postmodern hypotheses induce the concept of paradoxes in a tourism destination (Darnell, 2011). Darnell (2011) associated paradoxes with contradictions to exist simultaneously. With vast technological developments, paradoxes can be observed between virtuality and reality. A frontier real-life tourism experience, such as sightseeing and communicating with other tourists can be mediated through virtual technology. Hence, with that assimilated experience, the tourist domain between real and virtual can be integrated (Bigné & Decrop, 2018).

This paper chose the MTMA YouTube video series of MTMA Labuan Bajo, Indonesia, as a virtual field site and as a digital destination due to its vivid digital destination and numerous online tourist replies. Geographically, Labuan Bajo is a fishing town in the Nusa Tenggara region of East Indonesia. It is the capital of West Manggarai Regency (Kabupaten Manggarai Barat) of East Nusa Tenggara. One of the famous tourist sites in Labuan Bajo is Komodo Island. As a physical destination, Labuan Bajo offers an attractive tourist destination with



some islands surrounded by water. On top of that, tourists can vividly see the inherited fauna, Komodo dragons, marching around the hills in the island's center.

With compelling attractions, the vivid reality of the tourist destination of Labuan Bajo was documented through MTMA. Astonishingly, 6 documentary videos of MTMA Labuan Bajo attracted more online interactions and connected tourist interactions amongst YouTube commentators. With more group interactions, which amounted to 1929 responses, from 2016 to 2019, the vivid experiences, replies, and visualized images were encapsulated to shift the real experiences to virtual media. With the embedded features, the integrated tourist information, images, and communication technology become the landmark to observe the paradoxes of real and virtual experiences in the digital destination (Ranasinghe & Li, 2017).

#### 4. DATA ANALYSIS AND DISCUSSION

The paper investigated the exponential growth of tourism attractiveness driven by 7 dimensions of tourism consumer well-being. To sum up, the results will exhibit the exponential growth of tourist destination attractiveness, the typical well-being patterns, and the social network analysis of the online tourism actors of destination attractiveness.

#### 4.1 Results

## 4.1.1 Exponential Growth in Digital Tourist Destinations



In recent economic literature, growth is commonly associated with a linear line trend. For example, Mankiw (2019) surmised that the proportion of output growth is linearly related to the business input (labor and capital) that makes economic growth linear over time. In a recent economic phenomenon,

Dornbusch, Fischer, and Startz (2010) asserted that exponential growth is retained when the initial linear progressive growth still exists.

This study underlines the polynomial growth where linear tourism attractiveness growth is obsolete. The polynomial expands the trend and reaches exponential growth, so online tourists need to adapt to a digital destination. After their consumer preferences are fulfilled, progressive growth takes place. To map tourism attractiveness in terms of volume, variety, velocity,

takes place. To map tourism attractiveness in terms of volume, variety, velocity, and veracity, tourism attractiveness was matched with 7 dimensions of tourism consumer well-being. The study utilized a ranking scale to order the 7 wellbeing dimensions based on the respective tourists' volume, variety, velocity, and veracity. The researcher used 1 as the lowest-ranking scale level and 7 as the highest-ranking scale. From that data transformation, exponential growth was attained when the tourists had an adaptive phase where they tried to learn to match a digital tourist destination with their interests, as shown with the declining trend of the bio-physical tourist online responses well-being. After the adaptive phase was acquired, tourism attractiveness progressed up significantly in the respective social connectedness and cultural identity wellbeing. Hence, to attain exponential growth of tourism attractiveness, there is a phase of tourist adjustment to the digital destination, which in this study was identified as the "pre-takeoff" stage. After the tourists matched the existing digital destination with their tourist preference profiles, progressive growth was attained as the consequence later in their social and cultural well-being.



The exponential growth is also proven through quadratic regression trends in the visual estimation, as seen in Figure 2 (section 2).

Figure 2. Polynomial Growth of Tourist Well-being

Source: Researchers' coding & tabulation from the well-being and 4 <u>Vs</u> matrix of an MTMA digital site

## 4.1.2 Pattern Analysis of Well-being

In this thematic content analysis, the strong attractor is proven through the visualized parallel graph or no overlapping lines (Onwuegbuzie & Teddlie, 2003). It means that the observed variable might attract other variables to be involved in the chain influences. In this research, a pattern analysis was detected through a web spider graph, and it found the most common patterns of well-being given their respective velocity, volume, variety, and veracity. Our observation indicates that inspirational well-being has the strongest common patterns of velocity, volume, variety, and veracity. In that pattern analysis, it can be seen that this inspirational well-being can orchestrate other well-being variables to influence other well-being variables in a particular direction.



Figure 3. Visualized Pattern of Velocity, Volume, Variety, and Veracity in Wellbeing

Source: Coding from an MTMA digital site

As shown in Figure 3, inspirational mindfulness well-being can be orchestrated to shape other well-being variables to achieve exponential growth of the tourism destination attractiveness. This orchestration is explained by the juxtaposed correlation of inspirational mindfulness by its pre-decisive well-being and other well-being after the inspirational mindfulness, as ordered in Figure 2.

In that YouTube response, inspirational mindfulness is the bridge connecting other well-being components. Firstly, the attractiveness of the Labuan Bajo digital destination was established through the environmental altruism response. In a YouTube comment, one tourism consumer insisted on appreciating a beautiful mountain in Labuan Bajo. "We should [appreciate] a mountain [view] not only the beach" (DJS, 2016). Another online tourism consumer stated a concern to maintain Labuan Bajo's environment, as "Labuan Bajo is beautiful with its nature ... hopefully, it will still be maintained" (OP, 2018). From that, another tourism consumer, MK (2018), praised the Lord for the natural view by stating, "Subhahanallah (Praise God)". Inspirational mindfulness connected the predecessor issues by highlighting being proud of the tourist destination. In some YouTube conversations, inspirational mindfulness is marked by native tourists, as some of them were native Labuan Bajo. For example, one tourist stated an inspirational message from one comment as being proud to originate from Labuan Bajo:



"I am personally proud to come from Labuan Bajo. Labuan Bajo endures human inspiration. I personally love Labuan Bajo" (YF, 2019).

That proud statement was transmitted after one actor of HG personally declared Labuan Bajo as part of her birthplace. Respectively, the tourists not originally from Labuan Bajo understood that while geographically Labuan Bajo is part of Flores, they were convinced there is a distinguished tourist destination attached to Labuan Bajo.

"I have learned about Flores and other Indonesian islands geographically and culturally [eastern part]. Firstly, I thought they were similar, but I found the specificity of the Komodo species to distinguish Labuan Bajo from other Indonesian islands" (TD, 2018).

The inspirational mindfulness is reminiscent of the original identity of Labuan Bajo to be associated symbolically with Komodo. This inspirational mindfulness shapes the more intense social conversation of Labuan Bajo, as seen in Figure 2, where the social interactions multiplied. In turn, some online tourism consumers perceived Labuan Bajo's digital visitation as a part of their habits and culture. "Labuan Bajo is part of my residence [although I am not there now]" (LD, 2018).

## 4.1.3 Social Network Analysis

The previous section found that inspirational well-being is an orchestrator to influence other well-beings to reach exponential growth. The social network analysis was applied in this study to identify the actor behind inspirational well-being, and what the actor did to influence more exponential growth of



tourism attractiveness. As traced from an MTMA YouTube comment, HG uttered an inspirational mindfulness statement that "Labuan Bajo is my birthplace.... (Labuan Bajo kota kelahiranku)" on November 10, 2016, one month after the MTMA video was uploaded. After that, HG functioned as the lead-similar orchestrator. In our observation, it inspired other YouTubers with backgrounds similar to EF to share their comments.

EF, in turn, performed the capacity as the lead-different orchestrator. A lead-different orchestrator means that EF inspired people with different backgrounds to enjoy visiting and make comments on MTMA Labuan Bajo. After that, RO responded positively after four days of comments from EF. RO triggered other people by saying that Labuan Bajo was his original hometown, as he said "kota asalku... (my hometown)". He made himself as the unified-lead orchestrator. Here, people with different cultural backgrounds acknowledged Labuan Bajo as a part of their culture, as they intensively visited the digital destination. Those actors are in this study as leading orchestrators that drive more exponential growth of tourism attractiveness.

Figure 4. Social Network Diagram

NB: C stands for a commentator on culture topics, S is for social topics, and IN is for inspirational topics. The influencers are HG, EF, and RO.

Source: Coding & tabulation from an MTMA digital site

#### 4.2 Discussion



Braun and Clarke (2006) found that well-being significantly affects tourism attractiveness. The drawback of their study is that it mostly focused on the physical destination. Our study observed more on the digital destination of MTMA Labuan Bajo. From the deductive thematic analysis, our study confirmed that cultural and social well-being are the most viral variables in digital tourism attractiveness. Indeed, to reach the highest virality, if evaluated with typical pattern analysis, inspirational well-being is the most attractive factor for social and cultural well-being. These findings assert that achieving exponential growth of tourism attractiveness is a polynomial process. It means that the growth of tourism attractiveness tended to decrease in bio-physical well-being, as the online tourists required an adjustment to understand digital destinations' characteristics. This phase in our study was identified as the "pre-takeoff" phase before the tremendous growth of tourism attractiveness. After the adjustment had taken place, tremendous growth appeared in the last social and cultural well-being, as identified as the "take-off" phase. The phases in this study are synthesized in Figure 5.

Furthermore, Reitsamer and Brunner-Sperdin (2015) revealed that the popularity of well-being to drive more tourist attractions is linearly given. In our study, the virality of well-being in the digital tourist attraction was triggered by HG, EF, and RO as our respondents. HG functioned as the lead-similar orchestrator since she influenced another YouTuber with similar characteristics to make it viral to others. EF successfully inspired people from different personal backgrounds to visit MTMA Labuan Bajo, as the lead-different orchestrator. In turn, RO attracted other YouTubers, as the lead-unified orchestrator, to include Labuan Bajo as a part of their cultural identity.



Figure 5. Synthesis of the Exponential Growth Pattern in an MTMA Video
The digital destination is not seen as the sole media to satisfy tourist hedonic experiences from all the research processes. More than that, there are various binary oppositions to accentuate the hedonic and eudemonic tourism consumer experiences. The polynomial pattern in Figure 6 was reconstructed based on the findings in Figure 2. In this paper, reflexivity was applied for all well-being components.

First, regarding the Labuan Bajo environment, tourism consumers do not only witness tourist environmental altruism individually but also express their willingness to conserve the environment collectively, as FJ said that "Labuan Bajo is my birthplace. Let's maintain the clean environment there". With that sense of respect for the environment, the tourism consumer revealed God's existence through His creation.

Second, with such an internal spiritual attunement, a tourism consumer also spread peaceful external energy in interacting with others, as in MK's "Subhahanallah (Praise God)".

Third, in a YouTube comment, an inspirational message was conveyed from a native of Labuan Bajo as an inside motivation drove more inspirational motivation to outsiders who are not originally native of Labuan Bajo. With stating its uniqueness inseparable from Flores Island, as W said that "My Labuan Bajo Island is beautiful [inspiring]. I am willing to return there".

Fourth, after the tourism consumers had a lengthy conversation about the digital destination, they were then silent (as seen in Figure 2, section 1) to mute their physical and emotional intervention in their conversational interactions. Then for the food, ZG said that "This fried banana is delicious and has a good taste......"



Fifth, the YouTube commentators acknowledged the potential of the native food as a business opportunity. Then they wanted to expose the locality externally to open a restaurant business, as MFP said that "There should be a promotion of native food [such as opening a restaurant business] and tourism of Labuan Bajo to the national and regional levels......"

Sixth, they began the journey by getting to know each other on the online platform, acknowledging Labuan Bajo's position on a map and encouraging others to have a real off-site visit of Labuan Bajo, which is related to social connectedness, as EF said that "Do you know where Labuan Bajo is on the map? Let's also visit the place."

Finally, by considering Labuan Bajo as one of their destinations, one lead-unified orchestrator encouraged tourism consumers with culturally diverse backgrounds to include a digital visitation of Labuan Bajo as a part of their unified culture, as PF said that "Love Labuan Bajo. It is a part of my regular destination visits."

5. CONCLUSION, IMPLICATIONS, SUGGESTIONS, AND LIMITATIONS
This paper investigated how the pattern of 7 tourism consumer well-being aspects boosts growth in digital tourism attractiveness. To justify the exponential growth of tourism digital attractiveness, this study confirmed how the high volume, variety, veracity, and velocity of digital tourism attractiveness has evolved in the MTMA Labuan Bajo platform. Rather than a linear trend, a polynomial trend was found as the pattern, which implicitly reveals online tourist adjustments to have digital tourism attractiveness before reaching a progressive digital tourism attractiveness trend. This study found that well-being was interrelated, and there is an ordering combination from



environmental well-being to cultural well-being to trigger tremendous growth of digital tourist destinations.

The study confirmed that well-being is not segmented but somewhat interrelated for the association between well-being and tourism attractiveness. Most previous studies discussed the association of well-being and tourism attractiveness as a partial observation. It means that they had a limited one-to-one cause-effect relationship of each well-being component to a particular tourism attractiveness. Even so, the exponential growth was not assumingly given, but it was shaped by the three actors in this study, who were the lead-similar orchestrator, the lead-different orchestrator, and the lead-unified orchestrator in the exponential growth patterns. These actors were further explored in the social network analysis.

This research's limitation is the specific scope of the observations of well-being and digital tourism attractiveness of MTMA Labuan Bajo. Future studies may attempt to compare multi-dimensional well-being and digital tourism attractiveness in various tourist destinations.

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#### **APPENDICES**

Appendix 1. Number of Replies (Responses) for MTMA Labuan Bajo

Variables

Volume

Variety

Veracity

Environmental Altruism

25

41

41

Spiritual Attunement

41

33

33

Inspirational Mindfulness

33



166
157
Bio-psychological Aspect
17
17
25
Social Entrepreneurship
17
41
17
Social Connectedness
132
232
190
Cultural Identity
100
298
273
*) the counts are associated with the number of replies
Ordered Ranking of the Number of Replies (Responses) for MTMA Labuan Bajo
Variables
Velocity
Volume
Variety



# Veracity

## Environmental Altruism

# Spiritual Attunement

# Inspirational Mindfulness

# Bio-psychological Aspect

# Social Entrepreneurship

# Social Connectedness



**Cultural Identity** 



1.		Misuse of semicolons, quotation marks, etc.	Correctness
2.	are eroded	Passive voice misuse	Clarity
3.	the 7	Determiner use (a/an/the/this, etc.)	Correctness
4.	<b>7</b> → seven	Improper formatting	Correctness
5.	<b>7</b> → seven	Improper formatting	Correctness
6.	<b>7</b> → seven	Improper formatting	Correctness
7.	<u>"</u> . → ."	Misuse of semicolons, quotation marks, etc.	Correctness
8.	<del>10</del> → ten	Improper formatting	Correctness
9.	Vs.	Comma misuse within clauses	Correctness
10.	This study examines the interactions between 7 dimensions of tourism consumer well-being (environmental altruism, spiritual attunement, inspirational mindfulness, biopsychological aspect, entrepreneurship, social connectedness, and cultural identity) (Ardianto, Widarsyah, & Hasudungan, 2019) and 4	Hard-to-read text	Clarity
11.	be utilized	Passive voice misuse	Clarity
12.	Juxtaposition refers to elaborating on contrasting objects; prevalence is rejecting the generalization of one object but expanding on multi-interpreted meanings; retrospection refers to recalling the memory from existing experiences; being interactive is the interactions among subjects, and the las	Hard-to-read text	Clarity
13.	self-reflexivity explicitly	Misplaced words or phrases	Correctness



14. In a recent Indonesian destination context, Simanjuntak et al. (2019) examined a eudemonic experience as" closely related to happiness, welfare, and the consequences of self-growth and self-actualization as a meaning-related aspect of well-being".       Hard-to-read text       Correctness Clarity         15. "→ "       Misuse of semicolons, quotation marks, etc.       Correctness Quotation marks, etc.         16. is conveyed       Passive voice misuse       Clarity         17. ia       Wordy sentences       Clarity         18. Del Chiappa and Baggio (2015) highlighted digital platforms' potential to induce a positive influence towards o more positive awareness of a tourism experience, or commonly known as a digital destination experience.       Unclear sentences       Clarity         20. However, fundamentally       Hard-to-read text       Clarity         21. ae at → . It       Hard-to-read text       Clarity         22. is accepted       Passive voice misuse       Clarity         23. is tangibly known       Passive voice misuse       Clarity         24. \( \frac{1}{2} \rightarrow \frac{1}{2}				
quotation marks, etc.  16. is conveyed Passive voice misuse Clarity  17. in Wordy sentences Clarity  18. Del Chiappa and Baggio (2015) highlighted digital platforms' potential to induce a positive influence towards a more positive awareness of a tourism experience, or commonly known as a digital destination experience.  19. This Intricate text Clarity  20However, fundamentally Hard-to-read text Clarity  21. aeit → .It Hard-to-read text Clarity  22. is accepted Passive voice misuse Clarity  23. is tangibly known Passive voice misuse Clarity  24. ↓ → , Misuse of semicolons, quotation marks, etc.  25In → in Incomplete sentences Correctness  26. e.g., Comma misuse within clauses Correctness  27. social, Comma misuse within clauses Correctness  28. greater → Word choice Engagement	14.	context, Simanjuntak et al. (2019) examined a eudemonic experience as" closely related to happiness, welfare, and the consequences of self-growth and self-actualization as a meaning-related	Hard-to-read text	Clarity
17. in Wordy sentences Clarity  18. Del Chiappa and Baggio (2015) highlighted digital platforms' potential to induce a positive influence towards a more positive awareness of a tourism experience, or commonly known as a digital destination experience.  19. This Intricate text Clarity  20 However, fundamentally Hard-to-read text Clarity  21. acit → . It Hard-to-read text Clarity  22. is accepted Passive voice misuse Clarity  23. is tangibly known Passive voice misuse Clarity  24. \(\frac{1}{1}\to \frac{1}{1}\to \frac{1}\to \frac{1}{1}\to \frac{1}{1}\to \frac{1}{1}\to \frac{1}{1}\to	15.	<u>"</u> . → ."	•	Correctness
18. Del Chiappa and Baggio (2015) highlighted digital platforms' potential to induce a positive influence towards a more positive awareness of a tourism experience, or commonly known as a digital destination experience.  19. This Intricate text Clarity  20 However, fundamentally Hard-to-read text Clarity  21. eeit → . It Hard-to-read text Clarity  22. is accepted Passive voice misuse Clarity  23. is tangibly known Passive voice misuse Clarity  24. '→ →', Misuse of semicolons, quotation marks, etc.  25In → in Incomplete sentences Correctness  26. e.g., Comma misuse within clauses Correctness  27. social, Comma misuse within clauses Correctness  28. greater → Word choice Engagement	16.	is conveyed	Passive voice misuse	Clarity
highlighted digital platforms' potential to induce a positive influence towards a more positive awareness of a tourism experience, or commonly known as a digital destination experience. Clarity   19. This Intricate text Clarity   20. However, fundamentally Hard-to-read text Clarity   21. acit → . It Hard-to-read text Clarity   22. is accepted Passive voice misuse Clarity   23. is tangibly known Passive voice misuse Clarity   24. ¹→ → ' Misuse of semicolons, quotation marks, etc. Correctness quotation marks, etc.   25. In → in Incomplete sentences Correctness   26. e.g., Comma misuse within clauses Correctness   27. social, Comma misuse within clauses Correctness   28. greater → Word choice Engagement	17.	<del>in</del>	Wordy sentences	Clarity
20However, fundamentally Hard-to-read text Clarity  21. ae-it → . It Hard-to-read text Clarity  22. is accepted Passive voice misuse Clarity  23. is tangibly known Passive voice misuse Clarity  24. '¬ → ,' Misuse of semicolons, quotation marks, etc.  25In → in Incomplete sentences Correctness  26. e.g., Comma misuse within clauses Correctness  27. social, Comma misuse within clauses Correctness  28. greater → Word choice Engagement	18.	highlighted digital platforms' potential to induce a positive influence towards a more positive awareness of a tourism experience, or commonly known as a	Unclear sentences	Clarity
21. ae it → . It  Passive voice misuse  Clarity  22. is accepted  Passive voice misuse  Clarity  23. is tangibly known  Passive voice misuse  Clarity  24. ¼→ ¼  Incomplete sentences  Correctness  Correctness  Correctness  Comma misuse within clauses  Correctness  Correctness  Comma misuse within clauses  Correctness  Mord choice  Engagement	19.	This	Intricate text	Clarity
Passive voice misuse Clarity  23. is tangibly known Passive voice misuse Clarity  24. '¬¬¬' Misuse of semicolons, quotation marks, etc.  25In¬ in Incomplete sentences Correctness  26. e.g., Comma misuse within clauses Correctness  27. social, Comma misuse within clauses Correctness  28. greater¬ Word choice Engagement	20.	. However, fundamentally	Hard-to-read text	Clarity
23. is tangibly known  Passive voice misuse  Clarity  24. '→ ',  Misuse of semicolons, quotation marks, etc.  25. In → in  Incomplete sentences  Correctness  Correctness  Comma misuse within clauses  Correctness  Comma misuse within clauses  Correctness  Word choice  Engagement	21.	<del>as it</del> → . It	Hard-to-read text	Clarity
24. ½→ ;  Misuse of semicolons, quotation marks, etc.  25. → In → in  Incomplete sentences  Correctness  Correctness  Comma misuse within clauses  Correctness  Comma misuse within clauses  Correctness  Word choice  Engagement	22.	is accepted	Passive voice misuse	Clarity
quotation marks, etc.  25.	23.	is tangibly known	Passive voice misuse	Clarity
26. e.g., Comma misuse within clauses Correctness  27. social, Comma misuse within clauses Correctness  28. greater → Word choice Engagement	24.	$\frac{1}{2} \rightarrow \frac{1}{2}$		Correctness
27. social, Comma misuse within clauses Correctness  28. greater → Word choice Engagement	25.	<del>. In</del> → in	Incomplete sentences	Correctness
28. greater → Word choice Engagement	26.	e.g.,	Comma misuse within clauses	Correctness
	27.	social,	Comma misuse within clauses	Correctness
	28.		Word choice	Engagement



	more terrific		
29.	<b>7</b> → seven	Improper formatting	Correctness
30.	Vs.	Comma misuse within clauses	Correctness
31.	is explained	Passive voice misuse	Clarity
32.	both	Wordy sentences	Clarity
33.	<mark>7</mark> → seven	Improper formatting	Correctness
34.	Vs.	Comma misuse within clauses	Correctness
35.	is attained	Passive voice misuse	Clarity
36.	be generated	Passive voice misuse	Clarity
37.	being observed	Passive voice misuse	Clarity
38.	was traced	Passive voice misuse	Clarity
39.	is counted	Passive voice misuse	Clarity
40.	was proposed	Passive voice misuse	Clarity
41.	<del>is a measure of</del> → shows	Wordy sentences	Clarity
42.	is treated	Passive voice misuse	Clarity
43.	the publication of	Wordy sentences	Clarity
44.	Му	Inappropriate colloquialisms	Delivery
45.	Му	Inappropriate colloquialisms	Delivery
46.	is comprised	Incorrect verb forms	Correctness
47.	were first identified	Passive voice misuse	Clarity
48.	<b>7</b> → seven	Improper formatting	Correctness



49.	was quantitatively classified	Passive voice misuse	Clarity
50.	Vs.	Comma misuse within clauses	Correctness
51.	After being coded to each well-being component, the qualitative coding was quantitatively classified into 4 Vs of digital technology innovativeness components (volume, variety, velocity, and veracity).	Hard-to-read text	Clarity
52.	Vs.	Comma misuse within clauses	Correctness
53.	Vs.	Comma misuse within clauses	Correctness
54.	were determined	Passive voice misuse	Clarity
55.	First, the template and criteria of each well-being component were determined in the process of doing the thematic analysis to frame each type of information into classified themes (Braun & Clarke, 2006).	Unclear sentences	Clarity
56.	were established	Passive voice misuse	Clarity
57.	be classified	Passive voice misuse	Clarity
58.	were set	Passive voice misuse	Clarity
59.	were calculated	Passive voice misuse	Clarity
60.	was then conducted	Passive voice misuse	Clarity
61.	was attained	Passive voice misuse	Clarity
62.	were fulfilled	Passive voice misuse	Clarity
63.	hence	Wordy sentences	Clarity
64.	Vs.	Comma misuse within clauses	Correctness
65.	were fulfilled	Passive voice misuse	Clarity



66.	was identified	Passive voice misuse	Clarity
67.	were established	Passive voice misuse	Clarity
68.	was found	Passive voice misuse	Clarity
69.	were ordered	Passive voice misuse	Clarity
70.	be observed	Passive voice misuse	Clarity
71.	tourists,	Punctuation in compound/complex sentences	Correctness
72.	be mediated	Passive voice misuse	Clarity
73.	<del>as</del>	Wordy sentences	Clarity
74.	On top of that, tourists can vividly see the inherited fauna, Komodo dragons, marching around the hills in the island's center.	Unclear sentences	Clarity
75.	was documented	Passive voice misuse	Clarity
76.	€ → six	Improper formatting	Correctness
77.	were encapsulated	Passive voice misuse	Clarity
78.	<b>7</b> → seven	Improper formatting	Correctness
79.	is commonly associated	Passive voice misuse	Clarity
80.	is retained	Passive voice misuse	Clarity
81.	are fulfilled	Passive voice misuse	Clarity
82.	To map tourism attractiveness in terms of volume, variety, velocity, and veracity	Misplaced words or phrases	Correctness
83.	was matched	Passive voice misuse	Clarity



<b>7</b> → seven	Improper formatting	Correctness
<b>7</b> → seven	Improper formatting	Correctness
<b>1</b> → one	Improper formatting	Correctness
<mark>7</mark> → seven	Improper formatting	Correctness
was attained	Passive voice misuse	Clarity
<del>up</del>	Wordy sentences	Clarity
was identified	Passive voice misuse	Clarity
as a consequence	Determiner use (a/an/the/this, etc.)	Correctness
as the consequence	Wordy sentences	Clarity
Vs.	Comma misuse within clauses	Correctness
is proven	Passive voice misuse	Clarity
was detected	Passive voice misuse	Clarity
<del>, and it</del> → . It	Hard-to-read text	Clarity
<del>inspirational</del> → emotional	Word choice	Engagement
strongest → most robust, most vital, most muscular	Word choice	Engagement
<del>inspirational</del> → emotional	Word choice	Engagement
<del>inspirational</del> → emotional	Word choice	Engagement
be orchestrated	Passive voice misuse	Clarity
was established	Passive voice misuse	Clarity



104.	<u>"</u> . → ."	Misuse of semicolons, quotation marks, etc.	Correctness
105.	was transmitted	Passive voice misuse	Clarity
106.	were convinced	Passive voice misuse	Clarity
107.	1	Inappropriate colloquialisms	Delivery
108.	I	Inappropriate colloquialisms	Delivery
109.	<del>inspirational</del> → emotional	Word choice	Engagement
110.	well-beings → well-being	Incorrect noun number	Correctness
111.	<del>in this study</del>	Wordy sentences	Clarity
112.	<del>inspirational</del> → emotional	Word choice	Engagement
113.	well-being,	Punctuation in compound/complex sentences	Correctness
114.	<del>kota</del> → Kota	Misspelled words	Correctness
115.	kelahiranku	Unknown words	Correctness
116.	said,	Punctuation in compound/complex sentences	Correctness
117.	<del>kota</del> → Kota	Misspelled words	Correctness
118.	<del>asalku</del> → ask	Misspelled words	Correctness
119.	<del>as</del>	Wrong or missing prepositions	Correctness
120.	culture,	Punctuation in compound/complex sentences	Correctness
121.	From the deductive thematic analysis, our study confirmed that cultural and	Unclear sentences	Clarity



social well-being are the most viral variables in digital tourism attractiveness.

22.	<del>inspirational</del> → emotional	Word choice	Engagement
23.	was identified	Passive voice misuse	Clarity
24.	are synthesized	Passive voice misuse	Clarity
25.	is linearly given	Passive voice misuse	Clarity
26.	was triggered	Passive voice misuse	Clarity
27.	Bajo,	Punctuation in compound/complex sentences	Correctness
28.	was applied	Passive voice misuse	Clarity
29.	<del>Let's</del> → Let us	Inappropriate colloquialisms	Delivery
30.	First, regarding the Labuan Bajo environment, tourism consumers do not only witness tourist environmental altruism individually but also express their willingness to conserve the environment collectively, as FJ said that "Labuan Bajo is my birthplace. Let's maintain the clean environment there".	Hard-to-read text	Clarity
31.	<u>"</u> . → ."	Misuse of semicolons, quotation marks, etc.	Correctness
32.	With stating its uniqueness inseparable from Flores Island, as W said that "My Labuan Bajo Island is beautiful [inspiring]. I am willing to return there".	Unclear sentences	Clarity
33.	Sixth, they began the journey by getting to know each other on the online platform, acknowledging Labuan Bajo's position on a map and encouraging	Hard-to-read text	Clarity



connectedness, as EF said that "Do you know where Labuan Bajo is on the m...

134.	<del>Let's</del> → Let us	Inappropriate colloquialisms	Delivery
135.	my	Inappropriate colloquialisms	Delivery
136.	tourism digital → digital tourism	Misplaced words or phrases	Correctness
137.	To justify the exponential growth of tourism digital attractiveness	Misplaced words or phrases	Correctness
138.	was found	Passive voice misuse	Clarity
139.	the tremendous	Determiner use (a/an/the/this, etc.)	Correctness
140.	was not assumingly given	Passive voice misuse	Clarity
141.	<del>, but it</del> → . However, it	Hard-to-read text	Clarity
142.	was shaped	Passive voice misuse	Clarity
143.	were further explored	Passive voice misuse	Clarity
144.	a tourist	Determiner use (a/an/the/this, etc.)	Correctness
145.	your	Inappropriate colloquialisms	Delivery
146.	<del>big</del> → significant	Word choice	Engagement
147.	, and	Comma misuse within clauses	Correctness
148.	Destination → Destinations	Incorrect noun number	Correctness
149.	Jakarta ,	Improper formatting	Correctness
150.	A framework for analyzing data in mixed methods research.	Incomplete sentences	Correctness
151.	, and	Comma misuse within clauses	Correctness

