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INCLUSIVE TOURISM AND ACCESSIBILITY: A CASE STUDY OF THE DISABILITY-FRIENDLY TOURISM DESTINATION AT GEMBIRA LOKA ZOO

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Abstract : Yogyakarta, as one of Indonesia's leading tourist destinations has various variety destination tourism . In order to make destination tour can also be enjoyed all circles including for disabilities . The Yogyakarta Special Region The government has implemented a number of policies related inclusive tourism and accessible for disability . Research This aim For study implementation inclusive tourism in Gembira Loka Zoo with focus on accessibility for people with disabilities . This research uses a qualitative approach with method studies case For analyze implementation tourist inclusiveness and accessibility at Gembira Loka Zoo, because method This allows exploration deep to condition real as well as factors that influence its application to the destination tour certain . Research results show that accessibility in Gembira Zoo for visitors disabled Already available on aspects physical , information , services , and socio-environmental , however Still face various limitations like amount facilities that have not been adequate , less track safe , and information that has not been fully inclusive . Findings This confirm the need strengthening inclusive tourism through repair infrastructure , systems information friendly disabled , improvement services , as well as involvement community disabled in a way sustainable .

Keywords : inclusive tourism , accessibility , tourism friendly disabled , destination tourism , happy Zoo Location .

Abstract: *Yogyakarta as one of Indonesia's leading tourism destinations, offers a wide range of tourist attractions. In order to ensure that tourism destinations can be enjoyed by all groups, including persons with disabilities, the Special Region of Yogyakarta has implemented various policies related to inclusive tourism and accessibility. This study aims to examine the implementation of inclusive tourism at Gembira Loka Zoo, with a particular focus on accessibility for persons with disabilities. The research employs a qualitative approach using a case study method to analyze the implementation of inclusive tourism and accessibility at Gembira Loka Zoo, as this method*

allows for an in-depth exploration of real conditions and the factors influencing its implementation in a specific tourism destination. The findings indicate that accessibility for visitors with disabilities at Gembira Loka Zoo has been provided in terms of physical, informational, service, and social-environmental aspects; however, several limitations remain, including insufficient facilities, unsafe pathways, and information that is not yet fully inclusive. These findings highlight the need to strengthen inclusive tourism through improvements in infrastructure, disability-friendly information systems, service enhancement, and the sustainable involvement of disability communities.

Keywords : inclusive tourism; accessibility; disability-friendly tourism; tourism destination; Gembira Loka Zoo

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INTRODUCTION

Tourism is one of the strategic sectors that plays an important role important in push growth economy at a time development social a country. Tourism also plays a role in strengthen inclusion social , conservation culture , as well as improvement quality life public (Fadilla, 2024) . Sector tourist as part from industry service own not quite enough answer For provide equal access for all over layer society , including people with disabilities . Concept inclusive tourism emphasize importance provision facilities and services that enable every individual , without except , for enjoy experience tour in a way safe , comfortable and independent (Putra et al., 2025; Sana, 2025) .

Wardana & Herawan (2024) emphasize that friendly destination disabled push creation environment adaptive , tourism - oriented term long , and notice aspect social , economic and environmental in a way balanced . Tourism inclusive No only increase quality experience tourism , but also strengthens Power competition destination . Implementation inclusive tourism push change paradigm management tourist from the mere economy - oriented going to a more approach humanist and participatory . Involvement people with disabilities in planning , implementation , and evaluation policy tourist become key For ensure that development tourist truly responsive to need all parties and contribute to the welfare social justice .

Accessibility in tourist become issue important in development inclusive and sustainable destinations . Accessible tourism ensure that every individuals , including person with disabilities disabilities , elderly , and groups in need special others , can enjoy experience tour without obstacle (Berybe et al., 2023) . Fulfillment accessibility is part from effort ensure equality rights and opportunities in activity tourism . Destination friendly tourism disabled reflect commitment managers and government in create room fair , safe and comfortable public for all over visitors without discrimination . Besides dimensionless social , accessibility also has mark strategic in increase quality and power competition destination tourism . Easy facilities and services accessible push satisfaction visitors , expand tourism market segments , as well as strengthen image destination as room responsive tourism to need diverse group community . Accessibility play a role as element important thing that connects aspect social , economic , and environmental development destinations that pay attention accessibility in a way comprehensive No only profit - oriented term short , but also supportive sustainability term long through development inclusive and equitable tourism .

Accessibility for people with disabilities Still become challenges in various destination tourism in Indonesia. According to Darcy and Dickson, edited by (Astawa et al., 2024) that inclusive tourism to taste aspect accessibility physical , communication , and services that enable everyone enjoys experience tour without obstacles . However , challenges and limitations facility be one of challenge inclusive tourism . As stated by Darcy et al., (2010) that challenge main inclusive tourism is Lack of Awareness and Understanding : many perpetrator industry tourism that has not been understand importance accessibility and how to implement it in a way effective . Limitations facility supporters , such as track special for users chair wheels , availability information in letter *braille* , as well as service inadequate support , often hinders participation full traveler disabled . Condition This show that principle inclusivity Not yet fully implemented optimally in management destination tour .

The Yogyakarta City Government has form subdistrict inclusion in a way gradually since 2017, with the target of all subdistrict become inclusive in 2021 as part from effort development more tourism inclusive . Initiative the own objective For support Yogyakarta as friendly city disability . While that , the DIY Tourism Office is working The same with the Communication and Information Service develop application *Visiting Jogja and Jogja Pass* . Application This designed For give detailed information about destination tourism , including friendly facilities disabilities , as well as make it easier reservation tickets in a way *online* . This step in line with draft *smart tourism* that supports destination tour smart and inclusive .

Innovation similar things are also done like development *Inclusive Tourism Information Center* (ITIC) in the Regency West Progo is equipped with technology *virtual reality* and letters *braille* use support access information for people with disabilities . Innovation the make tourist more inclusive and accessible enjoyed by all visitors . The existence of ITIC shows commitment government area in push practice inclusive and equitable tourism . Through utilization technology and provision accessible information , tourism No only quantity oriented visits , but also on the quality experience tourism that can enjoyed by all visitors without except . Initiative This in line with principle inclusive tourism which places accessibility , equality , and fulfillment right all traveler (Murti et al., 2024) . Through utilization technology as well as provision accessible information , development tourist No Again solely improvement - oriented amount visit tourists . Tourism directed at improving quality experience more tourism humanist and inclusive , so that can enjoyed by all visitors without except .

Gembira Loka Zoo as one of the destination tour featured in Yogyakarta also make an effort implement principle inclusive tourism through provision track accessibility , facilities special , as well as educational programs for traveler disabled . Various initiative the make Gembira Loka Zoo has potential as example practice Good implementation inclusive tourism in Indonesia. However Thus , it is necessary study more scientific deep For evaluate effectiveness , level accessibility , as well as sustainability from implementation said ., ensure accessibility in various sector like education , services health , and also space public .

Therefore that , research This aim For study implementation inclusive tourism in Gembira Loka Zoo with focus on accessibility for people with disabilities . Research results This expected can give useful recommendations for manager destination tour as well as party related in increase quality services and facilities for traveler disabled , so that principle inclusive tourism can truly come true optimally .

METHODS

Study This use approach qualitative with method studies case For analyze implementation inclusive tourismness and accessibility at Gembira Loka Zoo. Study case chosen Because allows exploration deep to condition real as well as factors that influence success implementation inclusive tourism in destination tour specific . Research location this is in Gembira Loka Zoo which is destination tourism that has begun adopt principle accessibility and tourism inclusive . Subject study This covering managers and management Gembira Loka Zoo, tourists person with disabilities disabled people who visit Gembira Loka Zoo, guide tours and staff who provide service to tourists , government area as well as organization related parties involved regulation and supervision accessibility tour . Implementation time study not enough more than 5 months from month January until May 2025 .

Data collection techniques in research This done with a number of techniques , including interview deep to managers , tourists disabled , and parties related others For dig experience , constraints , and evaluation accessibility ; observation participatory about observation direct to facilities and services available , such as wheelchair paths , accessible toilets , and service information for disabled ; documentation carried out that is secondary data collection from report policies , regulations government , as well as documents related . Meanwhile that , technique data analysis conducted in the research This a number of stage , namely data reduction with sorting from results interviews , observations , and documentation ; categorization that is with grouping data based on theme main , such as policies , facilities physical , and experience tourists , data interpretation with analyze findings For get understanding deep about effectiveness implementation accessibility at Gembira Loka Zoo.

After it is done data analysis, research This use technique triangulation For ensure data validity and ensure validity and reliability findings research. Triangulation source done with compare the data obtained through interviews, observations, and documentation use ensure consistency information. In addition that, triangulation method implemented with use various technique data collection for results study more credible. Research this also applies *member checking* with confirm return results interview to respondents For ensure accuracy and suitability information obtained.

RESULTS AND DISCUSSION

Gembira Loka Zoo is one of the destination tour education and conservation Animals located in Yogyakarta City, Special Region of Yogyakarta. animal This located in the area strategic urban and easy accessible from various corner city, good use vehicle personal and transportation general. With sufficient area big, Gembira Loka Zoo accommodates diverse collection animals from domestic and foreign as well as equipped with various facility support tourism, such as recreation areas, rides educational, and space open green.

Gembira Loka Zoo becomes destination tour family, education, and so on place entertainment. Gembira Loka Zoo becomes a place for learning about conservation animals and the environment. The height amount visit traveler from various background behind age and condition physique make Happy Relevant Zoo Location as location study related inclusive tourism, especially in study accessibility and readiness destination tour friendly disabled people in the environment urban.

Study This discuss accessibility as one of the indicator main in implementation inclusive tourism in Gembira Loka Zoo. Accessibility is analyzed comprehensively, covering physical, informational, service-related, and socio-environmental aspects. Analysis from results aim For describe condition real accessibility for people with disabilities as well as identify opportunities and challenges in realize destination friendly tourism disabled and inclusive. The following matrix analysis accessibility that becomes indicator in evaluate destination tour friendly disabled and inclusive.

Table 2. Matrix Analysis Accessibility Inclusive tourism at Gembira Loka Zoo

| Dimensions Accessibility | Ideal Conditions (Standard Inclusive & Smart Tourism) | Conditions in the Field (Interview Results) | Analysis & Gap |
|----------------------------|---|---|--|
| PHYSIQUE | | | |
| Transportation and Parking | Parking special disabled close enough door enter, no used vehicle general | Parking disabled there is, but the amount limited and sometimes used vehicle general | Facilities are already available, but supervision & amount not optimal |
| Routes and Infrastructure | Ramps throughout the area, surface No smooth, friendly chair wheel | There is a path gentle, but a number of steep & slippery moment Rain | Need repair design & maintenance safe path |
| Facility Supporters | Disabled toilet easy accessed in several point strategic | Disabled toilet easy accessed in several point strategic | Availability Good, But distribution location not enough strategic |
| Access to Attractions | All attractions Can reachable chair wheels & safe used | A number of attractions easy accessible (elephant, pond fish), but there is an uphill area | A number of attractions easy accessible (elephant, pond), but There is uphill area |
| INFORMATION | | | |

| Dimensions Accessibility | Ideal Conditions (Standard Inclusive & Smart Tourism) | Conditions in the Field (Interview Results) | Analysis & Gap |
|-----------------------------------|--|---|--|
| Directions & Signs | Board instruction contrast , Braille available , symbols international | Board contrast clear , But Not yet there is Braille | Need additional Braille & symbols inclusive |
| Digital Technology | Website & application friendly disabled (<i>screen reader, audio guide, QR Code information</i>) | Website can accessible , but Not yet friendly reader screen | Digital transformation is not yet optimal |
| Communication Media | Brochure with letter big map tactile , audio information | Brochure available , but Not yet There is audio/tactile version | Media still visual dominant , less friendly disabled sensory |
| SERVICE | | | |
| HR/ Officer | Officer trained serve disabled , responsive & proactive | Officer friendly and responsive help | Aspect service Already Enough okay , necessary training advanced |
| Reservations / Tickets | Counter friendly chair wheel , queue special disabled , inclusive online tickets | Counter low & can accessible , but queue mix with general | Queue special disabled Not yet available |
| Help Addition | Chair wheel / tool help provided in amount Enough | Chair wheel there is , but limited & fast finished moment crowded | Facility need additional units |
| SOCIAL & ENVIRONMENTAL | | | |
| Attitude Visitors | Environment social support inclusion , without discrimination | Other visitors generally give street & friendly | Support social well , though Not yet systematic |
| Security | Safe , anti-slip, free path obstacle | Path near the waterfall slippery | Infrastructure need improvement security |
| Participation Disabled | Community disabled routine involved in evaluation tour | Once requested input , but Not yet routine | Involvement still minimal, necessary system participatory |

1. Accessibility Physique

Accessibility physical in Gembira Loka Zoo includes availability supporting facilities mobility visitors disabled , such as following This .

a. Transportation and Parking

Facility parking special disabled has available nearby door enter . Facilities parking special for person with disabilities disabilities in Gembira Loka Zoo has provided and placed in an area close to with door enter main , so that ideally can make it easier mobility visitors disabled . Existence facility This show existence effort manager in support accessibility physical . However , the number of parking available disabled Still classified as limited . Condition the causing parking area disabled often used by vehicles general when currently crowded , so that reduce function primarily and potentially hinder access visitors people with disabilities .

Based on the matrix above , the sum available facilities Still limited so that Not yet fully capable accommodate need visitors , especially during level visit increased . Meanwhile that aspect management and supervision are also not yet walk optimally , which is visible from Still use of parking areas disabled by vehicles general . Condition the potential reduce function facility accessibility as well as hinder comfort and independence visitors people

with disabilities management and more supervision effective it is necessary for the principle inclusive tourism can implemented in a way consistent and sustainable .

b. Routes and Infrastructure

Most of the pedestrians in Gembira Loka Zoo has equipped track ramps that allow visitors users chair wheel For mobility more independent , but a number of Still there is track with sufficient slope steep and slippery . Conditions the indicates that although facility sloped path has available , aspects safety and standards slope track Still need get attention more so that you can ensure comfort and safety visitors disabled optimally .

Design and maintenance Still need repair For ensure aspect safety visitors disabled . Some steep paths and slippery surfaces especially when season Rain potential cause risk accident for users chair wheel and visitors with limitations mobility . Conditions thus indicates the need evaluation design and maintenance path to be able to used in a way safe and comfortable .

c. Facility Supporters

Availability facility supporters for person with disabilities disabilities in Gembira Loka Zoo in general Already classified as good and shows existence attention manager to fulfillment need base visitors disabled . Special toilet disabled available with size Enough wide . However based on results study from the data obtained in the field , the distribution of special toilets disabled Not yet fully strategic .

Dedicated toilet location disabled placed at a relative point Far from the attraction area cause visitors disabled difficulty access it in a way independent . Condition the can potential cause increase dependence on companion as well as reduce comfort during traveling . With Thus , it is necessary arrangement repeat and equal distribution of facility locations supporters to be more near with the attraction area , so that traveler people with disabilities can access facility supporters optimally .

d. Access to Attractions

Accessibility going to attractions tourism in Gembira Loka Zoo in general show sufficient conditions good . Some areas of attraction main , such as attractions elephants and fish ponds , have designed with relative path flat and easy accessible , so that can enjoyed by various group visitors , including person with disabilities disabilities and the elderly . Conditions This reflect existence effort manager in provide experience more tourism friendly and inclusive .

Path to attractions Still there are steep ones , so access to attractions become difficult accessible to visitors disabled . Condition This indicates the need planning and arrangement greater accessibility evenly throughout area Gembira Loka Zoo. Efforts improvement can done through repair design path , provision track sloping alternatives , as well as adjustment contour environment so that all visitors , without except , can enjoy experience tour in a way equal and inclusive .

2. Accessibility Information

a. Directions and Signs

Board directions and signs information at Gembira Location has use letter sized Enough big with contrasting colors so that easy read by visitors . However , the facilities information the Not yet equipped with Braille and symbols friendly inclusive for people with disabilities blind . Therefore That ,

Addition board information with Braille letters as well use symbols universal inclusive system information at the destination tour This can accessible in a way equal by all visitors and support implementation inclusive tourism in a way more optimal.

b. Technology Information

Official website Gembira Loka Zoo can accessible through various device . However Thus , the website Not yet fully friendly for reader screen . Condition the show the need digital transformation in management information tourism at Gembira Loka Zoo. Digital transformation does not only focuses on the availability of online platforms, but also on the implementation principle user -friendly digital accessibility for people with disabilities .

Compatible website development with reader screen , arrangement structure more content simple , and provision audio and text features alternative become step important For ensure access equivalent information .

c. Communication Media

Information media in the form of brochures at Gembira Loka Zoo has available and helpful visitors in get description general about the area and attractions tourism . Brochure the help visitors , especially visitors new , in plan route visit and recognize important areas within destination tourism . The existence of brochure This show effort manager in provide information supporting basis comfort traveling .

Informative brochure Already available , but presentation information in brochure still dominated by visual formats in the form of text and images , so that not enough friendly for people with disabilities sensory limited . Communication media Still can developed in providing alternative formats , such as audio and tactile , so that information can accessible in a way more inclusive and supportive principle friendly tourism disabled .

3. Accessibility Service

a. Source Power Human / Officer

Officers at Gembira Loka Zoo shows performance adequate service good , especially through friendly , responsive and alert attitude in help people with disabilities . Presence easy officer accessible and available give help in a way direct participate create more atmosphere inclusive for visitors disabled during traveling .

Attitude positive service the provide a sense of security and comfort for person with disabilities disabilities , in particular when face constraint access in several tourist areas . Help officer in direct path , push chair wheels , or give information addition become factor important in support experience more tourism pleasant for visitors disabled .

Services that have been Good must Keep going done in a way consistent and continuous improved . Such as training advanced for officers , especially those related to with understanding need specific various type disability as well as implementation standard service inclusive tourism . Improvement competence This expected capable push more services professional , consistent , and principle - oriented equality , so that inclusive tourism in Gembira Loka Zoo can come true optimally .

b. Reservations / Tickets

System reservations and services counter at Gembira Loka Zoo shows existence effort For support accessibility for visitors disabled . Counter tickets has designed with relative height low so that can accessed by users chair wheel . Counter design has notice aspect access physique in service beginning visit . Only when service system queue buyer tickets Still mixed with visitors general . This can cause visitors disabled difficulty access tickets , especially when amount visitors increase .

Not yet available track queue special or mechanism priority service potential reduce comfort and efficiency service for visitors disabled . Condition the show that although facility physical at the counter has support accessibility , management system service Still need improved so that it can give experience more tourism inclusive and friendly for people with disabilities .

c. Help Addition

Help Additional options available at Gembira The Zoo is in the form of facility borrowing chair the wheels are aimed For support mobility visitors disabled . Existence facility this is very helpful , especially for visitors with limitations mobility , so that it remains can explore the tourist area and enjoy various attractions with more comfortable and safe . However , the availability chair wheel the amount Still limited .

Limitations amount chair wheel often become obstacles , especially when level visit tour increase , such as on weekends or day holiday . Condition This cause No all persons with disabilities in need help mobility can served optimally , so that potential reduce quality experience inclusive tourism . Therefore that , is necessary effort additional seat units wheel as well as repair system management and lending facility so that more organized and efficient

. Good management expected capable ensure availability help mobility for visitors who need it , so that facility addition can utilized in a way maximum and supportive realization tourist sustainable inclusiveness in Gembira Zoo Location .

4. Social and Environmental Accessibility

a. Attitude Visitors

Attitude visitors at Gembira Loka Zoo shows positive tendency . If there is visitors see visitors disabled , visitors the give road and enough helping . Attitude each other value This help create more atmosphere comfortable and supportive experience traveling for people with disabilities . Support emerging social in a way spontaneous from fellow visitors become factor important in support accessibility social at the destination tour .

Support informally already good , but will more Good If there is more mechanisms systematic . Conditions This show that support existing social need strengthened through more effort planned . With Thus , the environment inclusive social No only depends on individual attitudes , but is also supported by sustainable systems and policies .

b. Security

Condition environment physical in Gembira Loka Zoo shows Still existence risk safety for visitors disabled , especially on the route near slippery waterfalls , especially moment condition wet or after rain . Slippery path No only hinder mobility visitors disabled , but also creates a feeling of discomfort safe Because potential occurrence accident in the area . Conditions the can reduce comfort and independence of visitors disabled .

Infrastructure around the waterfall area need improvement from aspect security . Efforts that can be made done including installation of anti -slip materials, repairs drainage For reduce puddles , as well as addition signs easy warning understood . Improvement security infrastructure This important For ensure safety all over visitors and support implementation tourist safe and sustainable inclusive .

c. Participation Disabled

Participation people with disabilities in development accessibility in Gembira Loka Zoo has done , even though Still nature limited . Based on findings research , parties manager Once involving representative community disabled For give input related repair facilities and services . Initiatives This show existence awareness beginning will importance involving group disabled as subject , not just object , in implementation inclusive tourism .

Involvement community disabled need implemented in a way routine and sustainable . Collaboration with organization disabled can become step strategic For strengthen participation . Development system participatory with involving community disabled in a way active in the planning , implementation and evaluation process policy accessibility strengthen implementation inclusive tourism .

Gembira Loka Zoo has make an effort apply principle inclusive tourism through provision various facilities and services accessibility for people with disabilities . Efforts the seen from availability track ramps , facilities supporters such as disabled toilets , services borrowing chair wheels , design counter relative ticket easy accessible , as well as attitude friendly and responsive staff to need visitors disabled . Steps This show existence commitment manager in create environment more tourism friendly , safe and comfortable for all circles . Although Thus , the implementation inclusive tourism in Gembira Loka Zoo still face various limitations . Amount facility available accessibility Not yet fully adequate , especially at the time level visit tour increased . In addition that , design and condition infrastructure in some areas is still need repairs , such as uphill paths , slippery surfaces , and distribution facility supporters who have not evenly distributed throughout the attraction area . Conditions the potential limit independence and comfort visitors disabled in access all over area tourism . Meanwhile that , the system available information , both in form board instructions , print media , and digital platforms, not yet fully inclusive for all over variety disabilities , in particular blind and disabled sensory . This is show existence gap between provision facility in a way physical and fulfillment need real visitors disabled people in the field . Therefore that , is necessary effort strengthening inclusive tourism in a way

sustainable through improvement quality and quantity facilities , repairs secure infrastructure , as well as development system true information friendly disabled .

Draft inclusive tourism in tourist sustainable by Darcy and Dickson edited by (Astawa et al., 2024) inclusive tourism No only interpreted as availability facility physique only , but also as a continuous process that ensures participation , access equality and justice social for all over group society , including people with disabilities . inclusivity is an important pillar in sustainability social tourism , which must integrated with aspects of governance , service and empowerment community . Tourism inclusive understood as an ongoing process that ensures access equal participation active , and justice social for all over group society , including people with disabilities . In perspective this , inclusivity become the part that is not inseparable from sustainability social tourism and must integrated in a way comprehensive with governance destinations and systems services , sustainable tourism No only measured from aspect economy and environment , but also from how far is the destination tour capable create a fair , safe and dignified experience for all over visitors .

In practice , implementation inclusive tourism demand existence approach systematic involving various stakeholders interests , including manager destination , government , community local , as well as group disabled That itself . Provision facility physique like track ramps , disabled toilets , or tool help mobility of course is step an important start , however it is not enough if there is no accessible system information , inclusive services, and mechanism possible participation person with disability involved in the planning and evaluation process tourism . Inclusivity in tourist become indicator important in evaluate quality development sustainable tourism . Tourism inclusive important Because ensure right every individuals , including people with disabilities , for get equal access to destination tourism , at the same time push realization development sustainable tourism (Darcy & Dickson, 2009) . In context this , limitations facilities and services at Gembira Loka Zoo shows that principle inclusivity Not yet fully internalized in system management destination tour .

Implementation inclusive tourism in Gembira Loka Zoo includes four aspect main accessibility , namely accessibility physical , information , services , and social and environmental . Fourth aspect the become indicator important in evaluate how far is the destination tour capable give equal , safe and comfortable experience for all over visitors , especially people with disabilities . In the aspect accessibility physical , Gembira Loka Zoo has provide a number of facility base for visitors disabled , such as track ramps , special toilets disabled , and facility borrowing chair wheel . Several attraction areas main is also relative easy accessed by users chair wheels . However Thus , the number facility the Still limited and its distribution Not yet evenly throughout area tourism . Besides that , still there is track with slope steep and slippery surface , which has the potential endanger safety visitors disabled and limited independence they in traveling .

Accessibility information at Gembira Loka Zoo not yet fully inclusive . Available information media , such as board instructions and brochures , still dominated by visual formats and not yet equipped with braille , audio media, and information tactile . The available digital platforms are also not yet fully friendly for users reader screen , so that visitors with disability sensory Still experience obstacle in get information in a way independent . From the side service , officers at Gembira Loka Zoo is rated friendly and responsive in help visitors disabled . However , the service the Not yet fully supported by standards operational and training sustainable special related need various type disability . While that , in terms of social and environmental support social from other visitors are enough well , though Not yet structured in a way systematic . Participation community disabled in the planning and evaluation process tourism is still need strengthened so that the principle inclusive tourism can come true in a way comprehensive and sustainable .

CONCLUSION

Study This show that Gembira Loka Zoo has strive implementation inclusive tourism through provision various facilities and services accessibility for person with disabilities disabilities , including aspect physical , information , services , and social and environmental . Research results show that accessibility in Gembira Zoo for visitors disabled Already available on aspects physical , information , services , and socio-environmental , however Still face various limitations like amount facilities that have not been adequate , less track safe , and information that has not been fully inclusive . Findings

This confirm the need strengthening inclusive tourism through repair infrastructure , systems information friendly disabled , improvement services , as well as involvement community disabled in a way sustainable .

Study This in a way significant identify condition accessibility and challenges in implementation inclusive tourism in Gembira Loka Zoo in comprehensive . Research results This expected can become references in formulation development policies and strategies inclusive tourism in destination tour others , especially in push creation environment safe , comfortable and equal tourism for all over visitors , including people with disabilities .

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