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# Call for Papers Fall Issues 2022 Journal of Environmental Management and Tourism

**Journal of Environmental Management and Tourism** is an interdisciplinary research journal, aimed to publish articles and original research papers that should contribute to the development of both experimental and theoretical nature in the field of Environmental Management and Tourism Sciences.

Journal will publish original research and seeks to cover a wide range of topics regarding environmental management and engineering, environmental management and health, environmental chemistry, environmental protection technologies (water, air, soil), pollution reduction at source and waste minimization, energy and environment, modeling, simulation and optimization for environmental protection; environmental biotechnology, environmental education and sustainable development, environmental strategies and policies, etc. This topic may include the fields indicated above, but are not limited to these.

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## Comprehensive Analysis of Accessible Tourism and Its Case Study in Indonesia

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### Abstract:

Tourism matter in Indonesia has promising potential to be developed as future tourism development. However, the development of tourism in Indonesia is often based on the concept of implementation that is only looking for profitable matters. This paper focuses on accessible tourism, which is based on how to meeting the need and fulfilling the rights of tourists with disabilities and to facilitate elderly tourists. We present a review from 50 related articles on accessible tourism and further it can be used as a reference in actualising accessible tourism for tourists with disabilities and elderly tourists. In addition to defining the problem of accessible tourism in Indonesia today, we also present scenarios that are processed from thoughts based on recent sources which can be used as a reference for realizing accessible tourism, begin from developing in tourism objects, facilities, and human resources.

**Keywords:** tourism; disability; elderly; accessible; analysis.

**JEL Classification:** L38; Z31.

### Introduction

Tourist activity has continually become of the prime essentials during these recent centuries (Marlina, Hermawan, and Herawan 2020; Marlina and Herawan 2020). This circumstance is catalysed by the dynamic and the evolvement of the new era and civilization. This modern era and its hectic form of circumstances has makes people need activity and doing something like an escape for their exhausted everyday life, whereby they make some of their time to do so. They travel in an attempt to know themselves, self-development, and to create a



condition on term whereby it could form something better in their life, whether it's physically and psychologically. There is an abundance of tourism activity in Indonesia regarding it as a developing country. It can be found by plenty of objects on natural attractions to special interests as well. Tourism whereas is one of the five influential sectors contributing to state revenue in Indonesia would also have a large potential for becoming the largest contributor to state revenue exceeding the above sectors. To accomplish these conditions above, tourism development is exacted to focus on all essential aspects reflecting that in the future, the need for travel will unquestionably arise. Sanmagaraja and Wee (2015) emphasize this statement concerned on their research that the tourism sectors increased the economic upturn, and the effect will be advantage extensively. Therefore, in tourism development, destinations must be made attractive for tourists by prioritizing innovation in every move. Accordingly, to be an innovative destination, it must be easily accessible for all tourists, with good and quality service, and integrated and easily accessible facilities (Liao and Chuang 2020).

Sanmagaraja and Wee (2015) wrote on their research the tourism industry sustainability growth alongside the economics developments. Tourism development in Indonesia currently focused only on the economic sector, whereas it's mostly concern about how to obtain large revenues and tend to hold to quantity, even though several important aspects have potential increase on income and should be a concern to make tourism to be more qualitative matter and redound to improving the quality tourism experience. The exclusion of the issues regarding disabled tourist in tourism development could have the consequences lack of the facilities for the disabilities, which should be provided by tourism providers and services (Herawan, Ghazali and Deris 2014). The aforementioned is also strengthened by the disabled tourist are the group of people which not underrepresented, so their voices and aspirations are rarely to be heard (Benjamin, Bottone and Lee 2020). An aspect of concern for us is accessible tourism. What does it mean by the tourism accessibility is the condition of tourism that is easily accessible from various aspects both before carrying out tourism activities, when doing, and when it will end the tour activities? In this case, the concentration of us is accessible tourism for elderly tourists and people/tourists with disabilities (Masitry *et al.* 2013) Not only physical disability, but invisible disabilities must be counted in the discussion on accessible tourism as well (McIntosh 2020). Accessible tourism is an effort to provide appropriate facilities for elderly tourists and people/tourists with disabilities. Tourism in Indonesia today still has boundaries that prevent tourists with these characteristics from travelling in tourism. The limitations in the existing tourism facilities tend to be a barrier for people with disabilities or elderly tourists. Since accessible tourism are intend so that all tourists can access destinations easily and equitably (Ivanov and Kisel 2020), hence the tourism development must remove the confine for the disabilities, especially in tourism perspective (Sanmagaraja and Wee 2015). Also, with the impairment conditions will enter into a situation of disability if some elements in the surrounding environment are inaccessible such as public facilities and *vice versa* (Eisenberg, Heider, Gould and Jones 2020).

The case that occurred in Indonesia regarding the growth of the population's age as a potential tourist refers to research conducted by the Indonesian Central Statistics Agency, which raises the issue that can be used as a point of view, namely the extent to which tourism accessibility will be increasingly needed.

Changes in the demographic order in the early two decades of the 21<sup>st</sup> century as a result of the baby boomer that occurred several decades ago, created its challenges for this country. The Central Statistics Agency or BPS (Silviliyana *et al.* 2018) projects that by 2045 or to coincide with 100 years of Indonesia's independence, Indonesia will have around 63.31 million elderly people or nearly 20 per cent of the population. For almost half centuries (1971 - 2018), the percentage of the elderly population of Indonesia increased by about twice. In 2018, the elderly will be increased 9.27 per cent or reach 24.49 million of people.

Indonesia has been dominated by the young elderly which reach 60-69 years old group. with the percentage showing 63.39 percent, the remains are the middle-aged which 70-79 years old age group, by 27.92 per cent, and elderly which reach aged 80 years and over by 8.69 percent. In 2018, every single of 100 human alive at the productive age must burdenedly 15 elderly people. Totally the amount and the percentage elderly role as a household are 61.29 percent, or six out of ten persons. In addition, yet most of the elderly have a spouse at 60.89 percent are married.

Citing to the *United Nations Convention on the Rights of Persons with Disabilities (CPRD)* (Lawson 2006) aimed that advancing and preserving, and determining the uttermost and with commensurate basis of all human rights and utmost freedoms by all persons with disabilities, and to advanced respect for their inherent respectability; that people with disabilities are Persons in needs including the people with the distant period physically, psychological, aristocracy, and sensory boundary that will be affected the interaction with the diverse obstacle that can avoid their movements effectively in their daily lives with others. Based on the statement, the

elderly are included in the tourist categories with the disabilities because their lack of mobility based on their age and physical impairments

Fulfilment of the accessibility needs for the disabled people and tourists discussed in the CPRD (Lawson 2006) outlined in article 9, as follows:

**Article 9: Accessibility**

*Disabilities access will be very crucial to support the disabled person live independently and espouse their own life for the commensurate basis with others to the communication, conveyance, output and usage of the technology information and other facilities services in both urban and in rural areas.*

There is also the fulfilment of the right to obtain justice in carrying out activities that should be carried out by providers, in this connection with tourism also discussed in the *United Nations Convention on the Rights of Persons with Disabilities (CRPD)* (Lawson 2006) is as follows:

**Article 13: Access to justice**

*1. The all elements have to provide and built up the susceptible access to the disabled people on the commensurate base. Including the preparation for aged appropriate living house, and fully supported amenities as direct indirect participants, and other early stages*

*2. To assists ascertain the disabled people with full of responsibilities, all elements shall expand the right training for those working in the justice field.*

In accession to the *United Nations Convention on the Rights of Persons with Disabilities* (Lawson 2006) which produced numerous things that can be cited is relevant to this research, the Indonesian government passed a law on legal protection towards people with disabilities so that the related subject has the same rights and opportunities as people without disabilities to live properly and without discrimination. The researcher cites several articles that can be used as a reference to obtain a linear discussion with the subject of research in this article, namely the accessibility of tourism.

**Law of The Republic of Indonesia No.8/2016 Concerning Disabilities with:**

**Article 1**

Paragraph 1: The people who have disabilities are the people who get the physically sick, intellectual, mental, and short boundaries that have difficulty for interacted the environment, could take a part fully and effectively with all elements commensurate base

Paragraph 8: The built up of the Accessibility is convenience present to the disabled people and opportunity based on justice

Paragraph 9: Compatible living place are the suitable for the disabled person, and convenience is a must to ensure the pleasure or enforce the human rights and fill the license with commensurate based.

**Part Twelve**

**Cultural and Tourism Rights**

**Article 16**

Paragraph 1: Gaining commensurate and opportunities to joined the tourism activities effectively;

Paragraph 2: Obtaining the commensurate to carry out the travel hustle, establish the tourism industry, working as tourism laborer, and/or involved for the tourism establishment.

Paragraph 3: Getting easy to access, treatment, and Decent Accommodation following their needs as tourists.

Disabilities or self-limitations have a general definition, those who are unable to interact with the environment and encounter with the obstacles in fully participating fully effectively with the community because they have physical, mental, or intellectual and sensory limitations. According to Law No. 4 of 1997 concerning PwDs, PwDs are categorized into three types. First, physical disabilities are intended for those who have impairment body members, this causes disturbances in bodily functions including bodily movements, vision, hearing, and speech. Second, mental disabilities, namely mental disorders or behaviour, both congenital defects and as a result of the disease. Third, double disability, namely the state of a person who bears two types of disabilities at once viz physical and mental disabilities. This has a big influence on people with disabilities.

In Indonesia, based on the 2015 Intercensal Population Survey (SUPAS) conducted by The Central Statistics Agency or BPS, there were 21.5 million people with disabilities in Indonesia. Whereas in 2016, data from Sakernas showed that the number of people with disabilities for residents aged over 15 years was 12.5 per

cent or approximately 22.8 million people. Of this portion, there is around 1.87 per cent of the population which are categorized as severe disability, while the remaining 10.29 per cent is flimsy.

This paper focuses on accessible tourism, which is based on how to meeting the need and fulfilling the rights of tourists with disabilities and to facilitate elderly tourists. From all over the outline, this research will commence the below objectives:

a. We present a review from 50 related articles on accessible tourism and further it can be used as a reference in actualising accessible tourism for disabled person and senior tourist.

b. We present the problem of accessible tourism in Indonesia

c. Finally, we present scenarios that are processed from thoughts based on recent sources which can be used as a reference for realizing accessible tourism, begin from developing in tourism objects, facilities, and human resources.

### 1. Related Works

In an attempt to enrich and obtaining further information about accessible tourism, we have conducted case studies by examining and analysing regarding 50 articles collected from various research publication sources (see **Table 1**). Although relevant information was also obtained from other sources, in recording report about accessible tourism in the review table, we focused on 50 research articles. In addition to examining various articles on Accessible Tourism from various sources and various countries, we also reviewed research articles in other disciplines that are relevant to the accomplishment of Accessible Tourism or about how tourism supposed to convenience for accessing the destination, especially by disabled tourist and elderly tourists. Significant research has been conducted by discussing Accessible Tourism from around the world, some of which have been carried out in Indonesia. These studies have particular aspects of attention. We through this paper have argued numerous critical cases in previous studies that can be used as a patron in the aspect of the accessibility establishment in Indonesia tourism sector. The things were shown are not something to be identified as a constraint, but can be adopted as a directory for realizing Accessible Tourism in Indonesia holistically.

Table 1. Related Works

Ref	Title	Model	Advantage	Disadvantages
Allan 2015	Accessible Tourism in Jordan: Travel Constrains and Motivations (2015)	The Accessibility establishment in Jordan purposed. The study used quantitative approach and data collection through questionnaires.	Researchers found that the main intrinsic motivation to travel is runaway, relaxation and enjoyment. Finding low primary extrinsic motivation is the rules or policies that are identified. Better understanding motivation and constraints for handicapped travellers' trip would assist the stake holder and workers to grown the products and services to the tourist.	The author has not included all the tourist sites in Jordan. The research sample is restricted for the disabled people from 18 years old and up.
Michopoulou et al. 2015	Accessible Tourism Futures: The World We Dream to Live in and The Opportunities we Hope to Have (2015)	The Accessibility establishment for look out: The Expetation and Researcher about the Ideal Equality of Human Lives	Revolve the potential future tourism that is accessible, there is a trend that can be observed, is that the future will be more homogeneous predicted as an impact of consumerism, globalization and urban lifestyle.	Stakeholders' collaboration is a key factor to promote the solutions that are accessible tourism, recognizing the market value and benefits. For the moment the collaboration of the Investors, architects, designers, policymakers, economy expert, local councils, tourists with disabilities, historians, and archaeologists have not found a common purpose in the development of sustainable tourism on the tourists with disabilities.



Ref	Title	Model	Advantage	Disadvantages
Sanmargaraja and Wee 2015	Accessible Transportation System for the Disabled Tourist in the National Park of Johor State, Malaysia (2015)	Investigate the accessibility for the person in need transportation system at the tourism destination in Malaysia	Researchers gave considerable attention to the discussion about the people with disabilities. It Discusses universal design to be the reference to compile of the rights of disabled tourist in the tour. Researchers emphasize removes the limits that prevent people with disabilities to tour	From the research that has been conducted, the conclusion matter state that the transport facility in Johor National Parks is inadequate.
Naniopoulos, Tsalis and Nalmpantis 2016	An Effort to Develop Accessible Tourism in Greece and Turkey: The Medra Project Approach (2016)	The Venture for the Accessibility Establishment in Turkey and Greece	Tourism is easily accessible for the elderly to make a destination in a country becomes a great opportunity to bring tourists to visit the elderly. Government stand the crucial role required for the elderly as well as a set of regulations, and other public facilities.	
Bowtell 2015	Assessing the value and market attractiveness of the accessible tourism industry in Europe: a focus on major travel and leisure companies. (2015)	The purpose to evaluate the fetching markets The Accessibility occasion in Europe with the travel and leisure tourism industry. The technique of collecting data using interviews	The research shows that travel companies who invlove are aware of the increasing tourist demand disabilities.	Lack of discussion focused on the company's strategy to meet the needs of tourists travelling disabilities. This research indicates the condition of tourists with disabilities is very poorly served by the tourism industry.
Kastenholz, Eusébio, and Figueiredo 2015	Contributions of Tourism to Social Inclusion of Persons with Disability (2015)	Discussed about the Contribution and the Involvement the Person with Disability For Tourism. The Research dynamics using the sample and data collection approach with a questionnaire.	The research shows the results of a fairly specific about the involvement from the tourist with the disability. The Goals of the research could be a direction for use in the development of tourism for consideration characteristics of accessibility for disabled tourist	The lack of disabled person in the object destination is caused by the limits in tourism facilities. The lack of state involvement in giving attention to travellers with disabilities.
Ernawati and Sugiarti 2005	Developing an Accessible Tourist Destination Model for People with Disability In Indonesia (2005)	Expanding the Accessibility Project for increasing the fair facilities for the disabled in Indonesia		Most of the Amenities, transport facilitie in the tourism destination, did not support the disabled and the elderly. In regard to the hospitality sectors in Indonesia, disabled people often excluded destination development process, because they are unable to work or travel. Based on the research that is focus on the recognition of the destination – for the tourism attraction and facilities, most places and facilities are not accessible to persons with disabilities.
Zajadacz 2015	Evolution of Models of Disability as a Basis for Further Policy Changes in Accessible	Compile the expediency for the tourist with disability Methods applied in the	This study shows disability models for policies renewal in tourism matter that can be accessed.	

Ref	Title	Model	Advantage	Disadvantages
	Tourism (2015)	research includes an analysis of the survey conducted face to face approaches.	Shows disability models as the essential regard for tourism consciousness creation according to the various tourist requests. Further discussions on disability models are comprehensively examined.	
Fundeanu 2015	Innovative Regional Cluster, Model of Tourism Development (2015)	Discussed the regional Group of The Tourism facilities establishment This study shows models of disability for the rules transformed for the suitable tourism accessibility Shows disability models as the foundation of conscious creation under the diverse tourism tourist demand. Discussion about the models of disability is described in detail. South-West Oltenia Region	Facilitate the development of economic and hospitality sector because development is divided within each region. The parties are concerned. Economic development with cluster models is important because the participation of relevant institutions such as developers, research institutions, and related organizer.	When applied in Indonesia, a cluster development model are feared to create distance and social inequality. This is because when focusing on certain areas, areas outside attention will experience a decline in civilization.
Alén, Losada, and de Carlos 2017	Profiling the Segments of Senior Tourists Motivation and Travel Throughout Characteristics (2017)	The lineament organizing for the elderly tourist purpose for traveling base on the disposition	Initially the elderly is considered as a homogeneous market segment, so it is not too attractive for the tourism and hospitality sectors. With the increase of the elderly population, they are much more heterogeneous, heterogeneity was demonstrated in the system for the elderly in the tourism aspect. The results showed that the demographic will present the distinct for the markets. Based on the driving factors, they travel for work purposes are young seniors, especially men who's active in the labour market. Instead, pull factors, people who are more interested in a pension that offers views and exciting events and with easy mobility.	But what when viewed from the side of the Indonesian state itself tend to cause gaps. Usually, only people - the elderly who have money will be easier to travel somewhere, but on the contrary, if people - older people with financial problems, then they will stay home or just going to perform daily activities - day to help the economic matters to their family.
Holodkov, Dragica and Andjelković 2013	Quality of Life as a Motivational Factor of Seniors Tourist Travels-Results of Research in Novi Sad (2013)	Integrity motivation for the elderly tourist – the study out come from Novi Sad Municipality. The research method using a sample with interview techniques approaches.	The research shows the travel motivation for the elderly tourist to travel is quality of life. The elderly travellers in Serbia did not travel to seek social status. Aged Travelers more interested transform for medical travel, at close range, and recreation in groups and community	Travelers who were respondents in this study mostly tourists' groups or clubs.

Ref	Title	Model	Advantage	Disadvantages
			clubs.	
Portales 2015	Removing 'Invisible' Barriers: Opening Paths Towards the Future of Accessible Tourism (2015)	This research has intention to redound and analysis the The Accessibility establishment for the long term and sustainable. It presents the social and anthropology involvements The resume scenario analysis involving the stake holders, cooperation, prejudice. The problem is the boundaries answer about the lack of The Accessibility establishment. Providing scenario for enhancing accessible tourism.	The study offers a scenario for accessible tourism. However, this scenario is not a sure thing that happens in the future but can be taken into consideration for the Accessibility Establishment in Tourism Sector. Researchers concentrated on how to remove the barriers in an attempt to the fulfilment of tourism for travellers with disabilities with the participation of various stakeholders such as policymakers, governments, and relevant providers.	In the application, Indonesia needed human resource development are realize the establishment for the disabled tourist, to fully support the activities The scenario provides a long-term plan that may be the reality that occurs not as expected.
Gillovic and McIntosh 2015	Stakeholder Perspectives of The Future of Accessible Tourism in New Zealand (2015)	The Investor insight for the future supported accessibilities in New Zealand	According to the study of consciousness and the lack of recognition to the disabled tourist - those disabilities of the tourism sector in the New Zealand. The result of this article confirms that market access largely untouched. In particular, it was shown that The Accessibility establishment in New Zealand will only be realized by linking the organization; effective communication of business cases; and ensure always that the market access right - right to be heard.	This study suggested that the tourism sector in New Zealand failed to confess the value of market accessibilities, regardless of the importance of the market and strong legislation, market accessibility to New Zealand is practically ignored, underserved and misunderstood
Głabiński 2015	The Application of Social Survey Methods in Analysing the Tourist Activity of Seniors (2015)	The practical analyses survey uses a social empirical phenomenon of the senior tourists Using qualitative and quantitative methods are applied to the techniques of questionnaires, experiments, and observations.	The study describes the tourism activity undertaken by senior or seniors in the polish with a wide range of representative methods are applied. Method - the method described in the discussion in detail.	
Pagán 2015	The Contribution of Holiday Trips to Life Satisfaction: The Caseo People with Disabilities (2015)	The research analyses the recognition for the travel based on satisfaction for tourists with disabilities and non-disabled travellers	This study explains the importance of travel to the level of life satisfaction rating toward disabilities	This study uses statistical data measuring the coefficient measurements. Yet there is something very complex when research is conducted to analyse human emotions.
Alén, Losada and Domínguez 2016	The Impact of Ageing on the Tourism Industry: An Approach to the Senior Tourist Profile (2016)	The affected the elderly markets in the hospitality sector the research to the Senior Tourist profile	This study describes the elderly tourists as the largest growth markets and have the important segments in the tourism industry. More concerned with elderly tourists travel in	Health factors are a major aspect caused the elderly tourist to cancel their journey

Ref	Title	Model	Advantage	Disadvantages
			<p>their retirement future leisure time.</p> <p>Seniors whose income comes from work tend to go higher than those of its revenue comes from pension funds, savings or family.</p> <p>The purchasing power of a larger elderly are define the decision for travel in tourism destination regardless of their wealthy</p>	
Das and. Rudra 2015	Tourism Accessibility for Disabled Travellers: An Optimistic Concept on Tourism Industry in Bangladesh (2015)	The Idea of disabled facilities for the Bangladesh Tourism sector Model descriptive study based on primary and secondary data. The data are collected by interview and questionnaire.	This study shows that The Accessibility establishment in tourism sector, especially for tourists' disability can increase the contribution in the economy and the mobility of the disability can be reached effortlessly.	
Kim, Woo and Uysal 2015	Tourism Experience and Quality of Life Among Elderly Tourists (2015)	Examined the behaviour of living qualities towards travel activity to the overall rating among the elderly in South Korea	The study found that the elderly traveller participation in tourism can improve and have a good quality effect for their life	The results of the data may be less relevant because of what was expected by tourists are less predictable.
Figueroa-Domecq C. <i>et al.</i> 2015	Tourism Gender Research: A Critical Accounting (2015)	The Gender diversity study: Critical Accounting		In each country still considers gender inequality in every aspect of their lives so that the tourism sector is no exception inhibiting regulations - regulations that encourage ease of carrying out activities of women.
Özogul and G. G. Baran 2016	Accessible Tourism: The Golden Key in The Future for The Specialized Travel Agencies (2016)	The appropriate Accessibility could be crucial key in the Future travel agencies	A certain travel agency will greatly help the tourists during the tour, especially for the disabled person, to give the experience of having the rights to disability. Changing the target of a new market for the disabled tourist while traveling to the tourism destination	Discussion and conclusions in the study that the authors do still incomplete or need further explanation.
Rodrigues <i>et al.</i> 2016	An Initial Framework for a Museum Application for Senior Citizens (2016)	Providing several scenarios in the museum using artificial intelligence matters of accessibility so it can be enhancing features for elderly tourists.	Technology will greatly facilitate the tourists in obtaining knowledge in the museum, especially the elderly travellers because it can show the direction of a visit from straying and explain the history of the subject-related visits.	Technology can be confusing for elderly tourists who are not used.
Glabinski 2016	Analysing the Tourism Activity of Seniors by Applying the Method of Participant Observation (2016)	Research for the daily activity based on elderly tourist, using the participant observation	According to this study, elderly citizens in Poland tend to show travelled consumption have a slight interest than the Western of Europe and East America. Besides, the elderly tourist shown that recorded a decline For the amount of the	The major factors that contribute to the interests of elderly Polish for having a travels because of the lack of skill for foreign languages and affected their comprehension in tourist destination

Ref	Title	Model	Advantage	Disadvantages
			<p>motivation to travel, especially international visits.</p> <p>A relatively homogeneous group of elderly people with cognitive motivation is clear, live in households with incomes above - average, this group is a group with very advanced needs. Based on a marketing standpoint, the senior tourist can be described as a group that is focused on the experience.</p>	
Domínguez Vila, Darcy, and Alén González 2015	Competing for The Disability Tourism Market – A Comparative Exploration of The Factors of Accessible Tourism Competitiveness in Spain And Australia (2015)	The matching research for the establishment accessibilities for the Tourist with disability between Spain and Australia	This research shows a comprehensive illustration between Australia and Spain thought about developing accessible tourism for people with disabilities.	
Utama and Susanto 2016	Destination Development Model for Foreign Senior Tourists (2016)	The tourism attraction establishment for the Senior tourist	The research is for took the opportunities for increased interest of senior tourist segment. The tourism destination needs to modify and add business innovation and preferences that will meet the needs of elderly travellers.	Elderly expects providers of travel services render a special package tour for elderly tourist. Need an enormous amount of funds to provide friendly service for elderly travellers.
Boxall, Nyanjom, and Slaven 2018	Disability, Hospitality and The New Sharing Economy (2018)	The disabled tourist problem in hospitality industry and how it affected to the new economic advantage. This research uses Levitas utopia and generates scenarios for consideration for The Accessibility establishment tourism in the sharing economy.	Presents scenarios which could be considered to develop accessible tourism within the scope of the sharing economy. This research can refer the tourism stakeholder that how the importance of disabled tourist necessity and fulfilment facility to realize the tourism accessible.	Parties are expected to participate in the realization of accessibility in tourism sector as the innkeeper and provider of tourism facilities may be less able to apply because of lack of human resources.
Capitaine 2016	Inciting Tourist Accommodation Managers to Make Their Establishments Accessible to People with Disabilities (2016)	Refer the hotel, resort, and hospitality managers to develop the accessibility for the disabled tourist. The method used is an exploration with interviews.	This study shows that building and renovating tourist accommodation of persons with disabilities will benefit tourism companies.	
Cacho <i>et al.</i>	Mobile Tourist Guide Supporting a Smart City Initiative: a Brazilian Case Study (2016)	Application the Advance tourism in the City as the advance facilities for the tourist during the FIFA World Cup 2014, Brazil	The system attempts in the smart city with the convenience information based on technology for the traveller and tourist during FIFA World Cup 2014, in Brazil. This behaviour is undertaking the sustainability of the tourism extensively	



Ref	Title	Model	Advantage	Disadvantages
Gassiot Melian, Prats, and Coromina	The Perceived Value of Accessibility in Religious Sites – Do Disabled and Non-Disabled Travellers Behave Differently? (2016)	the perception of the disabled tourist and the normal tourist act dissimilar. This article researches the experience received by tourists related to accessible tourism in religious sites. The research method is done by collecting data from questionnaires given to tourists at religious sites.	From the conducted research, has been found that the experience of travellers received with disabilities and non-disabled travellers on religious sites associated with different tourism accessible.	The research results may be less reliable if, at the time of data collection, travellers know that they are the object of research.
Altinay <i>et al.</i>	The Role of social media Tools: Accessible Tourism for Disabled Citizens (2016)	The Instagram, Facebook, Twitter, can be affected to The Accessibility for the tourist in needs. This study used mixed methods which is qualitative and quantitative.	Social media can provide the inclusion and upgrading quality of life for the disabled tourist. The ease of getting a wide range of knowledge and create connections of social media and impacted for disabled tourist. This study highlights the accessibility of tourism services by persons with disabilities on social media.	Most of disabled tourist whose does not have a single social media thus restraint tourist information.
Popiel 2016	Tourism Market, Disability and Inequality: Problems and Solutions (2016)	The tourist with disability segments Presenting the how they interpreter the difficulty became disabled who are usually iniquity against in the Tourism Industry	Modern Tourism must recognize all basic rights of all groups. Without exception the disabled groups who have the same motivation to travel with the majority group. Lately, the world of tourism has begun to consider minority groups such as the disabled in developing sustainable tourism (sustainable tourism development). This action is intended to reduce barriers owned by the tourist in needs and could be fully involve in tourism activities. The advancements the facilities for the disabled will become a key factor for the sustainability tourism sector to getting the convenience tourism sites, and minimum tourism information centre in the needs of disabled tourists.	
Omelan, Podstawski, and Raczkowski	Tourist Activity of Senior Citizens (60+) Residing in Urban and Rural Areas (2016)	This Study analyse the impact of the urban and rural living place persistent and non-persistent for the elderly citizens based on social and economic circumstances	The research shows the results were quite meticulous about the different tourist activities based on the characteristics of the elderly population residing in urban and rural areas.	The respondents in rural areas are less capable to cooperate so that the data can't be balanced in between respondents in urban and rural areas.
Olya, Altinay Gazi, Altinay and Aksal, Altinay	Behavioural intentions of disabled tourists for the use of peer-to-peer accommodations: an	The research about suggest built up the peer to peer accommodation for the tourist with	The study focused on traveller's behaviour disabilities to use the peer to peer living place.	There are still a lot of tourists with disabilities who do not understand peer-to-peer accommodation.

Ref	Title	Model	Advantage	Disadvantages
	application of fsQCA (2018)	disability	Proper and peer Accommodation can be a solution to ease traveller rating disabilities and lower economic levels of travel. The discussion in this study is described comprehensively	
Skavronskaya <i>et al.</i>	Cognitive Psychology and Tourism Research: State of The Art (2017)	Reviewing concept and cognitive psychology theory, identify the application in the study of tourism, and making a key for future research	By applying the concepts of cognitive psychology to understand the travel manager directly traveller ratings to the destination according to the tourist's emotions, feelings, memories, scheme, attentions, mindfulness and consciousness). Cognitive psychology can help to understand the benefits of health and well-travelled.	
Van Niekerk	Contemporary Issues in Events, Festivals and Destination Management (2017)	The modern issues in the event tourism. The research contain the perception of the costumers, satisfaction perspective for the sustainability.	The advantages of this study lie in the detailed discussion by way of case studies that predict four different articles, wherein the article is rated as the fourth most research articles relevant to the subject of the discussion of the researcher. This research resulted in subjects useful ideas for the development of tourism and as a boost developer to carry out tourism, especially in the event for the better in the future.	Although the research was conducted in-depth case studies, this study did not present the scenarios that can be used in systematic planning concepts.
Cloquet <i>et al.</i> (2017)	Disability, Social Inclusion and The Marketing of Tourist Attractions (2017)	Social disabled person importance for gaining the markets for tourism attraction. To determine the feasibility of tourism marketing with disabilities wider than inclusion, especially with a focus on access and avoid visual representation of the disabled in the marketing of a tourist attraction in Cornwall, England.		This study showed that tourism marketing is missing to address inclusion focus on access and visual representation of the disabled in the marketing of a tourist attraction. As a result, tourism advertising less attention because of persons with disabilities and lower their gaze towards certain disabilities. Therefore, the need for further research on how marketing can be more striking in the hearts of the disabled group in terms of segmentation and visual representation.
Gillovic <i>et al.</i> 2018	Enabling the language of accessible tourism (2018)	The advantage of the Language for tourism accessibility. This study discusses the use of language for the accessibility sign	Is the first to research the importance of the language uses for comprehension in accessibility of tourism. This research is very reliable because it is done by way of case studies from 122 scientific journals that discussed the	There is no further explanation about the use of language in accessible tourism beside English.

Ref	Title	Model	Advantage	Disadvantages
			language to the realm of epistemology and ontology. This study can be used as guidance in running the tourism accessible concerning the placement of good language and its influence on social conditions in the context of accessible tourism.	
Dickson, Misener and Darcy 2017	Enhancing Destination Competitiveness Through Disability Sport Event Legacies: Developing an Interdisciplinary Typology (2017)	Enhancing competitiveness This research supposed to to improve the understanding of the purpose of the disability experience.	Researchers used a language that already understood the content of the study. Discussion in the research is described in detail based of the study case	The Study results only focus on international events, not covering national or regional events.
Kim, Lee and Bonn 2017	Obtaining a Better Understanding About Travel-Related Purchase Intentions Senior Among Users of Mobile Social Network Sites (2017)	Gaining a better knowledge of the perspective for elderly tourist using social media network	In the current state, most of the elderly starts growing of interest for using social media based by mobile phone. The benefits of this phenomenon could be opportunities for increasing market segments. The elderly shown the attractiveness for became potential consumer and impacted for tourism sustainability. The usage of the Mobile Social Network Sites (MSNS) investing the capital needed to develop tourism related to MSNS that is designed to help these market decisions make and the trend of interest has been shifted by the consuming behaviour.	
Alexis 2017	R-Tourism: Introducing the Potential Impact of Robotics and Service Automation in Tourism (2017)	The prospect of Robotics and automation based for sustainability tourism. Discussing artificial intelligence with a case study of a hotel which has been running the concept of artificial automatic intelligence for hotel service facilities. Artificial intelligence discussed in this study is in the context of intelligence to facilitate the tourists to have all the facilities and services easy to use / accessible.	The study presents a discussion that is effortless to understand and describe the vision of how the future of world tourism. The study, referring to the subject of the discussion of artificial intelligence adds insight into the world of tourism 4.0 that the terms of the technology.	The case study conducted by researchers is still in the small scope of discussion. Not included an in-depth discussion on the implementation of robotic tourism in line with its impact on the social structure.
Agovino, Casaccia, Garofalo and Marchesano 2017	Tourism and Disability in Italy Limits and Opportunities (2017)	Disability research in tourism restriction in Italy. It Examines the frontiers and chances of disabled people to participate in tourism.	Demand tourism activities for people with disabilities in Italy is growing. Difficulty in accessing information sharing and accessibility to anywhere tourist want.	The constraints in obtaining information will make the tourism establishment activities for disabled tourist tend to slow.
Lyu 2017	Which Accessible Travel Products are People with Disabilities Willing to	The research is to find how the disabled tourism are obsequious to pay the advance accessibility	The results showed that the tourist in need are obsequious to pay higher to get the efficient	

Ref	Title	Model	Advantage	Disadvantages
	Pay More? A Choice Experiment (2017)	more. This research purpose to gain more understanding how the tourists decided to choose tourism products that can be accessed optimally	accessibilities	
Cocco and Brogna 2018	Accessible Tourism in Rome (2018)	Accessible Tourism in Rome Research on observations of building architecture in Rome base on the tourism accesibility	A detailed discussion of the architecture of buildings in Rome and their impact on tourists with disabilities. Providing advice as an encouragement to develop accessible tourism in the context of building architecture or tourism destinations.	There was no in-depth discussion about the perspectives of tourists with disabilities towards disability supported tourism facilities
Huber, Milne, and Hyde 2018	Constraints and Facilitators for Senior Tourism (2018)	The barrier and problem to provide a proper amenities for elderly tourist. The result attempt the objective behaviour transformation for the elderly tourist	Researchers focused the discussion on tourism behaviour carried out by seniors. Health is an essential role in the behaviour of elderly tourism which can limit or even hinder elderly tourism activities. Facilitating seniors so they can get travel ease.	The limitations of researchers using the biography method, so that there can be potential for memory errors or reinterpretation of past experiences.
McKercher and Darcy 2018	Re-conceptualizing Barriers to Travel by People with Disabilities (2018)	The research for break down the limitation for travel with the disabled tourist. This study purpose the step of hierarchy to knowing the challenge from disabled person	The intention of this research is for knowing the four level to be better comprehend the impacts of the obstacles, to go to tourism destination faced by the disabled people. The previous research have tended to add up the impediment into a single group and several studies linked the obstacles seen and having a lot interaction as something outstanding and unique experience for the tourist in needs. Failure to identify, yet subtle interactions between the regular tourist and increased limitation disabled tourist as homogeneous groups. The regular tourist heterogeneous groups that face the same types of limitation similar like others, some barriers that are common the same problem with the disabled, unique barriers for each dimension of disability and specific individualistic impairment effects.	
Kalargyrou, Barber, and Kuo 2018	The Impact of Disability on Guest's Perception of Service Quality Delivery in The Hospitality Industry	Tourist in needs influence on Guest's Perception of Service characteristic in The tourism sector Examining consumer	The results of the study can be used as an encouragement to actualise accessible tourism even from upstream, namely	

Ref	Title	Model	Advantage	Disadvantages
	(2018)	perceptions of services performed by staff with disabilities, through the characteristics and stereotypes of consumers towards people with disabilities.	people with disabilities as tourism staff in certain destinations in certain positions. This research breaks stereotypes and negative stigma against people with disabilities that they cannot work.	
Codini, Miniero and Bonera 2018	Why Not Promote Promotion for Green Consumption? The Controversial Role of Regulatory Focus (2018)	The suggestion for promoted the friendly usage items. The research of study is for find the factual object that impact of promotion and prevention the motivation to consume environmentally good products.	Focused on encouraging consumers to adopt environmentally friendly consumption styles. Change the behaviour of consumers who are less interested in environmentally friendly products as prevention rather than promotion. Environmentally friendly products can be a profitable business.	Research limitations only focus on environmentally friendly products and do not focus on other physical products.
Gondos and Narai 2019	The Opportunities in Accessible Tourism (2019)	The Accessibility establishment based on tourism problem. The goal of this research, is to shown how significant the accessibility for the tourism facilities	Researchers present a good narrative in explaining accessible tourism, both in terms of profits and the application of moral values in realizing accessible tourism.	Although the field of the discussion is quite extensive and complementary, in several aspects, researchers are lacked in-depth discussion and explanation.
Losada et al. 2019	Spatial Heterogeneity in Spain for Senior Travel Behavior (2019)	The objective behaviour research for elderly tourist. This study discusses how the spatial differences based on the tourism study case to the behaviour of elderly tourists.	The research conducted using regards that influence the tourists, so the results can be assured. The research holds important considerations in giving attention and concentration to meeting the needs of elderly tourists.	

## 2. Methodology

This research uses a literature review. We explore and collect research articles that discuss accessible tourism. However, to gain broader insights, we also reviewed research articles in addition to accessible tourism which is considered to have topics relevant to this study. The results of the review are as described in the previous section (see Table 1). The searching of the Literature using google scholar database with the range year between 2015-2020. Nevertheless, other research papers before 2015 are also involved due to having important aspects of discussion that can strengthen this research article. This research was conducted to understand the empirical phenomena regarding accessible tourism and tourism development in Indonesia. The topic used to search literature starts with articles discussing accessible tourism, disability, elderly tourist, senior tourist, and tourism development (see Table 2).

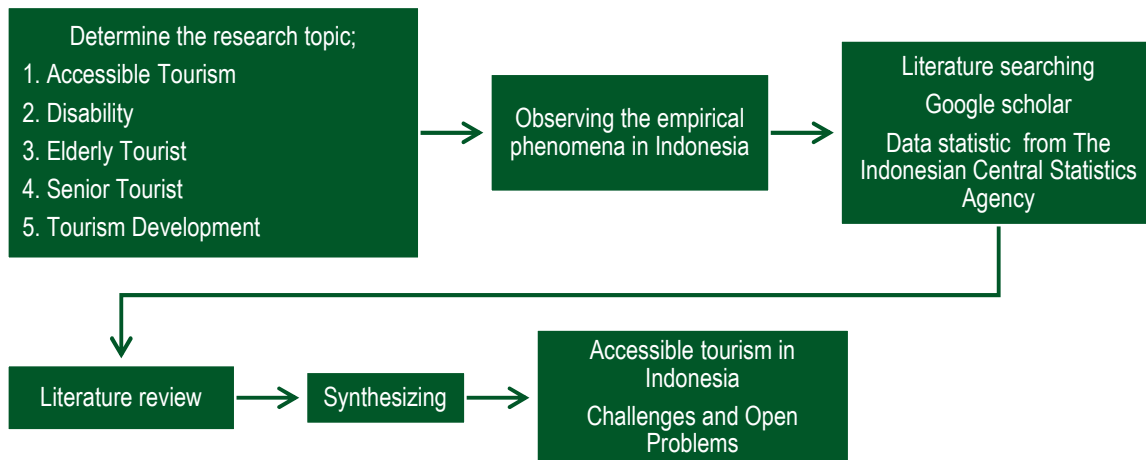
The supplement topics 'elderly tourist' and 'senior tourist' due to the basic subject of discussion on accessible tourism is tourism that is easily accessible by everyone. Therefore, we hold the two aforementioned topics to obtain a more comprehensive discussion in this research article.

Table 2. Issues in literature inquiry

Topic	Databases
1 Accessible tourism	Google Scholar, Scopus, ISI Clarivate Analytics
2 Disability	Google Scholar, Scopus, ISI Clarivate Analytics
3 Elderly Tourist	Google Scholar, Scopus, ISI Clarivate Analytics
4 Senior Tourist	Google Scholar, Scopus, ISI Clarivate Analytics
5 Tourism Development	Google Scholar, Scopus, ISI Clarivate Analytics



Also, to gain deep insights in further, we search for secondary data concerning statistical data regarding the age of the population in Indonesia obtained from the Indonesian Central Statistics Agency. The research framework in this article is illustrated in the Figure 1 below:



We determine the topic that will be discussed in this article particularly accessible tourism while analyzing the empirical phenomena in Indonesia concerning accessible tourism. Then, we conducted a literature search of a predetermined topic and looked for statistical data on the demographics of the Indonesian population from the Indonesian Central Statistics Agency. Literature review up to the synthesizing process is carried out to understand the lines and subject matter of the articles that have been collected, as well as to obtain essays to gain deep insights. Furthermore, in the next section, we describe accessible tourism in Indonesia and describe the challenges and problems in accessible tourism in Indonesia. The last section is aimed at writing a scenario about tourism development in Indonesia, which in this context is accessible tourism, tourism that is easily accessible for all tourists.

### 3. Accessible Tourism in Indonesia

There are still many problems related to tourism facilities and facilities that have not fully met the needs of disabled tourist and the needs of elderly tourists in Indonesia these days. One of the various needs is required for a tourism model that is helpful toward tourists with disabilities and the elderly as well. The concept of tourism nowadays is only designed for people without disabilities and young people so that would make persons with disabilities and the elderly become seldom to travel. This is an obstacle and limitation for people with disabilities to travel. If only we could remove the barriers and obstacles, there would be a lot of positive impacts received by tourists with disabilities and elderly tourists. It starts by increasing the life quality, happiness, welfare in the social-sphere, and their participation in society as a form of responsibility to respect and acknowledge their existence. However, particularly the disabled people, cannot enjoy the leisureliness and the hustle, this phenomenon are potentially enriching the each person life quality and present the chance for the tourism establishment for increasing persuasively one's relations (Kastenholz, Eusébio, and Figueiredo 2015). As we know, the conditions experienced by tourists with these categories tend to withdraw from the outside world. This was confirmed by Kastenholz, Eusébio, and Figueiredo (2015) in their paper, the disabled people could be unrecognized by the circumference and limited social barrier. The disabled person and elderly have increased the interest to the consumer in instace the sport tourism and leasureliness service oriented. As the costumers, disabled person and elderly will be indicated as the big potention for the travel, tourism and hospitality industry markets (Ernawati and Sugiarti 2005). This should make tourism developers and managers in Indonesia both private and government pay special attention to tourism potential that concentrates on tourists with disabilities and elderly tourists. As cited in Pagán (2015), the leasureliness industry will be included by the disabled tourist and elderly with the genial relation between others guests (particularly while the recory of the hard incriminate time and rehabilitation moment) The research conducted by Utama and Susanto (2016) on the development of tourism attractions for elderly tourists states that to collect the elderly and disabled people that has been a potential high market new segmentation, the facilities at the tourism attraction needs to provide the alternative option for the needs of these segments. The convenience accessibility for the disabled and elderly tourists have to include the supportive facilities to assist the disabled and elderly tourist cosiness.

In a study that also centred on Accessible Tourism in Indonesia, Ernawati and Sugiarti (2005) stated that the disabled people cannot be implicate for the tourism establishments progress, the basic reason related on the perceptive which the disabled people reckoned as incompetent as the labor in the tourism sector. Unfortunately, lot of tourism business sector usually disregard their availability, however the disabled person has the equity and commensurate basis. The outcome shown the tourism establishment for the accessibility, the conveyance and the supporting facilities are not bear for the disabled people. However, the policy for the accessibility and the conveyance system has been built up by the ministry of the public and works in Indonesia (1998), which the growth is very slow. The regulation and policy include the general accessibility and facilities which needed for the disabled people will reach the transit station and clear sign information every bus station substantially, disability equipments, room for the disabled people, and ramp instead of stairs. This has been promoting by the United Nations – Escap (1995) to aim the establishment models on particular building facilities to support the disabled person. For the instance, the stair should be modified and utilized the handrails on both sides, the width are 0,5 feet or less and the tread have to be more than one feet. To facilitate disabled person in conducting tourism or visits, it is essential to make a concept of tourism that is favorable to people with disabilities and the elderly (Sulistiyadi, Wening and Herawan 2019). According to the Ministry of Social Affairs, as many as 21.84 million and 8.56 percent registered as disabled population. The data was taken from the 2015 Intercensal Population Survey. While the Central Statistics Agency or BPS recorded that the amount of elderly in Indonesia by percentage has reached 9.27 per cent or achieved 24.49 million in 2018.

The tourism for people in needs and the elderly requires a variety of services comes from all elements. To serve the diverse and complex needs of tourists, it is necessary to have a stock of basic facilities, supporting facilities, and complementary facilities to support tourism activities. The concept of tourism that is favorable to disabled person and the elderly is an absolute thing to be highly expected by those with disabilities and the elderly because public facilities are still considered to be very insignificant and concerned with their needs nowadays. The development of tourism that is favorable to people with disabilities and the elderly is certainly related to how to improve the quality of services provided by the tourist attraction provider.

#### 4. Challenges and Open Problems

When developing Accessible Tourism, several obstacles can certainly inhibit the efforts to fulfil the rights of tourists with disabilities and elderly tourists. It's based on our awareness, *i.e.* the parties involve for the accessibility establishment and sustainable tourism. Those parties refer to the public that aware with disabilities and elderly, private parties, and government that is responsible for embracing all citizens, including disabled people and seniors, who are often marginalized by social structures and tend not to contribute to social involvement. Concerning policy, Portales (2015) emphasizes that the governments have to ensure cooperation between stakeholders.

In future issues, the Accessibility establishment in Tourism may require more costs further than the development of tourism in general. This kind of matter is happened due to the particular facilities that should be available to support the needs of disabilities and elderly tourist. In this time, the public paradigm in economic activities is still concerned with nominal rather than the value itself. It means, economic agents often doubt how much the profit is gained without being aware of the efforts that should be made. As we know, the addition of particular facilities requires a lot of attention from various parties. Realizing Accessible Tourism cannot be done by private tourist developer and governments only. However, it also needs attention and behavior from the public that related to each other in improving services to tourist with disabilities and elderly tourist.

This is also related to the fulfilment of the rights of tourists in needs as well as elderly tourists that accordance with the results of the United Nations Convention on the Rights of Persons with Disabilities (CRPD) and Law of The Republic Indonesia No.8/2016 Concerning Disabilities Within. Elderly tourists are categorized as part of tourists with disabilities because elderly tourists often need special attention and experience difficulties in travelling, especially using general tourist facilities. Tourists with this category should have participated in travelling. Kim, Woo, and Uysal (2015) emphasize the bigger we join for the complicity, the bigger value and conviction will be grown (Sulistiyadi, Wening, and Herawan 2019). It's our responsibility for presenting tourism that can be reached by tourists with disabilities and elderly tourists (Blichfeldt and Nicolaisen 2011). This aim not only the involvement and existence they will received, but also increased they care and confidence

As the resolution of the research and the case studies in the paper, we created several scenarios as planning and design concept that can be done by related parties in the framework of developing Accessible Tourism, following several studies that related with the case studies; (Fundeanu 2015; Portales 2015; Rodrigues

et al. 2016; Boxall, J. Nyanjom, and J. Slaven 2018; Alexis 2017; Cocco and Brogna 2018; Kalargyrou, Barber, and Kuo 2018). The concept of developing and provide facilities in tourist attractions:

**a. Hotel and lodging based on sharing economy**

1. Appropriate track for wheelchair travelers
2. Appropriate Path for the blind,
3. Hotel room for disabled travelers with typical bathroom and toilet for wheelchair travelers,
4. The handrail along the hotel aisle,
5. Special lift for tourists with disabilities and elderly tourists,
6. Particular services/hotel staff trained in accessible tourism services.

**b. Tourist attractions**

1. Appropriate track for wheelchair travelers,
2. Appropriate track for the blind,
3. Automatic monitor and censor that integrated with sound; this voice can provide information for tourist with vision impairment
4. Well-trained guides to serve disabled tourists. The guides will lead travelers into the form of groups. The group can be from the initial troupe during the trip or formed while in a tourist attraction,
5. Handrail for elderly travelers on necessary lane or road,
6. Vehicles that can be rented to explore attractions. It can be used for elderly tourists, wheelchair-bound tourists or walking disorders, and parents who bring children.

**c. Accessible tourism that integrated into technology**

The use of a digital platform to facilitate tourists, as well as to access information or if the tourists need distinct services and facilities. When entering a particular area of a hotel and tourist attractions, tourists automatically get information in the electronic device used. This information is used by tourists to find out which path to take (whether it is accessible or not), place that sell foods that needed by tourists (for people with disabilities of certain categories, they can't consume certain food ingredients), and educative information in certain tourist attractions (people with disabilities of certain categories require providing different information). When travelling, tourists with disabilities tend to invite one or more to look after them like guards or family. It can also make it easier to use technology for tourists with disabilities and their caretakers. However, if under a certain condition there are tourists with disabilities and elderly tourists whose travel on their own, technology should be designed as well so that its function can connect with the subject, which is to facilitate tourist activities.

**d. Human resources**

Realizing good hospitality must be supported by good human resources. Those human resources are anyone who contributes to providing Accessible Tourism before tourism activities were held, during tourism activities, and post-tourism activities. Something matters that should be considered in this respect are moral awareness and consciousness on the value that being fought and carried out, *i.e.* Accessible Tourism for people with disabilities. Thus, the principle used to provide Accessible Tourism is in the vein of everyone that involves.

The disabled person and the elderly often took tourism activities as an escape from their daily activities. They become an object of treatment every day and can't be able to go anywhere because of several barriers in their environment. Therefore, travelling has become something important to them. They took a journey to travel in an attempt to meet their sense to be well-being, the quality of life, and life satisfaction as well. The convenience and conviction are precious for the disabled person enjoy the travels (Burnett and Baker 2001). The disabled person aspire to take part in activities on what common people usually do. Hence, the provider of Accessible Tourism should be rendered and align shots of opportunities for them through human resources and good services.

Good services in all of the tourism fields for tourists with disabilities is a pattern of responsibility to fulfil the rights of people with disabilities as an obligation for anyone where took as a harborage, for instance, the State. In this regard, not only the country that responsible on anything matter but also all of us should be the advocates for Accessible Tourism accomplishment that is responsible and encourages moral value, *i.e.* the rights for people with disabilities. The hospitality received by disabled tourists and elderly tourists is a concrete form of good human resources with an insight into accessible tourism. If disabled tourists feel more at home, they will likely develop feelings of place identity and be inclined to take more holidays (Cristoforetti, Gennai and Rodeschini 2011). The accessibilities for travels are the main primary rights for people in needs and their family member (Sanmargaraja and Wee 2015).

An important aspect of performing human resources for accessible tourism is how to serve tourists with disabilities, how to treat tourists with disabilities and elderly tourists with respect and provide for those in need patiently. This couldn't be accomplished spontaneously but it should begin from advancing righteous character for everyone who's committed to it, *i.e.* government, private sector, and staff who serve the tourists in hotel, restaurant, attraction, and another supporting facility. The human resources development with the regards of Accessible Tourism can be inaugurated from appropriate education, such as training and education curriculum at university and vocational pedagogy.

Appropriate forms of service are also needed to achieve a tangible Accessible Tourism. Services should be given out by experienced staff both well-trained workers and also experienced workers from special education and training as well. The staff has been certified to serve tourists with disabilities and elderly tourists. As an insight, to become an expert on certain services they must be able to overcome what might be the obstacles during their work such as emotional, psychological factors, a particular approach for tourists (for instance, mastering sign language for tourist with hearing impairment), and good counselling skills. In the research that has been conducted by Gondos and Narai (2019), they stressed out that the accessibilities convenience not only the people in needs physically have to be considered but the people with the deficiency also need to be treat similar. For the instance, a person with blind visually supposed to have the sign in the sidewalk street (*e.g.* a guide bar), and signal light sounds, readable, menu and tactical attraction. Another case if the person in needs like the deaf and hearing problem, should appeal the picture and draw attention for strong visual infection, the necessary information with the help of an induction loop/amplifier.

## Conclusion

The Accessibility establishment became new concepts in tourism that intends to render the rights for tourist with disabilities and the elderly to travelling. The government, private sector, public, and those who contribute to the Accessibility establishment in Tourism are expected to comprehensively aware of people with disabilities and the elderly. Actualizing the Accessibility establishment as a form of care to tourists with disabilities and elderly tourists to fulfil their rights to travel.

The accessibility establishment in Tourism requires a lot of regard of support, primarily in the economic subject, that is because in the matter of the accessibility establishment in Tourism the construction of particular facilities for tourists with disabilities and elderly tourists require a large cost. Thus, to develop particular facilities for people with disabilities and the elderly need cooperation between government, private sector, and public.

Asides from providing facilities that can promote the needs of tourist with disabilities and elderly tourists, the utilisation of technology in Accessible Tourism is essential to facilitate tourists in obtaining all information that can be used respectively for tourists with disabilities and elderly tourists. Meanwhile, human resources are also a major aspect in the accessibility establishment Tourism. In this regard, it required people who comprehend and responded the disabled person and elderly tourists' necessity. Hence, the best services for the disabled person and elderly could be presented.

There are still many problems related to implementing tourism facilities in an attempt to fulfil the needs of the disabled person and elderly tourists in Indonesia nowadays. In this regard, the concept of tourism is only designed for normal people and young people during this time, it causes people in needs and the elderly to become rarely to take a journey on travelling. Tourism for tourist with disabilities and the elderly requires a variety of services from all elements. To serve the diverse and complex needs of tourists, it's necessary to have basic facilities, supporting facilities, and complementary facilities to support tourism activities.

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