International Journal of Applied Sciences in Tourism and Events
Volume 10 Issue 1 Year 2026 Pages 56-69
DOI: http://dx.doi.org/10.31940/ijaste.v10i1.56-69
URL: http://ojs2.pnb.ac.id/index.php/IJASTE

Revisit intention in conservation areas: How destination image mediates perceived risk and constraint in Bromo Tengger Semeru National Park

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Abstract: This study examined the effects of perceived risk and perceived constraints on tourists' revisit intention, with destination image as a mediating variable, in TNBTS tourism in Central Jakarta, and reviewed it from an Islamic perspective. The sample consisted of 169 tourists from Central Jakarta who had visited one of TNBTS's destinations. The sampling technique used is purposive sampling. Data were collected through a survey using questionnaires. The data were analysed using SPSS and Partial Least Squares Structural Equation Modelling (PLS-SEM). The results showed that (1) perceived risk has no significant effect on revisit intention (2) perceived constraints have a negative and significant effect on revisit intention (3) perceived risk has a positive and significant effect on destination image (4) perceived constraints have a negative and significant effect on destination image (5) destination image has a positive and significant effect on revisit intention (6) destination image mediates the relationship between perceived risk and revisit intention (7) destination image can mediate the effect of perceived constraints on revisit intention. Thus, future researchers can directly interview TNBTS tourists to obtain respondents who meet the criteria and achieve satisfactory results.

Keywords: Bromo Tengger Semeru National Park, Destination Image, Perceived Constraint, Perceived Risk, Revisit Intention

History Article: Submitted 5 March 2026 | Accepted 12 June 2026 | Published 21 June 2026

How to Cite: Iksan, M., & Annisa, I. T. (2026). Revisit intention in conservation areas: How destination image mediates perceived risk and constraint in Bromo Tengger Semeru National Park. *International Journal of Applied Sciences in Tourism and Events, 10*(1), 56-69.

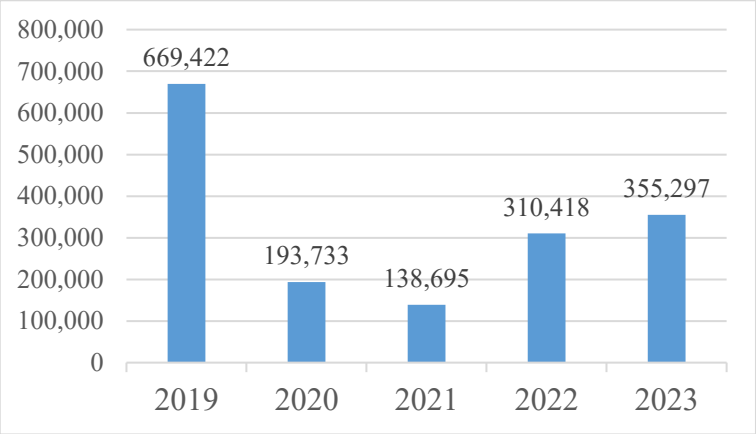
Introduction

Indonesia is known for its many tribes and cultures. In addition, this country has a lot of potential and natural resources that must be developed, and the tourism sector is one of them. Tourism is one of the sectors that is currently developing, where the role of tourism itself is one of the goals to calm the mind, provide pleasure, and release boredom from daily activities (Susanto & Nursamsu, 2020). According to Redita et al. (2017) the tourism sector is being actively developed because this sector generates various benefits, including social and economic development, cultural preservation, environmental management, natural resources, and cultural benefits. In addition, one of the industries that contributes to the process of economic and social development in Indonesia and is a leading sector that is expected to be the largest source of foreign exchange earnings for Indonesia is the tourism sector (Kussudyarsana & Sholahuddin, 2023).

Sari & Syahbudi (2022) tourists are people who stay at least 24 hours in the destination country for the purpose of vacation, health, study, religion, sports, business, family, or conference. According to Purwowidhu. CS (2023) in the media of the Ministry of Finance states the contribution of tourism to the state revenue sector, which illustrates that tourism is the number two contributor in Indonesia in 2023. The tourism potential is derived from its abundant natural and cultural resources spread across various regions in Indonesia. One region that is particularly rich in both natural and cultural attractions is Bromo Tengger Semeru National Park (TNBTS).

TNBTS is one of the best national parks not only in East Java but also in Indonesia, besides that it is one of the tourist destinations that has been recognized nationally and internationally. TNBTS has become an attractive destination for many domestic and international tourists because of its vast landscape, rich biological resources, diverse tourist attractions, and beautiful scenery.

TNBTS has an area of approximately 50,276 ha located in a mountainous region, and consists of three famous landscapes, namely Mount Bromo, Tengger Caldera, and Mount Semeru. TNBTS is located in four regencies in East Java, namely Malang Regency, Pasuruan Regency, Lumajang Regency, and Probolinggo Regency. TNBTS is managed directly by the TNBTS Center, which was established by the government and is responsible for maintenance and tourism affairs under the auspices of the Ministry of Environment and Forestry. Figure 1 shows the tourists data of TNBTS for the last five years.



(Source: bromotenggersemeru.org)

Figure 1. Data on the number of TNBTS tourists 2019-2023

Abubakar et al. (2017) revealed revisit intention refers to a traveler's predisposition or desire to return to a previously visited location. In this case, destination image also helps tourists remember and decide where they should go to visit again. The outhgrowth of a tourist destination is an effort by tourist destination managers to increase visitor interest in making a return visit to TNBTS. Therefore, the diversity of tourist behavior and the inhomogeneous structure of tourism reputation will turn tourists into loyal customers, so that visiting again is very difficult and requires a process (İLBAN et al. 2016).

Numerous variables impact a traveller's decision to return; notably, the assessment of perceived risk serves as a primary determinant in the cognitive process of choosing to revisit a location (Wulandari & Annisa, 2022). At the TNBTS destination, the risk that may be felt is that the road in the Sukapura sub-district is not good and endangers the driver, as it is a road often used to get to TNBTS. The following is data on the length and condition of the road in 2019-2022.

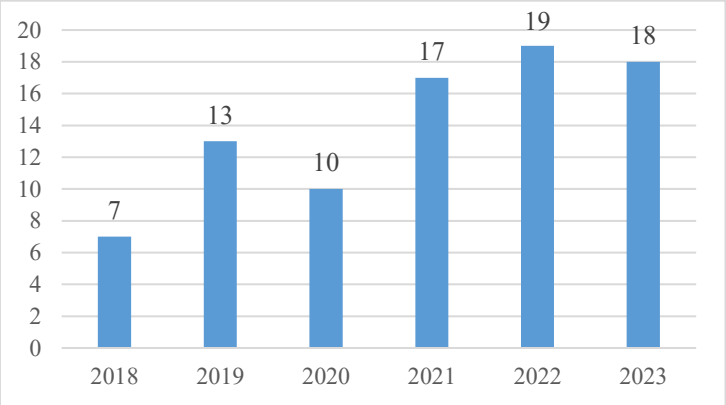
Table 1. Data on the Sukapura sub-district road conditions 2019-2022

Year	Good (km)	Medium (km)	Damaged (km)	Severely Damaged (km)
2019	35,870	9,830	0,300	8,920
2020	24,866	7,600	0	0
2021	25,488	2,829	4,149	0
2022	5,940	0	56,920	62,860

(Source: BPS Probolinggo)

When visiting a destination, tourists face a combination of intrapersonal, interpersonal, and structural barriers, such as financial limitations, time scarcity, environmental anxieties, and poor infrastructure, that collectively form their overall perception of constraints (Crawford et al., 1991;

Khan et al., 2019; Lin et al., 2022). Within an active volcanic nature reserve, these diverse barriers converge, creating a complex logistical filter that tourists must navigate before deciding to return. As Nazir et al. (2021) observe, physical infrastructure and transit accessibility are core pillars of a destination's image. When structural infrastructure collapses—as observed in the sharp spike in severely damaged roads by 2022—tourist arrivals can face unexpected contractions. Because it is an active volcanic reserve, visitors face recurring natural phenomena, including forest fires, seismic shifts, and sudden eruptions, making the region a compelling environment for examining perceived constraints (see Figure 2).



(Source: BPBD Probolinggo)

Figure 2. Total of disasters in Sukapura District 2018-2023

These physical and systemic elements fundamentally intersect with destination image, defined as the characterized as a person's psychological picture of information, emotions, and general views of the destination (Naseri, 2020). While destinations follow a natural life cycle influenced by carrying capacity, geographical limitations, and physical development (Attila, 2016), TNBTS maintains a strong market draw through its unique environmental sub-assets, such as the Tengger Sand Sea, Ranu Kumbolo, and Ranu Pani.

While previous empirical works have independently traced these relationships across conventional urban environments, there is a distinct gap in the literature detailing how these variables interact within active volcanic conservation areas. This study bridges that gap, assessing how perceived risks and constraints impact revisit intentions, while evaluating destination image as a mediating variable in a high-risk nature tourism context.

Literature Review

Perceived Risk

Xue (2019) states that perceived risk is defined as tourists who can face any major risk when traveling, which refers to consumer perceptions regarding the overall negative impact of this behavior. Mayasari & Artanti (2021) suggest that perceived risk is a person's perception of uncertainty and adverse consequences or risks that may occur when buying a product or service. Zhang & Yu (2020) explain that perceived risk denotes the psychological burden linked to consumer buying habits, manifesting as a sense of unpredictability regarding future outcomes. Yu et al. (2021) define perceived risk as consumer perceptions of uncertainty and outcomes associated with purchasing or selecting a product or service. Then, according to Jiang et al. (2022), perceived risk refers to travelers' subjective expectations of potential losses or losses during travel.

Hashim et al. (2019) show that physical and financial risks affect domestic tourists who have visited Kuala Lumpur, and have a clear negative influence on revisit intentions. Meanwhile, Yu et al. (2021) state that the perceived risks of COVID-19 and post-traumatic stress disorder have a huge negative impact on hotel revisit intentions. Then Viet et al. (2020) showed that perceived risk had a negative effect on the revisit intention of international tourists to Binh Thuan province in Vietnam. Chew & Jahari (2014) indicate varying impacts of perceived risk on travel

motivations across different demographics. For instance, Malaysian tourists who have visited Japan show a notable decline in their intent to return due to perceived risk. Similarly, Thomas & Liu (2023) observed that risk concerns adversely affect the travel intentions of Taiwanese students.
H1: Perceived risk has a negative effect on revisit intention

Destination Image

Hallmann et al. (2015) reveal that destination image represents the collective perspective of both travelers and vendors concerning a location's specific features or draws. Furthermore, this perception serves as a critical framework for defining, marketing, and executing the distribution of tourism products. Meanwhile, Satyarini et al. (2020) characterize destination image as a multifaceted construct comprising an individual's factual knowledge, personal biases, and emotional associations, alongside their imaginative impressions of a specific geographic area. Saxena & Kabia (2023) state that destination image in tourism refers to the perceptions, beliefs, and overall impressions that individuals or tourists have. Akgün et al. (2020) primarily focus on destination image, which consists of the sum of cognitive opinions and affective impressions that a person collects and remembers about a particular destination.

Several studies from Indonesia reveal that destination image has a positive effect on revisit intention, such as Satyarini et al. (2020), who focus on tourists visiting East Lombok, Oktaviana & Jauharry, (2023) in Solok Regency, and then Kadi et al. (2021) in Bening Dam Tourism visitors.
H2: Destination image has a positive effect on revisit intention

Perceived Constraints

Samdahl & Jekubovich in Oktaviana & Jauharry (2023), state that perceived constraints are obstacles that are perceived in performing certain behaviors. Travel constraints are defined as factors that inhibit initial travel or subsequent travel, limiting an individual's ability to maintain or increase travel frequency and/or negatively impacting the quality of their travel (Hung et al. in Khan et al. 2017). Jackson EL in Lin et al. (2022), explained that constraints have been defined as factors assumed by researchers and perceived by individuals to inhibit or prohibit participation and enjoyment of leisure time. Meanwhile, according to Page & Hall in Wulandari & Annisa (2022) the constraints felt by tourists become obstacles to travel, even though there are reasons to travel. Thomas & Liu (2023) show that perceived constraints have a negative effect and on the travel intentions of Taiwanese students. Other findings found by Nazir et al. (2021) show that perceived constraints have a negative impact on behavioral intentions.
H3 : Perceived constraint has a negative effect on revisit intention

The Mediating Role of Destination Image

Khan, Chelliah, & Ahmed (2017) showed that perceived risk has a negative impact on the destination image of prospective young female tourists. Similarly, Chew & Jahari (2014) showed that perceived socio-psychological and financial risks have a negative and significant effect on the destination image of Malaysian tourists who have been to Japan. Aligning with these findings, Thomas & Liu (2023) showed that perceived risk has a negative effect on the destination image of Taiwanese university students. Broadening this scope, Khan et al. (2020) found that the perception of a destination's image is adversely affected by various risk factors. Specifically, physical health risks and general destination risks diminish the location's reputation regarding its medical attributes. Furthermore, service quality risks exert a broad negative impact, undermining both the medical and non-medical facets of the destination's image.

Research consistently indicates that travel constraints damage a location’s appeal. Specifically, Khan, Chelliah, & Ahmed (2017) and Thomas & Liu (2023) jointly demonstrate this negative impact among potential young female tourists and Taiwanese university students, respectively. Chew & Jahari (2014) established that Malaysian tourists who have visited Japan, destination image acts as a crucial mediating variable. It bridges the gap between their perceived financial and socio-psychological risks and their ultimate intention to return to the country. In line with this, Thomas & Liu (2023) showed that destination image has a mediating influence between

perceived risk and Taiwanese university students' revisit intention, while Nazir et al. (2021) similarly demonstrated that the relationship between risk perception and behavioral intention is significantly mediated by destination image. Then, similar research conducted by Oktaviana & Jauharry (2023) confirms that for Indonesian domestic travelers, the impact of perceived risk on their intention to visit is significantly shaped by the mediating role of destination image.

Thomas & Liu (2023) demonstrated that destination image has a mediating influence between perceived constraints and Taiwanese students' revisit intentions. Expanding on this, Nazir et al (2021) confirmed that perceived constraints have a significant effect on behavioral intentions mediated by destination image. This exact mechanism is further supported by Oktaviana & Jauharry (2023) show that perceived constraints have a positive and significant effect on behavioral intention to visit, which is mediated by the destination image of domestic tourists who have visited tourist attractions in Solok Regency.

H4: Perceived risk has a negative effect on destination image
H5: Perceived constraint has a negative effect on destination image
H6: Destination image mediates perceived risk on revisit intention
H7: Destination image mediates perceived constraint on revisit intention

Methodology

Sampling using non-probability sampling with the purposive sampling technique. Respondents in this study were tourists who had gone to TNBTS. With the calculation of the 2014 Hair formula (number of items x 5), getting a minimum sample size of 130 respondents with the criteria of Central Jakarta Domicile, Tourists who have visited one of the tourist destinations in TNBTS, Visiting TNBTS in the last 1 year, and Respondents aged at least 17 years. This study employed a survey-based approach, utilizing a structured questionnaire for data collection. The questionnaire is divided into five variables: respondent data identity, intention to revisit variable, perceived risk variable, perceived constraints variable, and destination image variable. Then this questionnaire was distributed to TNBTS tourists through G-Forms and visiting travel agents.

Some questions were used to obtain information about respondents' data identity in order to assess more effectively. The results of the data identity show that respondents are more female (60%) than male (40%). The age of the majority of respondents is in the range of 17 to 25 years old (70%), followed by 26 to 35 years old (25%), and more than 36 years old (5%). Occupations were dominated by students (53%), followed by employees/self-employed (35%), teachers/lecturers (7%), housewives (5%), and work (1%). Most of the monthly income earned was <Rp1,500,000 (46%). The frequency of visiting the TNBTS in the past year (48%) answered 2-4 times, and (7%) answered >5 times. The purpose of visiting one of the tours in TNBTS is dominated by tourists who want recreation/vacation as much as (73%). Then the source of information for TNBTS tourism has a total answer of 282 because it has more than one answer option, many tourists who answer friends/family and the internet/social media, as much as (36%).

To minimize regional variations and capture a concentrated, highly urbanized outbound tourism market, the sample was restricted to tourists domiciled in Central Jakarta. As a major metropolitan center located far from the destination, Central Jakarta provides an ideal demographic for examining how long-distance domestic travelers perceive risks and accessibility constraints when journeying to a volcanic conservation area.

Research Instrument and Measurement

This study seeks to examine the impact of perceived risk, perceived constraint, and destination image on revisit intention at TNBTS, to determine the effect of perceived risk and perceived constraints on destination image at TNBTS, and to determine the effect of perceived risk and perceived constraints on revisit intention with destination image as a mediating variable at TNBTS. The perceived constraints construct in this study was operationalized as a single, multi-dimensional, high-order construct aggregating 14 manifest items. This approach is conceptually grounded in the classical Hierarchical Model of Leisure Constraints formulated by Crawford et al. (1991) which classifies barriers into three distinct yet deeply interrelated dimensions:

intrapersonal (e.g., individual psychological anxieties or fears), interpersonal (e.g., lack of travel partners or recommendations), and structural (e.g., scarcity of time, money, infrastructure, or destination data).

The intention to revisit is measured by 3 statement items (Nazir et al, 2021), perceived risk is measured by 5 statement items (Tseng & Wang, 2015), perceived constraints are measured by 14 statement items (Tesin et al, 2020), and the statement can be seen in Table 2. estination image is measured by 4 items (Thomas & Liu, 2023). All statement items in the questionnaire were measured using a 4-point Likert scale, where 1 indicates "strongly disagree" and 4 indicates "strongly agree". There were three sections in the questionnaire. The first part of the survey was where the participant expressed his/her willingness to participate. The respondent's data identity was listed in the second section (gender, age, occupation, income, frequency of visiting, purpose of visiting, and source of information). To manage potential Common Method Bias (CMB) inherent in self-reported, cross-sectional questionnaire data, procedural controls were applied. These included assuring participants of strict anonymity, separating independent and dependent constructed items across different sections, and refining question wording to reduce social desirability bias.

Table 2. Instrument survey

Construct		Indicator	Source
Perceived Risk	RYD1	I would be concerned about travel service/equipment quality issues if I traveled to Bromo Tengger Semeru National Park	(Tseng & Wang, 2015)
	RYD2	I would be concerned about travel service/equipment quality issues if I traveled to Bromo Tengger Semeru National Park	
	RYD3	I am concerned about physical danger or injury if I travel to Bromo Tengger Semeru National Park	
	RYD4	I was worried about being disappointed with the experience of traveling to Bromo	
	RYD5	I am worried about being disappointed with the experience of traveling to Bromo Tengger Semeru National Park	
Perceived Constraints	KYD1	I feel afraid of animals in Bromo Tengger Semeru National Park.	(Tesin et al, 2020)
	KYD2	I am afraid of open spaces like in Bromo Tengger Semeru National Park.	
	KYD3	I feel afraid of the unknown in Bromo Tengger Semeru National Park	
	KYD4	I am allergic to something from nature like in Bromo Tengger Semeru National Park	
	KYD5	I feel a lack of friends when traveling to Bromo Tengger Semeru National Park	
	KYD6	I feel a lack of time to go to Bromo Tengger Semeru National Park	
	KYD7	I feel a lack of money to travel to Bromo Tengger Semeru National Park	
	KYD8	I feel a lack of tourist information in Bromo Tengger Semeru National Park	
	KYD9	I feel a lack of recommendations (from family, friends, colleagues, etc.) regarding Bromo Tengger Semeru National Park	
	KYD10	I feel inaccessible locations (underdeveloped transportation infrastructure, distance, etc.) in Bromo Tengger Semeru National Park	
	KYD11	I feel there is a lack of natural/cultural attractions in Bromo Tengger Semeru National Park	
	KYD12	I feel there is a lack of organized tours and offers at Bromo Tengger Semeru National Park travel agencies	
	KYD13	I feel there is a lack of professional staff at Bromo Tengger Semeru National Park	
	KYD14	I feel inadequate waste growth in Bromo Tengger Semeru National Park	
Destination Image	CD1	I feel that travel to Bromo Tengger Semeru National Park is a safe travel destination	(Thomas & Liu, 2023)
	CD2	I feel that travel to Bromo Tengger Semeru National Park offers great shopping opportunities	

	CD3	I feel that people in Bromo Tengger Semeru National Park are friendly	
	CD4	I feel that visiting Bromo Tengger Semeru National Park is a fun experience	
Revisit Intention	NMK1	I intend to revisit Bromo Tengger Semeru National Park	(Nazir et al, 2021)
	NMK2	I intend to recommend Bromo Tengger Semeru National Park to others	
	NMK3	I plan to revisit Bromo Tengger Semeru National Park	

(Source: Data processed, 2024)

Data analysis

This study employs an explanatory research design grounded in a quantitative framework. This approach was selected to clarify the interrelationships and positioning of the specific variables under investigation. By testing hypotheses to elucidate the nature of these connections, the study utilizes Partial Least Squares Structural Equation Modeling (PLS-SEM) as a robust and appropriate analytical technique. PLS-SEM is used to see and measure the relationship between variables and other variables. (Sholihin & Ratmono, 2021). In testing the model, there are two stages used to analyze research data. The analytical process begins with a measurement model evaluation to verify the validity and reliability of the individual constructs. Subsequently, the structural model is assessed; this phase involves calculating R^2, Q^2, and Goodness of Fit (GOF) to determine the strength of the relationships between variables and address the study's core objectives (Sholihin & Ratmono, 2021).

Results and Discussions

Results

Evaluation of the Measurement Model

Table 3. Measurement model evaluation

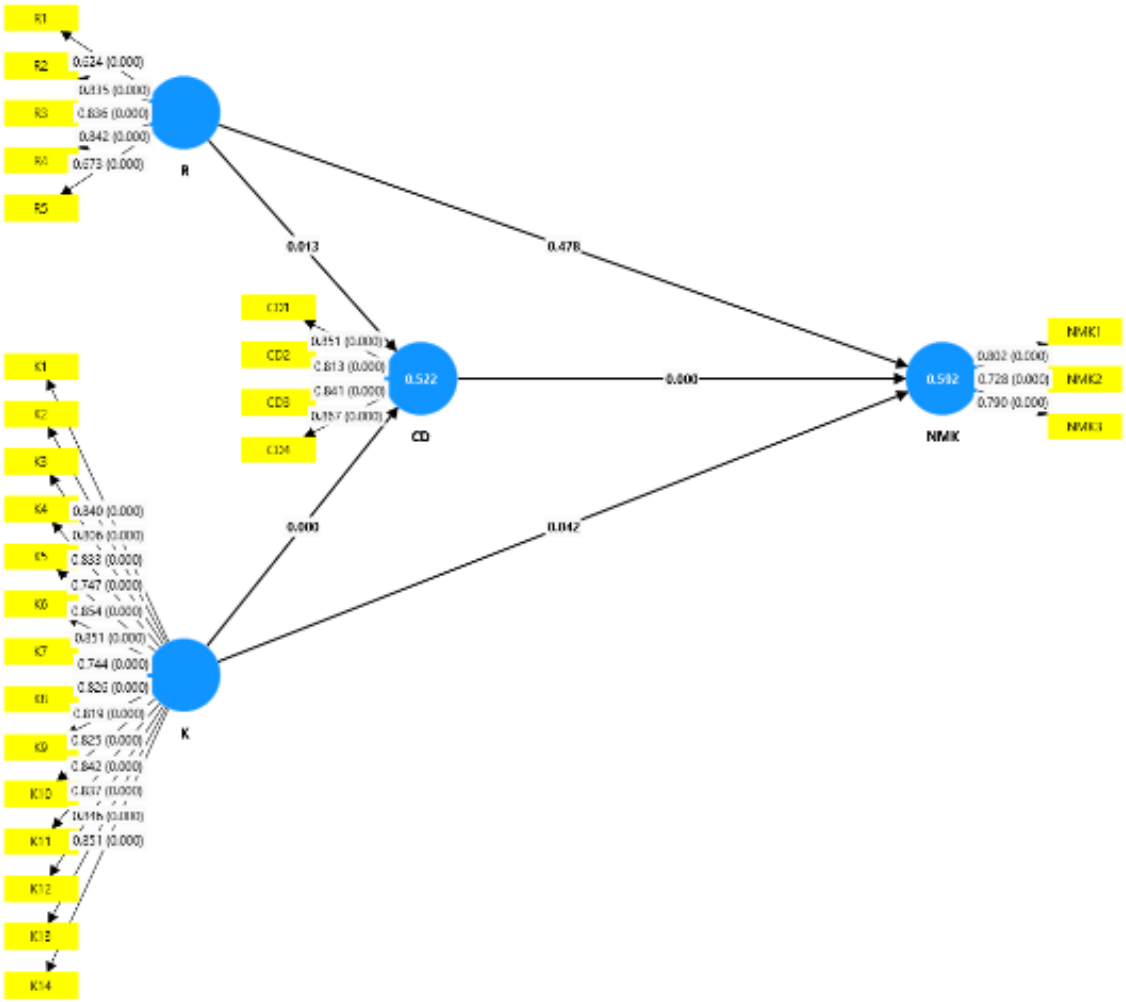
Latent Variabel	Item	Loading Factor	AVE	Composite Reliability
Perceived Risk	RYD1	0,624	0,589	0,876
	RYD2	0,835		
	RYD3	0,836		
	RYD4	0,842		
	RYD 5	0,673		
Perceived Constraints	KYD 1	0,840	0,678	0,967
	KYD 2	0,806		
	KYD 3	0,833		
	KYD 4	0,747		
	KYD 5	0,854		
	KYD 6	0,851		
	KYD 7	0,744		
	KYD 8	0,826		
	KYD 9	0,819		
	KYD 10	0,825		
	KYD 11	0,842		
	KYD 12	0,837		
	KYD 13	0,846		
	KYD 14	0,851		
Destination Image	CD 1	0,851	0,711	0,908
	CD 2	0,813		
	CD 3	0,841		
	CD 4	0,867		
Revisit Intention	NMK 1	0,820	0,599	0,817
	NMK 2	0,728		
	NMK 3	0,790		

(Source: Data processed, 2024)

An assessment of the measurement model is conducted to verify the validity and reliability of the indicators representing each study variable (Sholihin & Ratmono, 2021). To test the validity of this study using convergent validity. For convergent validity, it can be seen from the factor loading value and the AVE value that the standard for the value used for factor loading is> 0.70 and the AVE value is> 0.50 (Ghozali & Latan, 2017). The results presented in Table 3 demonstrate that all constructs met the necessary validity criteria, establishing their suitability for further empirical analysis. Meanwhile, to test reliability, it can be seen from the composite reliability with a standard of >0.70 (Sholihin & Ratmono, 2021). The reliability test results are satisfactory and state that all statement items have consistency in forming the internal variable construct so that the construct is declared reliable (see Table 3).

Structural Model Evaluation

Figure 3 presents the structural pathways generated by SmartPLS 4.1.0.3, providing a visual representation of the statistical associations identified in the model.



(Source: Data processed, 2024)

Figure 3. Hypothesized model of variable paths

The result in Table 4 of R^2 of revisiting (dependent variable) is 0.592 and R^2 of destination image (mediating variable) is 0.522, which means that the effect of perceived risk, perceived constraint, and destination image on revisiting is 59.2% and the remaining 40.8% is influenced by other variables outside the research model while the effect of destination image mediating perceived risk and perceived constraint on revisit is 52.2% and the model's unexplained variance

stands at 47.8%, suggesting the influence of additional exogenous variables. The R^2 value indicates a strong model because the value is within the criteria <0.70. This model has relevance and predicts the relationship between variables (predictive relevance), as indicated by the Q^2 value of revisit (dependent variable) of 0.554 and Q^2 destination image (mediating variable) of 0.110. After that, it can be seen that the model has a good fit, where the resulting Goodness of Fit (GoF) model value is 0.596. This shows that the fit of the model is in the large category, which means that the fit of the model is very good because the results obtained are> 0.36.

Hypothesis Results

Table 4. Hypothesis Results

	Original sample (O)	Standard deviation (STDEV)	T statistics (|O/STDEV|)	P values	Description
Perceived Risk → Revisit Intention	0,064	0,090	0,709	0,478	rejected
Destination Image → Revisit Intention	0,522	0,143	3,657	0,000	accepted
Perceived Constraints → Revisit Intention	-0,352	0,173	2,039	0,042	accepted
Perceived Risk → Destination Image	0,250	0,101	2,485	0,013	rejected
Perceived Constraints → Destination Image	-0,903	0,100	9,011	0,000	accepted
Perceived Risk → Destination Image → Revisit Intention	0,130	0,066	1,983	0,048	accepted
Perceived Constraints → Destination Image → Revisit Intention	-0,471	0,145	3,241	0,001	accepted

(Source: Data processed, 2024)

Based on the results of hypothesis testing (Table 4), it states that perceived risk has a negative and significant effect on intention to revisit is rejected original sample (O) 0.064, T-statistic 0.709, P-value 0.478), perceived constraints have a negative and significant effect on intention to revisit is accepted (original sample (O) -0.352, T-statistic 2.039, P-value 0.042), perceived risk has a negative and significant effect on destination image is rejected (original sample (O) 0.250, T-statistic 2.485, P-value 0.013), perceived constraints have a negative and significant effect on destination image is accepted (original sample (O) -0.903, T-statistic 9.011, P-value 0.000), destination image has a positive and significant effect on revisit intention is accepted (original sample (O) 0.522, T-statistic 3.657, P-value 0.000), destination image mediates significant perceived risk on revisit intention is accepted (T-statistic 1.983, P-value 0.048), destination image mediates significant perceived constraint on revisit intention is accepted (T-statistic 3.241, P-value 0.001).

Discussions

The rejection of the relationship between perceived risk to destination image and revisit intention offers a compelling insight into the psychology of repeat visitors. This suggests a familiarity effect, where the first-time visitor experience at the destination has likely diminished

the traveler's uncertainty. They normalize the danger, separating physical or infrastructural inconveniences from their emotional evaluation of the park's beauty.

From a management perspective, this finding implies that once a destination successfully converts a traveler into a first-time visitor, the fear factor becomes largely irrelevant. The destination's resilience in the face of perceived risks, whether they be health, safety, or financial risks, is bolstered by the visitor's previous positive encounters. To secure future loyalty, the primary goal should be securing that first visit. Personal experience functions as a psychological buffer that dismantles risk perceptions, ensuring that perceived threats no longer hinder a traveler's revisit intention. These results are in accordance with the research of Mayasari & Artanti, (2021), Sinambela et al. (2022), Hashim et al. (2019), which shows that perceived risk has no influence on revisit intention.

For destination image, revisit intention has a positive effect. If tourists feel a good destination image, the intention to revisit Bromo Tengger Semeru National Park will be high for tourists. The results of this study are in line with Viet et al. (2020), Biswakarma (2017), Khan, Chelliah, & Ahmed (2017). Within the specific context of TNBTS tourism, this direct relationship emerges because the unique sub-assets of the park, such as the majestic sunrise over the Tengger Caldera, the spiritual and cultural mystique of the local Tenggerese culture, and the pristine alpine environments of Ranu Kumbolo create a highly evocative mental imprint. For long-distance domestic travelers, this positive cognitive and affective image transforms the location from a one-time bucket-list destination into an enduring psychological retreat, directly driving their revisit intention.

Furthermore, destination image can mediate perceived risk on revisit intentions. If the risk felt by tourists is low, then a good destination image will increase tourists' intention to revisit TNBTS tours; in this study, there is a full mediating effect. In accordance with the research results from Chew & Jahari (2014), Thomas & Liu (2023), Nazir et al. (2021), which show that destination image mediates the relationship between perceived risk and revisit intention. The deeper behavioral explanation for why full mediation occurs in this volcanic landscape rests on the cognitive filtering mechanism of the human mind. Perceived risks, such as the unpredictable volcanic activity of Mount Bromo or the severely degraded road infrastructure in the Sukapura sub-district, do not independently dictate final behavioral choices. Instead, they are completely filtered through the tourist's overarching mental summary of the destination. If management successfully maintains an image of high natural wonder, environmental prestige, and structured adventure, this positive cognitive framing acts as a psychological shock absorber. When the pull factors of the destination image are exceptionally strong, they completely neutralize safety or logistical anxieties.

Then the research states that perceived constraints have a negative and significant effect on destination image. In accordance with the research of Khan, Chelliah, & Ahmed (2017), Thomas & Liu (2023), Khan et al. (2020), which shows that perceived constraints have a negative and significant effect on destination image. This empirical finding reveals that as a tourist's awareness of personal, financial, or institutional barriers intensifies, their overall mental and emotional evaluation of Bromo Tengger Semeru National Park undergoes a marked degradation. To uncover *why* this relationship emerged so acutely within this specific tourism context, it is essential to analyze the unique logistical and socio-economic dynamics of the sample. Traveling to a relatively remote conservation area like TNBTS demands a high level of resource commitment from long-distance domestic tourists. When these travelers encounter severe, unmitigated constraints, such as the heavily damaged transit roads documented around the Sukapura gateway, a lack of seamless public transportation alternatives, or a deficiency in clear, unified destination information, it alters their cognitive processing.

Instead of viewing the national park through a lens of pristine natural wonder, the accumulation of these operational frictions reframes the destination in the tourist's mind as inaccessible, poorly managed, and exhausting. The physical exhaustion and financial stress caused by these structural constraints effectively overshadow the aesthetic appeal of the volcanic landscape, directly souring the destination's cognitive image. The broader theoretical implication of this finding challenges traditional models that treat constraints merely as a final "veto" at the end of the decision-making process. Instead, our data proves that constraints actively

contaminate the early cognitive formation stage, damaging the destination image long before a tourist even decides whether or not to revisit.

Then the destination image mediates perceived constraints on revisit intentions. In line with Thomas & Liu (2023), Nazir et al. (2021), Oktaviana & Jauharry, (2023), which shows that destination image mediates the relationship between perceived constraint and revisit intention. When tourists face high perceived constraints, such as the financial burden of traveling from central transit hubs, severe road damage around the Sukapura gateway, or information gaps, these barriers directly exert a negative force, suppressing their intention to return. However, the presence of a powerful, positive destination image acts as a cognitive counterweight. When a tourist retains a vivid mental image of the park's sublime volcanic vistas, its unique sunrise landscapes, and its cultural authenticity, the pull factor of the destination triggers a proactive problem-solving behavior. This means that even if structural constraints are high, a compelling destination image motivates tourists to negotiate those barriers, for instance, by budgeting more carefully, seeking alternative transit routes, or adjusting their travel schedules rather than simply abandoning their travel plans.

Conclusions

In conclusion, this study provides critical insights into the behavioral psychology of nature-based tourists by mapping how risk, constraints, and destination image interact to shape revisit intention and long-term loyalty at Bromo Tengger Semeru National Park (TNBTS). The empirical rejection of a negative link between perceived risk and revisit behaviors reveals a profound risk immunity effect among travelers. Once an initial visit is secured, firsthand experience transforms into a powerful psychological buffer, past encounters with the active volcanic landscape and infrastructural friction, such as the degraded Sukapura transit roads, normalize environmental dangers. Consequently, physical risks are completely decoupled from the emotional evaluation of the destination's aesthetic appeal, rendering traditional safety anxieties largely irrelevant to repeat visitation. This underscores a key managerial challenge, such as the primary operational hurdle of securing that foundational first visit, as personal familiarity effectively dismantles future risk perceptions. Conversely, the study establishes that structural and operational barriers cannot be psychologically bypassed in the same manner, as perceived constraints exert a severe, direct negative toll on destination image. For long-distance domestic tourists, the accumulation of high logistical constraints—ranging from financial pressures and information gaps to severe transit road damage—alters early cognitive processing. Instead of retaining an untarnished image of natural wonder, the structural strain reframes the national park as an exhausting, inaccessible burden. This finding carries a vital theoretical implication, challenging traditional models by proving that constraints do not merely act as an end-stage behavioral veto. Instead, they actively contaminate the early stages of cognitive formation, eroding the destination's mental equity long before a traveler weighs the decision to return. Ultimately, the structural framework positions destination image as the primary cognitive transformer of the behavioral model, operating through dual mediating pathways. As a full mediator, destination image functions as a psychological shock absorber that intercepts and neutralizes safety risks, filtering objective hazards through a positive mental framing of natural wonder and structured adventure. As a partial mediator, it acts as a dynamic cognitive counterweight against physical barriers. When the pull factors of the park's unique sub-assets, such as the iconic sunrise over the Tengger Caldera, the mystique of the Tenggerese culture, and the alpine beauty of Ranu Kumbolo are sufficiently evocative, they trigger proactive constraint negotiation behavior. Under a highly favorable destination image, tourists are motivated to actively problem-solve, adjust budgets, and alter schedules to bypass real-world friction rather than abandon their travel plans. For park managers, this diagnosis highlights that continuous branding and the preservation of a prestigious destination image are essential strategic prerequisites to overcoming structural constraints and securing sustainable growth for revisiting.

Limitations and Future Research

A primary limitation of this research is the lack of demographic diversity among

participants, as the sample was exclusively comprised of domestic tourists. Thus, future researchers can use foreign tourist respondents to get different information. Then, only using a survey method (questionnaire). The questionnaire was distributed online using Google Form, so problems can occur such as conditions when respondents fill in but do not match the criteria, which can affect the results of the study. Consequently, it is recommended that future studies employ direct personal interviews with visitors at TNBTS. This approach would ensure that respondents strictly adhere to the established inclusion criteria and provide more comprehensive, high-quality data.

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