The Mediating Role of Self-Efficacy in Travel Constraints and Intentions of People with Disabilities

Rahmat Priyanto[ID] and Ratih Hurriyati[2][ID]
Vanessa Gaffar[3][ID] Chairul Furqon[4][ID]

[1] STP Ars Internasional, Bandung, Indonesia
[1-4] Universitas Pendidikan Indonesia, Bandung, Indonesia
`rahmat.rmp@upi.edu`

Abstract.
This study investigates the role of self-efficacy in mediating the relationship between travel constraints and travel intention among people with disabilities. A quantitative research method was employed using F. Hayes' simple regression approach. Data collection was conducted through non-probability sampling techniques, targeting individuals with visual, hearing, physical, and speech impairments. A total of 100 respondents participated by completing questionnaires. The results indicate that travel constraints do not have a positive effect on self-efficacy and travel intention. However, self-efficacy has a positive effect on travel intention. Furthermore, the mediation analysis results show that self-efficacy does not mediate the effect of travel constraints on travel intention. These findings emphasize the importance of directly addressing travel barriers while fostering self-efficacy to enhance travel experiences. By reducing constraints and increasing confidence among people with disabilities, this study contributes to the development of more inclusive and accessible travel opportunities, ultimately promoting greater participation in tourism activities.
Keywords: Travel Constraints, Self-Efficacy, Travel Intention

1 Introduction

Participation of people with disabilities in Indonesia in tourism activities is still low [1]. People with disabilities in Indonesia face various challenges in various aspects of life, including their limited participation in various sectors such as the economy, education, health, public infrastructure, and tourism [2]. The potential of people with disabilities as a tourism market is very high; based on BPS data in 2023, the number of people with disabilities in Indonesia has a percentage of 8.5%, with a total of 22.97 million people. However, this potential is accompanied by constraints on the economic level of people with disabilities in Indonesia [3]. Common problems faced by people with disabilities in Indonesia include inadequate public facilities [4]. Research shows that people with disabilities have the same interest in traveling and experiencing tourism as other people, but they often face obstacles that hinder their desire to travel [5]. The tourism market for people with disabilities is large and lucrative, yet the tourism industry often overlooks the determinants of travel participation and travel experiences of people with disabilities [6].

Travel constraint factors can influence the interest in traveling for people with disabilities [7]. People with disabilities may face specific challenges when it comes to traveling, such as physical barriers, lack of accessible information, and attitudinal barriers from service providers [8]. These constraints can affect their decision-making process and their intention to travel. In the context of travel constraints and travel intentions,

the theory of leisure constraints [9] provides a framework for understanding the factors that inhibit individuals from engaging in travel activities, including structural, interpersonal, and intrapersonal constraints.

To analyze the relationship between travel constraints and travel intention, mediation through self-efficacy is considered an important context in research. Self-efficacy is an individual's belief in their ability to complete specific tasks or goals [10]. Research has indicated that self-efficacy can act as a mediator between various factors, such as constraint negotiation and conceptual self and travel intentions [11]. Individuals with high levels of self-efficacy are more likely to negotiate constraints effectively and show stronger intentions to engage in travel. Therefore, self-efficacy serves as an important psychological mechanism that mediates the relationship between constraints and intention [12]. By strengthening individuals' beliefs in their ability to overcome obstacles and make the right travel decisions, self-efficacy can positively influence travel intention, even in the face of external challenges and uncertainties [13]. Based on the research approach, the research framework can be seen in Figure 1.
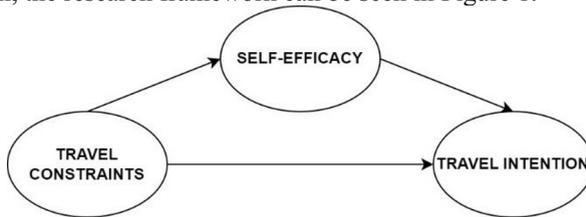

Fig.1. Research Model
Source: Authors' Work

Based on the research framework, the Determination of hypotheses in research is as follows:

1. Travel constraints do not affect travel intention
2. Self-efficacy affects travel intention
3. Self-efficacy mediated travel constraints effect on travel intention

2 Methods

This study tries to examine the effect of Travel Constraints on the Travel Intention of people with disabilities through the mediating variable of self-efficacy. The research method uses a quantitative approach to test the research hypothesis set. The travel constraints research questionnaire adapted research [7,14,15] with 17 questionnaire items based on the intrapersonal, interpersonal, and structural constraints hierarchy. The development of the self-efficacy questionnaire adapted to research [16] through 10 questionnaire items based on the magnitude, strength, and generality dimensions. Then, the travel intention questionnaire was adapted to research [17] with 10 questionnaire items. Measurement of questionnaire items using a 7 Likert scale. The research questionnaire includes questions regarding the characteristics of respondents based on the type of disability they have, their travel experience, and demographics. Research data was collected from 100 respondents with physical, visual, hearing, and speech disabilities. The data that has been collected is then tested using the simple mediation method through SPSS 24 Process V.42 F Hayes. The research hypothesis becomes a framework for explaining the entire research.

3 Result and Discussion

3.1. Respondent Characteristic

The characteristics of respondents in this study consisted of 79 men and 21 women. Then, the characteristics of the type of disability are 52 physical disabilities, 32 hearing disabilities, five speech disabilities, and nine visual disabilities. Respondents with age characteristics of 17-27 years were 78 people, aged 28-38 years were 12 people, aged 39-49 years were four people, and those aged> 50 years were six people. Characteristics based on marital status were 68 unmarried and 32 married. All research respondents have experience traveling.

3.2. Validity & Reliability Test Result

Validity Test Result

In the research validity test on 16 items of the travel constraints statement, as many as 12 were declared valid, and four were declared invalid. Then, the validity test on nine items of self-efficacy statements was all declared valid. In the validity test on nine items of the Travel Intention statement, as many as seven items were declared valid, and two were declared invalid.

Reliability test result

Table 1. Reliability Test Results

Variables	Cronbach Alpha	Criteria
Travel Constraints	0.727	acceptable reliability
Self-Efficacy	0.629	acceptable reliability
Travel Intention	0.674	acceptable reliability

Sources: Author's Work, 2024

The results of reliability testing on the three research variables show acceptable criteria.

3.3. Classical Assumption Test

1. Normality Test Result

    Testing the normality of research data using Kolmogorov-Smirnov shows a value of 0.200 greater than 0.05. Hence, the distribution of research data meets the criteria for normality of the specified research data.

2. Multicollinearity Test Result

    The results of the multicollinearity test showed that the Travel Constraints and Self Efficacy values had a Tolerance value of 0.910, both above the assessment threshold of 0.10. Then, the VIF Travel Constraints and Self Efficacy values of 1.035 have an assessment smaller than the maximum threshold of 10. So that multicollinearity testing meets the established criteria.

3. Heteroscedasticity Test Result

    The test results using the scatter plot approach show that the points are irregular and do not form a certain pattern. These conditions indicate that this study does not have heteroscedasticity.

3.4. Statistic Test Result

Hypothesis Testing Research to test self-efficacy as a mediating influence of travel constraints on the travel intention of people with disabilities. Statistical testing analysis using [simple mediation approach F Hayes using Macro V.42 on SPSS 24. The results of statistical testing can be seen in the following table:

Table 2. Mediation Analysis Results

Statistical Test	t	LLCI	ULCI
Effect of Travel Constraints on Travel Intention	-1.651	-0,058	0,005
Effect of Travel Constraints on Self-Efficacy	1.841	-0,005	0.0125
Effect of Self-Efficacy on Travel Intention	14,424	0,603	0,795
Effect of Travel Constraints on Travel Intention Through Self-Efficacy	0.042	-0.018	0.088

Sources: Author's Work, 2024

Based on the results of simple mediation testing regarding the effect of travel constraints on the travel intentions of people with disabilities, the t value is -1.651, with an LLCI of -0.058 and a ULCI of 0.005. The t value and LLCI do not meet the established criteria, indicating that travel constraints do not positively impact the travel intentions of people with disabilities. For the effect of travel constraints on self-efficacy, the t value is 1.841, with an LLCI of -0.005 and a ULCI of 0.0125. These values also fail to meet the criteria, suggesting that travel constraints do not positively impact self-efficacy. However, the test results for the effect of self-efficacy on travel intention show a t value of 14.424, with an LLCI of 0.603 and a ULCI of 0.795, meeting the established criteria and indicating that self-efficacy positively influences the travel intentions of people with disabilities. Lastly, the mediation effect of travel constraints on travel intention through self-efficacy obtained a t value of 0.042, with an LLCI of -0.018 and a ULCI of 0.088. These values do not meet the mediation criteria, so self-efficacy does not mediate the influence of travel constraints on the travel intentions of people with disabilities.

The study results show that travel constraints have a negative impact on the travel intention of people with disabilities. In line with some previous research literature [7,15], travel constraints are one of the factors that hinder the participation of people with disabilities in travel. The obstacles faced by people with disabilities in traveling for tourism are often different in nature and level of constraints compared to non-disabled people [18]. The hierarchical approach of leisure constraints is the need to overcome travel constraints in stages, starting from intrapersonal, interpersonal, and structural constraints [9]. To overcome intrapersonal constraints this can be achieved through organizing accessible environments and activities that encourage fun and social connections [19]. Focusing on these aspects can help reduce the dependence on people with disabilities, improve the perception of disability in society, and increase self-esteem, which can ultimately break the vicious cycle of 'powerlessness' experienced [20]. Then, to reduce interpersonal constraints, several approaches by improving information exchange and communication between governments, policy users, and employers are essential to improving accessibility [21]. Then, overcoming discriminatory behavior through legislative, policy, and societal changes is necessary to eliminate the daily interpersonal discrimination experienced [22]. Addressing structural constraints can be done by improving physical accessibility in tourist destinations, including transport, accommodation, and attractions, and ensuring that facilities are designed to accommodate different types of disabilities [23,24].

The study [26] revealed that in groups with low self-efficacy, travel constraints had a negative impact on travel intentions but also stimulated the use of constraint negotiation strategies, which then positively impacted travel intentions. Research findings [27] showed contradictory results. Although self-efficacy had a predictive effect on interest,

situational constraints did not significantly affect implementation intentions. This suggests that, in some cases, constraints may not significantly affect intentions and are not related to the level of self-efficacy.

4 Conclusion

Travel constraints do not positively affect self-efficacy and the travel intentions of people with disabilities. This indicates that the barriers faced by people with disabilities significantly hinder their desire and ability to travel. Self-efficacy positively influences travel intention. People with disabilities who have higher self-efficacy are more likely to intend to travel, suggesting that self-belief in overcoming obstacles plays a crucial role in their travel intentions. Self-efficacy does not mediate the effect of travel constraints on travel intention. This means that while self-efficacy directly affects travel intentions, it does not significantly alter the negative impact of travel constraints on the intention to travel. The study concludes that addressing travel barriers directly and fostering self-efficacy are essential to improving travel experiences and encouraging travel among people with disabilities. This contributes to more inclusive and accessible travel opportunities, aligning with the broader goals of enhancing accessibility and inclusiveness in the tourism sector

5 Reference

1. Reindrawati DY, Noviyanti UDE, Young T. Tourism Experiences of People with Disabilities: Voices from Indonesia. Sustain. 2022;14.
2. Huripah E. Towards an Inclusive Social Welfare Institution for Disabilities: The Case of Indonesia. Asian Soc Work J. 2020;5:18–28.
3. Kusumastuti P, Pradanasari R, Ratnawati A. The problems of people with disability in Indonesia and what is being learned from the World Report on Disability. Am J Phys Med \& Rehabil. LWW; 2014;93:S63--S67.
4. Hutagalung SS, Faedlulloh D. Pro Disability Policy in Local Governments: Lessons from the Central Lampung Regency. Indones J Disabil Stud. 2021;8:161–77.
5. Asghar I, Cang S, Yu H. An empirical study on assistive technology supported travel and tourism for the people with dementia. Disabil Rehabil Assist Technol. Taylor \& Francis; 2020;15:933–44.
6. Özcan E, Güçhan Topcu Z, Arasli H. Determinants of Travel Participation and Experiences of Wheelchair Users Traveling to the Bodrum Region: A Qualitative Study. Int J Environ Res Public Health. 2021;18.
7. Lee BK, Agarwal S, Kim HJ. Influences of travel constraints on the people with disabilities' intention to travel: An application of Seligman's helplessness theory. Tour Manag [Internet]. Elsevier Ltd; 2012;33:569–79. Available from: http://dx.doi.org/10.1016/j.tourman.2011.06.011
8. McKercher B, Darcy S. Re-conceptualizing barriers to travel by people with disabilities. Tour Manag Perspect [Internet]. Elsevier; 2018;26:59–66. Available from: https://doi.org/10.1016/j.tmp.2018.01.003
9. Crawford DW, Jackson EL, Godbey G. A hierarchical model of leisure constraints. Leis Sci. Taylor \& Francis; 1991;13:309–20.
10. Schunk DH, DiBenedetto MK. Self-efficacy and human motivation. Adv Motiv Sci. Elsevier; 2021. p. 153–79.
11. Yang ECL, Liang AR Da, Lin JH. A Market Segmentation Study of Solo Travel Intentions and Constraints. J Hosp Tour Res. 2023;
12. Kornilaki M, Thomas R, Font X. The sustainability behaviour of small firms in tourism: The role of self-efficacy and contextual constraints. J Sustain Tour. Taylor \& Francis;

2019;27:97–117.

13. Peco-Torres F, Polo-Peña AI, Fr\'\ias-Jamilena DM. Tourists' information literacy self-efficacy: its role in their adaptation to the "new normal" in the hotel context. Int J Contemp Hosp Manag. Emerald Publishing Limited; 2021;33:4526–49.

14. Devile E, Kastenholz E. Accessible tourism experiences: the voice of people with visual disabilities. J Policy Res Tour Leis Events. 2018;10:265–85.

15. Sarmah B, Kamboj S, Chatterjee R. Linking the intrinsic and environmental constraints with PwD tourists' behavioral intentions toward a travel destination: mediating role of learned helplessness. J Tour Futur. 2022;1–15.

16. Trisnawati HA, Winarni R, Yamtinah S. Self-Efficacy in Scientific Literacy Student Ability Based on Gender. 2020;397:727–34.

17. Wang L-H, Yeh S-S, Chen K-Y, Huan T-C. Tourists' travel intention: Revisiting the TPB model with age and perceived risk as moderator and attitude as mediator. Tour Rev. Emerald Publishing Limited; 2022;77:877–96.

18. Devile E, Kastenholz E. Accessible tourism experiences: the voice of people with visual disabilities. Soc Tour Crossroads. Routledge; 2020. p. 84–104.

19. Jackman PC, Cooke S, George T, Blackwell J, Middleton G. Physical activity experiences of community-dwelling older adults with physical disabilities: a scoping review of qualitative research. Disabil Rehabil. Taylor \& Francis; 2024;46:3564–76.

20. Gupta S, de Witte LP, Meershoek A. Dimensions of invisibility: insights into the daily realities of persons with disabilities living in rural communities in India. Disabil Soc. Taylor \& Francis; 2020;36:1–23.

21. Bianchi P, Cappelletti GM, Mafrolla E, Sica E, Sisto R. Accessible tourism in natural park areas: A social network analysis to discard barriers and provide information for people with disabilities. Sustain. MDPI; 2020;12:1–14.

22. Wayland S, Newland J, Gill-Atkinson L, Vaughan C, Emerson E, Llewellyn G. I had every right to be there: discriminatory acts towards young people with disabilities on public transport. Disabil Soc. Taylor \& Francis; 2022;37:296–319.

23. De La Fuente-Robles YM, Muñoz-De-Dios MD, Mudarra-Fernández AB, Ricoy-Cano AJ. Understanding stakeholder attitudes, needs and trends in accessible tourism: A systematic review of qualitative studies. Sustain. 2020;12:1–23.

24. Sica E, Sisto R, Bianchi P, Cappelletti G. Inclusivity and responsible tourism: Designing a trademark for a national park area. Sustain. MDPI; 2021;13:1–11.

25. Nigg JJ, Plaikner A, Peters M, Haid M. Leisure constraints towards accessible tourism: self-characteristics of people with disability along tourism value chains. Curr Issues Tour. Taylor \& Francis; 2024;1–15.

26. Hung K, Petrick JF. Testing the effects of congruity, travel constraints, and self-efficacy on travel intentions: An alternative decision-making model. Tour Manag. Elsevier; 2012;33:855–67.

27. Gyepi-Garbrah T, Preko A, Mohammed I, Mohammed I. Using goal-setting theory and expectancy theory to understand career goal implementation in the hospitality industry. J Hosp Leis Sport Tour Educ. Elsevier; 2023;32:100425.