

The Reality and Challenges of Accessible Tourism Services for People with Motor Disabilities in the Kingdom of Saudi Arabia

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Abstract

The study determined the accessibility of tourist services for those who have mobility impairments and the difficulties they encounter. The descriptive technique and survey design were utilized to accomplish the study's goal. Two instruments created by the researchers—the accessible tourist services questionnaire with its (14) items and the difficulties questionnaire with its (29) items—were utilized to gather data. The study population consisted of 128 male and female volunteers with motor impairments, ages ranging from 20 to 55, who were chosen by stratified random technique. The findings indicated that the study sample's responses about the accessibility of tourist services for those with motor impairments in the Kingdom of Saudi Arabia were insufficient. Additionally, it was shown that the factors of gender and area had no statistically significant impact on the realities and difficulties of providing accessible tourist services for persons with mobility impairments.

Keywords: *accessible tourism, people with motor disabilities, tourism services, tourism challenges, reality.*

Introduction

Tourism is an important and main artery for any country because of its major role in improving the economic situation of countries and as a source of national and national income that enhances the state's revenues. Countries and organizations have paid great attention to this sector. The United Nations, represented by the World Tourism Organization, has focused on developing the services of this sector and removing the restrictions and challenges facing it. It strongly believes that the tourism sector has a great role in turning the wheel of economic and political development, spreading culture, thought, and peace among societies, transferring global experiences and expertise, and achieving happiness and well-being for members of society (Al-Zoubi, 2023). Therefore, the tourism sector has developed recently, and its branches and objectives have diversified to meet the needs, requirements, and goals of tourists from tourism. This interest has led to the emergence of different forms of tourism that meet the needs of all members of society, including accessible tourism (Tourism for People with Disabilities), which means, "enabling travel for people with disabilities" (Mohamed, 2021).

Persons with disabilities are defined as persons whose environmental constraints prevent them from achieving their maximum level of performance. They are the ones who suffer

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from a disability that is expected to last for an indefinite period and lead to them limiting their ability to coexist independently (Abdel Hamid, 2018). Additionally, such people are require unique physical restrictions in order to function freely in public areas and structures. Due to the loss of various levels of physical, mental, spiritual, emotional, and social skills—whether congenital or acquired for whatever reason—they may not be able to meet the demands of everyday life. This barrier is a fundamental issue that develops due to social variables as a result of interpersonal interactions (Al-Rousan, 2019). The categories of disability are diverse and require special care and services according to each category, including the category of motor disability, in which a person's ability to control the movement of one or multiple parts of his body is affected. This disability requires special care and attention instead of neglect, rejection, training, and rehabilitation instead of compassion and kindness (Ahmed, 2020). The feeling of inferiority of people with motor disabilities and society's negative views of their abilities and potentials later leads them to many psychological and social problems, such as anxiety, tension, introversion, social withdrawal, feelings of psychological loneliness, loss of the meaning of life, lack of competence in social relationships, and negative social behavior. It also causes them to be deficient in forming and maintaining bonds and friendships, emotional imbalance, and others, which negatively affects their desire for social participation (Dardas & Ahmad, 2014). Because motor disability limits people's ability to perform basic daily life functions, it has negative effects on their lives in general, especially the environment in which they live (Emerson & Giallo, 2014). In addition, the group of people with motor disabilities is characterized by some psychological, emotional, and social characteristics, such as excessive self-blame, poor calm and serenity, weak independence, low ego, weak confidence in their abilities, possessing unacceptable levels of body image, and poor practice of motor activities. They are more at risk of experiencing lower levels of quality of life than non-disabled people, are more vulnerable to harassment and bullying, and have a limited number of friends, which negatively affects their engagement in leisure activities (Parey, 2021). People with motor disabilities as a result of disability and disability face a set of restrictions and challenges that limit their level of good performance in tourism activities in an independent manner. Therefore, it is important to enable this group to adapt, feel happy, and enjoy their visits and tourist trips by taking care of the services and facilities to them and removing the restrictions, obstacles, and challenges facing them (Mustafa & Khayyat, 2020).

To guarantee the rights of persons with disabilities, the United Nations issued in 2007 the International Convention on the Rights of Persons with Disabilities. The Convention aimed to protect their rights and enjoy them on an equal basis with ordinary persons all human rights, duties, and freedoms. Article (30) of this agreement referred to “the right of persons with disabilities to enter recreational places, benefit from tourist services, and facilitate their access to various cultural and national sites” (Abdel Hamid, 2018). At the Arab level, the Council of Arab States issued what is known as the Arab Bond for the Disabled (2003-2012). , it affirmed several rights: providing the opportunity for persons with disabilities to practice recreational activities, providing all facilitating conditions for them, and expanding the base of their participation in these activities fairly and without discrimination based on gender, race, age, or employment. It also focused on providing qualified technical personnel in the recreational fields to deal with this group, providing the necessary equipment to practice these activities, and securing their rights to movement and access to public facilities without obstacles or barriers (Al-Zahrani, 2022). At the local level, the Kingdom of Saudi Arabia's vision document regarding the tourism sector emphasizes the provision of all tourist destinations and destinations that tourists from inside and outside the Kingdom visit in a way that meets the requirements and needs of all tourists regardless of their differences, needs, abilities, characteristics, and ages. It also emphasized promoting trends that help the Saudi domestic tourism industry. The Kingdom of Saudi Arabia is full of archaeological and tourist sites and destinations, which express the different periods that passed through the region and the development of

the Kingdom's civilization, and constitutes a unique and attractive destination for tourism from home and abroad (General Authority for Tourism and National Heritage in Saudi Arabia, 2021).

Accessible tourism focuses on integrating people with disabilities into trips, programs, and tourist destinations and participating effectively and efficiently (Ibrahim, 2022). Accessible tourism is a travel and tourism activity that provides all the services, facilities, and accessibility that enable people with disabilities to enjoy their vacations and vacations in tourist places and sites without problems or hassles by providing facilities and services of high quality. The desire of persons with disabilities to travel for relaxation, a sense of independence, chances for social contact, and the experience of seeing new locations is also a component of accessible tourism (Mustafa & Khayyat, 2020). This is accomplished by ensuring that everyone, regardless of physical restrictions, disabilities, or age, has access to tourist sites, goods, and services. Given that it helps both people with disabilities and society as a whole, it is a crucial component of any responsible and sustainable development policy (Kaganek et al., 2017). Additionally, accessible tourism is a type of tourism that enables all people with disabilities to access tourist goods and services, regardless of their age, physical limits, or impairments, in order to more fully integrate them into society (Abd-Elraof & Dawood, 2018). Accessible tourism includes destinations free of barriers in infrastructure, facilities, and transportation by air, land, and sea appropriate for all users with disabilities. It provides them with high-quality services by trained and qualified employees in dealing with customers with disabilities. It also includes activities, exhibitions, and attractions in which everyone can participate, as well as marketing, reservation systems, Internet sites, services, and information accessible to all persons with disabilities, giving them sufficient opportunity to know the tourist destinations and destinations suitable for them (Linderová, 2015). Moreover, it provides highly trained tourist guides to deal with tourists with disabilities (Gillovic et al., 2018). Furthermore, it includes physical accessibility for people with physical and motor disabilities. They often need to use wheelchairs or walking aids and other amenities, such as handrails, ramps, elevators, rest stops, and access and reception facilities for health and medical care (Abd-Elraof & Dawood, 2018). Further, it contains the provision of group facilities requirements, which include tourist facilities such as parking lots and vehicles for transporting persons with disabilities that enable them to enjoy excursions and tourist trips. It assures that places, sites, and tourist destinations are free of barriers that impede the movement of persons with disabilities, including those with mobility and physical disabilities (Ibrahim, 2022). Accessible tourism revolves around providing service tourism facilities for people with disabilities and providing design engineering and universal access. Essential to achieving this goal is having a deep understanding of the requirements and needs of people with disabilities and providing adequate support services tailored specifically to these requirements and needs to ensure a safe and enjoyable experience for them. Besides, providing proper design and universal access is the basis for effective tourism participation for people with disabilities (Mustafa & Khayyat, 2020).

Accessible tourism has a key role in achieving enjoyment, happiness, and justice for people with disabilities and the enjoyment of all their human rights and freedoms, which has great repercussions on Arab society and the national economy of any country by stimulating the domestic tourism movement by attracting tourists with disabilities, their families, and their companions (Mansour, 2022). However, the European Travel Tourism Network estimated the number of tourists with disabilities worldwide in 2019 at (50) million tourists, out of about (650) million people with disabilities. These numbers indicate the weak interest of people with disabilities, their families, and those responsible for them for accessible tourism (Mustafa & Khayyat, 2020). The result may be due to the weakness in the level of quality of services provided to persons with disabilities, the weakness in meeting their needs and requirements in tourist sites and destinations, and the presence of a group of challenges such as personal, social, economic, and situational

challenges related to tourist destinations that hinder their tourism participation (Al-Zahrani, 2022). Therefore, this study examined the reality of accessible tourism services for people with motor disabilities in the Kingdom of Saudi Arabia and the challenges that hinder their progress.

Statement of the Problem

The problem of this study emerged from the premise that accessible tourism is a distinct sector capable of achieving future growth for countries. It also focused on achieving enjoyment and happiness for people with disabilities in general, especially those with motor disabilities, and improving their health and psychological condition (Ibrahim, 2022). Despite this, previous studies have confirmed that the accessible tourism sector suffers from a weakness in the services provided to people with disabilities that do not meet their needs, requirements, desires, and goals. Many challenges stand in the way of its development and prosperity, such as the difficulty of feeling happy for people with disabilities when joining a tourist trip, the discomfort of feeling overprotected, the weak desire of family, friends, and centers for people with disabilities to participate in tourist trips, and the high fees for subsistence, transportation, sleep, food, and drink in tourist destinations, the difficulty of reaching some tourist destinations, and the low quality of facilities or information about them (Al-Zahrani, 2022). In addition, it was found that the level of interest of people with motor disabilities in domestic tourism is low. This result is due to the low quality of services provided to them, the high costs associated with providing facilities for them and their companions, and their suffering from some personal, social, and economic challenges (Abd-Elraof & Dawood, 2018). By reviewing Arab and local studies that dealt with the services provided to people with motor disabilities in tourist sites and the challenges they face, he found a scarcity of such studies that did not reach the required level. As a result, the research's problem formed and it set out to address the following queries:

1. From their perspective, what does the reality of accessible tourist services in the Kingdom of Saudi Arabia look like for persons with mobility disabilities?
2. Do the factors of gender and region result in statistically significant variations in the replies of the study sample members about the reality of accessible tourist services for individuals with mobility impairments in the Kingdom of Saudi Arabia?
3. From their perspective, what are the difficulties that the Kingdom of Saudi Arabia faces in providing accessible tourism?
4. Are there statistically significant variations in the replies given by the research sample participants about the difficulties accessible tourism for those with motor impairments faces in the Kingdom of Saudi Arabia?

Significance of the Study

It is hoped that this study will enrich the Arab and international libraries on accessible tourism for people with motor disabilities. There is a scarcity of Arab research that deals with this sector and the group of people with disabilities and interest in it. The significance of this study is also highlighted by addressing the reality of accessible tourism services for people with motor disabilities and the challenges that hinder them. Therefore, the researchers believe that the results of this study may benefit decision-makers in the country and the official and private bodies responsible for the tourism sector towards partnership in developing strategic plans to address the weaknesses and deficiencies in the services and facilities provided to people with motor disabilities in tourist destinations. It also helps in working to confront the challenges that hinder it so that people with mobility can integrate into their society and positively interact with its members, achieve harmony and satisfaction with life to achieve a high quality of life, promote local accessible tourism to reach the international level and improve its image before the international community.

Delimitations of the Study

The study's findings are only broadly applicable to its investigation of accessible tourist services for individuals with mobility impairments and the difficulties they encounter in the southern Saudi Arabian provinces of Najran, Jazan, and Asir in the summer of 2023. Additionally, it is restricted to the views of a sample of 20–55 year olds with mobility impairments who were chosen from local clubs and charitable organizations. In order to gather information, it also employed the "Accessible Tourism Services Questionnaire" and the "Accessible Tourism Challenges Questionnaire." Therefore, the degree of precision in determining the validity and reliability of the two instruments and the seriousness of the study sample members' responses to them affect the generalizability of the study's findings.

Methods

The descriptive survey approach was used for this study because it best suited its purpose. In order to gather quantitative information about the availability of accessible tourism services for people with motor disabilities, the difficulties they encounter, and the variations in study sample responses according to the variables of gender and region, the two study tools, the "questionnaire," were applied to a sample of people with motor disabilities.

Population and Sample of the Study

Due to the difficulty of specifying the study population to people with motor disabilities in the regions of (Najran, Jazan, and Asir) in the south of the Kingdom of Saudi Arabia, the researchers resorted to some clubs and charitable societies for people with motor disabilities and cooperated with them to distribute the study tool. Officials and people with motor disabilities in those clubs and societies expressed great approval and were welcome to participate in this study. The (128) male and female participants with motor impairments, whose ages varied from (20-55) years in the summer of 2023, made up the stratified random sample that served as the study sample. at collaboration with employees and officials at clubs and charity societies for people with motor disabilities, the study tool was given electronically via an electronic link on the Google Drive form via personal email and the WhatsApp application for persons with motor disabilities. It was made accessible between June 1 and 20, 2023. The distribution of the study sample by gender and region is displayed in Table 1.

Table 1. Distribution of the research population based on the factors of gender and geography

Variables	Group	No.	%
Gender	Male	77	60.2
	Female	51	39.8
	Total	128	100
Region	Najran	45	35.2
	Jazan	48	37.5
	Asir	35	27.3
	Total	128	100

Tools of the Study

For achieving the objectives of the study, the Accessible Tourism Services Questionnaire was used. It was developed to measure the level of accessible tourism services for people with motor disabilities by referring to the tools used in previous studies, such as Abd-Elraof and Dawood (2018); Mansour (2022), Al-Zahrani, 2022), and (Ibrahim, 2022). The study tool's items were created to accurately reflect the study sample's responses about the accessibility of Saudi Arabia's tourist industry to those with mobility impairments.

After being tested for validity and dependability in the Saudi setting, the tool's final version had (14) components. By referring to the instruments used in prior studies, such as Abd-Elraof and Dawood (2018), Al-Zahrani (2022), and Ibrahim (2022), the Accessible Tourism Challenges Questionnaire was also used to achieve the study's objectives in identifying the challenges facing accessible tourism for people with motor disabilities. The study tool's domains and items were adequately designed and created to represent the opinions of the study sample participants regarding the difficulties that accessible tourism (or "disability tourism") faces in the southern parts of the Kingdom of Saudi Arabia. After being tested for validity and dependability in the Saudi context, the tool's final version included (29) items divided into four categories: personal challenges related to the tourist himself (9) items, social challenges (5) items, economic challenges (4) items, and situational challenges related to the tourist site (11) items.

Validity

In this study, content validity was employed. Ten faculty members from Saudi institutions with experience and knowledge in tourism and special education were supplied with the research tools in their first version. They made sure the language formulation was accurate and the tools were appropriate for achieving the goals of the research by confirming the extent to which the items related to the tool as a whole. The necessary adjustments, which had an agreement rate of 80%, were made in light of the expert's comments. The linguistic reformulation of some items to make them more understandable, clear to respondents, and measurable was one of the experts' most notable observations. As a result, the initial versions of study tools were created, consisting of (14) items in the first tool and (29) items in the second tool.

Reliability

The test-retest method and Cronbach's alpha were utilized as two techniques to guarantee the dependability of the two instruments. Two weeks later, the two tools were used again in a group of (25), motor-disabled people who were not part of the research population. Following that, the overall Pearson correlation coefficient between their replies in the two periods of the two tools was obtained. On the sums of the two tools, the dependability coefficient was also calculated using the internal consistency approach in accordance with Cronbach's Alpha equation. Table 2 displays the outcomes.

Table 2. Reliability coefficients for the study instrument

No.	Domain	Test-retest	Cronbach's Alpha
1	Accessible Tourism Services Questionnaire	0.85	0.76
2	Accessible Tourism Challenges Questionnaire	0.82	0.78

According to Table 2, the overall reliability coefficient for the first research instrument, the "Services Questionnaire," was (0.85) using the test-retest technique and (0.82) using the "Cronbach's Alpha" internal consistency method. The second research instrument, the "Challenges Questionnaire," had an overall reliability coefficient of (0.76) using the test-retest technique and (0.78) using the "Cronbach's Alpha" internal consistency method. These are high values that show the technique is appropriate for achieving the study's objective (Odeh, 2014). The researchers employed the Hamadneh and Khair Eddeen study's criterion (2023), which involved assigning values consecutively (5, 4, 3, 2, 1) for the grades (strongly agree, agree, neutral, disagree, strongly disagree). The following results were authorized for the research tool items' achievement as well as the final score: A very low level is between 1.00 and 1.80, a low level is between 1.81 and 2.60, a medium level is between 2.61-3.40, a high level is between 3.41 and 4.20, and a very high level is between 4.21 and 5.00.

Data Analysis

Means, standard deviations, and ranks were used to respond to the first question, which asked how accessible tourism services were from the perspective of people with motor

disabilities, and the third question, which asked how challenging accessible tourism was from their perspective. To respond to the second question, which asks how the averages for the quality of accessible tourist services for individuals with motor impairments varies depending on the categories of gender (male, female) and region (Najran, Jazan, Asir). Multiple analysis of variance was used to address the fourth question and show the importance of the differences in the means regarding the difficulties that accessible tourism services for people with motor disabilities face according to the categories of the gender variable (male, female), and the region variable (Najran, Jazan, Asir).

Results

This section presents the results of the study that were reached. They were presented in the order of the study questions as follows:

From their Perspective, What Does the Reality of Accessible Tourist Services in the Kingdom of Saudi Arabia Look Like for Persons with Mobility Disabilities?

The study sample's responses regarding the reality of tourist services for individuals with disabilities (accessible tourism) in Saudi Arabia from their perspective were analyzed to determine averages, standard deviations, and rankings. Table 3 summarizes the findings.

Table 3. Means and standard deviations of the reality of accessible tourist services from the perspective of individuals with disabilities in Saudi Arabia

No.	Domain	Means	Standard deviations	Rank	Degree
1	There are supportive iron handles on both sides of the slopes and walkways at the tourist site to provide safety and support for people with disabilities	2.91	1.03	7	Medium
2	In the areas where tourists go, there are many necessities that help people with disabilities	2.80	1.15	12	Medium
3	The tourist site has suitable seating areas that allow people with disabilities to stop frequently and rest	2.74	.890	13	Medium
4	There are audible warning systems and a flashing alarm for use when necessary and in emergency situations	2.72	1.05	11	Medium
5	There is private parking for people with disabilities	2.71	1.13	6	Medium
6	There are special rates for people with disabilities	2.63	1.09	10	Medium
8	There are restaurants and restrooms at the tourist site with arrangements suitable for people with disabilities	2.62	1.07	9	Medium
7	There are reception places for rest and waiting for people with disabilities at the tourist site	2.60	.970	1	Low
9	The tourist site organizes guided tours for groups of people with disabilities	2.55	.960	2	Low
10	There are walking aids for people with disabilities are available at the tourist site	2.49	1.12	4	Low
11	There are theatrical performances at the tourist site specially prepared for people with disabilities	2.43	1.00	5	Low
12	There is a guide ready to serve visitors with disabilities at tourist sites	2.43	1.00	14	Low
13	The tourist site has restrooms specially prepared for people with disabilities	2.20	.940	3	Low

14	On the tourist site there are recreational facilities suitable for people with disabilities	2.07	.960	8	Low
	Overall score	2.56	.410		Low

Table 3 shows that the overall score for the reality of accessible tourism services for people with motor disabilities in the Kingdom of Saudi Arabia came with a mean (2.56) and a standard deviation (0.41) at a weak degree. The means on the items ranged between (2.07 - 2.91), including eight items with moderate degrees and six items with weak degrees. Item (7), "There are supportive iron handles on both sides of the slopes and walkways at the tourist site that provide safety and support for people with motor disabilities" ranked first with the highest mean (2.91) and a standard deviation of (1.03) at a moderate degree. Then, with a mean of 2.80 and a standard deviation of (1.15) at a moderate degree, item (12), "There are many necessities available in the areas where tourists go that help people with motor disabilities," came in second place. Then, with a mean of (2.74) and a standard deviation of (0.89) at a moderate degree, item (13), "Providing special parking spaces for people with motor disabilities," placed third. The fourth and fourteenth criterion, "There are recreational facilities at the tourist site suitable for people with motor disabilities," scored a poor mean of 2.07 and a standard deviation of 0.96.

Do the Factors of Gender and Region Result in Statistically Significant Variations in the Replies of the Study Sample Members about the Reality of Accessible Tourist Services for Individuals with Mobility Impairments in the Kingdom of Saudi Arabia?

According to the factors of gender and area, means and standard deviations were computed for the replies of the research sample participants about the reality of accessible tourist services for individuals with motor impairments in the Kingdom of Saudi Arabia. Table 4 displays the outcomes.

Table 4. Means and standard deviations of research sample participants' opinions about the availability of accessible tourist services for those with motor impairments in the Kingdom of Saudi Arabia, broken down by gender and geographic region.

Variable	Group	Total score	
		Mean	Std. Deviation
Gender	Male	2.62	0.38
	Female	2.48	0.44
Region	Najran	2.63	0.40
	Jazan	2.55	0.39
	Asir	2.51	0.46

According to the factors of gender and area, Table 4 demonstrates that there were noticeable disparities in the means of the research sample participants' replies regarding the reality of accessible tourist services for persons with mobility impairments in the Kingdom of Saudi Arabia. Multiple analysis of variance was employed, as shown in Table 4, to indicate the importance of the variations in means.

Table 5. The significance of the variations in the means for the availability of accessible tourist services for persons with mobility impairments in the Kingdom of Saudi Arabia according to the factors of gender and region using an analysis of variance.

Source	Type I Sum of Squares	df	Mean Square	F	Sig.
Gender	.563	1	.563	3.311	.071
Region	.400	2	.200	1.174	.312
Error	21.093	124	.170		
Total	864.094	128			

The gender variable had a "F" value of (3.311) and was statistically significant at (.071), so Table 5 demonstrates that there were no statistically significant differences at the level of (0.05) in the responses of the study sample members regarding the reality of accessible tourism services for people with motor disabilities in the Kingdom of Saudi Arabia. The results of the study sample members' responses regarding the availability of accessible tourism services for those with motor disabilities in the Kingdom of Saudi Arabia revealed that there are no statistically significant differences at the level of (0.05); the "F" value was (1.174), and statistical significance was determined at (.312).

From their Perspective, What Are the Difficulties that the Kingdom of Saudi Arabia Faces in Providing Accessible Tourism?

The research sample participants' comments regarding the difficulties in the Kingdom of Saudi Arabia for accessible tourism for individuals with motor impairments were analyzed to derive means and standard deviations. Table 6 shows the outcomes.

Table 6. Means and standard deviations of research sample participants' replies regarding the difficulties in Saudi Arabia for accessible tourism for individuals with motor impairments, organized in descending order by means

No.	Items	Means	Standard deviations	Rank	Degree
1	Personal challenges related to tourists	3.59	.680	1	High
3	Economic challenges	3.57	.780	2	High
4	Situational challenges related to the tourist site	3.55	.780	3	High
2	Social challenges	3.53	.830	4	High
	Total score	3.56	.700		High

According to Table 6, the overall score for the research sample participants' comments regarding the difficulties in developing accessible tourism for individuals with motor impairments in the Kingdom of Saudi Arabia had a mean of (3.56) and a high degree of standard deviation (0.70). First place went to the first category, "personal challenges related to the tourist himself," with a mean of (3.59) and a standard deviation of (0.68). The second-placed category, "economic challenges," had a mean of (3.57) and a high standard deviation of (0.78). The third-placed domain, "situational challenges related to the tourist site," had a mean of (3.55) and a high degree standard deviation of (0.78) for the fourth domain. With a mean of (3.53) and a high degree standard deviation of (0.83), the second category, "social challenges," placed in fourth.

Are there Statistically Significant Variations in the Replies Given by the Research Sample Participants about the Difficulties Accessible Tourism for those with Motor Impairments Faces in the Kingdom of Saudi Arabia?

According to the factors of gender and area, means and standard deviations were computed for the replies of the research sample participants about the difficulties encountered by accessible tourist services for individuals with motor impairments in the Kingdom of Saudi Arabia. Table 7 displays the outcomes.

Table 7. Means and standard deviations of research sample participants' comments on the difficulties in providing accessible tourist services for those with motor impairments in the Kingdom of Saudi Arabia, broken down by gender and geographic location.

Variable	Group	Personal challenges related to tourists		Social challenges		Economic challenges		Situational challenges related to the tourist site		Total score	
		Mean	Std. Deviation	Mean	Std. Deviation	Mean	Std. Deviation	Mean	Std. Deviation	Mean	Std. Deviation
		Male	3.57	0.70	3.57	0.85	3.57	0.77	3.56	0.73	3.58
Female	3.60	0.67	3.46	0.79	3.56	0.79	3.54	0.86	3.53	0.74	

Region	Najran	3.46	0.59	3.36	0.86	3.45	0.68	3.33	0.82	3.39	0.65
	Jazan	3.63	0.78	3.64	0.80	3.57	0.86	3.67	0.79	3.64	0.76
	Asir	3.69	0.65	3.58	0.80	3.72	0.78	3.67	0.67	3.67	0.65

Table 7 demonstrates that the factors of gender (male vs. female) and area (Najran, Jazan, Asir) led to apparent disparities in the means of the research sample participants' replies about the difficulties that accessible tourism for those with motor impairments faces in the Kingdom of Saudi Arabia. Multiple analysis of variance was employed, as shown in Table 8, to show the importance of the variation between the means.

Table 8. According to the variables of gender and area, multiple analyses of variance for determining the significance of the variations between the means for the obstacles to accessible tourism for individuals with motor impairments in the Kingdom of Saudi Arabia.

Source	Dependent Variable	Type I Sum of Squares	df	Mean Square	F	Sig.
Gender	Personal challenges related to tourists	.026	1	.026	.054	.817
	Social challenges	.389	1	.389	.567	.453
	Economic challenges	.002	1	.002	.003	.957
	Situational challenges related to the tourist site	.012	1	.012	.020	.886
	Total score	.088	1	.088	.181	.671
Region	Personal challenges related to tourists	1.114	2	.557	1.171	.314
	Social challenges	2.077	2	1.039	1.513	.224
	Economic challenges	1.458	2	.729	1.184	.310
	Situational challenges related to the tourist site	3.327	2	1.664	2.742	.068
	Total score	1.942	2	.971	1.991	.141
Error	Personal challenges related to tourists	58.997	124	.476		
	Social challenges	85.124	124	.686		
	Economic challenges	76.379	124	.616		
	Situational challenges related to the tourist site	75.220	124	.607		
	Total score	60.481	124	.488		
Total	Personal challenges related to tourists	1706.297	128			
	Social challenges	1679.480	128			
	Economic challenges	1707.688	128			
	Situational challenges related to the tourist site	1694.308	128			
	Total score	1685.017	128			

The results of the study sample members' responses to the study tool's areas (personal challenges relating to the tourist himself, social challenges, economic challenges, situational challenges relating to the tourist site), as well as the overall degree of challenges facing accessible tourism for people with motor disabilities in the Kingdom of Saudi Arabia, are shown in Table 8 and were not statistically significant at the level of (0.05). The "F" values were (.054), (.567), (.003), (.020), (.181) and statistically significant (.817), (.453), (.957), (.886), (.671) respectively. Table 8 also demonstrates that there were no statistically significant differences in the responses of the study sample participants to the study tool's domains (personal challenges related to the tourist himself, social challenges, economic challenges, situational challenges related to the tourist site) and to the overall degree of challenges faced by accessible tourism for people with motor disabilities in the Kingdom of Saudi Arabia as a result of the region variable. The "F" values were (1.171), (1.513), (1.184), (2.742), (1.991) and statistically significant (.314), (.224), (.310), (.068), (.141) respectively.

Discussion

The results showed that the overall score for the reality of accessible tourism services for people with motor disabilities in the Kingdom of Saudi Arabia is weak. This result indicates that accessible tourism for people with motor disabilities still requires efforts from those in charge of tourism in the Kingdom of Saudi Arabia to support them and improve their services. The result may be attributed to the fact that accessible tourism is still a recent trend in the tourism industry in the Kingdom of Saudi Arabia. Al-Zahrani (2022) confirmed that, for accessible tourism to be attractive to people with disabilities in general, including those with motor disabilities, it must provide reception places for rest and waiting for people with motor disabilities in tourist sites. There must also be means of transportation, walking aids for people with motor disabilities, and special parking for their cars and vehicles, but the reality proves that these elements are not available or that they are available to weak degrees. The result may also be attributed to tourist sites lacking qualified, trained, and prepared tour guides to provide services to persons with disabilities in a manner that meets their needs and requirements in terms of access, mobility, reception, and independence (Ovreiu et al., 2018). In addition, there is a lack of knowledge among employees and workers at tourist sites on how to deal with people with motor disabilities (Akinci, 2015). This weakness may be attributed to the poor organization of tourist sites for guided tours for groups of people with motor disabilities and the poor presence of theatrical performances and entertainment facilities in tourist sites specifically prepared for people with motor disabilities. This result agrees with both results of Ibrahim (2022) and Al-Zahrani (2022), who showed that the level of accessible tourism services for people with disabilities is weak.

Also, the results showed that there are no statistically significant differences in the reality of accessible tourism services for people with motor disabilities in the Kingdom of Saudi Arabia due to the variables of gender and region. This result may be because the members of the study sample live in societies with the same values and similar social and economic conditions, and most of them visit tourist sites within similar periods and frequencies of tourist trips. Therefore, they realize the weakness of services in tourist sites and that they do not meet their special needs and capabilities compared to ordinary people (Al-Zahrani, 2022). As a result of this convergence, there were no variations in the research sample participants' expressions regarding the difficulties in providing accessible tourism for those with mobility impairments in the Kingdom of Saudi Arabia based on the factors of gender and area. This finding is in line with Al-Zahrani's study from 2022, which found no statistically significant variations in the quality of services offered at tourist destinations related to gender.

In addition, the results showed that the level of challenges facing accessible tourism for people with motor disabilities in the Kingdom of Saudi Arabia, from their point of view, is high. The result may be attributed to the fact that people with motor disabilities need special arrangements and adapted equipment to help them reach tourist sites easily, move around easily without the help of others, and appropriately receive them. Some of them use modified cars for transportation, so they face major problems getting in and out of these cars, which makes them a group with less care and attention in services at tourist sites. They also suffer from chronic diseases and health problems that require many procedures and intensive care, which necessitates the availability of many services that take these conditions into account (Ovreiu et al., 2018). These reasons were reflected in their general assessments that the level of challenges in accessible tourism is great and does not meet their capabilities and characteristics. Moreover, this result may be due to the fact that the concept of accessible tourism is relatively new in the tourism sector. Therefore, it has not received sufficient attention and improvement in the Arab countries to be attractive to people with disabilities in general, especially those with motor disabilities (Ibrahim, 2022). The decline may be attributed to weak promotion processes, easy access and reception at tourist sites that meet the requirements of accessible tourism,

their poor preparation in the most appropriate manner, and their lack of many necessities, services, and facilities that meet the needs of tourists with motor disabilities (Al-Zahrani, 2022). There is also a lack of tourist information about tourist programs and destinations, the inefficiency of employees at tourist sites in dealing with people with motor disabilities, and the lack of adaptation of bathrooms in terms of handles, entrances, supports, and seats that are suitable for people with motor disabilities (Ovreiu et al., 2018). This result is consistent with the study of Ibrahim (2022), which showed that accessible tourism in Arab countries faces major challenges that hinder its development. It also meets with those in Al-Zahrani's (2022) study, which confirmed that accessible tourism in the Kingdom of Saudi Arabia faces significant challenges that limit its good progress.

Regarding the areas of the study tool, the first area, "personal challenges related to the tourist himself," ranked highly. The result is attributed to the person with a motor disability suffering from inferiority and a view of inferiority as a result of his disability, which causes him to feel embarrassed and ashamed in front of others and the looks of pity for them from others and excessive protection, which makes them more anxious and fearful when participating in various life activities or avoiding participating in them (Al-Rousan, 2019). Moreover, this result can be attributed to the tourist destinations' lack of offers, programs, and services that meet the needs of people with disabilities, making them unable to feel happy or join them. The lack of health and medical services at these destinations also makes them feel more tired, painful, and exhausted, posing a great challenge for them to participate in tourist trips (Mustafa & Khayyat, 2020). The second area, "Social Challenges," was highly ranked. The result can be that people with motor disabilities need many special requirements and assistance compatible with their characteristics and abilities. These special needs may hinder the desire of other family members, friends, or their centers to participate in trips and tourist visits because they feel embarrassed when taking them with them to tourist sites and destinations (Kaganek et al., 2017). In addition, there are some negative trends from ordinary tourists towards tourists with motor disabilities and ignoring them, which affects their feelings and emotions and results in negative participation in tourist trips (Al-Zahrani, 2022). The third area was "economic challenges" to a large degree. The result may be attributed to people with motor disabilities, most of whom do not have job opportunities or work in jobs that are unable to provide them with sufficient and appropriate capacity for activities and tourist trips. Also, the physical requirements of some people with motor disabilities are not sufficient for them to go on tourist trips. They may not be able to provide the costs of subsistence, sleeping, transportation, eating, and drinking in tourist destinations. In addition, some people with motor disabilities need companions on tourist trips, which costs them expenses and other additional amounts that they may not be able to meet. Or they may need special services on their tourist trip provided to them by an assistant from the tourism company organizing the trip. Moreover, they may use additional tools, devices, and supplies, which greatly limit their involvement in accessible tourism (Akinici, 2015). The fourth area, "situational challenges related to the tourist site," was highly ranked. The result may be due to a deficiency in tourist destinations in providing easy access to the sites of those destinations, entry into them, and use of their facilities by tourists with motor disabilities. It may also be attributed to the lack of aids, means, special arrangements, and roads leading to them, and the lack of suitability of environmental conditions such as paths, slopes, the nature of the area, trees, and water in tourist destinations for people with motor disabilities (Al-Zahrani, 2022).

Moreover, there were no statistically significant differences in the responses of the study sample members on the areas of the study tool (personal challenges related to the tourist himself, social challenges, economic challenges, situational challenges related to the tourist site) and on the overall degree of challenges facing accessible tourism for people with motor disabilities in the Kingdom of Saudi Arabia. Attributable to the variables of gender and region. Therefore, the variables of gender and region did not play an

influential role in the views of the study sample of people with disabilities about the challenges facing accessible tourism in the Kingdom of Saudi Arabia. This result confirms that the accessible tourism sector in the Kingdom of Saudi Arabia faces many challenges. It needs further continuous development in promoting easy access, services, facilities, and infrastructure that meet the needs and requirements of tourists with disabilities. In addition, it is necessary to educate institutions, organizations, and associations about the importance of accessible tourism and provide ways to overcome the problems and challenges that hinder its progress. The result may be attributed to the convergence in the social and cultural environment in which people with motor disabilities live and that they go to visit the same tourist sites within a similar period and frequency of tourist trips (Al-Zahrani, 2022). As a result, there were no variations in how they expressed the problems with accessible tourism in the Kingdom of Saudi Arabia based on the factors of gender and location. This finding is in line with that of Al-Zahrani's study from 2022, which found no statistically significant gender-related differences in the difficulties of accessible travel from the perspective of people with disabilities in the Al-Baha region of the Kingdom of Saudi Arabia.

Recommendations

In light of the study results, it is recommended that services in tourist sites for people with motor disabilities (accessible tourism) suffer from a clear weakness and that they do not meet the needs of people with motor disabilities. Therefore, the Saudi Commission for Tourism and National Heritage in the Kingdom of Saudi Arabia must adopt an organized and thoughtful strategic plan that makes tourism services accessible to people with disabilities, in general, and people with motor disabilities, in particular, and of high quality. The plan includes effective ways and methods, such as providing and arranging restaurants and rest houses in tourist sites in a manner suitable for people with motor disabilities and providing reception places for rest and waiting for people with motor disabilities in tourist sites. It also provides theatrical performances and entertainment events at tourist sites specifically prepared for people with motor disabilities, guides ready to serve visitors with motor disabilities at tourist sites, and bathrooms at tourist sites specially prepared for people with motor disabilities. In addition, the study recommends qualifying and training workers and tour guides on how to deal with people with motor disabilities in a way that suits their abilities, needs, and characteristics. Moreover, the authorities concerned with the tourism sector in the Kingdom of Saudi Arabia, such as the government, the Ministry of Tourism, and the Entertainment and Tourism Authority should exert more effort in formulating policies and strategic plans. These plans help remove restrictions and obstacles that hinder the improvement and development of accessible tourism for people with motor disabilities in a way that meets their needs and requirements. Accordingly, the researchers suggest conducting more comparative descriptive studies on the reality of accessible tourism services for people with motor disabilities and the challenges in different regions of the Kingdom of Saudi Arabia and comparing their results with the results of the current study. Besides, similar studies to the current study are suggested to address additional variables, such as the severity of the disability, age, nature of the visit, means of transportation, the visit duration, and the visit frequency. Finally, the study proposes qualitative studies that examine the factors and reasons that hinder the integration of people with motor disabilities into tourism operations compatible with their abilities, characteristics, and cognitive and motor capabilities.

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