

Disability-Friendly Tourism Development Planning Model through Government Policy on Tourist Attractions and Hospitality Industry in Karo District

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Abstract

The purpose of this study is basically to determine the direct and indirect effects of tourism development planning using accessibility and inclusiveness towards disability-friendly tourism through government policies in the field of Tourism Objects and the Hospitality Industry in Karo Regency. The method for analyzing the data in this study used descriptive statistical analysis with SPSS 21 software for Windows, and structural equation modeling – partial least squares (SEM-PLS) analysis with smartPLS 3 software. The study's findings provide insight into the following: government policies have a positive and significant impact on disability-friendly tourism; tourism accessibility has a positive and significant effect on disability-friendly tourism through government policies; inclusive tourism has a positive and significant effect on disability-friendly tourism; tourism accessibility has a positive and significant effect on disability-friendly tourism through government policies; tourism objects and the hospitality industry in Karo Regency have a positive and significant impact on disability-friendly tourism through government policies. Meanwhile, the findings of a disability-friendly tourism development planning model on Tourism Object and Hospitality Industry in Karo Regency, where the factors that need attention, namely: first, tourism accessibility including social issues, weather, development, management, actions, decisions, stimulus, psychological, cognitive, interpersonal, and treatment; second, inclusive tourism including representation, participation in decision making, promotion, respect and understanding, removing social barriers, coordination, supervision, responsibility, collaboration, integration, and digital literacy; third, government policies including regulations, incentives, social responsibility, clarity, convenience, policy formulation, decision making, policy implementation, and policy evaluation; fourth, disability-friendly tourism including information, management of tourist destinations, preferences for accommodation information, accommodation, easily accessible facilities, availability of disability support services, legal certainty, destination environment, and demographic profiles.

Keywords: *Tourism, Accessibility, Inclusive, Government Policies, and Disability.*

Introduction

A 2011 World Health Organization (WHO) Approximately 15% of people worldwide live with a handicap, of which 2-4% have severe functional impairments, according to a report. One billion individuals worldwide suffer from a handicap of some kind. To summarize, one in every seven people in the world faces barriers to accessibility (travel). This effectively eliminates their potential as travelers. Based on a report from the European Commission, in 2012 the number of people with disabilities and senior citizens with access needs in traveling reached 783 million. Their activities have contributed a gross added value to the European economic sector of EURO 150 billion (equivalent to USD 187 billion or Rp. 2,618 trillion).

The existence of people with disabilities in the tourism sector certainly shows the development of the 4.0 era. where tourism has an impact on people with disabilities. This is supported by various literature that shows that tourism has a positive effect on disabilities in quality of life (Card et al., 2006); (Liburd & Hjalager, 2010); (McCabe & Johnson, 2013); (Uysal et al., 2016), welfare (Morad, 2007); (Kalkan Akcay et al., 2015). Travelers with disabilities contribute to the economy (Dwyer & Darcy, 2011). The tourism industry (travel agents, hotels, restaurants, accommodation, transportation, eating/drinking places, attractions) has a positive influence on the activities of tourists with disabilities (Ray & Ryder, 2003); (Bi et al., 2007); (Ozturk et al., 2008); (Kalkan Akcay et al., 2015); (Joo & Cho, 2012); (Loi & Kong, 2015);

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(McKercher et al., 2003). Accessible tourism has a positive effect on disability activities (Polat & Hermans, 2016); (Darcy et al., 2020), increasing in demand and supply of disability accessibility (Agovino et al., 2017).

Several issues arise for visitors with disabilities to Karo Regency; these issues require attention and a solution, which can be found by rebuilding the region's tourism sector using a model for organizing and promoting disability-friendly travel. Where tourism literature about accessibility and inclusiveness has been carried out from various aspects, (Gillovic & McIntosh, 2020) analyzing through a sustainability perspective, where the need for special attention to inclusive tourism, to make it accessible, especially increasing the involvement of people with disabilities as producers and consumers of tourism, this can be done by: increasing their self-representation and participation (disability community) in decision making; changing power relations; reorganizing tourism places and people; and breaking down social barriers.

Literature Review

The limited access of people with disabilities is certainly not favorable for the development of tourism as one of the largest contributors to the increase in public income and gross domestic product of each country. According to the World Health Organization (WHO) (Officer & Shakespeare, 2013), there are 15% of the world's population living with disabilities. This condition certainly requires attention so that they get easy access through the concept of accessibility.

UNWTO (1999) says that any ethical and sustainable tourism policy should prioritize accessibility for all tourist attractions, goods, and services. In the tourism industry, accessibility is not just about respecting human rights; it's also about providing businesses and locations with a chance to welcome all travelers and boost revenue.

McKercher & Lew (2004) discussed the idea of tourism from a geographic standpoint, which entails individuals traveling through space and time to get somewhere, either within the destination or between home and the place of travel. (Goeldner & Ritchie, 2012) When it comes to providing travel experiences, transportation, lodging, dining options, shopping, entertainment, activity centers, and other hospitality services to individuals or groups of tourists visiting foreign countries, tourism can be defined as a conglomeration of these activities, services, and industries.

The most popular perspectives on tourism are escape from reality, leisure, travel, vacation, and rest; all of these activities will create jobs, money, and cultural exchange. A person's regular economic activities are triggered by travel or movement away from their place of residence, and these symptoms are together referred to as tourism.

Inclusive Tourism

The concept of inclusive tourism, (Biddulph & Scheyvens, 2018) demonstrated that inclusive tourism is characterized as transformative tourism, in which underrepresented groups participate in the ethical creation or consumption of tourism and share in its advantages. In addition to increasing accessibility to current tourism destinations for production, consumption, and benefit sharing, inclusive tourism development aims to create new experiences and opportunities for interaction for travelers with disabilities.

Sica et al., (2020) argue that by utilizing facilities, services, and activity programs that ensure travelers with special needs or disabilities may benefit from the cultural, experiential, and emotional aspects of travel, inclusive tourism aims to promote equality among travelers.

Inclusive Tourism Indicators

Biddulph & Scheyvens (2018) proposed a seven-point metric to measure inclusive tourism: people with disabilities as tourists; people with disabilities as tourists; self-representation in dignified and appropriate ways; shifting power dynamics inside and outside of the tourism industry; expanding participation in tourism decision-making; expanding the tourism map to include new destinations and people; and

encouraging mutual respect and understanding. (Gillovic & McIntosh, 2020) also divided it into seven elements, namely: increasing the involvement of people with disabilities as tourism producers; increasing the involvement of people with disabilities as tourism consumers; increasing their self-representation and participation in decision-making; changing power relations; reimagining tourism places and people; breaking down social barriers. Meanwhile (Nyanjom et al., 2018) suggest a framework for inclusive tourism stakeholder collaboration, which can be measured through coordination and control; communication; clarity of roles and responsibilities; and collaboration and integration.

Government Policy Indicators

According to Borrás Jr et al., (2011) four instruments can be used in measuring government policies in the tourism industry, namely hierarchy related to legislative and regulatory, market related to government regulatory mechanisms by providing incentives and interference, network related to facilitating and integrating through coordination and the interests of public and private resources (Jamal & Camargo, 2018) community-related responsibilities in social capital for socio-economic development of the community (community).

Meanwhile, Ismet & Abuhjeeleh, (2016) suggest that there are four indicators in the tourism policy carried out by the government, namely clarity and convenience, ability, how to formulate policies, and the ability to improve the economy. In particular, factors used to set disability policies include living in the community, transportation, accessible locations, education, employment, health and welfare, equality and choice, combined policies and public services, and person-centered disability services (Boulanger et al., 2018).

Disability Tourism Theory

In the framework of a global society, concern for those with disabilities has a long history. The US passed the Rehabilitation Act in the 1970s to outlaw discrimination based on disability and enhance people's quality of life. The Americans with Disabilities Act (ADA), which was enacted in 1990, has a stated goal of ending discrimination against those with disabilities. A physical or mental impairment that significantly limits one or more main living activities is what the Americans with Disabilities Act (ADA) defines as a disability (Meek & Uysal, 1991); (Card et al., 2006).

Based on the theoretical study presented in the previous chapter and the literature review on the relationship between accessibility and inclusiveness with government policies and disability-friendly tourism. So in this study, the conceptual framework set out can be stated in the figure below.

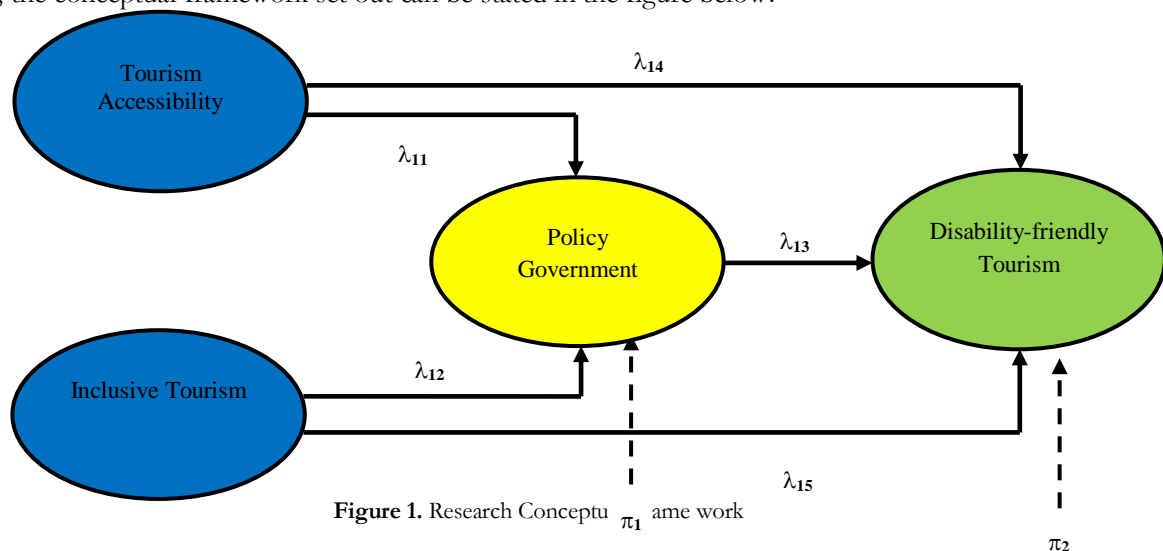


Figure 1. Research Conceptual Framework

Method

Place and time of Research

The place in this study relates to the location where research activities are carried out, which is also defined as the object of research. The objects in this research are all those related to tourism activities in Karo Regency, in this case often associated with facilities and infrastructure, public and private institutions, and tourism accommodation.

Meanwhile, research time is a work agenda of research activities carried out. The research work agenda is determined through a period based on the stages of the research, namely starting from input, and process to output. These three stages are carried out starting from initial observations on the object of research, preparation of research proposals, guidance, pre-seminars, proposal seminars, field research, data tabulation, preparation of research dissertations, results seminars, and open and closed sessions. The period of this research plan is from February 2021 to December 2021.

Type of Research

the type in this investigation was determined using quantitative methods. When studying phenomena that can be described in numerical form, quantitative inquiry is grounded in the measurement of quantity or amount (Kothari, 2004) The foundation of quantitative research is the belief that comprehensive quantitative data collection—that is, extensive, systematic, regular, and integrated numerical measurements and expressions—is a crucial instrument in the information-gathering process because it may be used to address research issues. Deductive reasoning is common in quantitative research, when scientists gather data from large samples to support theoretical claims and hypotheses (Endrei et al., 2015).

Population and Sample

The population in this study is heterogeneous in the sense that all subjects who directly interact with tourism activities, including the community (residents), community leaders, local government officials, tourists (local and abroad, especially people with disabilities) contained in 17 districts in Karo Regency (Mardinding, Laubaleng, Tigabinanga, Juhar, Munte, Kutabuluh, Payung, Tiganderket, Simpang Empat, Naman Teran, Merdeka, Kabanjahe, Berastagi, Tigapanah, Dolat Rakyat, Merek, Barusjahe) and other representative parties can be used as samples in completing research data.

Determination of the number of samples in this study was carried out using probability sampling and non-probability sampling. Probability sampling is a sampling technique where all members/elements of the population have the same opportunity (probability) to be sampled (Matsuda et al., 2015). In determining the number of samples in the type of probability sampling for the object of research people were using cluster/area random sampling, namely selecting areas/clusters randomly from each sampling unit. As for determining cluster sampling in this study are sub-districts that are directly related to tourism activities and tourism accommodation.

While non-probability sampling is sampling where not all members/elements of the population have the same opportunity to be sampled. The type of sample determination uses snowball/network sampling, which determines the sample in a chain in a very specific situation. Where the use of snowball sampling is specifically used for tourists with disabilities who visit Karo Regency.

Based on the many kinds of disabilities experienced by visitors to Karo Regency, groups selected a sample of respondents with disabilities for this study Caber et al., (2018); Daniels et al., (2005); and Zenko & Sardi, (2014) categorize people with disabilities into four types, namely hearing disabilities, visual disabilities, physical and mental disabilities, and lack of intelligence. WHO (2011) categorizes in three dimensions, namely decreased physical and mental function (loss of limbs, vision, and memory); activity limitations (difficulty seeing, hearing, walking, and solving problems); restrictions on daily participation (work, social activities, recreation, getting health care and preventive services). Based on the grouping of types of

disabilities proposed by experts. So in this study, respondents with disabilities who became samples were respondents with disabilities who had hearing disabilities, visual disabilities, physical disabilities, mental disabilities, intelligence deficiencies, and others.

Result and Discussion

Disabled Travelers' Perception of Tourism Accessibility

Based on the descriptive analysis of data related to the perception of tourists with disabilities about tourism accessibility in Karod Regency, the statistical values in the table below can be stated.

Table 1. Statistics

N	Valid	Missing	
			238
			0
Mean			47.0924
Std. Error of Mean			.44341
Median			47.0000
Mode			52.00
Std. Deviation			6.84055
Variance			46.793
Skewness			.593
Std. Error of Skewness			.158
Kurtosis			1.338
Std. Error of Kurtosis			.314
Range			39.00
Minimum			30.00
Maximum			69.00
Sum			1.12E4
Percentiles	10		40.0000
	90		55.0000

The table above shows that the statistical value of the perception of tourists with disabilities about tourism accessibility in Karo Regency can be described, namely the Mean value of 47.0924, Median of 47.0000, Mode of 52.00, Standard Deviation of 6.84055, Range of 39.00, Minimum of 30.00, and Maximum of 69.00.

Disabled Travelers' Perceptions of Inclusive Tourism

Based on descriptive analysis of data regarding the perception of tourists with disabilities about inclusive tourism in Karo Regency, it can be stated in the statistical values in the table below.

Table 2. Statistics

N	Valid	238
	Missing	0
Mean		44.0966
Std. Error of Mean		.46550
Median		44.0000
Mode		43.00
Std. Deviation		7.18143
Variance		51.573
Skewness		.060
Std. Error of Skewness		.158
Kurtosis		.406
Std. Error of Kurtosis		.314
Range		39.00
Minimum		25.00
Maximum		64.00
Sum		1.05E4
Percentiles	10	34.0000
	90	53.0000

The table shows that the statistical value of the perception of tourists with disabilities about inclusive tourism in Karo Regency can be described, namely the Mean value of 44.0966, Median of 44.0000, Mode of 43.00, Standard Deviation of 7.18143, Range of 39.00, Minimum of 25.00, and Maximum of 64.00.

Disabled Travelers' Perception of Government Policy

Based on descriptive analysis of data related to the perception of tourists with disabilities about government policies in tourism in Karo Regency, it can be stated from the statistical values in the table below.

Table 3. Statistics

N	Valid	238
	Missing	0
Mean		41.6681
Std. Error of Mean		.45040
Median		41.0000
Mode		39.00
Std. Deviation		6.94851
Variance		48.282
Skewness		.327
Std. Error of Skewness		.158
Kurtosis		-.260
Std. Error of Kurtosis		.314
Range		35.00
Minimum		27.00
Maximum		62.00
Sum		9917.00
Percentiles	10	32.0000
	90	51.1000

The table shows that the statistical value of the perception of tourists with disabilities about government policies in tourism in Karo Regency can be described, namely the Mean value of 41.6681, Median of 41.0000, Mode of 39.00, Standard Deviation of 6.94851, Range of 35.00, Minimum of 27.00, and Maximum of 62.00.

Disabled Travelers' Perception of Disability-Friendly Tourism

Based on descriptive analysis of data regarding the perception of tourists with disabilities about disability-friendly tourism in Karo Regency based on the table below

Table 4. Statistics

N	Valid	238
	Missing	0
Mean		47.1849
Std. Error of Mean		.42349
Median		46.0000
Mode		42.00
Std. Deviation		6.53322
Variance		42.683
Skewness		.755
Std. Error of Skewness		.158
Kurtosis		1.066
Std. Error of Kurtosis		.314
Range		37.00
Minimum		30.00
Maximum		67.00
Sum		1.12E4
Percentiles	10	40.0000
	90	56.0000

Results of Structural Equation Modeling-PLS (SEM-PLS) Analysis

In this work, PLS (Part Least Square) software was used to process the data before structural equation modeling, or SEM, was used to analyze it. To assess and measure the research model known as the outer model and create a structural model known as the inner model, the use of SEM PLS analysis is highlighted. Following are the conclusions of the analysis based on the information gathered for this study.

Hypothesis Test

In evaluating the structural model (inner model) to test the hypothesis in this study, an analysis was carried out through bootstrapping. The results of the analysis can be presented in the figure below

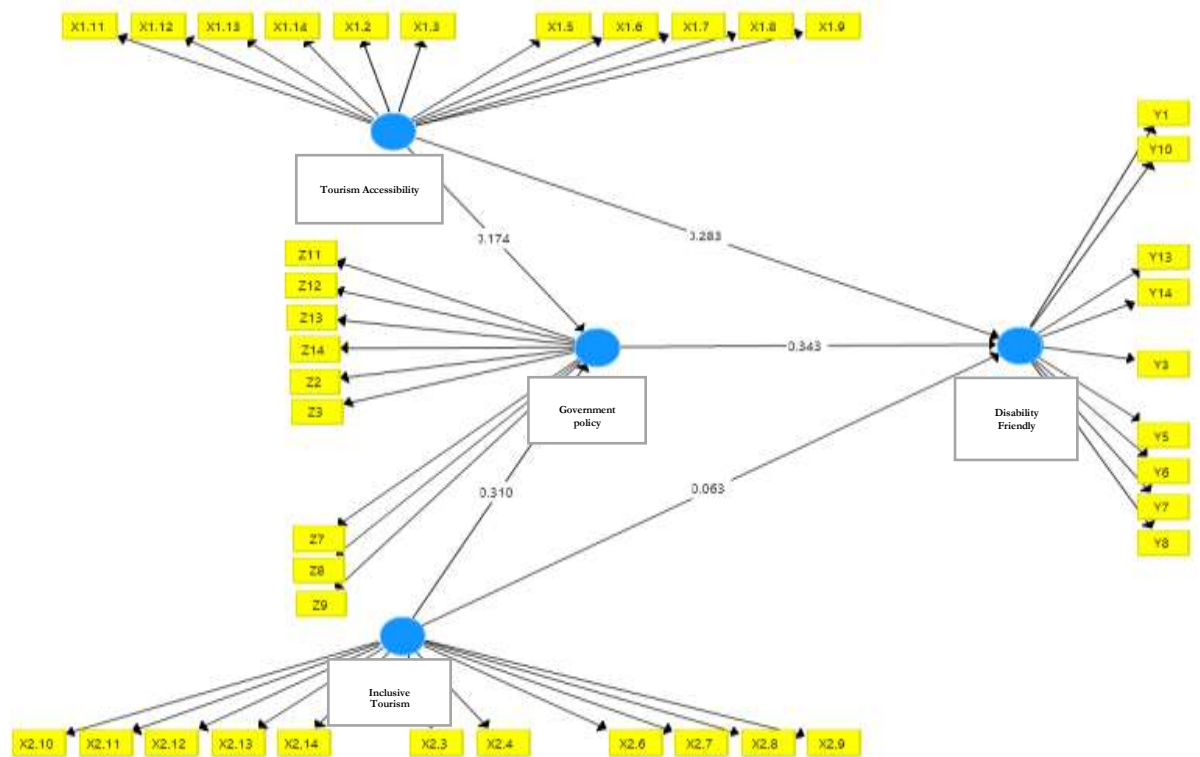


Figure 2. Hypothesis Test Results

Direct effect, indirect effect, and total effect can be observed based on the outcomes of data analysis using bootstrapping in a study utilizing route analysis. The table below states the results of a direct effect hypothesis test.

Table 5. of Hypothesis Test Results through Direct Effect

Direct Effect Between Variables	Original Sample	T-Statistic	P-Values	Conclusion
Tourism Accessibility (ϕ_1) \rightarrow Government Policy (ξ)	0,174	2,241	0,025	Reject H0
Tourism Accessibility (ϕ_1) \rightarrow Disability-friendly Tourism (Ψ)	0,283	4,258	0,000	Reject H0
Inclusive Tourism (ϕ_2) \rightarrow Government Disability (ξ)	0,310	4,202	0,000	Reject H0
Inclusive Tourism (ϕ_2) \rightarrow Disability-friendly Tourism (Ψ)	0,063	0,729	0,467	Reject Ha
Government Policy (ξ) \rightarrow Disability-friendly Tourism (Ψ)	0,343	6,184	0,000	Reject H0

Source: Data Processing Results, 2021.

As for the hypothesis testing through indirect effects, it can be stated in the table below

Table 6. of Hypothesis Test Results in Hypothesis Test Results Through Indirect Effect

Indirect Effect (Indirect Effect) Between Variables	Original Sample	T-Statistic	P-Values	Conclusion
$\text{Tourism Accessibility } (\phi_1) \rightarrow \text{Government Policy } (\xi)$ $\text{Disability-friendly Tourism } (\Psi)$	0,060	2,101	0,036	Reject H0
$\text{Inclusive Tourism } (\phi_2) \rightarrow \text{Government Policy } (\xi)$ $\text{Disability-friendly Tourism } (\Psi)$	0,106	3,411	0,001	Reject H0

Source: Data Processing Results, 2021 Hypothesis testing can be done using the t-statistic value and p-value. Measurement using the t-statistic value, based on the condition that if the t-statistic value > t-table then there is a significant effect (reject H0), but on the other hand if the t-statistic < t-table then there is no significant effect (accept H0) at the 5% significance level or (the t-table value can be seen from the t table with the number of dk = 236 (dk = n-2 / dk = 238-2) which is 1.970). Meanwhile, the measurement uses the p-value, based on the condition that if the p-value > 0.05 then there is no significant effect (reject Ha), but conversely if the p-value < 0.05 then there is a significant effect (reject H0).

Based on the table of direct effect and indirect effect hypothesis test results, it can be expressed mathematically in the table as follows.

Table 7. of Mathematical Path Analysis Results

Influence between Variables	Influence	
	Directly	Indirect
The Effect of Accessibility on Government Policy	0,174	-
The Effect of Accessibility on Disability-Friendly Tourism	0,283	-
The Effect of Inclusive Tourism on Government Policy	0,310	-
The Impact of Inclusive Tourism on Disability-Friendly Tourism	0,063	-
The Influence of Government Policy on Disability-Friendly Tourism	0,343	-
π_1	0,907	-
π_2	0,838	-
The Effect of Accessibility on Disability-Friendly Tourism through Government Policy	-	$0,174 \times 0,343 = 0,060$
The Effect of Inclusive Tourism on Disability-Friendly Tourism Through Government Policy	-	$0,310 \times 0,343 = 0,106$

The interpretation of the mathematical model above can be expressed as follows:

1. In equation structure, I, government policy (ξ) is affected by the accessibility of tourists (ϕ_1) and welcoming travel (ϕ_2) notably by 0.174 and 0.310, in that order. The mathematical outcomes in

equation I's structure can then be understood to mean that if the accessibility of ($\phi 1$) increases in Karo Regency's tourism-related items and hospitality sector as a whole, presuming the existence of inclusive tourism ($\phi 2$) fixed, it will greatly influence the expansion of government policies (ξ) of 0.174. Similarly, in tourism as a whole ($\phi 2$) if the number of tourism-related items and the hospitality sector in Karo Regency were to grow together with the presumption that there would be tourist accessibility ($\phi 1$) fixed, it would greatly influence the expansion of government policies (ξ) of 0.310.

2. In the structure of equation II, where disability-friendly tourism (Ψ) influenced by tourism accessibility ($\phi 1$) and government policies (ξ) is significant at 0.283 and 0.343, respectively, while inclusive tourism is significant at 0.283 and 0.343, respectively ($\phi 2$) does not have a significant effect of 0.063. Then the mathematical results in the structure of equation II can be explained, if the accessibility of tourism ($\phi 1$) increased in Tourism Objects and the Hospitality Industry in Karo Regency in one unit with the assumption of government policies (ξ) remains, it will have a significant impact on increasing disability-friendly tourism (Ψ) of 0.283. Likewise in government policy (ξ) if increased in Tourism Objects and the Hospitality Industry in Karo Regency in one unit with the assumption that the existence of tourism accessibility ($\phi 1$) remains, it will have a significant impact on increasing disability-friendly tourism (Ψ) of 0.343. While the increase in inclusive tourism ($\phi 2$) on Tourism Objects and the Hospitality Industry in Karo Regency in one unit, assuming the existence of tourism accessibility ($\phi 1$) and government policies (ξ), it does not have a significant impact on increasing disability-friendly tourism. (Ψ).

Tourism development planning using tourism accessibility has a significant effect on government policy on Tourism Objects and the Hospitality Industry in Karo Regency

Hypothesis 1 can be explained that tourism accessibility has a positive and significant influence on government policy. So it is concluded that tourism development planning using tourism accessibility has a positive and significant influence on government policies on tourist attractions and the hotel industry in Karo Regency. Although it has a positive influence, the effect of tourism accessibility on government policy is still in the small category or in the sense that tourism accessibility has little effect on government policy.

Thus, the existence of tourism accessibility in contributing to government policy is not maximized. The problem of tourism accessibility to social, weather, development, management, action, decision, stimulus, psychology, cognitive, interpersonal, and care has not been well considered. Therefore, even though disability tourism has a minimal impact on disability tourists, accessible tourism is not maximized by disability tourism because there are currently no government rules in place regarding accessibility for disability tourism.

Research findings in the outer loading analysis of construct indicators where the highest loading factor value on the accessibility variable is related to management. However, the concept of easily accessible tourism (also known as tourism accessibility) is not felt by visitors since Karo Regency's management of the environment surrounding the tourist attractions has not adequately applied tourism accessibility. Tourists still experience various obstacles when doing tourism activities at various tourist attractions in Karo Regency, such as the availability of road facilities, transportation, signs/instructions/symbols, and so on.

Research findings in the outer loading analysis of construct indicators with the lowest loading factor value on the tourism accessibility variable are about weather conditions. However, tourism accessibility in Karo Regency in the availability of information related to weather conditions at various tourist attractions is not yet available as a whole, so tourism accessibility/tourism accessibility for tourists in traveling, especially in visiting various tourist attractions, cannot be done by tourists with disabilities optimally. This condition is due to concerns for tourists with disabilities about changes in weather conditions at tourist attractions, causing tourists to be unable to carry out their activities.

Thus, the basic concept of accessible tourism for tourists with disabilities in conducting tourism trips needs to be an important concern in tourism development in Karo Regency. Easy-to-access tourism development

planning, or tourism accessibility, necessitates structured, methodical planning so that local governments can always take into account the different challenges that tourists with disabilities face when implementing tourism accessibility.

Tourism development planning using inclusive tourism has a significant effect on government policies on Tourism Objects and the Hospitality Industry in Karo Regency

Hypothesis 2 can be explained that inclusive tourism has a positive and significant influence on government policy. So it is concluded that tourism development planning using inclusive tourism has a positive and significant influence on government policy on tourist attractions and the hospitality industry in Karo Regency. Although it is positive, the influence of inclusive tourism on government policy is still in the small category or in the sense that inclusive tourism has a small influence on government policy.

Then the existence of inclusive tourism in contributing to government policy is not maximized. This is because the problem of inclusive tourism about aspects of representation, participation, decision-making, promotion, removing social barriers, coordination, supervision, communication, responsibility, collaboration, integration, and digital literacy has not been considered properly. So that tourism provides equal opportunities for people with disabilities is not felt by tourists with disabilities. Even if there is only a small impact on tourists with disabilities, due to government policies in tourism inclusiveness on tourists with disabilities still have differences with non-disabled tourists.

About the research findings on inclusive tourism, initially, there were 14 construct indicators. However, in the results of the outer model test analysis using the convergent validity value, it was revealed that 2 construct indicators did not meet the criteria regarding the feasibility/validity of the data so in further analysis, the indicator was discarded/not included in further analysis. So the construct indicators in measuring inclusive tourism variables only use twelve indicators, including representation, participation, decision-making, promotion, removing social barriers, coordination, supervision, communication, responsibility, collaboration, integration, and digital literacy.

Research findings in the outer loading analysis of construct indicators with the highest loading factor value on the tourism inclusive variable are about self-representation. However, inclusive tourism in Karo Regency has not provided opportunities for tourists to represent themselves to carry out tourism activities. This condition is certainly inseparable from the absence of concrete policies from the government in facilitating tourism, especially those who are unable to mobilize from one tourist attraction to another. Due to policies in the provision of facilities are still limited in Karo Regency.

The research findings in the outer loading analysis of construct indicators with the lowest loading factor value on the inclusive tourism variable are about responsibility. However, in inclusive tourism in Karo Regency, tourism actors still lack a sense of responsibility to provide services and assistance to tourist activities, especially tourists with disabilities. This condition will certainly be able to form a negative perception for tourists when visiting Karo Regency.

Tourism development planning using tourism accessibility has a positive and significant effect on disability-friendly tourism in Tourism Objects and the Hospitality Industry in Karo Regency

In Hypothesis 3, it can be explained that tourism accessibility has a positive and significant influence on disability-friendly tourism. So it is concluded that tourism development planning using tourism accessibility has a positive and significant influence on disability-friendly tourism in tourist attractions and the hospitality industry in Karo Regency. Although it has a positive influence, the influence of tourism accessibility on disability-friendly tourism is still in the small category or in the sense that tourism accessibility has a small influence on disability-friendly tourism.

Then the existence of tourism accessibility in contributing to disability-friendly tourism does not mean. Tourism accessibility issues about social, weather, development, management, action, decision, stimulus, psychology, cognitive, interpersonal, and care have not been well considered. Tourists with disabilities who

have not received services, attention, or convenience in carrying out tourist activities safely and comfortably can see that accessible tourism is not maximized by disability tourism, even if there is only a small impact on them.

Research findings in the outer loading analysis of construct indicators where the highest loading factor value on the accessibility variable is related to management. However, the concept of easily accessible tourism (also known as tourism accessibility) is not felt by visitors since Karo Regency's management of the environment surrounding the tourist attractions has not adequately applied tourism accessibility. Tourists experience various obstacles when doing tourism activities at various tourist attractions in Karo Regency, such as the availability of road facilities, transportation, signs/instructions/symbols, and so on.

The basic concept of easy access/accessibility tourism for tourists with disabilities traveling on tourism needs to be an important concern in tourism development in Karo Regency. Planning for easily accessible tourism development—also known as tourism accessibility—needs to be genuinely structured and methodical so that, when creating policies, local governments always take into account the different issues that travelers with disabilities face when implementing tourism accessibility.

Tourism Objects and the Hospitality Industry in Karo Regency do not significantly impact disability-friendly tourism when employing inclusive tourism in their development planning

Hypothesis 4 explains the positive correlation between inclusive tourism and disability-friendly tourism, without indicating a significant impact. So it is concluded that tourism development planning using inclusive tourism has a positive and significant influence on disability-friendly tourism in tourist attractions and the hospitality industry in Karo Regency. Although it has a positive influence, the influence of inclusive tourism on disability-friendly tourism is still in the small category or in the sense that inclusive tourism has a small influence on disability-friendly tourism.

So the existence of inclusive tourism in contributing to government policy is not maximized. This is because the problem of inclusive tourism about aspects of representation, participation, decision-making, promotion, removing social barriers, coordination, supervision, communication, responsibility, collaboration, integration, and digital literacy has not been considered properly order to ensure that travelers with disabilities do not experience tourism that offers equal opportunities for people with disabilities. Even if there is only a small impact on tourists with disabilities, due to government policies in tourism activities tourists with disabilities still have differences with non-disabled tourists.

Research findings in the outer loading analysis of construct indicators with the highest loading factor value on the tourism inclusive variable are about self-representation. However, inclusive tourism in Karo Regency has not provided opportunities for tourists to represent themselves to carry out tourism activities. This condition is certainly inseparable from the absence of concrete policies from the government in facilitating tourism, especially those who are unable to mobilize from one tourist attraction to another. Due to policies in the provision of facilities are still limited in Karo Regency.

The research findings in the outer loading analysis of construct indicators with the lowest loading factor value on the inclusive tourism variable are about responsibility. However, in inclusive tourism in Karo Regency, tourism actors still lack a sense of responsibility to provide services and assistance to tourist activities, especially tourists with disabilities. This condition will certainly be able to form a negative perception for tourists when visiting Karo Regency.

Government policies have a significant effect on disability-friendly tourism in Tourism Objects and the Hospitality Industry in Karo Regency

In Hypothesis 5, it can be explained that government policies have a positive and significant influence on disability-friendly tourism. So it is concluded that government policy has a positive and significant effect on disability-friendly tourism in Tourism Objects and the Hospitality Industry in Karo Regency. Although

it has a positive influence, the effect of government policy on disability-friendly tourism is still in the small category or in the sense that government policy has little influence on disability-friendly tourism.

So government policy in contributing to disability-friendly tourism is not yet available in regulations set by the local government. This is because the local government has not adequately taken into account the issue of disability-friendly tourism in areas of regulation, incentives, responsibility, clarity, convenience, drafting policies, decision-making, implementation, and evaluation of policies. So the current policy has ignored the rights that tourists with disabilities should get.

Research findings in the outer loading analysis of construct indicators with the highest loading factor value on government policy variables are about clarity. However, government policies in Karo Regency to create disability-friendly tourism are not in line with expectations for tourists with disabilities. This problem will certainly cause tourists with disabilities to experience difficulties in obtaining information about various attractions that are interesting to visit. Even the limited supporting facilities of various types of information conveyed will certainly not be effectively understood by tourists with disabilities. Thus, the Karo Regency government policy towards tourists with disabilities has not provided special attention and space to create justice for all in obtaining the convenience of carrying out tourism activities in Karo Regency.

The research findings in the outer loading analysis of construct indicators with the lowest loading factor value on government policy variables are about incentives. However, government policies in Karo Regency have not given special attention to the existence of tourists with disabilities through disability-friendly tourism policies.

Tourism development planning using tourism accessibility has a positive and significant effect on disability-friendly tourism through government policies on Tourism Objects and the Hospitality Industry in Karo Regency

Hypothesis 6 can be explained that tourism accessibility has a significant influence on disability-friendly tourism through government policies. So it is concluded that tourism development planning using tourism accessibility has a positive and significant effect on disability-friendly tourism through government policy on Tourism Objects and the Hospitality Industry in Karo Regency. Although it has a positive influence, the effect of tourism accessibility on disability-friendly tourism through government policy is still in the small category or in the sense that the effect of tourism accessibility on disability-friendly tourism through government policy has a small influence.

Therefore, the administration of Karo Regency has not made the most of the existence of tourism accessibility in promoting disability-friendly tourism through government policy. Tourism accessibility issues about social, weather, development, management, action, decision, stimulus, psychology, cognitive, interpersonal, and care have not been well considered. Likewise, problems with government policies related to regulation, incentives, interference, social responsibility, clarity, convenience, formulating policies, decision-making, policy implementation, and policy evaluation have also not been compiled and implemented. So the concept of disability-friendly tourism through government policies and accessibility development is not felt by tourists with disabilities.

Tourism development planning using inclusive tourism has an indirect effect on disability-friendly tourism through government policies on Tourism Objects and the Hospitality Industry in Karo Regency

Hypothesis 7 can be explained that inclusive tourism has a positive and significant effect on disability-friendly tourism through government policies. So it is concluded that tourism development planning using inclusive tourism has a positive and significant effect on disability-friendly tourism through government policy on Tourism Objects and the Hospitality Industry in Karo Regency. Even though it has a positive influence, the influence of inclusive tourism on disability-friendly tourism through government policy is still in the small category or in the sense that the influence of inclusive tourism on disability-friendly tourism through government policy has a small influence.

Thus, the administration of Karo Regency has not made the most of inclusive tourism's ability to promote disability-friendly travel through legislation. The problems of inclusive tourism regarding representation, participation, decision-making, promotion, removing social barriers, coordination, supervision, communication, responsibility, collaboration, integration, and digital literacy have not been considered properly. Similar issues with government policies have not been developed and implemented, including issues with regulation, incentives, interference, social responsibility, clarity, convenience, decision-making, policy formulation, policy implementation, and policy evaluation. Therefore, visitors with disabilities have not experienced the concept of disability-friendly tourism through government regulations and inclusive development in terms of receiving equal rights to engage in tourism-related activities.

Conclusions

1. Research on Tourism Objects and the Hospitality Industry in Karo Regency, establishes that the direct effect, of tourism development planning using tourism accessibility has a positive and significant effect on government policy and disability-friendly tourism. While using inclusive tourism only has a positive and significant effect on government policy, but has no positive and significant effect on disability-friendly tourism. Meanwhile, government policy has a positive and significant effect on disability-friendly tourism. Meanwhile, for the indirect effect, tourism development planning using tourism accessibility and inclusive tourism has a positive and significant effect on disability-friendly tourism through government policies.
2. Factors of concern in planning disability-friendly tourism development through tourism accessibility include social interaction, availability of weather information, development of tourism facilities, environmental management, taking action against obstacles, decisions to assist, compiling stimulus forms of messages, paying attention to psychological and understanding cognitive experiences of tourists with disabilities, ease of interpersonal interaction, maintaining facilities and infrastructure. Inclusive tourism includes facilitation, participation opportunities, building cooperative relationships, coordination, mutual respect for tourism actors, communities, and tourists with disabilities, removing social barriers, special supervision, maximizing communication, helping, building collaboration, integrating tourism activities, and increasing digital literacy. Through government policies including regulation, incentives, social responsibility, clarity, convenience, formulating policies, decision-making, policy implementation, and policy evaluation.

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