Fulfillment of Facilities for Persons with Disabilities in Taman Bungkul Surabaya

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Abstract. Traveling is a right for everyone even though they have special needs, such as people with disabilities. However, until now there are still many facilities that are less accessible for persons with disabilities. Taman Bungkul as an alternative tourist spot in Surabaya must also provide friendly facilities for persons with disabilities. This paper aims to understand the tourism needs of persons with disabilities, to find out the availability of facilities and the efforts made by Taman Bungkul managers in providing facilities for visitors with disabilities. This research uses a qualitative approach. Qualitative data obtained from interviews, observations, and literature studies will be analyzed descriptively qualitatively. So that the research results can be input for stakeholders and tourism destination managers to increase the provision of friendly facilities for people with disabilities. The results showed that persons with disabilities have different definitions related to tourism activities. Taman Bungkul has provided several facilities for persons with disabilities, but it is not fully disability friendly because the conditions of the facilities are not up to standard and are still difficult for persons with disabilities to access. The management of Taman Bungkul continues to make efforts to complete facilities for persons with disabilities but is constrained by several obstacles, namely limited development funds and the absence of a Surabaya City government program that focuses on establishing tourist destinations for people with disabilities.

1. Introduction
Tourism is a sector that continues to be developed in Indonesia and has become a significant source of foreign exchange. World Tourism Organization data in 1994 in 21st-century tourism will become one of the most important socio-economic activities and will become one of the largest export industries in the world [Nugroho, 200]. Indonesia's tourism growth is very significant. Even the minister of tourism and creative economy stated that tourism growth is higher than Indonesia's overall economic growth [Prihatiyani, 2012].

Tourism in the province of East Java also influences tourism in Surabaya. The development of Surabaya tourism continues to experience an increase as seen from the number of tourist visits to the city of Surabaya. Based on BPS data, the City of Surabaya from 2008-2013 has always experienced an increase in both foreign and domestic tourists. The number of foreign tourist visits from 2008 to 2013 continued to increase, namely 137,274, 154,866, 168,804, 279,230, 323,037 and 350,017 [BPS Kota
Surabaya 2014]. Meanwhile, the number of domestic tourists visiting Surabaya from 2008-2013 also increased, namely 7,017,011, 7,230,202, 7,544,997, 9,194,116, 9,561,881, and 11,122,194 [BPS Kota Surabaya, 2014].

Based on data from the Central Statistics Agency (BPS) of Surabaya City from 2008-2013, the visits of foreign tourists and domestic tourists have always increased. Of the number of tourists visiting tourist destinations, there are tourists with disabilities. According to Kusumaningrum [2012], BPS noted that in 2010 the number of people with disabilities in Indonesia was around 9,046,000 or around 4.74 percent of the total population of Indonesia, and there were also around 1 billion or 15 percent of the world's population. This number is possibly enormous because individuals with disabilities will utilize their families as colleagues, so they will spend more cash on tickets than individuals who can get to vacation destinations freely.

The potential for building up a travel industry that objectives guests with handicaps are a worry in a few created nations, for example, the United States and Germany. Non-industrial nations have not thought about this issue. Like Indonesia, Romania [Bordeianu, 2012] is a non-industrial nation with high travel industry potential. However, its anxiety for guests with incapacities is still extremely low. Without legitimateness which is the fundamental condition for creating obstruction-free the travel industry [Cameron, Foggin, and Darcy, 2003], the inability well disposed of the travel industry is hard to accomplish.

Meanwhile, data from BPS Surabaya City has a population of 2,964,498 people. There are 4,755 people with disabilities in the second week of April 2016. Although the percentage of people with disabilities is quite large in Indonesia, the fulfillment of their rights has not been fulfilled, especially in the tourism sector. Seeing the high number of people with disabilities should be a concern in the tourism sector because it can become a specific market (specific market). Tourism can increase sales and services by expanding the market for tourists with disabilities.

One example is that tourist destinations are lacking in providing facilities, attractions, and accessibility that are easily accessible to tourists with disabilities. Tourist destinations as a service provider industry should provide proper accessibility for persons with disabilities. This is because a person with a disability is also a consumer whose rights must be protected as service connoisseurs. The travel industry administrators should likewise change to guarantee admittance to the travel industry products and ventures for impaired individuals and individuals with access needs. Above all, such basic freedom should advance as a critical power for guaranteeing equivalent rights [Darcy, Cameron, and Pegg, 2009].

The incapacitated traveler market is truly beneficial since steadfast clients contrasted with different gatherings of clients. Open the travel industry isn't simply valuable to the debilitated individuals yet is it additionally gainful to everybody, in particular old individuals, guardians with a child pram, babies, individuals with lasting and brief wounds, pregnant women, and others since all the individuals in this gathering require similar prerequisites as the impaired individuals. Accordingly, these papers expect to discover the primary prerequisites of crippled travelers while visiting Taman Bungkul to make an open travel industry objective.

Taman Bungkul is chosen as the extent of this paper because the open travel industry idea still in the newborn child stage in Indonesia. Consequently, this paper targets Taman Bungkul as a little bit of the whole travel industry are all in. Discoveries from this paper can be utilized to grow completely available parks for a wide range of individuals with no bad things to say and bothers.

2. Methods

2.1. Types of Research
This type of research uses qualitative research. Primary data obtained by the interview method was obtained from disabled people and managers of the Taman Bungkul tourist destination. Interviews were conducted to find out how to understand the tourism needs of persons with disabilities, to find out the availability of facilities, and the efforts made by Taman Bungkul managers in providing facilities for
visitors with disabilities. Also, the condition of the Taman Bungkul facilities will be measured using the facilities mentioned in Ministerial Regulation Number 14 / PRT / M / 2017 [JDIH, 2017] which contains the Requirements for the Ease of Building a Building. The research results obtained can be used to develop and provide input for policymakers in Surabaya.

2.2. Research Place
The study was conducted in Taman Bungkul, Surabaya, East Java Province. Taman Bungkul is an alternative recreational park located in the center of Surabaya. The park, which was inaugurated on March 21, 2007, is an alternative tourist spot in the city of Surabaya with easy access to various kinds of transportation. The park with an area of 14,517 meters is always crowded and has a variety of facilities that are quite complete when compared to other parks in Surabaya. These various facilities include a skateboard track, BMX track, jogging track, plaza (stage for live performance), free wifi access zone, public telephone, green park area, fountain, children's playground, and food court. Taman Bungkul also has sports, education, and entertainment themes. Where the layout of each building and its facilities are arranged to facilitate activities in Taman Bungkul. Taman Bungkul is divided into 5 parts, namely Plaza, Playground, Skateboard park, Foodcourt, and Park [Hanan & Krisnaramya, 2012]. In addition to complete facilities, one of the attractions of Taman Bungkul is the historical aspect, namely the existence of Sunan Bungkul food, one of the leading figures who spread Islam in Surabaya.

Figure 1. (a) Plan of Taman Bungkul (Hanan dan Khrisnarayana,2012)

3. Result and Discussion

3.1 Facility Needs for Persons with Disabilities in Taman Bungkul Surabaya
As indicated by Pagan [2012] referring to Smith's (1987) conclusion that the distress and failure of people with disabilities to appreciate vacation destinations is because of: a) characteristic hindrances or restrictions that individuals with handicaps have; b) natural obstructions, in particular, the constraints of existing offices at the travel industry locales; and c) intelligent boundaries, including the absence of offices to encourage correspondence with people with incapacities. The distress with disabilities can keep them from getting the data and information they need to pass on when they are in a place of interest. This sentiment of uneasiness can likewise make sightseers with disabilities hesitant to come back again to these vacation spots since they feel awkward which can affect their eagerness to be happy to go to the vacation destinations again or not all that that extraordinary office is required.

Based on Smith [Bindu and Devi, 2016], there are three components of boundaries for people with handicaps while getting to a place of interest. To begin with, natural boundaries comprising engineering and environmental elements. Second, informative hindrances. The third is the characteristic hindrance, including mystic, mental, and psychological capacities. These three components become layered obstructions for people with incapacities while getting to traveler destinations although the degree of hindrances relies upon the kind of inability [Popiel, 2016].
To identify and find out the special facilities needed by tourists with disabilities to enjoy tourist attractions, interviews were conducted with people with disabilities. This is done because people with disabilities understand their needs and wants directly. This interview was conducted to obtain opinions and desires that match the needs of persons with disabilities when visiting Taman Bungkul.

The results of the interview showed that for the visually impaired, the facilities needed by the blind when visiting Taman Bungkul are guiding blocks, information using brailed letters, and audio information. Guiding Block is needed by blind people who use a cane as a tool to help them determine direction when visiting Taman Bungkul. Meanwhile, the presence of braille letters is needed for the blind when reading text and information in Taman Bungkul. Usually, blind people will touch information in braille letters. In addition to information using braille letters, they are also very helpful with information in the form of audio while on rides or attractions. Audio information needed for blind people includes a travel guide when visiting Taman Bungkul. Other facilities needed at tourist attractions for people with disabilities are guides who understand their needs. However, specifically for the blind, Taman Bungkul has not provided a guiding block either on the road or on the sidewalk.

For visitors with physical disabilities, the need for a ramp, flat roads, and also toilets that are disabled friendly are facilities needed when visiting Taman Bungkul. For people with hearing, mental, physical, and intellectual disabilities, it is sufficient to provide ramp and flat paving blocks. Even though the existing ramp at the entrance to Taman Bungkul is still very steep, it requires other people's help for visitors with physical disabilities to get to Taman Bungkul. Besides, specifically for toilets, it is usually one of the first facilities checked by visitors with disabilities. Toilets in Taman Bungkul can be accessed by persons with disabilities with a door that is wide enough to fit wheelchairs to enter and there is a special toilet sign for persons with disabilities placed in front of the toilet door.

Meanwhile, the facilities needed by the Deaf are the existence of explanatory text for information and a special guide. Deaf visitors need an explanatory text in Taman Bungkul so that visitors with disabilities can read and understand various information in Taman Bungkul. A special guide is needed for the deaf, namely a guide who can master sign language so that if visitors with disabilities need help or questions around Taman Bungkul, they can easily communicate.

Meanwhile, the facilities needed by persons with disabilities include ramps, special toilets for disabled people, and stairs with handrails. A ramp is an inclined plane path intended for disabled people who use wheelchairs, ramps are very important for disabled people because, without a ramp, quadriplegic will find it very difficult to reach higher places, there is no ram (ramp or ramps) for wheelchairs besides Ram is still very steep or less accessible and dangerous for them.

Meanwhile, a special toilet for disabled people is needed because if it is just a normal toilet without a handle and the size is not wide enough for a wheelchair to pass, it will make it difficult for disabled people to use it. Meanwhile, the handrails on the stairs are needed for safety and comfort for disabled people while on the move at tourist attractions.

The need for special parking for vehicles for persons with disabilities is also very much needed because so far many parking lots have not separated the parking lots for public vehicles from the special parking spaces for vehicles with disabilities. This is necessary because vehicles used by people with disabilities will usually be different from vehicles for normal people. Besides, in the parking lot of tourist attractions, special signage for parking for persons with disabilities is also required. Tourist attractions also do not yet provide clear and specific pedestrian paths for people with physical disabilities. The pedestrian path in question is a flat road that can be traversed by wheelchairs.

3.2 Facilities available for disabled visitors in Taman Bungkul

The concept of Barrier-Free Tourism has not been fully implemented by the managers of Taman Bungkul. So that the implementation of inclusive tourism about disability crumbs still cannot be met ideally. The inclusiveness of tourism for persons with disabilities is an important concern because meeting recreational needs is a basic human need. The issue of accessibility and the low stigma of economic conditions are fundamental problems that cause the absence of rights for persons with disabilities at tourist sites. They are not considered a potential target market for tourism to be involved.
Taman Bungkul as an alternative tourist spot in Surabaya should be enjoyed by everyone, including visitors with disabilities. Visitors with disabilities also vary, such as people with physical disabilities, people with sensory disabilities, and people with mental disabilities. The three of them need different facilities according to their level of disability to fulfill their needs and rights to travel to Taman Bungkul.

Facilities that have been provided for persons with disabilities based on observations made in Taman Bungkul are as follows:

3.2.1 Parking space for persons with disabilities. Taman Bungkul has provided parking facilities for four-wheeled vehicles and two-wheeled vehicles. Following applicable regulations, the parking lot for persons with disabilities in Taman Bungkul is located not far from access to the parking area. This parking lot is also given a parking sign for persons with disabilities, the surface is flat so it is easy for wheelchair users to move. However, many visitors to Taman Bungkul do not seem to know the importance of facilities for persons with disabilities in the form of a parking space. This can be seen from some visitors who still park their vehicles in the parking area for persons with disabilities; even though there is already a large symbol on it, the officers guarding the parking area did not urge these visitors.

![Figure 2. Parking Area for Persons with Disabilities (Primary Data 2019)](image)

3.2.2 Ram is a sloping area with a standard 5° slope that is easy to pass for persons with physical disabilities, whether using a wheelchair or not. Taman Bungkul has 6 rams that can be used by wheelchair users to enter the Taman Bungkul area with details of three on the north side of Taman Bungkul, one on the west side, and two on the south side. The condition of the available ram is quite wide, but the slope of the ring in Taman Bungkul is still steep, so wheelchair users need other people's help to get into the pars area or do it themselves with extra effort. There is also a ramp in the toilet so that wheelchair users can easily access the toilet, and it is more gentle than the ramp used to enter the Taman Bungkul area. On the right and left side of the ram, there is a handrail or creeping grip that is comfortable to grip. However, the handrail is not long enough and there is no ram in front of the toilet. The condition of the ram surface is indeed not slippery when it is used in summer, but if it is entering the rainy season, wheelchair users and thruster can slip because the ram surface does not have a texture that can hold the wheel from the wheelchair when the ram surface is exposed to rainwater.

![Figure 3. Ram (Primary Data 2019)](image)

3.2.3 A guiding path is a path made for people with visual disabilities. In Taman Bungkul, there is only one guide path which is located in front of the men's and women's toilets, which is a memorial tile with a round pattern. Even though under the applicable regulations, this guided route will greatly help the
movement of people with visual disabilities and those with partial vision disorders in the Taman Bungkul area. Guidelines should also be available starting from the parking lot for people with disabilities, sidewalks, entrance to the Taman Bungkul area to the parking area.

3.2.4 Toilets in Taman Bungkul are divided into two, namely toilets for normal people and people with disabilities. One each for the disabled toilet for men and women with disabilities. Toilets in Taman Bungkul consist of 2 female toilets and 2 male toilets. The condition of the toilet is under the applicable regulations, namely, the toilet floor material is textured and not slippery and has a flat surface, the door opens inward, the condition of the toilet is spacious so that wheelchair users can still maneuver in the toilet, the door handle is a lever type, and is equipped with a hinge that can make the door close itself. In toilets for persons with disabilities, there are also handrails on the back and sides of the toilet so that wheelchair users can change positions from the wheelchair to the toilet or vice versa. The door to the toilet for persons with disabilities is also marked with a symbol for persons with disabilities.

3.2.5 The stairs to enter the Taman Bungkul area are always next to the rams used by wheelchair users. Stairs are indeed paths that can be used for the public but can also be used by persons with disabilities other than persons with physical disabilities. Taman Bungkul has 6 stairs. Three stairs on the north side of Taman Bungkul, one ladder on the west side, and two stairs on the south side. The material used is the same as ram, it is not slippery in the dry season, but it can be very slippery during the rainy season, and unfortunately at each end of the stairs there is no anti-slip material so that visitors do not easily slip.

3.2.6 The pedestrian path in the Taman Bungkul area has a stable and strong surface, but just like ramps and stairs, the surface of the pedestrian path can become slippery when exposed to water. Pedestrian paths should also have safety edges to stop wheels and canes for blind people to avoid dangerous areas, but in Taman Bungkul there is no such safety edge. Pedestrian paths also need to be equipped with
markers such as guidelines for people with visual disabilities, voices that can be heard, or verbal messages. In Taman Bungkul there is one facility that makes a sound, but it is only used to say the call to prayer and serve as a reminder of prayer times for Muslim visitors. Next is the ram which is directly connected to the pedestrian path in the Taman Bungkul area, the available ram is still very tilted, the material is quite good, but in the rainy season wheelchair users must be more careful.

![Pedestrian Path (2019 Primary Data)](image)

Figure 7. Pedestrian Path (2019 Primary Data)

3.2.7 The handwashing tub facilities at Taman Bungkul are not yet available. Hand washing tubs need to be provided for visitors to Taman Bungkul so they can wash their hands, wash their faces, or rinse their mouths. The installation of the sink must be able to avoid splashing water around the sink, other users, and the floor. Besides that, the height of the sink must also be considered so that it can be accessed by both visitors and visitors with disabilities.

3.2.8 Communication and Information Facilities. In Taman Bungkul, there is an information center for visitors. However, to reach the information center located in the skate park area, there is no guide route for people with visual disabilities. Also, in the Taman Bungkul area, there are no information boards that can be accessed by persons with visual impairments. There should also be an information board written in braille so that they can find out the details of the Taman Bungkul plan or other important information about Taman Bungkul. Communication facilities that can be used by the general public and persons with disabilities cannot be found in Taman Bungkul, even though according to applicable regulations, communication facilities are also important to be provided in a building or building.

3.2.9 Signs and Marks. Signs and markers are signs that are verbal, visual, or palpable and these signs are made, drawn, or written on a medium such as boards, floors, or roads. In Taman Bungkul, there are indeed several signs containing appeals for visitors such as an appeal not to smoke, stepping on the park, even an appeal not to date. Several signs are also intended for persons with disabilities such as symbols of persons with disabilities in the parking area as well as on the toilets. However, these two symbols for persons with disabilities are not enough, according to the applicable regulations, signs and markers should be informative, easy to find, and recognized by every visitor, including all types of persons with disabilities. Pedestrian paths that can be read by all visitors, with embossed pictures also equipped with braille letters so that people with visual disabilities can feel and understand the meaning of these signs. Besides, direction and destination signs must be placed at several intersection points and close to the guideline so that people with visual impairments blind disabilities can access them. From the results of
the observations that have been made, the following is the availability of facilities for persons with disabilities in Taman Bungkul.

3.2.10 The door. Existing door facilities in Taman Bungkul, especially at the information center office and the Park Bungkul management office, can be accessed by both public visitors and visitors with disabilities.

![Image](https://example.com/image.png)

**Figure 8. (a) ) Information Center (Primary Data 2019)**

| No. | Amenities                                      | Availability | Condition     |
|-----|-----------------------------------------------|--------------|---------------|
| 1   | Parking space for persons with disabilities   | Available    | Meet the standards |
| 2   | Ram                                           | Available    | Meet the standards |
| 3   | Guiding path                                  | Available    | Does not meet standards |
| 4   | Toilets                                       | Available    | Meet the standards |
| 5   | The stairs                                    | Available    | Does not meet standards |
| 6   | The pedestrian path                           | Available    | Meet standards |
| 7   | The handwashing tubs                          | Not available| Does not meet standards |
| 8   | Communication and Information Facilities      | Not available| Does not meet standards |
| 9   | Signs and Marks                               | Available    | Does not meet standards |
| 10  | Doors                                         | Available    | Meet the standards |

Based on the 10 standard facilities that should have been available, Taman Bungkul already has 8 facilities that are expected to be accessible by persons with disabilities. But unfortunately, of the 8 available facilities, 4 of them are still difficult for persons with disabilities to access. These facilities are guide paths that are still not available in all areas of Taman Bungkul, stairs that do not have anti-slip material, rams that are still steep for wheelchair users, and signs and markers that are not accessible to all types of persons with disabilities.

The condition of Taman Bungkul, which has not been friendly to visitors with disabilities, has also occurred in many parks and tourist attractions in Indonesia. Several tourist sites have provided accessibility facilities that are less accessible to visitors with disabilities [Popiel, 2016]. So that visitors with disabilities cannot enjoy all existing tourism activities and products. Apart from physical facilities, services, and the presence of staff who understand the desires of visitors with disabilities are also urgently needed. So that special knowledge for officers or guides is also needed. Even if there are special
staff or trained guides, it will make the accessibility of visitors with disabilities higher. Special officers and guides are also needed to assist visitors to Taman Bungkul. However, until now there have been no officers or guides who deliberately provide services to visitors with disabilities in accessing Taman Bungkul. It is very important to obtain staff knowledge about which facilities can be fully accessed by visitors with disabilities for the convenience of visitors. So far, Taman Bungkul also does not have special staff or guides on duty to help visitors with disabilities. One of the managers of Taman Bungkul, Yusuf, revealed that the Surabaya city government is currently focusing on providing facilities and infrastructure for visitors with disabilities. The manager of Taman Bungkul explained that indeed the existing facilities and infrastructure in Taman Bungkul, especially for all with disabilities, are only 70 percent to 80 percent.

4. Conclusion

The results showed that the facility requirements for visitors with disabilities vary based on the type of disability. Taman Bungkul is not fully disability-friendly because the available facilities can only be used by persons with physical, deaf, mental, and intellectual disabilities. The facilities already available are parking for people with disabilities, ramps, stairs, toilets, pedestrian paths, and several guiding blocks. Then the facilities that should be reviewed or built. The first is the ram because the ram available in Taman Bungkul is still relatively steep. The second is a guiding block in the Taman Bungkul area so that blind people can more easily identify the Taman Bungkul area. The third is an information board that can be read by all types of visitors, including visitors with visual disabilities, so that braille is needed so that people with visual disabilities know the meaning of the information board. The fourth is a hand basin whose height is adjusted to the height of persons with disabilities in wheelchairs. The fifth is a communication and information facility that can be used and accessed by visitors, especially people with disabilities. The construction of these facilities must be under the prevailing laws and regulations so that these facilities meet standards and are safe for use by persons with disabilities.

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