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The influence of travel companionships on memorable tourism experiences, well-being, and behavioural intentions

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Abstract

This study examines the role of companionship in shaping memorable tourism experiences, 6 7 traveller well-being and behavioural intentions by drawing upon a conceptual framework of well-being. Based on data collected from 430 respondents in Australia who had recent travel 8 experience, the results from structural equation modelling (SEM) confirmed that 9 companionship impacted on and had a significant influence on revisitation intentions and 10 recommendations, as well as the enhancement of traveller well-being. Differences in attitudes 11 were evident between those accompanied by family and friends and those travelling solo. The 12 theoretical and practical implications of these findings are highlighted for researchers and 13 practitioners. 14

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Keywords: Travel companionship, behavioural intentions, memorable tourism experiences,tourist well-being

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19 **1.0 Introduction**

The term memorability describes a critical outcome of the tourist experience (Sthapit & 20 Coudounaris, 2018). Scholars have proposed that a memorable tourism experience (MTE) is 21 an antecedent to tourists' behavioural intentions (e.g., Piramanayagam, Rathore, & Seal, 2020; 22 Rasoolimanesh, Seyfi, Hall, & Hatamifar, 2021). MTEs are positive memories that tourists 23 acquire as a result of having personal experiences characterised by meaningful events (Kim, 24 Ritchie & McCormick, 2012). However, when tourists experience such meaningful events, 25 they are not simply experiencing a sense of satisfaction with a tourism product, but also hedonic 26 and eudaimonic well-being (such as a sense of meaning) (Coudounaris & Sthapit, 2017). 27 Tourist well-being has subsequently been identified as another key determinant of behavioural 28 intentions (Chen & Chen, 2010; El-Said & Aziz, 2019; Huang, Weiler, & Assaker, 2015; 29 Pandža Bajs, 2015; Reves Vélez, Pérez Naranjo, & Rodríguez Zapatero, 2019). Although 30 researchers have examined both hedonic and eudaimonic well-being of tourists in detail and in 31 multiple contexts (e.g., de Bloom et al., 2010; McCabe et al., 2010; Nawijn, Mitas, Lin, & 32 Kerstetter, 2013; Pearce, 2012; Uysal, Sirgy, Woo, & Kim, 2016), a research gap is evident in 33 34 understanding the relationships between memorable tourism experiences, tourist well-being and behavioural intentions. A tourist well-being framework that was proposed by Vada,
Prentice, Scott & Hsiao (2021) focuses on three main areas: 1) antecedents of tourist wellbeing (triggers); 2) episodes of well-being (consumption contexts); and 3) consequences of
tourist well-being (benefits). The current study deploys the well-being framework that was
developed in Vada et al., (2021) to delineate these preceding relationships and, more explicitly,
to examine the influence of travel companionships on memorable tourism experiences, tourist
well-being and behavioural intentions.

The focus on the influence of travel companionships is well justified. As social 42 43 creatures, humans rely on interacting and on cooperating with others to thrive (Bowles and Gintis, 2011). The tourism literature has highlighted travel companionships as essential to the 44 formation of leisure preferences and participation (Raymore, 2002). Whilst travel can deliver 45 a range of positive outcomes or benefits for tourists, these depend substantially on whether the 46 incumbent is travelling solo or with companions (Su, Cheng & Swanson, 2020). Previous 47 researchers have used social exchange theory to explain the influence of social interactions 48 between tourists and host communities (Choo & Patrick, 2015; Moyle et al, 2010; Nunkoo & 49 Ramkissoon, 2012). It has also been established that travel companionship decreases loneliness 50 (Kleiber et al, 2002; Morey & Kritzberg, 2012) by providing emotional and social support 51 52 (Fullager & Brown, 2003). Radojevic, Stanisic and Stanic (2015) noted that travel companionship might influence positive outcomes arising from travel experiences, while 53 54 others (e.g., Glover & Filep, 2015; Prayag, Hassibi & Nunkoo, 2019) have asserted the importance of adopting a group perspective when addressing the influence of travel 55 56 companionship on tourist experiences and well-being. However, no major investigation has explored the role of companionships in generating travel-related benefits (Glover & Filep, 57 58 2015) and no researchers have explicitly examined the influence of travel companionships on 59 memorable tourism experiences, tourist well-being and behavioural intentions.

60 The present study adopts Seligman's (2004) PERMA (Positive Emotions, Engagement, Relationships, Meaning and Achievement) theory to conceptualise well-being. The PERMA 61 model comprises five building blocks of well-being, including the relationship dimension 62 which resembles companionship. The relationship dimension within the PERMA model is 63 posited on the claim that having meaningful and positive relationships with others provides a 64 clear pathway to well-being (Seligman, 2004). However, the application of the model in 65 tourism has not provided a clear or deeper understanding of the types of relationships which 66 influence well-being, or the different ways that tourist experiences can enhance existing 67 relationships or even create new ones (Vada et al., 2021). This study enhances the 68

69 understanding of the R (relationships) element of the PERMA well-being model by 70 investigating the relationships among travel companionships, memorable tourist experiences, well-being and behavioural intentions. The current authors draw from the discipline of positive 71 psychology (Filep & Pearce, 2013; Filep & Laing, 2019; Parsons, Houge Mackenzie & Filep, 72 2019) by empirically testing the conceptual framework proposed by Vada, Prentice, Scott & 73 Hsiao (2021). The authors now present a review of the literature on tourism experiences, tourist 74 well-being, travel companionship and behavioural intentions. A conceptual framework is 75 proposed to test hypotheses that specify the direction of the relationships among the various 76 77 constructs.

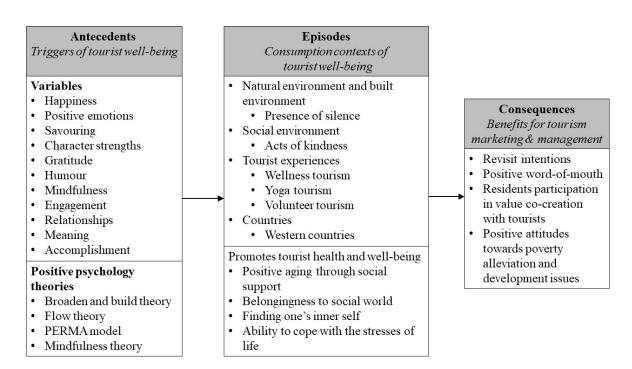
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79 **2.0 Literature review**

80 *2.1 Theoretical framework*

Though Vada, Prentice, Scott & Hsiao (2021) have observed that tourist well-being has been predominantly examined as an outcome variable from tourist experiences, this finding can be extended by linking tourist well-being to practical outcomes related to behavioural intentions which can be implemented by tourism managers and marketers. In Figure 1 the authors propose a tourist well-being framework focusing on three main areas: 1) antecedents of tourist wellbeing (triggers); 2) episodes of well-being (consumption contexts); and 3) consequences of tourist well-being (benefits).

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89

90 Figure 1. Conceptual framework of tourist well-being in tourism research adapted from Vada,
91 Prentice, Scott & Hsiao (2020).

92

Antecedents refer to triggers which may influence tourist well-being such as positive 93 emotions, character strengths, mindfulness, engagement, relationships, meaning and 94 accomplishment. Several positive psychological theories offer potential explanations of how 95 these variables influence tourist well-being. For example, Frederickson's (2004a) broaden and 96 build theory of positive emotions claims that certain positive emotions broaden people's 97 momentary thought-action repertoires and build their enduing physical, social and 98 psychological resources. Previous empirical research has found that positive emotions can help 99 people to cope with adversity (Miao, Vittersø, Ferssizidis, Fredrickson, Steger, Catalino & 100 101 Ryan, 2013; Mitas, Yarnal, & Chick, 2012; Tugade & Fredrickson, 2004) and also contributes to improving cardiovascular health following negative emotions (Fredrickson, Tugade, Waugh 102 & Larkin, 2003). The PERMA model of well-being (Seligman, 2004) has also been claimed to 103 contribute to longer-term well-being through its five building blocks of positive emotions, 104 engagement, relationships, meaning and achievement. 105

Episodes refer to interactions with the natural and social environment which accur in tourism experiences and have been shown to link with well-being. Examples include museums (Packer, 2013), urban parks (Chiesura, 2004), zoos and aquariums (Falk, Reinhard, Vernon, Bronnenkant, Heimlich, & Deans, 2007). It has also been found that experiences in nature can influence emotional well-being (Beckmann, Ballantyne, & Packer, 1998). Acts of kindess also influence emotional connections to peole within host communities (Filep, Macnaughton & Glover, 2017).

Consequences refer to the benefits of tourist well-being such as enhancing one's inner 113 self and reinforcing the ability to cope with everyday stresses. The benefits of experiencing 114 constructs of well-being within tourism, such as the presence of silence (Dillette, Douglas, & 115 Andrzejewski, 2018), acts of kindness (Filep et al., 2017), meaning from vacation experiences 116 such as wellness tourism and yoga tourism (Voigt et al., 2011) has also resulted in behavioural 117 consequences. These behavioural consequences have significant implications for tourism 118 marketing and management as they relate to revisit intentions and positive word of mouth 119 (WOM). Drawing upon previous studies, the current review suggests that there is a relationship 120 between tourist well-being and behavioural intentions. For example, Lin (2012) found that 121 122 psychological well-being is influenced by culinary experiences, with consequential impacts on

tourist intentions to revisit. The applicable motivation and subjective well-being also affected
revisitation intentions amongst hiking tourists (Kim, Lee, Uysal, Kim & Ahn, 2015).
Furthermore, Reitsamer & Brunner-Sperdin (2015) found that tourists' well-being impacted
positively on their intention to return and desire to engage in positive WOM.

127 The existing conceptual framework is limited by not addressing the role of travel 128 companionship on well-being and its impacts on practical outcomes such as behavioural 129 intentions.

130

131 2.2 Memorable tourism experiences, tourist well-being and behavioural intentions

A Memorable Tourism Experience (MTE) has been defined as a tourism experience which is remembered and recalled after its occurrence (Kim et al., 2012). MTEs are constructed selectively from tourism experiences, drawing on an individual's assessment of experiences, thereby consolidating and reinforcing the recollection of pleasurable memories of the destination experience (Kim et al., 2012). Memorable experiences combine past activities such as encounters with accommodation, restaurants and tours at the destination and may influence future intentions, either implicitly or explicitly (Boavida-Portugal, Ferreira, & Rocha, 2017).

Behavioural intentions have been defined as the degree to which a person has formulated 139 conscious plans to engage or not in specified future behaviours (Chen & Chen, 2010). They 140 may either be positive or negative. Positive behavioural intentions include intentions and 141 willingness to return and positive word of mouth (WOM) communications. Existing studies 142 143 have shown a relationship between MTE and behavioural intentions. For example, Ritchie, Tung & Ritchie (2011) found that revisitation intentions are positively impacted by four 144 145 dimensions of the memorable experience. Prayag, Sameer, Muskat & Chiappa (2015) also found that tourists' emotional experiences had a positive influence on memorability and tourist 146 147 satisfaction and on intentions to recommend. Oh, Fiore, and Jeoung (2007) also suggested that customer experiences are related to positive memories, satisfaction and revisit intentions. 148 149 Consistent with the preceding discussion and suggestions, the following hypothesis is proposed: 150

151

H1: MTE significantly influences behavioural intentions

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153 Tourism experiences are forms of consumption offering physical and mental rest and 154 relaxation, as well as the prospect of personal development and of pursuing personal and social 155 interests (Gohary, Pourazizi, Madani, & Chan, 2018). The enjoyment and satisfaction that are derived from travel experiences offer a potential assessment of outcomes (Cohen, 2016; Konu, 156 & Laukkanen, 2010). Previous studies have shown that traveller well-being is influenced by 157 prior memorable experiences. For example, Sie, Phelan, and Pegg (2018) found that 158 memorable aspects of local culture and excitement influence the overall well-being of older 159 tourists after travel. Afshar, Foroughan, Vedadhir, and Tabatabaei (2017) also found that tourist 160 experience is a strong predictor of the social well-being of older adults. Consistent with this 161 suggestion, the following hypothesis is proposed: 162

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H2: MTE significantly influences tourist well-being

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According to Yuksel, Yuksel, and Bilim (2010), tourism experiences entail performing 165 favourite tourist activities, thereby contributing to positive outcomes such as enhanced well-166 being, social interactions and acquisition of memories. This in turn strengthens tourist well-167 being and increases behavioural intentions. The positive well-being flowing from holiday 168 experiences can also benefit the visitor economy since there is potential to formulate marketing 169 messages that influence consumer destination choices (Pyke et al., 2016). For example, Sohn 170 and Yoon's (2016) investigation of Japanese tourists in Korea concluded that the image of the 171 172 destination had an impact on tourist well-being and their intention to revisit and recommend the destination. Xu and Zhang's (2016) study of western tourists in China found that 173 174 involvement in activities, perceived attractiveness and well-being had a statistically significant influence on behavioural intentions. Changuklee and Allen (1999) also found that satisfaction 175 176 and overall well-being with the sun, sand and beach destination was a predictor of behavioural intentions by visitors to Myrtle Beach in the USA. Consistent with this suggestion and with the 177 178 foregoing discussion, the following hypotheses are proposed:

H3: Tourist well-being significantly influences behavioural intentions

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181 It is noted that whilst previous studies provide significant support for H1, H2 and H3 above, 182 there are no studies which examine the influence of travel companionship on the collective 183 relationship between memorable tourism experiences and tourist well-being on behavioural 184 intentions.

185

186 *2.3 Travel companionship*

187 The concept of companionship has been prominent in the social psychology literature as a 188 protection from the emptiness and despair that is associated with loneliness in the context of social support functions (Buunk & Verhoeven, 1991; Rook, 1987). More importantly, the value
of companionship is linked to psychological well-being, health and life satisfaction (Coleman
& Iso-Ahola, 1993). Well-being and enhanced quality of life constitute central themes in
positive psychology (Deci & Ryan, 2008; Smith & Diekmann, 2017). This coverage has helped
to transform well-being into a "buzz word" over the past decade, omnipresent in discourse
about human daily life and activities.

Companionship is a fundamental and innate human need and is essential for 195 well-being (Baumeister & Leary, 1995). Tourism scholars have highlighted travel 196 companionship as a fundamental factor in determining leisure preferences and participation 197 (Raymore, 2002). Social relationships associated with tourism and leisure activities have been 198 discussed extensively in the literature (Chung & Lee, 2019; Kim, Choi, Agrusa, Wang & Kim, 199 2010). Memorable tourism experiences can be enhanced by social relationships in tourism 200 consumption and also travel companionship, thus influencing behavioural intentions (Kim et 201 al., 2010). For example, Choo & Petrick (2015) found that travel companionship positively 202 influenced whether travellers had memorable tourism experiences and revisited. Changuklee 203 204 & Allen (1999) also found that behavioural intentions were highly related to traditional travelrelated variables, such as destination attractiveness and traveling to the destination as a family 205 206 tradition. Furthermore, Gracia & Urbistondo (2020), found that family satisfaction was greatly influenced by traveling abroad and sharing activities. Consistent with this suggestion and with 207 208 the foregoing discussion, the following hypothesis is proposed:

209 210 **H4**: *Travel companionship has a significant moderation effect on the relationship between MTE and behavioural intentions*

211 Previous researchers have also linked travel companionships and memorable tourism experiences with tourist well-being. For example, Gregory & Fu (2018) concluded that people 212 who travel with family members enjoy enhanced overall well-being. A link was also identified 213 between family size and well-being, with smaller families experiencing greater sense of well-214 being (Gregory & Fu, 2018). It has been further shown that travel experiences are significantly 215 influenced by activities which affect positive emotions (Olsson, Ettema & Fujii, 2013). Zhu & 216 Fan (2018) further identified a strong relationship between travel companionship, well-being 217 and meaningfulness. It was found that those traveling with their spouse or partner, children and 218 219 other family members and friends were much happier than when traveling alone. Gao (2020) also found that travel can improve quality of family life, family functioning and children's 220 development and well-being. Companionship further influences meaningfulness - higher 221

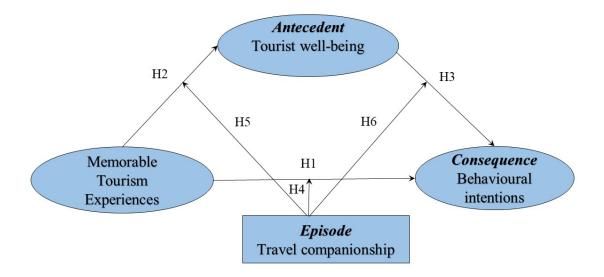
levels are associated with all types of companions, other than co-workers. Matteucci, Volic &
Filep (2009) identified an association between shared travel experiences and positive outcomes
such as strengthened friendship ties and personal growth. Consistent with the foregoing
discussion, the following hypothesis is proposed:

H5: Travel companionship has a significant moderation effect on the relationship between MTE and tourist well-being

Rather than being experienced and interpreted individually, tourism experiences are commonly 228 229 group-based (Crompton, 1981). It has therefore been argued that deciding to revisit is not exclusively personal, but often a social, collective and shared intention with current or other 230 travel companions (Choo & Petrick, 2015). Travel decisions are affected by social influences 231 such as family influences, reference groups and social classes (Gibson et al, 2003). Fakeye & 232 233 Crompton (1992) confirmed that the strengthening of social ties between friends during tourism experiences enhances their well-being which therefore influences repeat visitation to the same 234 destination. Consistent with this suggestion and with the foregoing discussion, the following 235 236 hypothesis is proposed:

H6: Travel companionship has a significant moderation effect on the relationship between tourist well-being and behavioural intentions

Based on the above discussion on memorable tourism experiences, tourist well-being, behavioural intentions and the role of travel companionship on these relationships, the following conceptual framework is proposed. This framework is adapted from Vada, Prentice, Scott &Hsiao's (2020) conceptual framework of tourist well-being whereby tourist well-being is viewed as an antecedent, travel companionship as the episode and behavioural intentions as the consequence.



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246 Figure 2. Proposed conceptual framework

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248 **3.0 Method**

3.1 Measures

This investigation examined the relationship between memorable tourism experiences and tourist well-being on behavioural intentions. Therefore, the main constructs deployed in this research included travel companionship, memorable tourism experiences, tourist well-being, and behavioural intentions. All measurement items were adopted from existing scales to assure their validity and reliability and were anchored on a 7-point Likert-type scale (1 = strongly disagree, 7 = strongly agree).

The expression travel companionship refers to a person who accompanies the tourist and who may provide non-material support such as emotional encouragement, relationship enhancement, and/or material support (Yang & Tung, 2018). Based on Chung & Lee (2019), families, friends, relatives, acquaintances and professional caregivers are generally considered travel companions. Consistent with their approach, the current study categorised travel companionships as referring to family and friends of individual travellers.

The Memorable Tourism Experience Scale was adapted for the purposes of measuring a memorable tourism experience (Kim et al., 2012). These authors developed and validated the MTE scale based on the scale development procedure that was recommended by Churchill (1979) and Hinkins (1995). The scale comprises seven domains, namely: hedonism, refreshment, local culture, meaningfulness, knowledge, involvement, and novelty. The Cronbach alpha levels for the MTE scale applied in previous studies have indicated acceptable
inter-term consistency ranging from 0.81 to 0.90 (Cornelisse, 2018; Coudounaris & Sthapit,
2017; Dagustani, Kartini, Oseman & Kaltum, 2017; Kim, 2014; Zhong, Busser & Baloglu,
2017).

The well-being of tourists was measured on the basis of satisfaction with their trip, 271 leading to overall life satisfaction. The authors adapted the Satisfaction with Life Scale (SWLS) 272 developed by Diener, Emmons, Larsen and Griffin (1985) to measure tourist well-being. The 273 scale was adapted for the purposes of the current tourism study, for example, adapting the 274 275 statement I am satisfied with my life to I am satisfied with my trip. Despite comprising only five items, the SWLS has demonstrated good psychometric characteristics (Diener, 1984; 276 Pavot, Diener, Colvin & Sandvik, 1991; Pavot & Diener, 1993). The Cronbach alpha levels for 277 the SWLS applied in previous studies display acceptable inter-term consistency ranging from 278 0.79 to 0.89 (Adler & Fagley, 2005; Pavot & Diener, 1993; Steger, Frazier Oisihi & Kaler, 279 2006). 280

The common measurements of behavioural intentions are: repurchase intentions, 281 recommendation to others and positive WOM (Cronin, Brady & Hult, 2000). In the current 282 study, the researchers measured behavioural intentions by adapting three items from Hosany, 283 284 Prayag, Deesilatham, Causevic and Odeh, (2015) and Ma, Scott, Gao and Ding (2017): "I will visit this destination in the future", "I will recommend this destination to someone else", and 285 286 "I am likely to talk about my happy experience at this destination with others". The Cronbach alpha levels to measure behavioural intentions that were applied in previous studies have 287 288 indicated acceptable inter-term consistency ranging from 0.70 to 0.91 (Baker & Crompton, 2000; Gonzalez, Comesana & Brea, 2007; Kouthouris & Alexandria, 2005; Lam & Hsu, 2006) 289 290

291

292 *3.2 Sample and data collection procedures*

The sample respondents were Australian residents, aged 18 years or older, who had travelled 293 during the previous three months. Valuable insights can be gained by addressing a single tourist 294 experience as proximate as possible in time to its occurrence, rather than on holiday 295 recollections based on more delayed assessments (Filep, 2012; Nawijn, 2011). Data were 296 collected using an online survey based on QualtricsTM software. The questionnaire started with 297 an introduction to inform participants about the purpose of the study and ethical considerations. 298 299 The section included general questions about the respondent's most recent trip, for example, whether it was international or domestic and why it as undertaken (holiday, visiting friends and 300

relatives, business and work or study). The second section enquired about the extent to which their trip was memorable and satisfying and the third section asked participants how they felt towards the destination and if they would revisit, talk about their experience or recommend the destination to others. The survey also included an open-ended question about meaningful tourism experiences and how these may have contributed to overall well-being. The final section consisted of demographic questions.

The survey questionnaire was administered to an online panel provided by QualtricsTM, 307 a global market research firm known for its research experience and ability to reach a particular 308 309 target market. Online panels are becoming increasingly common in tourism and marketing research with researchers finding such data to be reliable with reduced respondent bias 310 (Brandon, Long, Loraas, Mueller-Phillips, & Vansant, 2013; Dolnicar, Yanamandram, & Cliff, 311 2012). To ensure that only those who qualified were invited to participate in the survey, 312 QualtricsTM sent an email to their Australian panel with two screening questions to ensure that 313 participation was restricted to Australian residents, aged 18 years or above and who had taken 314 a trip during the preceding three months. To ensure that all responses were completed without 315 missing data, all questions on the survey had a forced response. Additionally, Qualtrics[™] 316 guaranteed a variety of participants in terms of demographics by distributing the surveys to 317 318 different age groups across Australia. As a result, 430 usable completed questionnaires were generated, of whom 65% were female and 34% male. Most participants were aged between 26-319 320 35 years (30.2%), had a Bachelor's degree (30.2%), and were employed full-time (39.1%). The majority of participants were also married (59.5%) with an income of \$40,000 - \$59,000 321 322 (19.1%).

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326 4. Results

327 4.1 Measurement model

Since existing scales were used to measure the study variables, the assessment of reliability and validity was conducted using Confirmatory Factor Analysis (CFA) with maximum likelihood estimation (Hu and Bentler, 1999). The results of the model fit indices are acceptable, namely: (χ^2 (98) = 349.762, p < .0005, GFI = .903; TLI = .909; RMSEA = .077). The results of standardized residual co-variances and modification index values indicate no conspicuously significant changes to the model. The average variance extracted for each variable was over .50, indicative of adequate convergence (Fornell and Larcker, 1981). The 335 composite reliability was acceptable for each of the factors. Factor loadings were positive and statistically significant (see Table 2). All items have significant loadings on their corresponding 336 constructs, demonstrating adequate convergent validity. The square root of average variance 337 extracted of each construct exceeds the correlation between constructs, indicating discriminant 338 339 validity. The results for correlations, means, and SD among study variables are provided in Table 1. 340

341

Table 1. Results for correlations, means and SD among study variables 342

Variables	Mean	SD	TWB	MTE	BI	
TWB	4.99	1.37	.701			
MTE	4.79	1.28	.447**	.801		
BI	5.87	1.05	.596**	.372**	.762	

Note: ** Correlation is significant at the 0.01 level (2-tailed). The values in bold are square 343 root of average variance extracted.

344

Table 2. Results of Confirmatory Factor Analyses

	Item	FL	α	CR	AVE
Memorable	I had a once-in-a-lifetime experience	.81	.87	.87	.64
Tourist	I had a unique experience	.90			
Experience	My trip was different from previous trips	.85			
	I experienced something new	.84			
Tourist	In most ways, this recent trip was close to ideal	.78	.83	.83	.51
well-being	The conditions on this trip were excellent	.80			
C	I was satisfied with this recent trip	.84			
	I achieved the most important things on this trip	.73			
	I would not change the plans I made for this recent	.73			
	trip				
Behavioural	I will revisit this destination in the future	.75	.78	.80	.58
intentions	I will recommend this destination to someone else	.91			
	I am likely to talk about my happy experience at	.83			
	this destination to others				

Note: α = Cronbach's alpha, FL = factor loadings, CR = composite reliability, AVE = average variance extracted.

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4.2 Hypothesis Testing 347

The researchers deployed Structural Equation Modelling (SEM) to examine the proposed 348

relationships. The model has a reasonable fit with the data well (χ^2 (98) = 349.762, p < .0005, 349

GFI = .903; TLI = .909; RMSEA = .077). H1 proposes that an MTE is significantly related to 350

behavioural intentions. The results show a significant effect ($\beta = 0.356, p < .001$), therefore, H1 351

MTE: Memorable Tourist Experience; TWB: Tourist well-being; BI: Behavioural intentions 345

is supported. H2 proposes that an MTE is significantly related to tourist well-being. The results show a significant effect ($\beta = 0.447$, p < .001) and therefore H2 is supported. H3 proposes that tourist well-being is significantly related to behavioural intentions. The results show a significant effect ($\beta = 0.356$, p < .001) and therefore H3 is supported. The results of the proposed relationships are presented in Table 3.

Given that the proposed model implies a mediation relationship between MTE and behavioural intentions with the well-being as the mediator, post hoc analysis by using Hayes' (2017) v4 was performed to assess this mediation relationship. The results show that tourist well-being significantly mediates the relationship between MTE and the proposed outcome variable with a statistically significant indirect effect (IE=.17): 95%CI = (.12, .23). This finding indicates that tourists with memorable experiences with a tourism destination influences their mental well-being which drives them to return to the destination.

A multi-group analysis was conducted for H4-H6 to assess whether travel 364 companionship impacted on the proposed relationships. The researchers divided the 365 respondents into family, friends and solo travelers. The Chi-squared difference between 366 constrained and unconstrained models was significant for travel companionship at the model 367 level (χ^2 (24) =361.96, p < .01), indicative that travel companionship influenced the 368 369 perceptions of memorable tourism experiences, tourist well-being, and behavioral intentions. A path-by-path analysis was conducted and indicated were differences for two paths amongst 370 371 the study variables - the travel companionship of friends and solo travelers. In the case of friends, tourist well-being ($\beta = 0.694$, p > .05) had an insignificant effect on behavioral 372 intentions. However, solo travelers' well-being ($\beta = 0.500$, p < .05) had a significant effect on 373 behavioral intentions. The moderation results are shown in Table 4. 374

375

Table 3. Regression weights between the proposed relationships

Hypothesis	Endogenous variables	Exogenous variables	Estimates	
H4	Behavioural intentions <	MTE	.341***	
H5	Tourist well-being <	MTE	.307***	
H6	Behavioural intentions <	Tourist well-being	.315***	

377 Full model: $(\chi^2 (98) = 349.762, p < .0005, GFI = .903; TLI = .909; RMSEA = .077)$

378 Note: *** $p \le .0005$; ** $p \ge .01$.

379

Table 4. Moderation effects between proposed relationships

Path analysis	Family	Friends	Solo	

MTE → BI	.114***	.175*	.600*
MTE \rightarrow TWB	.437***	.822***	.224*
TWB → BI	.389***	.644*	.485***

381 Note: *** p≤.0005; ** p≤.01

382 383

384 5.0 Discussion and Conclusions

This study has examined the relationship between memorable tourism experiences (MTE), tourist well-being, and behavioural intentions, and the role of travel companionships in these relationships. The major findings are that: (1) MTE has a direct significant effect on behavioural intentions; and (2) on tourist well-being; (3) tourist well-being has a direct and significant effect on behavioural intentions; and (4) travel companionship has a significant moderation effect on tourist well-being, and behavioural intentions.

391

392 5.1 Theoretical contributions

393 Drawing from Vada, Prentice, Scott & Hsiao's (2020) conceptual framework and the PERMA 394 model, the current study provides empirical evidence on delineating the relationships between 395 MTEs, tourist well-being and behavioural intentions, as well as revealing the role of travel 396 companionships in these relationships. The PERMA framework in this study consists of five 397 building blocks: positive emotions, engagement, relationships, meaning and achievement 398 (Seligman, 2004). The findings of this study have theoretical and practical implications.

Theoretically, the significant mediating effect of tourist well-being on the relationship 399 between MTE and tourists' behavioural intentions extends the positive psychology literature 400 into the marketing discipline. Whilst creating memorable experiences is important for tourist 401 well-being, these personal benefits can be transferred to their revisit intention which is 402 403 reflective of customer loyalty for tourism destination marketers. Equally, this study contributes to customer loyalty research by identifying a non-organisational offering (tourist well-being) 404 405 as a factor of attracting tourists' loyalty intentions and behaviours. The literature has shown that premium service quality, expensive loyalty programs and other organisational offerings 406 407 are common antecedents of customer loyalty. The current study provides a fresh perspective 408 on addressing consumer behaviours.

The significant moderating effect of travel companionship in this study contributes to the PERMA model by extending the R (relationships) element, considering that tourism experiences can create an environment whereby families can re-connect and spend quality time 412 together. This helps the rediscovery of identities and acquisition of deeper self-understandings. 413 The renewal of relationships with family and/or friends and the creation of new relationships 414 has facilitated novel experiences which contribute to overall well-being. The finding is 415 consistent with that of Zhu & Fan (2018) in which travel companionship has a strong 416 relationship with both happiness and meaningfulness. In their research study those traveling 417 with their spouse or partner, children and other family members and friends are happier and 418 find more meaning from their experiences than those traveling alone.

Whilst existing researchers has shown that travel companionships enhance tourist well-419 420 being, those with whom one affiliates during tourism activities may influence the types of benefits experienced (Newman et al, 2014). The current study further contributes to social 421 422 exchange theory with regards to travel companionship and tourist well-being by showing that different travel party configurations influence revisitation and/or destination recommendations. 423 More specifically, as solo travellers are unaccompanied, they feel a need to share their 424 experience with family and friends upon returning from their travel, thereby prompting an 425 intention to recommend the destination. As has been argued by Choo & Petrick (2015), the 426 intention to revisit decision is not solely personal, but rather social involving the intention to 427 428 share the experience with future travel companions. Therefore, this study has extended the 429 understanding of the PERMA model and the importance of travel companionship for wellbeing, but also for destination marketers in relation to the outcomes of behavioural intentions. 430 431

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433 **5.2 Practical implications**

The study has practical implications for the relevant practitioners as well as for travellers. The 434 435 finding of the significant hierarchical relationships between MTE, well-being and behavioural intentions indicates that destination marketers should not only focus on tourism offerings to 436 437 create memorable experience to attract tourists, but also take tourists' psychological well-being into account to design tourism products. Whilst it is important to develop appropriate strategies 438 for creating memorable experiences, the marketers should identify the factors that induce 439 psychological benefits for tourists given that tourist well-being is related to their revisit 440 intentions. Previous researchers (Prebensen, Chen and Uysal, 2014) showed that tourists can 441 co-create service experiences with the service provider and equally they may work with their 442 provider for their own well-being. Marketers should identify means to co-create well-being 443 444 with tourists as a marketing strategy to entice their loyalty behaviours and revisit intentions.

Since travel companionship has a significant moderation effect on travellers' tourist 445 experience, well-being and behavioural intentions, tour operators should develop various group 446 travel packages to target different travellers. For instance, for those who are generally inclined 447 to travel alone, this package should provide enough incentive for him or her to sign up for 448 449 group travel which may enhance travel experience and well-being, ultimately leading to revisit intentions. The findings of the study can also be used by marketers to segment tourist markets. 450 Travel companionship can be incorporated into traditional marketing segmentation criteria 451 such as demographics, psychographics or behaviours to identify optimal target markets. To 452 453 attract tourists' revisits, tourism stakeholders should design the offerings that cater for different markets, for instance, those who prefer to travel with family or friends. 454

Tourism marketers should also consider the R (relationships) element of the PERMA 455 model through the influence of travel companionship on components of the service encounter 456 by designing services and programs that cultivate favourable interactions with those 457 accompanying visitors. This might include offering group packages and pricing options for 458 friends to visit attractions or experience different activities that the destination offers. Though 459 many destinations offer family or couple packages, there are fewer options for friends. Group 460 travellers have significantly more positive tourist experiences than their solo traveller 461 462 counterparts.

Although interactions with companions may seem less controllable than interactions with service providers, providers can provide activities which allow mutual enjoyment and shared experiences, from group-based discounts and prices to selecting family-friendly communication channels and family-friendly programs and services. Potentially cost-effective activities can also include volunteering or home-stay options in host communities to allow tourists to learn about a new culture and connect with the local people (Vada et al, 2020).

Likewise, this study has also shown that solo travellers are more likely to revisit and recommend the destination to friends and family. Therefore, tourism marketers should consider special packages for solo travellers (Bianchi, 2015), whilst also highlighting possibilities to form friendships on these solo trips. Finally, innovative social media programmes could be designed to maintain new relationships that have been developed during tourism experiences and to allow tourists to keep in touch or to plan future trips (Doyle et al, 2016).

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476 **5.3 Limitations and future research**

The current study acknowledges a few limitations which can be addressed by futureresearchers. Firstly, the study focused on the influence of travel companionships addressing

479 the R (relationships) element of the PERMA model. Future researchers could expand this scope by examining other elements of the PERMA model such as positive emotions, 480 engagement, meaning and achievement. Secondly, the sample consisted of travellers who 481 recently visited different destinations. Future studies could examine travellers who had visited 482 a specific destination recently with a view to acquiring further insights and a deeper 483 understanding of the levels of behavioural intentions in particular destination contexts. Future 484 researchers are also encouraged to conduct pre-post trip surveying, since such approaches are 485 commonly used in evaluation design to assess changes in participant knowledge, attitudes or 486 487 behaviours following an intervention. Pre-post surveys measure the same person's views at two different intervals in time which reduces recall, social desirability, effort justification and 488 cognitive dissonance biases (Colosi & Dunifon, 2006). Finally, future studies can also consider 489 placing the travel party in the context of wider face-to-face social interactions when traveling 490 through virtual communication with the world of family and friends via social media. 491

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