

FULFILMENT OF DISABILITY RIGHTS IN TOURISM POLICY

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ABSTRACT

The fulfillment of various disability rights, especially in the tourism policy sector, needs serious attention. The existence of regulations on disability rights regarding tourism has been regulated in the regulation of Law Number 8 of 2016 article 16 of cultural and tourism rights as a guideline for fulfilling the rights of persons with disabilities, especially in the tourism sector. This research method uses qualitative research with literature reviews from various sources which are then described in descriptive analysis. Data processing from various problems or cases of persons with disabilities in the tourism sector related to the protection of disability rights in tourism with primary and secondary data. The results of the study found that there is still a need for seriousness for the government in implementing tourism policies that are friendly to people with disabilities following the dimensions of access and examples of Inclusive Practices in tourism such as building needs and road access, transportation, access to information and communication needed for people with disabilities as the fulfillment of disability rights following the agreement of various countries in the form of the Convention on the Rights of Persons with Disabilities (CRPD).

Keywords: Disability Rights Protection; Tourism Policy; Human Rights; Convention on The Right of Persons With Disabilities

ABSTRAK

Pemenuhan berbagai hak disabilitas khususnya di bidang kebijakan pariwisata perlu mendapat perhatian serius. Keberadaan pengaturan hak disabilitas terkait kepariwisataan telah diatur dalam peraturan Undang-Undang Nomor 8 Tahun 2016 pasal 16 tentang hak budaya dan kepariwisataan sebagai pedoman pemenuhan hak penyandang disabilitas khususnya di bidang pariwisata. Metode penelitian ini menggunakan penelitian kualitatif dengan kajian literatur dari berbagai sumber yang kemudian dideskripsikan secara deskriptif analisis. Pengolahan data dari berbagai permasalahan atau kasus penyandang disabilitas di bidang pariwisata terkait perlindungan hak disabilitas di bidang pariwisata dengan data primer dan data sekunder. Hasil kajian menemukan bahwa masih diperlukan keseriusan pemerintah dalam mengimplementasikan kebijakan pariwisata yang ramah penyandang disabilitas sesuai dengan dimensi akses dan contoh Praktek Inklusif dalam pariwisata seperti kebutuhan bangunan dan akses jalan, transportasi, akses informasi dan komunikasi yang dibutuhkan penyandang disabilitas sebagai pemenuhan hak disabilitas sesuai dengan kesepakatan berbagai negara dalam bentuk Konvensi Hak Penyandang Disabilitas (CRPD).

Kata Kunci: Perlindungan Hak Disabilitas; Kebijakan Pariwisata; Hak Asasi Manusia; Konvensi Hak Penyandang Disabilitas

INTRODUCTION

The development of the tourism sector based on *barrier-free tourism* or *accessible tourism* has begun to be developed in the world of international tourism. *Barrier-free tourism* is a tourism development concept that aims to provide services to tourists, both tourists with normal physical and mental abilities and tourists with different abilities (*disabled*). The rapid potential of the world of tourism, especially tourists with disabilities, which is considered very potential, can have an impact on other disabled tourists to come and visit these tourist attractions (Anurogo, 2014). Fulfillment of the rights of persons with disabilities (PD) in the tourism sector must still get serious attention in providing disability-friendly tourism sites. Efforts to respect the rights of persons with disabilities in the United Nations (UN) have formulated the *Convention on the Rights of Persons with Disabilities* (CRPD) as a form of joint commitment to realizing disability-friendly inclusive development that has been made into positive law (ratified) by 182 countries in the world. The ratification is then implemented into various national design programs to support the implementation of respect for disability rights (Fajri et al., 2021). In the juridical aspect, respect and protection for disabilities have been regulated in Law Number 8 of 2016 concerning persons with disabilities on the fulfillment of the rights of persons with disabilities in Indonesia, which is part of the ratification of the *Convention on the*

Rights of Persons with Disabilities (CRPD) (Fajri et al., 2021). The spirit to eradicate and eliminate various discriminatory practices often faced by persons with disabilities in Indonesia is increasing (Hartanto & Yulianti, 2018).

One of the problems that occur for persons with disabilities is the fulfillment of various rights of persons with disabilities in the tourism sector. Given that persons with disabilities have no different rights to obtain facilities and various public access services in the tourism sector that are still not fulfilled for persons with disabilities in Indonesia. Disability rights have been regulated in Law Number 8/2016 article 5 paragraph 1 (k) persons with disabilities have cultural and tourism rights (Republik Indonesia, 2016). With the existence of regulations governing the various rights of persons with disabilities, of course, it has legal force. The existence of recognition, protection, and respect, especially for persons with disabilities in the tourism sector, has not fulfilled the various rights of persons with disabilities in gaining access to public services in the tourism sector.

Whereas in Law Number 8 of 2016 article 16 cultural and tourism rights for disabilities include the rights: a) obtain equality and opportunities to actively participate in arts and cultural activities, b) obtain equal opportunities to carry out tourism activities, conduct tourism businesses to become tourism workers, and/or play a role in the tourism development process, c) get easy access, treatment, and decent accommodation according to their

needs as tourists (Republik Indonesia, 2016). The existence of Law Number 8 of 2016 has the legal force of how people with disabilities must get rights like other citizens without discrimination. Various types of people with disabilities are divided into several groups that have deficiencies or limitations of physical, intellectual, mental, and/or sensory defects in the long term, interaction with the environment, various obstacles, and difficulties in participating with other citizens in full (Tan & Ramadhani, 2020). Meanwhile, Human Resources Development Canada defines people with disabilities depending on the environment a person lives in and carries out daily activities (Gröschl, 2007).

One of the most highlighted things is how the mobility of disabled groups in the tourism sector provides convenience for people with disabilities in accessing various tourist attractions that can be enjoyed by various disabilities access (Elfrida & Noviyanti, 2019). The existence of strict regulations that protect the rights of people with disabilities to get equal rights needs to be treated preferentially. This special treatment is a form of effort to protect from various issues regarding human rights violations (Dewi, 2016). In several international studies of disability, groups are considered to be disadvantaged by tourism due to physical, environmental, economic, social, and various other barriers that affect local tourists in the destination .(Agovino et al., 2017)

The study of tourism and disability has been discussed by several scientific journals, one of which was written by Yun Yao (Jennifer) Liu, Mehmet Ali Koesglu, Antony King Fung Wong, and Seongseop (Sam) Kim entitled *Contributions of people with disabilities to the research on the intellectual structure of the hospitality and tourism literature* the findings of the study show and visualize the trends and developments, the current state and characteristics, and the hidden intellectual structure of research *on people with disabilities* in the field of H&T. Five research clusters were identified, comprising travel destination criteria and perceived needs and barriers to travel; accessibility and case studies; attitudes towards disability policies and practices and human resources; hotel selection criteria, and the current state and experiences of travelers with disabilities; and tourism development for the visually impaired(Liu et al., 2023). Further research written by Marcys Hansen, Alan Fyall, Rhiannon Macpherson, and Joanne Horley entitled *The role of occupational therapy in accessible tourism* this research highlights to improve of well-being and inclusion through occupational participation and the promotion of greater participation for people with disabilities(Hansen et al., 2021). The next research was written by Victoria Eichorn, Graham Miller, and John Tribble with the title *Tourism: A Site Of Resistance Strategies Of Individuals With A Disability* the findings of the study concluded that individuals with disabilities are restricted from fully

utilizing these opportunities due to still upholding the normal/abnormal dualism which is a result of limited public awareness of disability as a whole and the tourism industry not fully understanding and responding to the needs of people with disabilities, which affects the implementation of *resistance* prevention strategies (Eichhorn et al., 2013).

From the various issues above, research on disability issues in the tourism sector that has been discussed by several previous studies, especially related to the issue of fulfilling disability rights in tourism policy needs to be taken more seriously. Of course, the existence of regulations on persons with disabilities to get their rights in tourism strengthens how these regulations can be implemented and applied by the government as equal rights of citizens in traveling.

METHODS

This research method uses qualitative research with a literature review from various sources which are then described in the form of descriptive analysis. Data processing from various problems or cases of persons with disabilities in the tourism sector related to the protection of disability rights in tourism. The existing data is then analyzed using descriptive qualitative in the form of sentences arranged neatly and completely, according to the systematic of the topic of discussion to facilitate concluding so that it is easy to understand.

The data sources used are secondary data from various literature, books, internet legal products, and various scientific research results from previous studies using the Miles and Huberman theory in analytical techniques in qualitative research by reducing data and providing and drawing data and conclusions. While primary sources by looking at the text of the Convention on the Rights of Persons with Disabilities (CRPD).

ANALYSIS AND DISCUSSION

Fulfillment of Disability Rights

The International Convention on the Rights of Persons with Disabilities is one of the guidelines or instruments to humanize persons with disabilities around the world. The original view of disability is a human being who has obstacles and is a burden for the state and society to change the negative stigma into appreciation and recognition that people with disabilities are the basic concept of disability is a form of interaction between other individuals with limitations and abilities, attitudes that are in an environment that can hinder full participation effectively in society based on equality with others (Hartanto & Yulianti, 2018). Disabled tourists are tourists who have weaknesses and physical, visual, and mobility limitations (Kusumaningrum, 2018). Persons with disabilities can be classified into vulnerable groups. Vulnerable groups are groups that are very vulnerable to discrimination and various rights are not fulfilled. This reason is still a lot of stigmas that

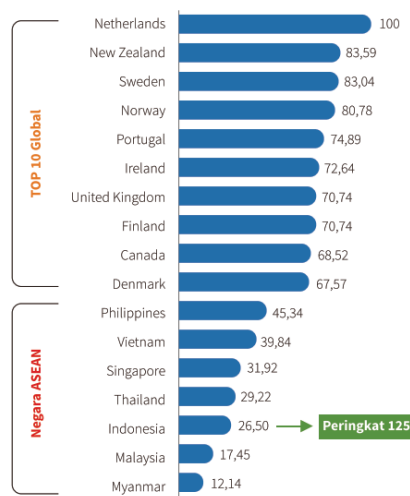
groups of people with disabilities are still often considered as disabled people who get the most discrimination in many fields so that many of their rights are not fulfilled.

Persons with disabilities should have the same position, rights, and obligations as non-disabled citizens, as part of Indonesian citizens, persons with disabilities should receive special treatment from various acts of discrimination, and most importantly protection from various human rights violations. At least 15% of the world's population is disabled. This group is part of a minority that is spread throughout the world. About 82% of people with disabilities are in

developing countries and are on the poverty line and have difficulty getting access to education, health, training, and decent work for people with disabilities (Ndaumanu, 2020).

A reference indicator of global disability development is the inclusiveness index. The inclusiveness index is a holistic measure of inclusive development that focuses on racial/ethnic, religious, gender, and disability equality in the areas of political representation, out-group violence, income inequality, incarceration rates, and immigration and refugee policies. for more details, please see the 2020 global inclusiveness index in Figure 1 below:

Figure 1. Global Inclusiveness Index 2020



Source: Inclusivity Index: Measuring Global Inclusion and Marginality 2020 (Fajri et al., 2021)

Figure 1 on Inclusivity Index: Measuring Global Inclusion and Marginality shows that Indonesia ranks 125th (score = 26.5) on the implementation of inclusive development, of course, this figure is

far behind several developed countries such as the Netherlands, New Zealand, Sweden, Norway, Portugal, Ireland, United Kingdom, Finland, Canada, and Demark. Even for the ASEAN region, Indonesia's position is below the

Philippines, Vietnam, Singapore, and Thailand, Indonesia is only superior to Malaysia and Myanmar on the 2020 Global Inclusiveness Index. Problems regarding disability, especially in Indonesia, are influenced by social, cultural, and economic factors and still weak policies in law enforcement in favor of disability (Sholihah, 2016).

Of course, this requires the seriousness of Indonesian government in empowering persons with disabilities from various fields to increase independence, individual rights, welfare, and various rights that have not been fulfilled for persons with disabilities in Indonesia. The designation of persons with disabilities is a form of respect and minimizes stigma and discrimination, previously persons with disabilities were referred to as persons with disabilities. However, since 29 March 2010, this designation has been replaced with the designation of persons with disabilities. The issue of the fulfillment of disability rights in several sectors that have not been fulfilled certainly requires the seriousness of legal rules that can be implemented in a policy that is pro for persons with disabilities. There needs to be a paradigm shift regarding disability from *charity-based* to *social-based* as the basis for the development of disability and various disability issues in the context of human rights (Ndaumanu, 2020). One of the encouragements to realize this is of course the need for seriousness in implementing regulations to fulfill accessibility and equal rights and opportunities for people with disabilities. With the basis of equal rights, it is certainly an effort to fulfill

disability rights and minimize negative stigma towards people with disabilities.

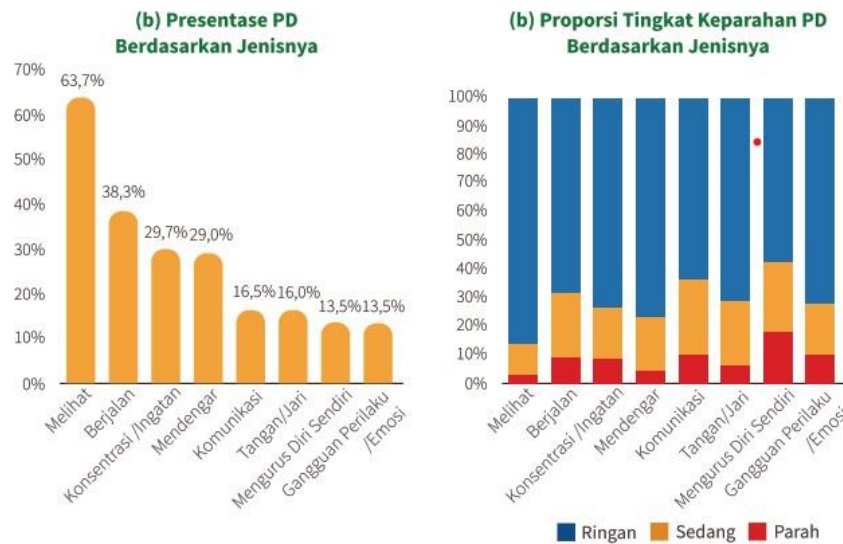
Disability is considered to be impairment and limitation of activity and restriction of participation. Disability means that a person cannot perform various activities that are usually carried out by other people in general (Zakiyah et al., 2016). Difficulties in obtaining the fulfillment of various public facilities and the availability of public spaces for persons with disabilities certainly require various supports from the government and the private sector in managing various needs for persons with disabilities. These needs such as buildings and roads, transportation, access to information, and communication needed for persons with disabilities (PD) as the fulfillment of disability rights following the UN *Convention on the Rights of Persons with Disabilities* (CRPD) (Jati, 2019). Of course, the Convention on Disability Rights is a manifestation of the need for human rights protection for persons with disabilities in several sectors as part of the rights and obligations of equal citizens. Indonesia's involvement in signing the convention is an effort by the Indonesian state to uphold and respect the rights of persons with disabilities who are still discriminated against in various sectors including the tourism sector.

In Indonesia, according to a survey by the Central Bureau of Statistics, people with disabilities are grouped into 8 categories, namely difficulties in; seeing, walking, concentration in memory, hearing, communication, using hands, being able to take care of themselves, and behavioral or emotional

disorders. In general, people with disabilities in Indonesia are individuals with vision problems (63.7%), walking (38.3%), concentration/memory (29.7%), hearing (29.0%), communication (16.5%), hands/fingers (16.0%), self-care (13.5%), behavioral/emotional disorders (13.5%). For more details, see Figure 2 below.

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Figure 2. Percentage of people with disabilities by Types and Severity



Source: Badan Pusat Statistik (National Census Survey) (Fajri et al., 2021)

Based on Figure 2 above, it shows that the problem of disability in Indonesia is dominated by people with visual impairments, followed by people with walking impairments. Of course, there need to be serious steps that must be taken in providing access to protection for persons with disabilities in various sectors with the provision of various facilities in various fields following the 8 types of categories of persons with disabilities. The issue of human rights protection for persons with disabilities is not only limited to regulations or the existence of regulations on persons with disabilities or various regional regulations. However, how existing rules or regulations can be implemented in various policy programs or work

programs with clear, strict, and measurable supervision in realizing disability rights.

The protection of human rights in various sectors is a must to be implemented in the field because Indonesia has ratified the convention on disability rights. One of them is how the Indonesian government, both central and regional, can implement various disability-friendly policies in the tourism sector. The issue of disability in the tourism sector still cannot be fulfilled and neglected because it is considered not to be a serious need and awareness to realize disability-friendly tourism.

Fulfilling Disability Access in the Tourism Sector

The need for various accesses for people with disabilities certainly requires seriousness for the government in implementing a disability-friendly tourism sector policy. Tourism is the most important sector for the Indonesian state, of course, all government policies in the tourism sector need to involve many tourism business actors so that every citizen can fulfill their rights in obtaining various facilities according to their type of disability. One of the most important elements to create good governance is the

principle of responsiveness. Responsiveness is the ability of bureaucrats to be able to understand the needs of the community in drafting an agenda that is a priority in services to develop various service programs that suit the needs and aspirations of the community (Nadhifa & Sudaryanti, 2021). One of the disability rights that is still considered less considered by the government is physical accessibility such as in buildings, roads, and various public facilities that have not provided justice for people with disabilities (Handoyo et al., 2017).

Table 1. Facility Access Needs Persons with Disabilities in the Tourism Sector

No.	Type of Disability	Needs
1.	Deaf	Facilities needed by deaf and hearing-impaired travelers include interpretive writing and professional escorts. Deaf tourists need descriptive writing for various attractions visited. This facility is needed for tourists to be able to clearly understand the purpose or message that has been conveyed at each tourist attraction. Deaf travelers need professional guides, guides who can master signlanguage. In the absence of sign language skills by the guide deaf travelers will find it difficult to communicate without sign language, making travel difficult.
2.	Mentally disabled	The facilities that people with disabilities need are attractions that are fun and easy to understand. All elements of the travel agency's offering, not only attractions but also accommodation and transport, should be easier to understand and simpler. This is because people with disabilities have mental limitations, of course, it is very difficult to understand and control their emotions, it becomes even more difficult when traveling, especially if they are already tired long journey.
3.	Visually Impaired	Facilities for the visually impaired include signage, braille, and audio. Visually impaired passengers need signs to make it easier to walk with a cane. Visually impaired people need braille when reading text by hand, this should be well considered in the travel package so that blind tourists can

- understand the explanation of each attraction and others. The sound can be in the form of explanatory information from various rides/attractions played, it can also be a guide while doing tourist activities with sound information that is easy to understand clearly for blind visitors to understand the flow while still on site.
4. Disabled Special facilities required for disabled travel include ramps, disabled toilets, and stairs with handrails. Ramps are inclines for wheelchair users. Ramps are very important for people with disabilities because without them it is very difficult for them to reach higher places. Regular toilets without handrails are too big for wheelchairs to pass through, making it difficult for people with disabilities to use them. On the other hand, handrails are a form of safety and comfort for people with disabilities.

Source: Tourist Package for Disabled in Yogyakarta (Handoyo et al., 2017)

Table 1 shows some of the important access needs for facilities for people with disabilities that must be fulfilled to obtain their rights in the tourism sector. This need is a necessity that must be fulfilled by the government. The need for easy access to facilities that can meet the needs of people with disabilities will have a positive impact on the development of the tourism sector.

The tourism sector plays an important role in the process of development and regional development as an income multiplier or regional and community income. Not only that, in some places it was found that the tourism sector industry was able to raise the potential of underdeveloped areas and make it a significant source of income (Yoeti, 2008). A tourism object is something that has a variety of beauty, uniqueness, and value in the form of a diversity of natural, cultural,

and man-made wealth to be the target and destination of tourist visits (Ridwan, 2012). From the interests of the tourism sector, it is very important to determine a policy in the tourism sector including how persons with disabilities can be fulfilled various basic rights of persons with disabilities in tourism.

Tourism policy is a set of government actions and decisions in the regulation and use of various tourism components (Hamdi, 2014). Tourism sector policies certainly require the participation of the entire community which must be considered. Thus, tourism policy can answer various community needs, including the needs of people with disabilities, where people with disabilities have limited access to various disability-friendly tourist attractions.

Fulfillment of these needs such as accessibility for tourists with

disabilities according to the Tourism Law No. 10 of 2009 which states that tourism is organized according to various principles. interests, kinship, fairness and justice, balance, independence, sustainability, inclusiveness, sustainable, democracy, equality, and unity (Gumelar & Karsono, 2021). The issue of persons with disabilities is not only a problem in the social sector but also in many sectors such as education, health, economy, law, and the tourism sector which is vulnerable in obtaining various rights that have not been fulfilled and resolved (Amnesti, 2021). This includes how the central and local governments make policies for tourism businesses that can provide accessibility for people with disabilities to be able to enjoy the world of tourism and as tourism actors (working in the tourism sector) by issuing tourism policies for people with disabilities.

An inclusive tourism policy certainly requires services for citizens with disabilities. Inclusive services that are accessible to all citizens (inclusive) to public services are one of the main priorities of the government. These inclusive services are in the form of existing public facilities such as

transportation, stations, terminals, public transport, and traffic signs and directions at various crossing locations as well as various public toilets that still do not fulfill the completeness that provides easy access that is friendly to people with disabilities (Zakiyah et al., 2016). One of the indicators of inclusive public services is assessed by the element of having a representative who can carry out services with all aspects of disparity in social characteristics (Dwiyanto Agus, 2012).

Of course, to achieve disability-friendly public service indicators, Simon Darcy and Dimitrios Buhalis explain the social model of persons with disabilities. The social model of persons with disabilities consists of various things that are an important basis for policy-making in the tourism sector to accommodate the needs of persons with disabilities. The social model can explain disability as a product of a disempowering environment due to the social construction of hostile social attitudes that oppress and marginalize people with disabilities from social participation (Darcy & Buhalis, 2020). To understand the social model for people with disabilities, see Figure 3 below:

Figure 3: Social model of people with disabilities



Source: Simon Darcy and Dimitrias Buhalis "Conceptualising Disability"(Darcy & Buhalis, 2020)

The emergence of the disability politics movement in the 1970s in the UK re-conceptualized disability from a "personal tragedy" to a complex form of social oppression. It emphasized that the disability experienced by the individual becomes a social environment that can paralyze social attitudes that are considered hostile (Darcy & Buhalis, 2020). In addition, disability support activists argue that disability is imposed on people with disabilities not because of their disabilities but because of socially constructed barriers and attitudes (Michopoulou et al., 2015). The development of tourism for all began in 1989 as a group or organization involved in the development of accessible tourism for all, and ultimately the development of barrier-free tourism products and services in destinations (Agovino et al., 2017).

The overall goal of the social model is to mobilize the whole of society to have a more positive understanding of what it means to live with a disability and to adapt to the environment accordingly. As disability is considered to be socially constructed there must be a social solution as shown in figure 2 by creating more accessible social structures where people with disabilities can not only participate in the full range of rights as citizens but can also be active agents in influencing social change (Darcy, 2010). This requires a fundamental understanding of the social model of tourism by suggesting that socially constructed relationships are developed from three elements; 1) the experiences of people with disabilities; 2) identifying disability as a combination of socially constructed impairments and barriers; 3) part of a

conceptual clarification designed to facilitate scholarly critique of the constraints and barriers that are perceived to oppress people with disabilities and therefore lead to impoverishment and dysfunction of people with disabilities. An important shift in the orientation of all three points is toward scientific attention to barriers (Darcy & Buhalis, 2020). The fact is that despite many initiatives

from both the government and the private sector various empirical studies show that this group still has a low probability of taking part in tourism activities.

The importance of realizing disability rights in the tourism sector requires at least applying the various dimensions of access and examples of inclusive practices in the tourism sector as shown in Table 2 below:

Table 1. The importance of realizing disability rights in the tourism sector

Mobility	Hearing	Vision	Cognitive	Hidden/Sensitive	Aging/Health
Sustainable pathways	Telephone typewriter	Surface with guide tile indicators, audio	Simple text	Chemical-free environment	Medical support
Circulation space	Hearing aids	Large text, Braille text, audio	Mentoring	Dietary health-related foods	Supportive environment
Specialized Equipment	Text, images	Area for guide dogs	Opportunities for tour groups	Non-smoking area	Opportunities for group travel
Low-floor Bus	Language interpreter	Guiding path	Program of activities	Organisational Promotion	Advocacy and Philanthropy program
Customer, waiter attitude	Customer service attitude	Customer service attitude	Customer service attitude	Service attitude	Customer service attitude
Road system designator	Road system designator	Road system designator	Road system designator	The area is clearly signposted	Specialized equipment
Information System	Information System	Information System	Information System	Information System	Information System

Source: Simon Darcy and Dimitrias Buhalis "Conceptualising Disability" (Darcy, 2010)

Table 2 describes how examples of inclusive and universal practices that provide an enabling environment divided into six groups to understand and promote independent access, dignity, and fairness are central to the definition of equitable tourism. There are various access requirements needed in all parts of the tourism system from the journey of people with disabilities to the destination of tourist attractions

with the explanation of the tourism system and various other supporting sectors such as transportation, road access, street lighting, transportation waiting lines and access to other supporting services such as restaurants and restaurants that are integrated for people with disabilities. Fulfillment of access for persons with disabilities in obtaining tourism information can be fulfilled if the policies issued by the

government can be implemented in praxis and integrative policies. So far, the central and regional governments have only made regulations on the protection of human rights for people with disabilities but have not applied or implemented in policy. Many tourist attractions in Indonesia still do not provide a friendly space for people with disabilities.

Regulatory policies that have been made by the government must be implemented, especially for tourism workers who are managed by the government or private parties. The Ministry of Tourism and the Tourism Office of the local government should evaluate and monitor tourism providers to implement the needs required by persons with disabilities as a state obligation in providing justice for citizens. Thus, various rights of persons with disabilities in the tourism sector can be fulfilled properly (Lomban et al., 2021). The existence of policy-making and public services for persons with disabilities needs to involve organizations, groups, or communities of persons with disabilities to provide input and opinions on policies that can indeed provide advocacy for persons with disabilities what is needed for persons with disabilities to get their rights as citizens. So that people with disabilities can be independent when all the needs of easy access and fulfillment of the various needs of people with disabilities.

Disability needs in the tourism sector are also involved in tourism activities as workers, companions, and business actors in the tourism industry

which can have a positive impact on independent disabilities. As stated by Klargyrou and Vlolis there are three kinds of parkatek in initiating inclusion workers for people with disabilities, namely; the formation of a team responsible for disability awareness and integration, the establishment of partnerships with social service agencies, and the acquisition of funding to support disability inclusion plans (Liu et al., 2023). From these three components, of course, the involvement of persons with disabilities in the tourism sector independently can increase independence and fulfillment of disability human rights in the tourism sector (Nurazizah, 2021). As a form of being able to realize disability-friendly tourism, not only skilled but expert and professional human resources are needed to handle tourists with disabilities, one of which is in the field of skilled communication and can be able to use of sign language is one way to be able to realize the fulfillment of disability rights by having deficiencies in hearing or commonly referred to as deafness, the ability to use sign language for tourism actors is certainly an effort to fulfill tourism rights to gain experience and fulfill human rights in the tourism sector.

CONCLUSION

The need for disability access in tourism is an important thing to fulfil disability rights in obtaining tourism rights that have been regulated in Law Number 8 of 2016 concerning Persons with Disabilities. The existence of special regulations governing various

disability rights is one of the problems of citizens who need guarantees in obtaining various accesses that are still not fulfilled by persons with disabilities. Various access to disabilities in the tourism sector is still not fulfilled. Of course, there is a need for seriousness from the central and regional governments in implementing various policies regarding disabilities, especially in the tourism sector, which needs to be evaluated and studied seriously and systematically.

Of course, this regulation must be implemented in realizing the protection of persons with disabilities, especially in the tourism sector. This need is not only limited to regulations but policies implemented in realizing access and facilities in the disability-friendly tourism sector. Such as building and road needs, transportation, access to information, and communication needed for persons with disabilities as the fulfillment of disability rights that need to be studied and implemented. Because these various accesses and needs are part of the agreement of various countries in the form of the Convention on the Rights of Persons with Disabilities (CRPD).

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