



# Accessibility of Surabaya Museum for Visitors with Physical Disabilities

Upik Dyah Eka Noviyanti<sup>1</sup>(✉) and Ismet Hadi<sup>2</sup>

<sup>1</sup> Tourism Study Program, Faculty of Vocational Studies, Universitas Airlangga, Surabaya, Indonesia

upikdyah@vokasi.unair.ac.id

<sup>2</sup> Law Study Program, Universitas Muhammadiyah Gorontalo, Gorontalo, Indonesia

**Abstract.** Museums as historical tourist destinations are required to provide facilities that are accessible by non-disabled as well as special needs or disabled tourists. Generally, tourists with disabilities are often neglected and receive little attention, particularly during the COVID-19 pandemic. Therefore, this research was conducted to identify the accessible facilities for visitors with physical disabilities at the Surabaya Museum, which is presently a popular tourist destination. Data were obtained through observation and interviews to determine the need for facilities and accessibility for people with physical disabilities at the Surabaya Museum. The results showed that the facilities required by people with physical disabilities include ramps, lifts, special toilets, stairs with handrails, special parking spaces, and wheelchairs, and the lack of these amenities has limited their access to the museum. Consequently, the research findings are expected to serve as recommendations to stakeholders and improve accessibility for all visitors and tourists with physical disabilities to enjoy the various attractions in the museum.

**Keywords:** Accessibility · Disability · Museum

## 1 Introduction

The existence of persons with disabilities is not adequately recognized in the tourism industry, as their need for travel activities is often ignored. The inadequacy of the tourism industry is visible in the lack of information, transportation, accommodation, attractions, infrastructure, and services for this group [1]. Their physical and mental limitations are regarded as unnecessary for tourism activities. They are also deemed incapable or even unfit to support tourism development. This has prevented the majority of destinations and attractions from providing friendly facilities for disabled tourists.

Presently, the concepts of barrier-free and accessible tourism are developing. Accessible tourism is easily and independently accessible and universally designed for people with special needs related to mobility, vision, hearing, and cognition [2]. Meanwhile, barrier-free tourism is the concept of tourism development that intends to provide facilities and services to tourists with normal physical and mental conditions, alongside persons with disabilities or different abilities. Tourism should be barrier-free, which is a concept of educational tourism that anyone, including those with disabilities, can enjoy.

Barrier-free tourism encompasses all who can enjoy tourism, namely people with regular as well as limited physical and psychological conditions. This concept ensures the disabled can enjoy tourism activities without any hindrances caused by their physical and mental deficiencies. They can also enjoy information conveyed by the tour manager. Therefore, the right to travel for persons with disabilities should be fulfilled [3].

Surabaya Tourism development continues to experience an increase, signified by the number of tourist visits to the city. The 2008–2013 data from Surabaya City BPS indicates a growth in the number of foreign and domestic tourists. The foreign tourist visits from 2008 to 2013 were 137,274, 154,866, 168,804, 279,230, 323,037 and 350,017, while the domestic visits totalled 7,017,011, 7,230,202, 7,544,997, 9,194,116, 9,561,881 and 11,122,194 (BPS Surabaya City, 2014). Consequently, the high number of visitors with disabilities should become a specific market concern in tourism. The limitations of this group, particularly physical constraints, may hamper various activities, including recreation. However, the recreation needs of the disabled must be met, and their obstacles in traveling, such as destination, accommodation, and information accessibility, should be addressed.

Meanwhile, the Indonesian government has established many protective laws and regulations to fulfil the rights of disabled people. This includes the tourism sector, which is regulated by Law Number 10 of 2009. The Act states that the State has guaranteed the right to travel for all people, including the disabled. Although the tour rights also include comfort and affordability for disabled tourists, equality for persons with disabilities has not been fully achieved [4].

The government failed to incorporate inclusive tourism in the National Tourism Development Plan Year 2010–2025. The Special Allocation Funds were assigned to improve the accessibility and quality of tourist sites through the facility and infrastructural developments without considering the needs and access of people with disabilities. This group has the right to enjoy access to tourist sites, though their rights have been hindered by infrastructure and social inhibitors [5].

Despite being a tourist destination, the facilities and services of museums are generally inaccessible, particularly to tourists with disabilities. This is the reality in the Surabaya Museum, one of the leading tourist attractions in Surabaya City. Therefore, this research attempted to describe the facilities and accessibility provided by Surabaya Museum for tourists with physical disabilities.

There is very little research related to tourism and people with disabilities in Indonesia. Hence, this research is one of the contributions to the development of Social Tourism in Indonesia. The inclusion of data and direct interviews with people with disabilities concerning their views on the accessibility of the Museum as a tourist center was a novelty.

## 2 Literature Review

### 2.1 Accessibility of Persons with Disabilities

Accessibility is a significant factor that determines the convenience of reaching a destination. It includes transportation, safe and comfortable visitor routes, as well as complete and adequate information. The term is often used to describe the ease experienced by

people with disabilities in achieving a goal. The provision of accessibility can be physical and non-physical, including public facilities, infrastructure, and information needed to obtain equal opportunities with non-disabled persons in various aspects of life. It is also intended to support the mobility and independence of people with disabilities.

According to the Spanish ONCE Foundation, accessibility is a form of providing services for persons with disabilities at tourist sites. This comprises special parking locations, directions, easily understood information, such as symbols and written or audio instructions, elevators for the disabled, public telephones, toilet with ramp, stable prices, affordable cuisine, assisting officers, and notable routes [6]. The needs of travelers with disabilities include accessibility to attractions, sources of information, and transportation. Information about an attraction is needed to ensure these persons are armed with sufficient facts before visiting a tourist destination [7].

The completeness of the available facilities in this Museum is assessed based on the Minister of Public Works Regulation No. 30 of 2006 concerning Technical Guidelines for Facilities and Accessibility in Buildings and the Environment. It includes the principles of safety, convenience, usability, and independence. Meanwhile, the indicators of completeness refer to several facilities, namely the basic size of the rooms, pedestrian paths, guiding tracks, parking areas, doors, ramps, stairs, elevators, lifts, toilets, showers, sinks, telephones, control equipment, tools, furniture, signs, and marks.

Generally, a person with a disability is someone who experiences barriers to interacting with the environment due to physical, mental, intellectual, or sensory limitations [8]. Another understanding is that this group consists of vulnerable people, such as pregnant women and children, as well as victims of natural and social disasters. People with disabilities require varying special facilities to support their independence when traveling based on their condition [9]. Therefore, this research focused on people with physical disabilities.

## 2.2 Museum Accessibility for Persons with Disabilities

A museum is a tourist attraction with a cultural and historical basis. Cultural resources that can be developed into tourist attractions include historical buildings, museums, monuments, contemporary sculpture, architecture, crafts, art performances, religious relics, ways of life, activities, and historical modes of travel and transportation, which are designed to create a unique and culinary community for visitors [9]. According to UNWTO [10], accessibility standards in a tourist destination are parking areas, signage, horizontal and vertical movement, and public hygiene facilities. According to Atiningsih [11], a special parking area should be dedicated to vehicles carrying tourists with disabilities. The width of the parking lot must be more comprehensive on the door side to allow tourists with disabilities, particularly wheelchair users, freely exit the vehicle.

Meanwhile, barrier-free tourism is a concept of educational tourism that all people, including the disabled, can enjoy. This concept encompasses people with regular as well as limited physical and psychological conditions [3]. As a result, the disabled can participate in tour activities with little hindrance from their physical or mental deficiencies. They can also receive the information conveyed by the managers of tourist attractions like other visitors. Hence, the parties in charge should fulfill the right to travel for the disabled and ensure their discomforts are eliminated.

Accessible or inclusive tourism refers to actions involving disabled tourists and their relation to sustainable tourism. Some countries have taken this step seriously by referring to this concept as tourism for all. Accessible tourism is defined as a form of tourism that involves a collaborative process between stakeholders to enable people with special needs in the mobility, vision, hearing, and cognitive dimensions to act independently and with equality and dignity through the provision of products, services, and a universally designed tourism environment [1].

Meanwhile, social tourism offers a tourism experience to people who are 'excluded' from access due to specific problems that affect participation, such as economic and health factors [12]. This concept is aimed at fighting the inequality and exclusion of groups in society with different social, economic, and cultural backgrounds.

Accessible or social tourism for disabled groups can be implemented in all components of the tourism sector, such as travel agencies, accommodation, transportation, destinations, and information centers [13]. These destinations should provide services to support disabled tourists. In addition, staff working on tourist objects and attractions must be trained and ready to handle various matters affecting tourists with disabilities and assist in ensuring they achieve a positive tourist experience. Destinations can also provide ample parking spaces to allow for movement, along with accessible toilets and special lanes for wheelchair users and blind people.

Indonesia regulates Tourism Activities via Law Number 10 of 2009, which stipulates that the State has guaranteed the right to travel for all people, including the disabled to ensure they have the same right to travel. This right encompasses the comfort and affordability of special facilities. A comfortable tourist attraction for the disabled requires special facilities. This can be achieved by adhering to Minister of Public Works Regulation No. 30 of 2016 concerning Technical Guidelines for Facilities and Accessibility in Buildings and the Environment. The minimum mentioned facilities include the room size, pedestrian and guiding paths, parking areas, doors, ramps, stairs, lifts, toilets, showers, sinks, telephones, equipment and control tools, furniture, signs, and markings [14]. The existence of these rules is an opportunity to fulfill the rights of persons with disabilities when traveling, particularly to museums. Therefore, this research explored the facilities needed by visitors with physical disabilities at every tourist attraction using Surabaya Museum as a case.

### 3 Methods

This research collected data related to the need for facilities and accessibility of the Surabaya Museum by people with physical disabilities through observation and interview techniques. Observations were made by visiting and examining various facilities at the Surabaya Museum. Meanwhile, personal and face-to-face interviews were conducted with the manager as well as visitors with physical disabilities at the Surabaya Museum.

The interviews are semi-structured, where a writer primarily directs and focuses on the topic of discussion and the flow of data to be explored is somewhat controlled. Also, the facilities and accessibility to Surabaya Museum by people with physical disabilities were assessed based on the Regulation of the Minister of Public Works Number 30 of 2006 concerning Technical Guidelines for Facilities and Accessibility in Buildings and



**Fig. 1.** Basic Concept of Space (Primary Data, 2019)

the Environment. The data collected from March to July 2019 were classified according to these two categories. An appropriate descriptive analysis of data was conducted to describe the use, composition, and efficiency of the working groups [15]. Meanwhile, the Surabaya Museum is designed to provide information about the history of Surabaya City. It is located in the Siola building, which also functions as a public service office for the City government.

## **4 Results and Discussion**

### **4.1 Facilities Provided for Persons with Physical Disabilities at the Surabaya Museum**

The Surabaya Museum management has not fully implemented the Barrier-Free Tourism concept. An establishment is considered disability-friendly when the available facilities support the needs of all types of persons with disabilities, thereby enabling them to feel the same way as other visitors. Also, such persons should be able to visit a destination alone and enjoy the services offered. Based on observations, the facilities provided for people with physical disabilities at Surabaya Museum are as follows:

#### **4.1.1 Basic Concepts of Space**

According to applicable regulations, Surabaya Museum has a basic room size. A three-dimensional space encompasses length, width, and height and refers to the size of the human body, the equipment used, and the space needed to accommodate the user's movement. The basic room size of the Surabaya Museum is accessible by wheelchair users (Fig. 1).



**Fig. 2.** Ramp (Primary Data, 2019)

#### **4.1.2 Ramp**

A ramp consists of a standard slope of 5 degrees that provides a passage to people with physical disabilities, irrespective of their use of a wheelchair. Surabaya Museum has two sufficiently wide ramps on the front and side entrance. Due to the steep slope, wheelchair users may need the help of others to access the museum area or require extra energy. On the right and left sides of the ramp, there are handrails or vine handles that are comfortable to grip (Fig. 2).

#### **4.1.3 The Stairs**

The entrance stairs to Surabaya Museum, located in the Siola Building, are closely located to the ramp used by wheelchair users. The stairs have a publicly accessible path that can also be used by people with physical disabilities. There are four sets of stairs at the museum, with two each on the side and the entrance of the Siola Building. Although the material used is not slippery in the dry season, it can become so during the rainy season, as there is no anti-slip material at each end of the stairs (Fig. 3).

#### **4.1.4 Lift**

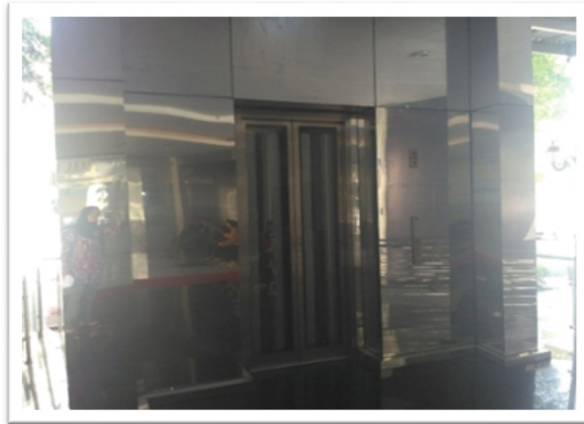
The museum provides an elevator for visitors with physical disabilities. The existing elevator can be used to access the museum as well as the Siola Building, which is a public service building in Surabaya City (Fig. 4).

#### **4.1.5 Toilet**

Surabaya Museum provides two female and male toilets, each of which provides facilities for visitors with and without special needs or physical disabilities. The condition of the toilet is spacious enough to allow manoeuvring by wheelchair users. It is also equipped



**Fig. 3.** The Stairs (Primary Data, 2019)



**Fig. 4.** Lift (Primary Data, 2019)

with door handles and handrails to enable movement from a wheelchair to a toilet or vice versa. In addition, the toilet door has a symbol that signifies usability by people with disabilities (Fig. 5).

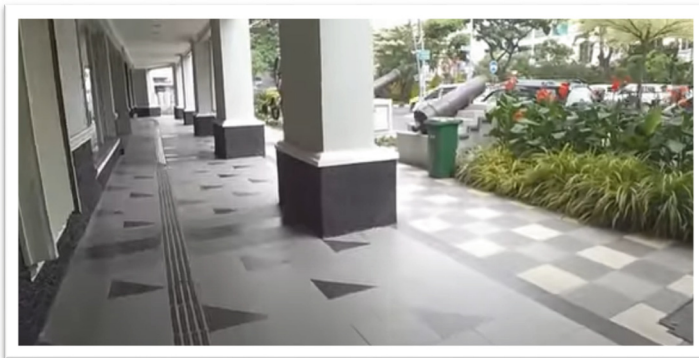
#### **4.1.6 Pedestrian Path**

The pedestrian path at the Surabaya Museum has a stable surface that is protected from rain by a roof. It is located in the museum beside Siola Building. Although the path should have a safety edge like a wheel stop for wheelchair users, it is not yet available in the pedestrian area at the museum (Fig. 6).





**Fig. 5.** Toilet (Primary Data, 2019)



**Fig. 6.** Pedestrian Path (Primary Data, 2019)

#### **4.1.7 Communication and Information Facilities**

The museum has an information center intended for all visitors located at the entrance before the collection room (Fig. 7).

#### **4.1.8 Door**

The Surabaya Museum meets the accessibility standard, as it has a door that is easy to open and close for persons with disabilities. The door also has an appropriate width that allows the passage of wheelchair users (Fig. 8).





**Fig. 7.** Communication and Information Facilities (Primary Data, 2019)



**Fig. 8.** Door (Primary data, 2019)

Besides the facilities available at the Surabaya Museum, several other amenities need to be added or improved to enhance accessibility for visitors with physical disabilities. These are:

#### **4.1.9 Parking Space for People with Physical Disabilities.**

Surabaya Museum lacks a special parking area for people with disabilities. Presently, the existing facility is still combined with the parking for non-disabled visitors. This creates challenges for people with physical disabilities while parking their vehicles, which are usually specially designed and require a large and particular parking space (Fig. 9).



**Fig. 9.** Parking area (Primary Data, 2019)

#### **4.1.10 Washbasin**

Surabaya Museum has not provided a wash basin for visitors to wash their hands, faces, or mouths. The installation should preclude the splashing of water around the sink, on users, and on the floor. Also, the height must be considered for all visitors, including those without special needs as well as wheelchair users.

#### **4.1.11 Signs and Markings**

Some signs at Surabaya Museum convey the rules of the establishment. These include an appeal for visitors to avoid smoking, littering, and touching the collections. Although several signs are intended for people with physical disabilities, there is only one special symbol present in the museum, which is in the toilet. Some facilities, such as elevators, parking, and other facilities, also require unique signs for these persons.

### **4.2 The Need for Facilities for People with Physical Disabilities When Visiting the Surabaya Museum**

Traveling is the right of everyone, including persons with disabilities. Research has shown that people with disabilities have the same desire and need to participate as other non-disabled people. The need for relaxation, cognition, self-realization or actualization, and the improvement of physical/mental health and condition can be fulfilled through tourism and recreational activities [16]. However, these efforts are often hindered by architectural, ecological, transportation, policy, communication, and information factors [16, 17].

Inconvenience and the inability of persons with disabilities to enjoy tourist attractions are caused by a) intrinsic barriers or limitations; b) environmental barriers originating from existing facilities at tourism sites; and c) interactive barriers, including the lack

of facilities to enable communication [11]. Disability can prevent the attainment of information and knowledge conveyed in a tourist spot. Discomfort can also lead to reluctance to return to the tourist site due to reduced willingness and the lack of special facilities.

Interviews of persons with physical disabilities were conducted to identify and understand the special facilities needed to enjoy tourist attractions. It also highlighted the opinions and desires appropriate to the needs of the disabled while traveling.

According to the interview results, the facilities needed include ramps, elevators, special toilets, handrails, special parking, and wheelchairs. This was communicated by several physically disabled who often visited the various tourist attractions in Surabaya.

*“As far as I know, there are still many disability-unfriendly tourist attractions in Surabaya, even Indonesia. There are few facilities devoted to serving visitors with disabilities. Although we are physically challenged, our needs for facilities and services are similar to non-disabled people. My physical challenges are limited to only one body part, my legs. Visitors with disabilities need wheelchairs and a tour. However, only a few museums in this region provide wheelchair facilities for disabled visitors, and this does not include Surabaya Museum” (TS, 2020).*

*“In fact, Surabaya has no perfectly tourist-friendly place for people with disabilities. Many attractions like Surabaya Museum lack toilets that persons with physical disabilities can access, their sizes are relatively narrow, and are without special signs” (F, 2020).*

Some facilities intended for visitors can indeed be found in museums, such as ramps and lifts. A ramp is a sloping lane designated for a disabled person who uses a wheelchair. It is essential for the physically disabled because it eliminates the challenge of reaching higher places.

*“For wheelchair users like me, the ramp to reach higher places like in the Surabaya Museum is the most sought-after facility. Although there is a ramp, it is either very steep or has a poorly sloping road, which is difficult for wheelchair users to use” (N, 2020).*

*“The existence of elevators is very much needed by people with physical disabilities. However, many buildings, tourist attractions, and museums lack elevator facilities, particularly for wheelchair users. In Surabaya Museum, no elevator can be explicitly used by the disabled, as the service is still mixed with that of other non-disabled visitors” (TS, 2020).*

Based on the interviews, special facilities for visitors with physical disabilities are needed when visiting tourist attractions, particularly the Surabaya Museum. The existence of facilities, such as wheelchairs, lifts, and ramps are required to allow such visitors to enjoy the museum like non-disabled visitors.

Meanwhile, other facilities needed at the museum for people with physical disabilities are toilets, parking lots, signage, and flat pedestrian paths.

*“Although all tourist destinations and museums have toilets, this facility is rarely explicitly designed for the disabled. The existing toilets are narrow, without handles or special amenities” (N, 2020).*

*“We also need special parking. Using a car requires lowering the wheelchair, which is challenging for spaces mixed with other public vehicles. Parking space should be provided for the disabled and made distinct through signs to ensure the space is not used by non-disabled” (F, 2020)*

The interviews show that the museum is yet to provide some facilities for people with physical disabilities. This is because such persons are not regarded as market or visitors that require more attention. Since many facilities have not been prepared, people with physical disabilities are reluctant to visit the museum.

Providing the facilities needed by persons with physical disabilities, such as ramps, toilets, and wheelchairs, enhance their enjoyment of the museum and increase their tendency to return. Complete physical and non-physical facilities will reduce their discomfort and inability, particularly in dealing with environmental obstacles.

### **4.3 Accessibility of Surabaya Museum by People with Physical Disabilities**

Accessibility is the convenience provided for everyone, including those with special needs and the elderly, to realize equal opportunities in all aspects of life and livelihood. There are two types of accessibility, namely non-physical and physical. Non-physical accessibility is the convenience for all people to enter and use a system. Conversely, physical accessibility allows entry into and exit from a building.

The completeness of the facilities available in museums is assessed using the Minister of Public Works Regulation No. 30 of 2006 concerning Technical Guidelines for Facilities and Accessibility in Buildings and the Environment. This is dependent on the presence of 13 indicators, namely the basic concept of space, pedestrian path, parking area, guide path, door, ramps, stairs, elevator, toilet, shower, sink, furniture, signs, and markings [14].

Based on the observations above, Surabaya Museum cannot be described as a disability-friendly establishment. The facilities available for people with physical disabilities at Surabaya Museum are listed below (Table 1).

This research revealed that Surabaya Museum has 9 out of the 11 standard facilities that should be available and accessible to people with physical disabilities. However, 4 of the 9 available facilities do not meet the standards. They are the ramps, which are too steep for wheelchair users, the absence of signs and markings for people with physical disabilities, the slippery stairs, which can cause the disabled to fall, and the lack of special elevators.

Based on the results of interviews conducted with the management of Surabaya Museum, the establishment does not meet the accessibility standards of buildings for visitors with disabilities.

*“Because Surabaya Museum is located inside the Siola Building, a public service structure, the facilities are shared by visitors of both establishments. These include guiding blocks, elevators, disabled-friendly stairs, special accessible toilets, and*

**Table 1.** Availability of Facilities for Persons with Physical Disabilities at Surabaya Museum

Facility	Available	Condition
<b>Basic Concept of Space</b>	Available	Meets the Standard
<b>Ramp</b>	Available	Does not meet the standard
<b>Stairs</b>	Available	Does not meet the standard
<b>Lift</b>	Available	Does not meet the standard
<b>Toilet</b>	Available	Meets the Standard
<b>Pedestrian Path</b>	Available	Meets the Standard
<b>Communication &amp; Information Facilities</b>	Available	Meet the Standard
<b>Door</b>	Available	Meets the Standard
<b>Parking Area</b>	Not available	Does not meet the standard
<b>Washbasin</b>	Not available	Does not meet the standard
<b>Signs and Markings</b>	Available	Does not meet the standard

Source: (Processed Data, 2020)

*ramps, which can be accessed by visitors of the Siola building and the Surabaya Museum” (LR, 2020)*

Besides the physical facilities, non-physical services, such as special guides, have not yet been fully provided by Surabaya Museum, which is owned by the Surabaya City government.

*“There are no special services intended for disabled visitors. The museum visitors use a wheelchair provided at the entrance of this Siola Building, as well as the existing guiding blocks” (LR, 2019).*

*“A guide that specifically serves disabled visitors is not yet available. There are currently four guides, who alternate between day and night shifts. Usually, most visitors with disabilities who come to the Surabaya Museum use wheelchairs” (LR, 2020).*

The provision of physical facilities and non-physical services in Surabaya Museum is very much needed by visitors with physical disabilities. Few people with physical disabilities come to the Surabaya Museum because the facilities cannot meet their needs. Therefore, the museum management must further improve the facilities of the establishment to ensure the museum can become more accessible for everyone and realize the concept of Barrier-free tourism.

## 5 Conclusion

From the research results, the facilities needed by persons with physical disabilities include ramps, elevators, special toilets, stairs with handrails, special parking, and

wheelchairs. The absence of adequate facilities in several tourist spots prevents access to Surabaya Museum by people with physical disabilities. Therefore, the findings in this research are expected to provide advice to stakeholders and increase accessibility for all visitors and tourists with disabilities to enjoy various attractions in the museum.

Future research is expected to focus on people with physical and other forms of disabilities. Also, future research can explore the use and enjoy museum attractions by visitors with disabilities as well as examine the supporting factors and elements in order to provide a more significant experience. This knowledge is critical to ensuring the social sustainability of diverse communities.

**Acknowledgments.** The authors are grateful to the Faculty of Vocational Studies, Universitas Airlangga, and the managers of Surabaya Museum for providing an opportunity to conduct this research.

**Authors' Contributions.** All authors contributed equally to this work as well as read and agreed to the published version of the manuscript.

## References

1. Buhalis, D., & Darcy, S. (2011). Accessible Tourism: Concepts and Issues. <https://doi.org/10.1080/21568316.2011.603886>
2. Darcy, S., & Dickson, T. 2009. A Whole-Of-Life-Approach To Tourism: The Case For Accessible Tourism Experiences, *Journal of Hospitality and Tourism Management*, 16(1), 32-44
3. F Handoyo, AN Sholihah, A Novitasriasari, AF Hani, QP Firdausa, H Rahayuningsih, "Paket Wisata Bagi Difabel Di Yogyakarta" *Jurnal Pariwisata Terapan* Volume 1 No 2 2017
4. -----2009. Undang-Undang No 10 Tahun 2009 tentang Kepariwisata Jakarta: Sekretariat Kabinet
5. Bindu, V.T & Devi, M Accessible Tourism: Determinants and Constraint; A Demand-Side Perspective, *IOSR Journal of Business and Management (IOSR-JBM)*, Volume 18, Issue 9. Ver. I (Sep. 2016), PP 01-08 <http://dx.doi.org/https://doi.org/10.9790/487X-1809010108>
6. Anurogo, Baskoro, 2014. Studi Aksesibilitas Kawasan Wisata Candi Prambanan Bagi Difabel Paraplegia, *Jurnal Penelitian*, Volume 18, No1 Hal 49–55
7. Kusumaningrum, Haritsa, 2012. "Aksesibilitas Untuk Pengunjung Difabel di Obyek Wisata Museum Benteng Vrederberg, Tesis tidak dipublikasikan, S2 Magister Kajian Pariwisata, UGM
8. Pusat Studi dan Layanan Disabilitas Universitas Brawijaya. 2014. Buku panduan aksesibilitas layanan 2014, Malang: Penerbit PSLD.
9. Rosyidie, Arief (2011) Pola Rekreasi Anak Berkebutuhan Khusus (ABK) Di Kota Bandung" *Jurnal Perencanaan Wilayah dan Kota*, Vol 22 No 3, Desember 2011, hal 245–258)
10. UNWTO, 2016 Accessible Tourism for All: An Opportunity within Our Reach: World Tourism Organization UNWTO, downloaded 20 September 2019, <http://www.unwto.org/publication/accessible-tourism-all-opportunity-within-our-reach>
11. Atiningsih, Larasti, Rahayu, et all (2015) Studi Kelayakan Candi Prambanan Sebagai Destinasi Wisata Yang Ramah Bagi Penyandang Difabel, Yogyakarta, Laporan PKM, Tidak dipublikasikan

12. Pagan, R. (2012). Time allocation in tourism for people with disabilities. *Annals of Tourism Research*, 39, 1514–1537. <https://doi.org/10.1016/j.annals.2012.04.005>
13. Popiel, M. (2016). Tourism Market, Disability and Inequality: Problems and Solutions. *Acta academica karviniensia*, 16, 25–36. <https://doi.org/10.25142/aak.2016.022>
14. Peraturan Menteri Pekerjaan Umum dan Perumahan Rakyat Nomor: 30 PRT/M/2006 Tahun 2006 tentang Pedoman Teknis Fasilitas Dan Aksesibilitas Pada Bangunan Gedung dan Lingkungan, 2006, Jakarta
15. Kothari, C. R. (2004). Research methodology: methods & techniques. Diambil dari <http://public.ebib.com/choice/publicfullrecord.aspx?p=431524>
16. Parker, K. (2001). Changing Attitudes Towards Persons with Disabilities in Asia. *Disability Studies Quarterly*, 21(4). <https://doi.org/10.18061/dsq.v21i4.322>
17. Stumbo, N. J., & Pegg, S. (2005). Travelers and Tourists with Disabilities: A Matter of Priorities and Loyalties [Text]. <https://doi.org/10.3727/154427205774791537>

**Open Access** This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

