

THE EFFECT OF TRAVEL CONSTRAINTS ON TRAVEL INTENTIONS OF PEOPLE WITH DISABILITIES: THE MEDIATING ROLE OF TRAVEL MOTIVATION

Nisa Nazmi Muhtar^{1*}, Rahmat Priyanto²

^{1,2}Faculty of Tourism, Sekolah Tinggi Pariwisata Ars Internasional, Indonesia

Correspondence: nisanazmimuhtar@gmail.com

Article Info	Abstract
<p>Keywords: people with disabilities, tourism, travel constraints, travel intention, travel motivation.</p> <p>Received: May 15, 2024</p> <p>Approved: August 15, 2024</p> <p>Published: November 08, 2024</p>	<p>According to WHO, 16% of the world's population are people with disabilities. Given this high number, disability-friendly tourism can be utilized as a special tourism market. This study aims to analyze the effect of travel constraints on travel intention through travel motivation for people with disabilities in Bandung. Over the past few years, Indonesia has begun to develop disability-friendly tourism infrastructure and services. The theory used in this study is the Theory of Planned Behavior, which has proven effective in shaping the behavioral intentions of tourists. This research was conducted using quantitative methods with structural equation modelling analysis procedures using CB SEM. The data collection technique used was non-probability sampling, targeting people with visual impairments, hearing impairments, physical disabilities, and mild mental disabilities. There are 200 pieces of data collected using a questionnaire. The results showed that travel constraints significantly positively affect travel intention through travel motivation among people with disabilities in Bandung. Existing literature finds a direct effect of travel constraints on travel intention in the tourism industry. This study contributes to the existing literature by including travel motivation as a mediating variable in mediating the effect of travel constraints on travel intention among people with disabilities in Bandung.</p>

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INTRODUCTION

Human rights ensure equality among individuals regardless of their ethnicity, race, religion, nationality, or physical abilities (W. Afifah & Hadi, 2018). In Indonesia, one way human rights are upheld is through the promotion of inclusive tourism activities (Sandang, 2019). Essentially, tourism activities are everyone's right (Pradana, 2019). According to Law Number 10 of 2009 concerning Tourism Article 18, paragraph 1 point states, "Everyone has the right to have the opportunity to fulfill tourism needs" (Paramarta & Hendiawan, 2020). Every person, including those with disabilities, has the right to participate in travel experiences (Sari & Soeskandi, 2021). In essence, every individual has the same rights to access and enjoying tourism, including people with disabilities (Amini et al., 2021).

The United Nations Convention on the Rights of Persons with Disabilities defines individuals with long-term physical, mental, intellectual, or sensory impairments as those whose full and effective participation in society may be hindered by various barriers. People with disabilities are citizens of the Republic of Indonesia who are guaranteed equal positions, rights, obligations, and roles with other citizens by the 1945 Constitution (Itasari, 2020). The Equality of rights is regulated by Law Number 8 of 2016 concerning Persons with Disabilities, which includes rights related to culture and tourism (W. Afifah & Hadi, 2018). People with disabilities have the same opportunities and rights to enjoy culture and tourism as other citizens. According to Law Number 10 of 2009, tourism encompasses various activities supported by facilities and services provided by the community, private sector and government (Abidin et al., 2020). It is essential for the government, private sector, and society to focus on accommodating individuals with disabilities in the tourism sector to prevent discrimination (Hastuti et al., 2020). Additionally, it is important to fulfill their rights in the context of tourism so that the government can ensure the fulfillment of human rights for people with disabilities in Indonesia (Richadi, 2018).

Disability groups encompass a wide range of individuals across different age groups, from children to the elderly. Children with disabilities, such as autism, cerebral palsy, down syndrome, or other developmental disorders, often require special attention and appropriate accessibility when traveling. Tourism facilities and services must accommodate these needs to ensure a comfortable vacation experience. Adolescents and young adults with disabilities, including those with physical, sensory, or intellectual impairments, also require special assistance or facilities when traveling. For instance, they need disability-friendly accessibility in hotels, public transportation, tourist attractions, and restaurants. Adults with disabilities are another important segment of the disability group in tourism. They may have different mobility needs or require additional assistance in planning and executing travel. Finally, elderly individuals who experience disabilities due to age or health conditions must also be considered in the context of tourism. Their needs include improved accessibility, nearby medical facilities, or care assistance during travel.

According to a 2018 study by Indonesia's Central Statistics Agency, the number of people with disabilities reached 21.8 million and is expected to continue growing to 23 million by 2023. The increase in the population of individuals with disabilities in Indonesia presents an advantageous opportunity for the advancement of the country's tourism sector (Simanjuntak et al., 2018). In October 2023, during the opening remarks of the ASEAN High-Level Forum, the Minister of Social Affairs said that disability is not only an issue in

ASEAN, but also a global issue because the number of people with disabilities is quite large. In ASEAN, there are around 62 million people with disabilities. Meanwhile, in Indonesia, there are around 22.9 million people. For this reason, AHLF invited participants from the United States, the United Kingdom, and Australia to observe how ASEAN countries have addressed disability issues and to discuss and exchange experiences. (Mufida, 2023). According to the data from the 2021 and 2022 census, the population of individuals with disabilities in Bandung is as follows:

Table 1. Total of Persons with Disabilities in Bandung

No	Type of Disability	Year		Description
		2021	2022	
1	Physical Disability	513	696	People
2	Blindness	144	304	People
3	Deaf / Speech Disability	168	625	People
4	Mental disabilities	187	2,326	People
5	Physical and mental disabilities	63	83	People
6	Other disabilities	348	410	People
Total		1,423	4,444	

Source: BPS West Java Province in Figures, 2023

The information provided in Table 1 indicates that in 2021, there were a total of 1,423 individuals with disabilities in Bandung. These disabilities were categorized as follows: 513 individuals had physical disabilities, 144 had visual or blind disabilities, 168 had hearing or speech impairments, 187 had mental or spiritual disabilities, 63 had physical and mental disabilities, and 348 had other types of disabilities.

The number of people with disabilities increased by 67.9% in 2022, reaching a total of 4,444 individuals in Bandung. The disability categories are divided as follows: 696 people with physical disabilities, 304 people with visual/blind disabilities, 625 people with hearing/speech disabilities, 2,326 people with mental/spiritual disabilities, 83 people with physical/mental disabilities, and 410 people with other disabilities. Seeing this high number, disability-friendly tourism should be the focus of attention for tourism activists in Indonesia because this can be utilized as a specific market (Sumiarsa et al., 2022). Based on data on the types of disabilities that exist in Bandung, the types of disabilities they have will have an impact on their activities in conducting tourism activities.

Based on data from the Social Service of the Bandung Government in October 2023, there were around 6,045 people with disabilities recorded (Bandung Regency Government, 2023). Based on data on tourist visits to Bandung, a very significant increase was recorded from 2020 to the end of 2023, reaching a percentage of 340% (Disbudpar Kabupaten Bandung, 2024). The precise figure will be significantly higher, with the majority falling within the working-age bracket. The Bandung Government is determined to create a district that is friendly to people with disabilities. The Regent of Bandung revealed that in planning the preparation of the disability regulation, the Bandung Government implemented various measures to ensure the rights of individuals with disabilities, such as establishing an inclusive educational program, enhancing pedestrian accessibility, providing sports amenities, and promoting disability-friendly tourism. (Bandung Regency Government, 2023). The following is a detailed table of tourists visiting Bandung.



Table 2. Total of Domestic Tourists and Foreign Tourists

No	Year	Domestic Tourists	Foreign Tourists	Total of Tourists
1	2020	-	-	2,072,697
2	2021	-	-	3,880,600
3	2022	6,548,815	1,748	6,550,563
4	2023	-	-	7,044,300

Source: BPS Bandung Regency in Figures, 2024

Based on Table 2, it can be explained that the number of domestic tourists and foreign tourists visiting Bandung in 2020 there were 2,072,697 visitors, in 2021 there were 3,880,600 visitors, in 2022 there were 6,550,563 visitors and in 2023 there were 7,044,300 visitors. The rise in the number of travellers with disabilities presents a significant market opportunity for the tourism industry (Y. Afifah, 2023). To address the rights of disabled individuals in tourism, it is crucial to embrace the concept of disability-friendly tourism. The research by Simarmata (2020) explains the number of visitors with disabilities who visited the Uluwatu Luhur Temple Area, as shown in the Table 3.

Table 3. Total Number of Visitors with Disabilities to Uluwatu Temple 2016-2019

No	Year	Disability Visit
1	2016	2,852
2	2017	3,429
3	2018	4,164
4	2019	5,089
Total		15,534

Source: The Uluwatu Temple Management, 2019

Based on data from Table 3, it can be seen that in 2016 the number of visitors with disabilities was 2,852, in 2017 it was 3,429, in 2018 it was 4,164, and in 2019 it was 5,089. This shows that the number of visitors with disabilities to Uluwatu Temple has increased over the last four years, but the increase is not significant.

Travelling activities may present certain challenges and obstacles that can affect the experience of participating in such activities (Hastuti et al., 2020). Problems faced by people with disabilities during travel can negatively influence their intention to travel (Audina et al., 2022). The primary challenges faced by individuals with disabilities when engaging in tourism include the need for accessible physical infrastructure, accommodation, and access to tourist destinations and attractions (Elfrida & Noviyanti, 2019). Travel constraints are variables that cause tourists to decide whether to start or end a trip (Rinandiyana et al., 2022).

Travel constraints are factors that can impede or prevent travel, leading to a halt or reduction in travel frequency, ultimately negatively impacting a trip (Indriyani & Artanti, 2020). These constraints are elements that limit continuous travel and may prevent potential travelers from starting their journey (Hung & Petrick, 2012). Individuals may experience internal and external constraints that inhibit their intention to travel (Crawford et al., 1991).

Based on interviews with the manager of the Sae Cipta Mandiri Soreang Foundation in Bandung, it was found that travel constraints faced by people with disabilities, especially those who are deaf or speech-impaired, include communication barriers related to sound, societal stigma that individuals with disabilities have lower

cognitive abilities, and feelings of shame some parents have about their children's limitations.

Extensive discussions on travel constraints have been a focal point in the tourism literature since the introduction of the Leisure Constraints Model (LCM) by Crawford and Godbey (1987). This model has been further reinforced through subsequent studies by Crawford et al. (1991). Over the last thirty years, numerous studies have explored the LCM, examining the impact of travel constraints on travel intentions, leading to significant insights from research by Mei and Lantai (2018). Travel constraints, as limitations and barriers, significantly impact individual preferences and engagement in tourism activities (Wong & Kuo, 2021). From this literature, it can be concluded that travel constraints encompass various difficulties, challenges, or disturbances that individuals or groups face when they want to start a tourism activity.

Shin et al. (2022) emphasized the significance of understanding how travel constraints affect travel intentions to develop effective marketing strategies for tourism recovery amid the COVID-19 pandemic (Aziz et al., 2022). Załuska et al. (2022) highlighted the impact of various travel constraints on individuals with sensory disabilities, underscoring the negative influence these constraints have on their activities. Additionally, Indriyani and Artanti (2020) found that travel adversely affect individuals' intention to visit Kenjeran Beach.

In contrast, Chen et al. (2021) found that travel constraints have a positive effect on travel intention. These findings align with research on travel constraints faced by the elderly, and the study by Xie and Ritchie (2019) on international student travelers in Australia indicates that higher travel intentions among Roadtrippers leads to increased investment of time and money in visiting destinations. The research also suggests that road travelers are less likely to view road travel constraints as a significant obstacle to visiting a destination. This lack of concern is attributed to the lower financial risks and time commitments associated with road travel. Furthermore, the findings imply that individuals can effectively manage challenging situations despite experiencing emotional and social setbacks during crisis (Doğan et al., 2021).

As barriers to travel are identified, it is important to understand the travel behavior of disabled travelers to encourage the development of inclusive tourism activities (Simanjuntak et al., 2018). Tourist behavior, as explained by Latif et al. (2020), is intricately linked to psychological factors that shape the intention to visit tourist destinations. This travel intention encompasses the attitudes and behaviors experienced by potential tourists, which help them form perceptions that influence their decisions on which destination to explore (Kanzenna, 2020). The Theory of Planned Behavior (TPB) developed by Yuzhanin and Fisher (2016), is used to analyze tourist behavior concerning travel intentions.

The Theory of Planned Behavior (TPB) suggests that an individual's actions are influenced by their intentions or planned behavior. Research has demonstrated that the TPB model effectively impacts tourists' decision-making processes when choosing a destination to visit. A study conducted in Indonesia revealed that the TPB model significantly contributes to the intention to visit local tourist spots (Pahrudin et al., 2021). This finding aligns with Ghani (2023), who supports the effectiveness of the TPB in explaining tourists' decisions to engage positively within the hotel industry in Bandung City.

Based on several studies, it is evident that there is a research gap concerning the inconsistency results regarding the impact of travel constraints on travel intention. Therefore, a practical suggestion to address this issue is to mediate the effect of travel constraints on travel intention through travel motivation. Motivation is an inner psychological drive that originates from unmet needs and then compels an individual to engage in specific actions or behaviors to fulfill those needs (Khan et al., 2019). Travel motivation is considered the primary source of influence in driving tourist behavior (Widiyastuti, 2017). It refers to the socio-psychological needs of tourists, which represent the driving motivational force, making it essential to understand motivation in the tourism sphere, especially during times of crisis (Volgger et al., 2021).

The study of travel motivation as a mediator between travel constraints and travel intention has been widely examined. Research conducted by Eusébio et al. (2023) highlights that individuals with disabilities exhibit a strong inclination to engage in tourism activities, yet they encounter numerous challenges, as identified by Portuguese Social Organizations (PSOs). Additionally, Khan et al. (2019) found that travel motivation serves as a crucial factor in mitigating the adverse impact of travel constraints on the travel intentions of young tourists visiting India. Specifically, their study reveals that travel motivation plays a significant role in alleviating structural constraints while positively influencing intrapersonal and interpersonal constraints related to travel intentions.

The empirical gap in this study is that research on people with disabilities from a tourism perspective, especially in Indonesia, is still relatively rare. Generally, research in Indonesia has focused more on qualitative studies that discuss the availability of facilities and accessibility for people with disabilities, as seen in journal by Abidin et al. (2020). However, studies that explore the behavior of people with disabilities in accessing tourism have not been extensively researched. This research offers novelty compared to existing studies.

The purpose of this study is fourfold: First, to determine the effect of travel constraints on travel intention for people with disabilities in Bandung. Second, to assess the effect of travel constraints on travel motivation for people with disabilities in Bandung. Third, to examine the effect of travel motivation on travel intention for people with disabilities in Bandung. Finally, to evaluate the effect of travel constraints on travel intention through travel motivation for people with disabilities in Bandung.

Based on the background presented, the problem identification in this study is as follows: The participation level of persons with disabilities in travel activities remains relatively low in Bandung Regency. Travel barriers are a significant factor contributing to the limited travel participation of persons with disabilities in Bandung Regency. Furthermore, research examining the behavior of persons with disabilities in the context of tourism is still limited in Indonesia.

METHODOLOGY

Initially, this research employed an observation technique, a data collection method involving the systematic observation of physical facilities at tourist attractions. Many tourist attractions in Bandung Regency have made modifications to ensure accessibility for visitors with disabilities, including special pathways, wheelchair ramps, and toilets designed for wheelchair users. For instance, several recreational parks and

entertainment centers in the area have been equipped with such facilities. Additionally, the Alamendah Tourism Village offers specialized services, such as tour guides who understand the needs of visitors with disabilities, making the travel experience more comfortable and enjoyable. Although tourism destination in Bandung city aims to be inclusive for all tourist groups, in practice, limited accessibility often leads to reduced ease, security, and comfort for tourist with disabilities (Herdiana & Widharetno, 2022). One of the research methods used in this study is a descriptive method, which describes certain phenomena, characteristics, or situations without manipulating existing variables (Sugiyono, 2019).

The main objective of this research is to determine the effect of travel constraints on travel intention through travel motivation for people with disabilities in Bandung. The starting point of this research is a formulation of a hypothesis, which provides an overall framework for the study, as illustrated in Figure 1 below:

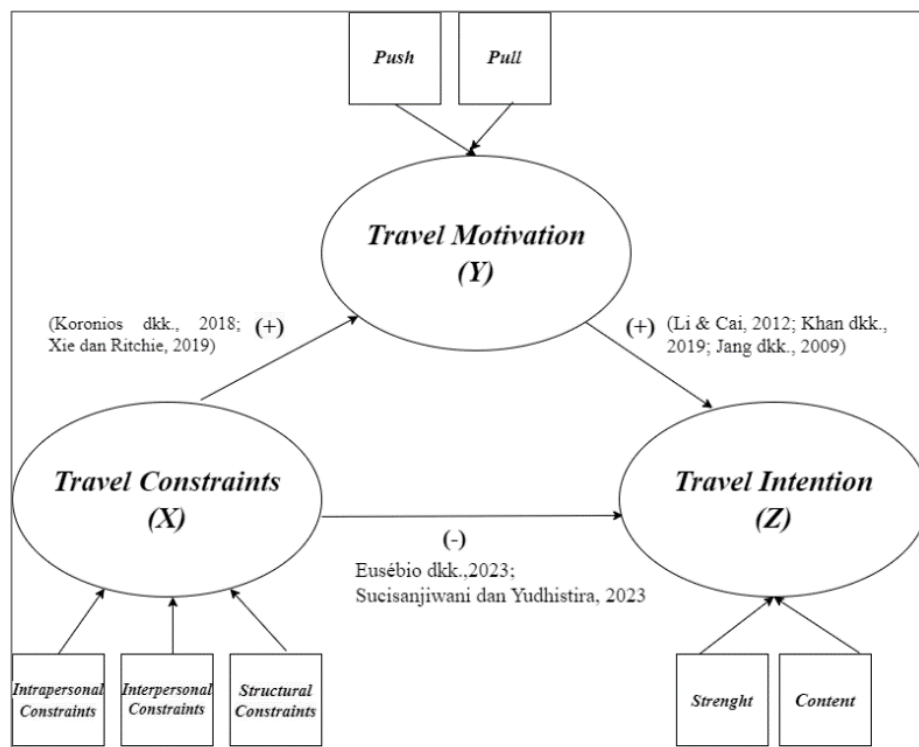


Figure 1. Research Proposition of Travel Constraints Variables on Travel Intention Through Travel Motivation
Source: Author's processing analysis, 2023

The research hypotheses based on the framework in Figure 1 and the described research methodology are as follows:

- H1: Travel constraints negatively influence travel intention for people with disabilities in Bandung.
- H2: Travel constraints positively influence travel motivation for people with disabilities in Bandung.
- H3: Travel motivation positively influence travel intention for people with disabilities in Bandung.

H4: Travel constraints positively influence travel intention through travel motivation for people with disabilities in Bandung.

Investigating this hypothesis requires identifying and evaluating the opinions and attitudes of people with disabilities, necessitating an appropriate research method to meet the quantitative nature of this study. Consequently, the research instrument used was a structured, self-administered questionnaire. The development of the questionnaire was based on a total of 35 items measuring travel constraints, travel motivation and travel intention, derived from previous studies by Devile and Kastenholz (2018), Eusébio et al. (2023), Khan et al. (2019), S. (Shawn) Jang et al. (2009), and Wang et al. (2017). Additionally, the questionnaire includes several questions to measure respondents' personal characteristics, such as gender, age, type of work, monthly income, type of disability, presence of multiple disabilities, and frequency of travel.

This study adopted a quantitative methodology using descriptive and verification techniques. The sampling method used was non-probability sampling with 200 respondents with various disabilities such as blindness, deafness, physical disabilities, and mild disabilities in Bandung. Surveys were administered using a Likert scale ranging from 1 to 7 through both offline questionnaires and Google Forms. Data analysis was performed with CB-SEM using AMOS version 24 software. The operational variables for the detailed questionnaire were derived from the research background and theoretical framework, as outlined in Table 4.

Table 4. Summary of Measurement Scales

Variable	Dimensions	Measure	Item
Travel Constraints (X) (Devile & Kastenholz, 2018)	Intrapersonal	Limitation on travel choice	X_1
	Constraints	Feelings of insecurity in unfamiliar environments	X_2
		Anxiety and worry are caused by anticipating problems in an unfamiliar environment	X_3
		Feelings of lack of freedom	X_4
	Interpersonal	Avoid direct social contact	X_5
	Constraints	Difficulties in moving in unfamiliar surroundings	X_6
		Unhelpful attitude	X_7
		Think of the disabled as homogeneous	X_8
		Increased caregiving burden during the holidays	X_9
		Fears expressed by members of the family	X_10
	Structural	Lack of attention to customers with disabilities	X_11
	Constraints	Lack of sensory/communication accessibility equipment and services: audio guides, tactile experiences, Braille publications and labeling	X_12
		Lack of information on accessibility	X_13
		Difficulty handling food	X_14
		Lack of equal rights for disabled people, especially in public places	X_15
		Difficulties in finding suitable accommodation for the journey	X_16
		Difficulties in moving in the subway and train stations	X_17
		Lack of guided tours	X_18
		Lack of accessible routes for disabled people	X_19
Travel Motivation (Y)	Pull Factors	Understanding of the history, traditions, customs, language, food, traditional dress, and other aspects of a particular culture	Y_1

Variable	Dimensions	Measure	Item
(Eusébio et al., 2023; Jang et al., 2009; Khan et al., 2019)	Push Factors	Getting to know the world and different local customs	Y_2
		By measuring the distance traveled and tourist destinations, you will know different places	Y_3
		Measuring stress levels before and after a trip can give an idea of how effective the destination is for relaxation purposes	Y_4
		Availability of various adventure activities in tourist destinations	Y_5
		Visitor satisfaction is an important indicator of a successful tourism experience	Y_6
Travel Intention (Z) (Wang et al., 2017)	Strength	Monitoring tourist attractions through social media	Z_1
		Include personal experiences, cultural connections, and the impact of stories shared by family and relatives	Z_2
		Researchers can gather valuable information about what interests them in a particular attraction by asking close friends or family about their preferences and motivations	Z_3
		Variety of tourist attractions	Z_4
	Content	How long it takes to travel to tourist sites	Z_5
		Repeat visitors	Z_6
		Communication skills of travel companions	Z_7
		Tourist destination ticket prices	Z_8
		Personal preferences	Z_9
		Use of convenient modes of transportation	Z_10

Source: Processed from secondary data, 2023

The steps in this research are illustrated in Figure 3 below:

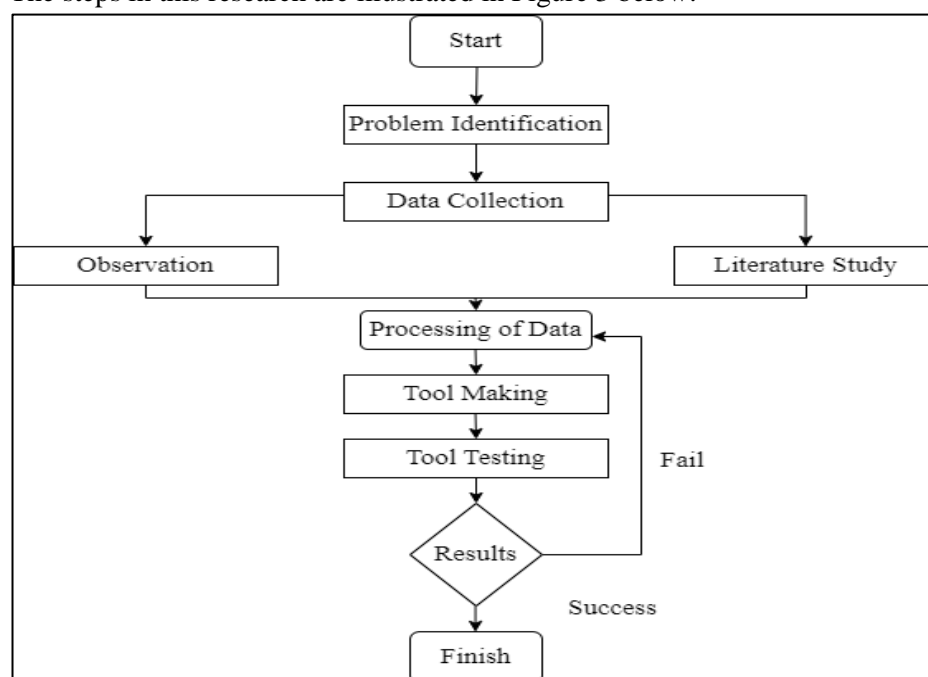


Figure 2. Steps of the research

Source: Author's processing result, 2024

FINDINGS AND DISCUSSION

A total of 200 respondents were eligible to participate in this survey. Table 5 below summarizes the results of processing the respondents' data based on gender, age, type of work, monthly income, type of disability, multi-disability criteria, and criteria for having traveled.

Table 5. Respondents Characteristic

Characteristic	Classification	Frequency	Percentage (%)
Gender	Male	94	47%
	Female	106	53%
Age	17-27 years	123	62%
	28-38 years	25	13%
	39-49 years	32	16%
	>50 years	20	10%
Type of Work	Student	112	56%
	Entrepreneur	47	24%
	Employee	8	4%
	Self-employed	3	2%
	State Civil Servants	2	1%
	Others	28	14%
Monthly Income	<2.5 million	59	30%
	2.5 million-5 million	9	5%
	5-7.5 million	1	1%
	>7.5 million	0	0%
	No Income	131	66%
Type of Disability	Disabled	42	21%
	Deaf	108	54%
	Visually Impaired	17	9%
	Impaired	15	8%
	Multi-disability	18	9%
Multi-disability	Yes	18	9%
	No	182	91%
Ever Traveled	Yes	200	100%
	No	0	0%

Source: Processed from primary data, 2024

Based on Table 5, the survey results from 200 respondents with various demographic characteristics show that there are 94 males (47%) and 106 females (53%). There are 123 respondents aged 17-27 years (62%), 25 respondents aged 28-38 years (13%), 32 respondents aged 39-49 years (16%) and 20 respondents aged more than 50 years (10%). One hundred twelve respondents are working as students (56%), 47 respondents as entrepreneurs (24%), 8 respondents as employees (4%), 3 respondents as self-employed (2%), 2 respondents as State Civil Servants (1%) and the other 28 respondents are working as NGOs, photographers, athletes, teachers, housewives, traders. Fifty-nine respondents earned less than 2.5 million rupiahs per month (30%), 9 respondents earned 2.5 million to 5 million rupiahs (5%), 1 respondent earned 5 million to 7.5 million rupiahs, 0 respondents earned more than 7.5 million rupiahs (0%) and 131 respondents with no income (66%).

Then there were 42 respondents with disabilities (21%), 108 respondents with deafness (54%), 17 respondents with visual impairment (9%), 15 respondents with tunagrahita (8%), and 18 respondents with multiple disabilities (9%). Then, 18 respondents with multiple disabilities (9%) and 182 respondents with non-multiple disabilities (91%). Finally, all respondents stated that they had travelled (100%).

The application of SEM facilitates researchers in the examination of the relationship between complex variables in order to have a comprehensive picture of the entire model (Wadud & Huda, 2023). In this study, the Covariance - Structural Equation Modeling analysis procedure will be used to assist in data processing and hypothesis testing. The AMOS version 24 application will be used. Hypotheses are statistically defined as statements about the state of the population that will be tested for validity by means of data from research samples (Zaki & Saiman, 2021). The statistical data analysis techniques used in this study include tests of validity, tests of reliability, and tests of goodness of fit. Partial tests and mediation analysis tests are used to test hypotheses.

Table 6. Results of Principal Component Analysis for Constructs

Construct	Item	Statements	Loading Factor
Travel Constraints	X_1	I have limitations in the choice of travel	0.716
	X_2	I feel a sense of insecurity in an unfamiliar environment on a sightseeing trip	0.315
	X_3	I feel a sense of anxiety in an unfamiliar environment on a tour	0.315
	X_4	I feel a lack of freedom on a tour	0.530
	X_5	I avoid contact with other people on travel trips	0.601
	X_6	I have difficulty moving around in an unfamiliar environment on a tour	0.477
	X_7	I have experienced unfavorable treatment by tourism staff	0.392
	X_8	I am seen by others as equal to other types of disabilities	0.461
	X_9	I feel afraid of burdening others when traveling	0.546
	X_10	I am worried about my family when traveling	0.612
	X_11	I don't get enough attention from tourism service providers	0.677
	X_12	I don't receive adequate facilities and services at tourist attractions	0.581
	X_13	I lack the availability of information at tourist attractions	0.673
	X_14	I have difficulties related to taking food served at tourist attractions	0.341
	X_15	I lack equal rights at tourist attractions	0.697
	X_16	I have difficulty finding suitable accommodation on a tour	0.342
	X_17	I have difficulty moving using public transportation services on my trip	0.417
	X_18	I did not receive a tour guide who understood my disability	0.539
	X_19	I did not receive information on accessible travel routes in tourist attractions	0.540
Travel Motivation	Y_1	I travel to learn about different culture and traditions	0.601
	Y_2	I travel to discover new things at tourist destinations	0.869
	Y_3	I travel to experience the uniqueness of tourist destinations	0.824
	Y_4	I travel to learn about different cultures and traditions	0.824
	Y_5	I travel to discover new things in tourist destinations	0.838
	Y_6	I travel to experience the uniqueness of tourist destinations	0.863
Travel Intention	Z_1	I have a desire to visit tourist attractions based on information obtained through social media	0.866
	Z_2	I have a desire to visit tourist attractions based on family recommendations	0.677
	Z_3	I have a desire to visit tourist attractions due to curiosity about the places to be visited	1.035

Construct	Item	Statements	Loading Factor
	Z_4	I choose tourist destinations based on the attractions they offer	0.698
	Z_5	I consider the estimated time needed to travel to tourist sites	0.543
	Z_6	I visit the same tourist sites multiple times	0.412
	Z_7	I need a travel companion	0.687
	Z_8	I first calculate how much money will be spent during travel	0.192
	Z_9	I have my own preferred way of traveling	0.380
	Z_10	I require a comfortable and safe mode of transportation	0.829

Source: Author's processing analysis, 2024

Based on Table 6, validity test results indicate that several items effectively explain the constructs of travel constraints, travel motivation and travel intention, as they have loading factor values above 0.5. This suggests that these indicators are suitable for explaining the respective constructs. Items with loading factor values below 0.5 were eliminated from the analysis.

Table 7. Loading Factor, Composite Reliability and Average Variance Extracted for The Revised Measurement Model

Construct	Item	Loading Factor	CR	AVE
Travel Constraints	x_1	0.678	0.862	0.388
	x_5	0.598		
	x_9	0.555		
	x_10	0.609		
	x_11	0.697		
	x_12	0.558		
	x_13	0.700		
	x_15	0.739		
	x_18	0.537		
Travel Motivation	x_19	0.517	0.918	0.655
	y_1	0.595		
	y_2	0.870		
	y_3	0.821		
	y_4	0.826		
	y_5	0.843		
Travel Intention	y_6	0.869	0.913	0.612
	z_1	0.904		
	z_2	0.676		
	z_3	1.043		
	z_4	0.710		
	z_5	0.507		
	z_7	0.685		
	z_10	0.832		

Source: Author's processing analysis, 2024

Based on Table 7 the reliability test results show that the goodness of fit test for the travel constraints construct has a Composite Reliability (CR) value of 0.862, which is above the threshold of 0.70. However, the Average Variance Extracted (AVE) value is 0.388, which is below the ideal value of 0.50. For the travel motivation construct, the CR value is 0.918 and the AVE value is 0.655. Finally, the travel intention construct has a CR value of 0.913 and an AVE value of 0.612. These results indicate that the reliability test of

the model meets the established criteria. According to Doğan et al. (2021), if the AVE is less than 0.50 but composite reliability is greater than 0.60, the construct's convergent validity is still adequate. Since AVE is a conservative measure, experts suggest that using CR alone can be sufficient to conclude convergent validity (Doğan et al., 2021). Additionally, Achmad and Yulianah (2022) recommend assessing indicator reliability (outer loadings > 0.70) along with AVE to measure convergent validity. Therefore, the reliability test results for this model are considered appropriate.

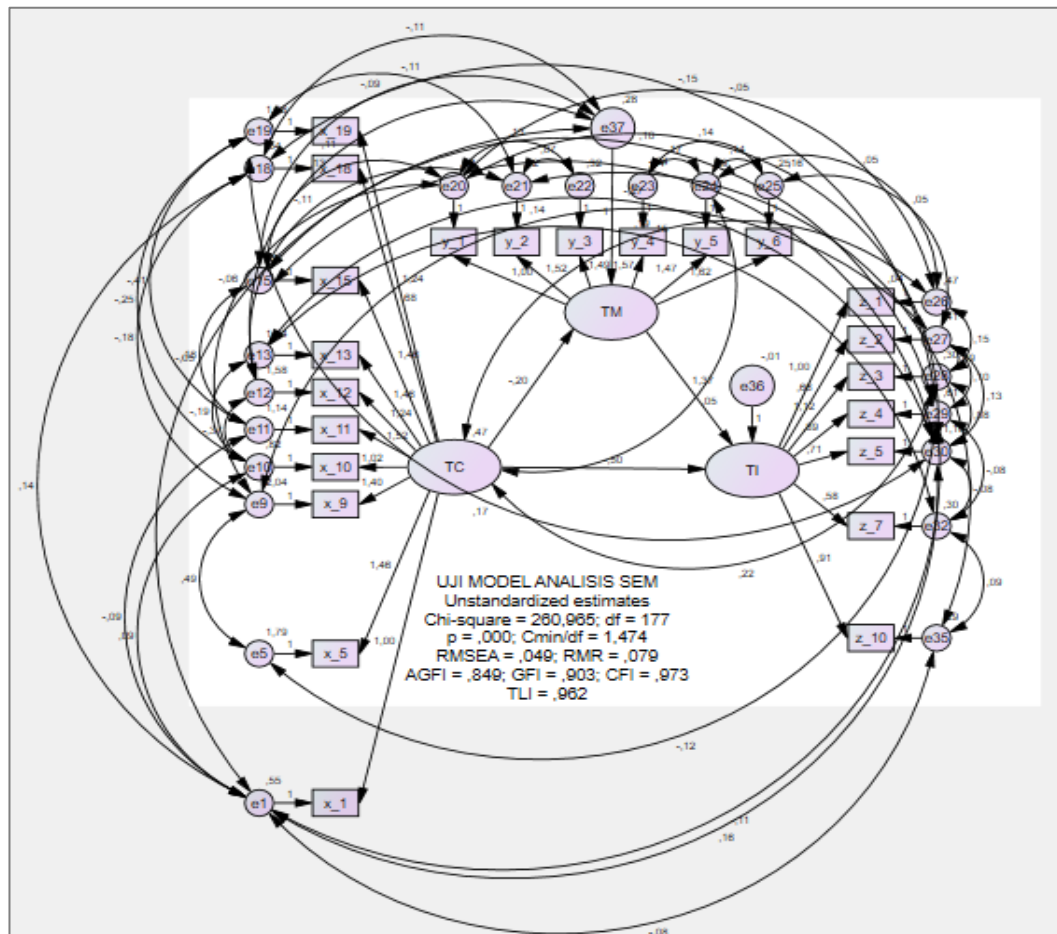


Figure 3. Test Results Goodness of Fit
Source: Author's processing result, 2024

Based on Figure 3, the marginal goodness-of-fit statistics indicate that the chi-square value is 260.965 with a probability of 0.000. The Goodness-of-Fit Index (GFI) is 0.903, which suggests a well-fitted model. The Root Mean Square Error of Approximation (RMSEA) is 0.049, indicating an almost good fit. The Tucker-Lewis Index (TLI) is 0.962 and the Comparative Fit Index (CFI) is 0.973, both of which suggest a good fit. Therefore, the model is deemed acceptable.

Table 8. Partial Test

			Estimate	S.E.	C.R.	P	Label
TM	<---	TC	-0.198	0.066	-3.016	0.003	H2
TI	<---	TC	-0.504	0.079	-6.361	***	H1
TI	<---	TM	1.368	0.171	8.007	***	H3

Source: Author's processing analysis, 2024

Based on Table 8, the effects between variables are as follows: Effect of Travel Constraints on Travel Intention (H1), shows the estimated value is -0.504, which is negative and the p-value is very small (0.000). This indicates a statistically significance negative effect, meaning that travel constraints have a significant negative impact on travel intention. Then, Effect of Travel Constraints on Travel Motivation (H2), shows the estimated value is -0.198, indicating a negative direction of influence between the observed variables. The p-value is very small (0.003), showing that this effect is statistically significant and negative. This suggests the travel constraints significantly negatively affect travel motivation. The last, Effect of Travel Motivation on Travel Intention (H3), shows the estimated value is 1.368, which is positive, and the p-value is very small (0.000). This indicates a statistically significant positive effect, meaning that travel motivation has a significant positive impact on travel intention.

Table 9. CB-SEM Mediation Analysis

The Standardized Direct Effects			
	TC	TM	TI
TM	-0.198	0.000	0.000
TI	-0.504	1.368	0.000
The Standardized Indirect Effects			
	TC	TM	TI
TM	-0.25	0.000	0.000
TI	-0.387	0.836	0.000

Source: Author's processing analysis, 2024

Based on Table 9, the influence between variables- namely the results of travel constraints on travel intention through travel motivation- is detailed as follows: The regression coefficient for the direct effect of travel constraints on travel intention is -0.504, which means that for each one unit increase in the travel constraints variable, the travel intention variable decreases by 0.504 units. The regression coefficient of the indirect effect of travel constraints on travel intention is -0.387, indicating that the travel motivation variable additionally affects the travel intention variable. This shows that the travel constraints variable has a negative impact on the travel intention variable, part of which is mediated by the travel motivation variable.

The results of the analysis also show the strength of the effect of travel constraints on travel motivation. The regression coefficient for the direct effect of travel constraints on travel motivation is -0.198, meaning that for each one- unit increase in the travel constraints variable, there is a 0.198 unit decrease in the travel motivation variable. The regression coefficient of the indirect of travel constraints on travel motivation is 0.000, indicating that

there is no indirect effect. This means that the influence between the two variables is direct and not mediated by other variables.

Finally, the results of analyzing the effect of travel motivation on travel intention show that the regression coefficient for the direct effect of travel motivation on travel intention is 1.368. This indicates that a one-unit increase in the travel motivation variable will increase the travel intention variable by 1.368 units. The indirect regression coefficient of 0.000 indicates that there is no indirect effect.

The questionnaire included identity criteria such as gender, age, type of employment, income, type of disability and travel history, which are crucial elements in completing the questionnaire. These criteria provide valuable insights into the demographics and behavior of respondents, allowing researchers to analyze and interpret the data effectively. Based on the results of research on travel constraints for people with disabilities in Bandung, it was found that the actual score obtained from all statements that comprise the travel constraints variable, totaling 18.987, falls within a fairly poor category. This indicates a considerable level of difficulty for tourists with disabilities in overcoming these obstacles. Within the travel constraints variable, it is noted that the highest and lowest actual score assessments are found in the structural constraints dimension. The structural constraints dimension for people with disabilities shows the highest actual score value, such as public transportation accessibility, which can significantly affect the respondents' quality of life and hinder their ability to participate fully in tourism activities. Conversely, the lowest actual score within this dimension pertains to the lack of a suitable tour guide for their type of disability. Nonetheless, the low contribution of this factor to the overall score may suggest that positive steps can be taken to reduce structural constraints for respondents.

In the field findings, the researcher identified financial hardship as the primary factor preventing respondents from traveling, making it impossible for them to save money for trip expenses. The findings also indicate that time constraints can hinder employed respondents from taking time off work for a vacation. This observation aligns with Doğan et al. (2021), who noted that people are less likely to travel when faced with significant obstacles or challenges. It is also consistent with Crawford et al. (1991), who identified three types of travel constraints- intrapersonal, interpersonal, and structural- that can inhibit participation in activities related to travel intentions.

Based on the results of research on travel motivation among people with disabilities in Bandung, it was found that the actual score obtained from all statements comprising the travel motivation variable, totaling 7.461, falls within a very good category. This indicates that the travel motivation variable has a very positive and significant influence on a person's decision to travel. Within the travel motivation variable, the highest actual score is found in the push factors dimension, while the lowest is in the pull factors dimension. This suggests that travel motivation for respondents is more strongly driven by internal factors, such as the desire for a vacation. However, external factors or pull factors, such as the desire to experience different cultures and traditions, still pose a challenge in influencing their travel motivation. Thus, the deeper understanding of the travel motivation variables for respondents can aid in designing more inclusive travel programs that better support their needs.

This finding aligns with Khan et al. (2019), who state that travel motivation is a psychological need that generates and combines the behavior and activities of potential

tourists, acting as a driving force that directs them to engage in tourist activities. Therefore, push factors and pull factors in travel motivation are crucial for motivating people with disabilities to feel more encouraged and have a positive experience while traveling.

In terms of push factors, it is important for respondents in Bandung to recognize the internal drive that creates a strong desire to engage in tourism activities. As for pull factors, offering a variety of tourist destinations in Bandung that are accessible and welcoming to respondents can be a significant draw. The diversity of attractions will provide respondents with opportunities to explore new places that aligns with their preferences and needs. Additionally, providing a positive experience during a tour is a crucial pull factor, by offering quality services, strong support, and memorable experiences, individuals with disabilities will feel valued and motivated to return for future visits.

Based on research on travel intentions among people with disabilities in Bandung, the actual score obtained from all statements making up the travel intention variable, totaling 12.328, indicates that it falls into “very good” category. This reflects a high level of positive intention and interest among respondents to travel. The excellent score suggests strong alignment with the constructs measured in travel intention. Within this variable, the content dimension recorded both the highest and lowest actual scores. The content dimension is crucial in shaping a person's overall travel intention, encompassing factors like the need for companions, practical considerations (such as cost and time), and personal constraints.

This finding aligns with Nguyen and Hsu (2024), who state that travel intention is the transformation process from tourist travel motivation to manifested travel behavior. Tourist's travel in intention is shaped by their views or attitudes towards a particular destination, which may lead respondents to visit that destination within a certain period. To foster travel intention among people with disabilities in Bandung, a multi-faceted approach is needed. This approach should address accessibility constraints, raises awareness, offering training opportunities for tourism staff- such as becoming sign language interpreters- and involve collaboration with disability organizations.

CONCLUSION

Based on the analysis of travel intentions among people with disabilities in Bandung, the following conclusions can be drawn: First, there is a significant negative effect of travel constraints on the travel intention people with disabilities in Bandung. Field findings reveal that the primary factor preventing respondents from traveling is financial difficulties, which hinder their ability to save enough money for travel expenses. This finding is consistent with Załuska et al. (2022), which specifically highlights the impact of travel constraints on individuals with sensory disabilities, showing how much constraints negatively affect their activities. Similarly, the research by Indriyani and Artanti (2020) indicates that travel constraints negatively influence travel intention to Kenjeran Beach.

Second, there is a significant negative effect of travel constraints on the travel motivation of people with disabilities in Bandung. Field findings indicates that factors such as time constraints can make it difficult for working respondents to take time off for vacations. This finding aligns with Doğan et al. (2021), who found that people tend to avoid traveling when they encounter significant obstacles or challenges.

Third, there is a significant positive effect of travel motivation on the travel intention of people with disabilities in Bandung. Field findings indicate factors such as previous pleasant travel experiences and a strong desire to visit tourist destinations, often fueled by information seen on social media, have a positive impact on respondents. This finding is consistent with Friani et al. (2021), who found that increased travel motivation is associated with higher travel intention among people with disabilities in Bandung. Similarly, a study by Sudiarta et al. (2022) also explored the relationship between these two variables among travelers with disabilities in Indonesia, with results aligning with those of Friani et al. (2021), showing a strong positive correlation between travel motivation and travel intention. These findings underscore the importance of understanding the role of travel motivation in shaping travel intention for people with disabilities.

Fourth, there is a significant positive effect of travel constraints on travel intention through travel motivation for people with disabilities in Bandung. This study's findings indicate that the negative direct effect of travel constraints on travel intention is mediated by the travel motivation variable.

This study suggests several policy implications for tourism, particularly in addressing the unique challenges faced by tourists with disabilities when traveling and exploring destinations in Bandung. Since tourism is a significant economic driver, the needs and preferences of tourists with disabilities must be considered to ensure inclusivity and accessibility in the sector. The implications include implementing policies that focus on enhancing accessibility infrastructure, such as wheelchair ramps, accessible transportation, and tactile pathways, which can significantly improve the travel experience for tourists with disabilities in Bandung. Although, policies should be established to provide training for tourism industry professionals on how to cater to the specific needs of travelers with disabilities. This includes understanding various types of disabilities, effective communication strategies, and appropriate assistance techniques. Developing inclusive tourism programs specifically designed for tourists with disabilities can also promote diversity and inclusivity in Bandung's tourism sector. These programs may include specialized tours, activities, and accommodations tailored to different types of disabilities.

This study recommends is building partnerships with disability organizations to gain insight into the specific needs and preferences of tourists with disabilities. Such collaboration can aid in designing customized services and facilities. Additionally, it is important to provide comprehensive information on tourist attractions, accommodations, and facilities through official websites, brochures, and tourist information centers. This will enable travelers with disabilities to plan their trips effectively. Furthermore, introducing a certification program for tourism businesses that meet certain accessibility standards could incentivize these businesses to improve accessibility infrastructure and services for travelers with disabilities.

By implementing inclusive policies and concrete recommendations, Bandung can create a more welcoming and accessible environment for travelers with disabilities. This not only enhances the overall tourist experience but also promotes social inclusion and diversity within the community. The Bandung District Government is currently drafting a local regulation on disability to support inclusive tourism. This will ensure that all members of society, including tourists with disabilities, can fully enjoy tourism activities.

This research focuses solely on the travel only analyzes travel intentions of people with disabilities in Bandung. For future studies, it is recommended to include other relevant aspects and expand the scope of research. This approach will provide a more comprehensive and in-depth understanding of the factors influencing the travel intentions of people with disabilities, such as social support, perceptions, and experiences. Additionally, conducting comparative studies between Bandung and other regions can be an important step in identifying differences in the travel intentions of people with disabilities across various geographical contexts.

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<https://doi.org/10.3390/IJERPH191710575>

AUTHOR PROFILE

Nisa Nazmi Muhtar, S.M.

ORCHID ID 0009-0008-8726-4821.
Currently working as lecturer of Bachelor of Management at Sekolah Tinggi Pariwisata Ars Internasional. She has interest in Tourism and Management.

Rahmat Priyanto, S.E.Par., M.M.

ORCHID ID 0009-0004-2125-6889. Currently working as lecturer of Magister of Management at Sekolah Tinggi Pariwisata Ars Internasional. He has interest in tourism and Management.



