

Determinants of Travel Participation and Experiences of Wheelchair Users Traveling to the Bodrum Region: A Qualitative Research

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ABSTRACT

Although there has been an increasing tendency in the number of people with disabilities and types of disability day by day, a sufficient point was not reached regarding accessible tourism. Further, the participation rate of people with disabilities (PWDS) in tourism activities tends to get low and a big gap is observed in the travel and accommodation sector in this regard. On the other side, previous studies have concluded that the accessible tourism market was a significant and profitable area. The main purpose of this study is to determine the determinants of travel by examining the motivations, expectations, processes, and experiences of PWDS using wheelchairs to participate in tourism.

The obtained outcomes revealed that wheelchair users intended to go on vacation but were less motivated to participate due to insufficient travel conditions. The wheelchair travellers argued that a companion was required for an enjoyable holiday that could meet their needs. It was also revealed that the wheelchairs disabled people use were not suitable to be used on the beach, sand, or in water. Furthermore, by exploring the heterogeneous nature of wheelchair users, their motivation in tourism with the effect of internal and environmental factors, this research added a great contribution to the industry in terms of providing products and services in the tourism sector. It is also considered to provide insights for future studies.

Keywords: Wheelchair users, participation to travel, disabled, accessible tourism, holiday determinants, assistantship, emotional touch.

ÖZ

Engelli sayısı ve engel türlerinde her geçen gün artan bir eğilim olmasına rağmen erişilebilir turizm konusunda yeterli noktaya gelinememiştir. Ayrıca, engellilerin (EBÖ) turizm faaliyetlerine katılım oranı düşme eğilimi göstermekte ve bu konuda seyahat ve konaklama sektöründe büyük bir boşluk gözlemlenmektedir. Öte yandan, önceki çalışmalarda erişilebilir turizm pazarının önemli ve karlı bir alan olduğu sonucuna varılmıştır. Bu çalışmanın temel amacı, turizme katılmak için tekerlekli sandalye kullanan engellilerin motivasyonlarını, beklentilerini, süreçlerini ve deneyimlerini inceleyerek seyahatin belirleyicilerini belirlemektir.

Elde edilen sonuçlar, tekerlekli sandalye kullanıcılarının tatile çıkmayı düşündüklerini ancak yetersiz seyahat koşulları nedeniyle katılım konusunda daha az motive olduklarını ortaya koydu. Tekerlekli sandalye ile seyahat edenler, ihtiyaçlarını karşılayabilecek keyifli bir tatil için bir refakatçiye ihtiyaç olduğunu savundu. Engellilerin kullandığı tekerlekli sandalyelerin plajda, kumda ve suda kullanıma uygun olmadığı da ortaya çıktı. Ayrıca bu araştırma, tekerlekli sandalye kullanıcılarının heterojen yapısını, iç ve çevresel faktörlerin etkisiyle turizmdeki motivasyonlarını keşfederek, turizm sektöründe ürün ve hizmet sunumu açısından sektöre büyük katkı sağlamıştır. Ayrıca gelecekteki çalışmalara ışık tutacağı düşünülmektedir.

Anahtar Kelimeler: Tekerlekli sandalye kullanıcıları, seyahate katılım, engelli, erişilebilir turizm, tatil belirleyicileri, asistanlık, duygusal dokunuş.

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LIST OF ABBREVIATIONS

ALMP	Active Labor Market Policies
CRPD	On the Rights of Persons with Disabilities
F&B	Food and Beverage
Eurostat	The European Statistical Office
eWOM	The Electronic Word of Mouth
HEIs	Higher Education Institutions
ICF	International Classification of Functioning
ICT	Information and Communication Technology
NGOs	Non-Governmental Organizations
PWDs	People With Disabilities
TOFD	Spinal Cord Paralytics Association of Turkey
TUIK	Turkey Statistical Institute
TÜRSAB	Türkiye Seyahat Acentaları Birliği
UNICEF	The United Nations Children’s Fund
WUs	Wheelchair Users
WHO	The World Health Organization
WOM	Word of Mouth

Chapter 1

INTRODUCTION

1.1 Introduction

Tourism is a profitable and expanding sustainable market but at the same time, it is also a social imperative that should include equal access to hospitality, products, or services. Regarding the number of disabled population and its place in the market, some necessary actions are considered be done about disabled tourism and this has become a research subject for the tourism and travel sector. However, the biggest consumption of our age, the internet and technology offer various options for consumers to buy products and services from suppliers. Moreover, the importance of strategic tourism marketing, planning, and sustainability issues is increasing day by day for the tourism sector (Pomering, Noble & Johnson 2011; Alén, Domínguez & Losada 2012; Law et al., 2015).

More than one billion people in the world has fallen into the disability category and about 200 millions of them has experience serious dysfunctions (Cieza et al., 2020). The phenomenon of disability is considered to receive more attention in the coming years as it haste become more common day by day. This is due to the increasing population in terms of aging, the risk of disability increases with age, and chronic diseases such as diabetes, cardiovascular diseases, cancer and mental health disorders worldwide (Cieza et al., 2020).

According to the reported data by the World Health Organization, it is conjectured that more than one billion people, in other words 15% of the world population live with various levels of disability. On the other hand, with the great increase of disability types and population, it is aimed at examining the social situation of disabled people in developed countries and increasing their quality of life to improve their accessibility (WHO, 2019).

Disability is defined as the loss of physical, mental, emotional, and social abilities as a result of organ defect or absence that causes loss of function due to congenital, accident, or a prolonged illness. People with disabilities (PWDS) are defined as those who have a disability or a variety of disabilities such as hearing loss or spinal cord injury (Miller et al., 2009). When the concept, definition, and type of disability are correctly defined, numerous topics in health and social policy might be addressed. Moreover, appropriate studies can be contrived to evaluate what interventions can be made to advance the lives and well-being of all people with disabilities (Leonardi et al., 2006). Since December three was recognized by the United Nations as the World Disability Day in 1992, some efforts have been made to bid up cognizance on this issue, raise awareness of people, and encourage the rights and welfare of individuals with disabilities.

Disability is a part of being human. Everyone may be temporarily or permanently disabled at some point in their life and may experience loss of function later in life. Many extended families have a person with a disability, and family members without a disability often have the responsibility to care and support their relatives and friends with disabilities. The issues of how people with disabilities can participate amongst social communities and how they can best be supported have emerged as a moral and

political issue before humanity in every age. Further, this problem is thought to become more serious with the change in the population structure of societies and the increase in the elderly population.

In Europe and many other developed countries, sanctions protecting the rights and freedoms of the disabled have been imposed. Attempts have been made to overcome the access problems, and an alternative market has been created in the tourism field for the participation of disabled individuals in tourism activities with social policies, legal measures, and disabled-friendly facilities (Kanter 2009; Buhalis & Michopoulou 2011).

In a study conducted by Darcy and Buhalis (2010), the dimensions of accessible tourism phenomenon, the increasing disabled population and their effects on tourism demand were investigated in depth and three concepts: human rights, social model, disability and concretization were reported. The ways of communicating with people with disabilities, who are in different times and psychologies, whose motivations often change, and whose needs differ, vary in proportion to the social structure and culture. It is a matter of discussion that disabled individuals participate in tourism activities with peace of mind while they have problems even in taking part in daily activities.

As Yau, McKercher, and Packer (2004) mentioned the importance of disabled people in social life and their place in tourism, it was seen that research and participation in tourism activities are limited. Participation in tourism has an important place for disabled individuals in terms of meeting their needs to travel and ensuring their place in society. Hence, tourism stakeholders have a great responsibility in this regard, too.

It is obvious that the disabled should be seen as a part of the society, necessary arrangements should be made for them to live like other people in the society, and they should be encouraged to increase their participation in tourism activities (Deville & Kastenholz, 2018).

It has been among the constitutional priorities of contemporary states to produce national and international social policies. To ensure that, the disadvantaged, especially the disabled individuals may be guided to cling to life more tightly and can benefit from basic human rights. It is important for modern states to protect the rights and freedoms of individuals with disabilities in terms of participation in tourism with the constitutional structure. Agovino, Casaccia, Garofalo & Marchesano (2017) emphasized the opportunities and barriers in their research on the demand of disabled people to participate in tourism and stated that 'as the society develops, tourism becomes a necessity rather than a social desire.

Many negative factors prevent disabled individuals from participating in tourism activities in accommodation businesses that have an important role in the tourism industry. Moreover, the participation of disabled individuals in touristic activities just like other members of the society reduces their social exclusion and enables social peace to be developed.

Although people with disabilities are very enthusiastic to participate in touristic activities, they cannot participate in these activities adequately due to their negative experiences during their holiday periods. It is assumed that structural and legal regulations are required in touristic regions for them to take part in these activities.

Additionally, social conditions such as family, profession, income level, and treatment conditions of disabled tourists affect their travel intention. However, one of the most important details is the suitability of the place to be accommodated and transported. Furthermore, accessing facilities and the service to be provided at the destination should meet the needs of disabled individuals (Ankaya & Aslan 2020). Tourism can be seen as an event related to human life as well as a social event that constitutes a certain aspect of people living together in a society.

As Kastenholz, Eusébio & Figueiredo (2015) pointed out, tourism is a relevant part of the modern lifestyle in economically more developed countries. Even in these countries, it is not accessible to all human beings and physical, internal, cultural, and social barriers exist for people with disabilities. As highlighted in several international studies, the main obstacles for disabled people to participate in tourism activities are considered to be financial, social, psychological, organizational, accessibility, equipment, and architectural.

In addition to this, staff behavior and lack of incentives are seen as the main barriers to travel and tourism. In developed countries, it is aimed to ensure that people with disabilities reach a level of sufficient welfare to participate in tourism activities by ensuring that initiatives to improve the social status of disabled people such as socio-economic support, education, free transportation, free treatment.

It is a fact that the tourism revenues of the countries that make improvements in the tourism services provided to disabled individuals will gradually increase. Providing the necessary structural and service elements for disabled individuals to be able to engage in tourism activities without any difficulties like other healthy individuals is a

prerequisite for countries to benefit from disabled tourism in the tourism sector. Harris, Owen, and Gould (2012) consider that governments continue to face challenges in implementing effective strategies to increase the social and economic inclusion of people with disabilities.

The tourism sector still maintains its feature of being the fastest-growing sector that has attracted great interest from both developed and developing countries from the past to the present. Social change refers to the changes in the cultural, social, and economic structure of the society that is a combination of various factors. In this sense, the change that tourism may bring to a region should be considered based on the areas and relationships affected by tourism. Premović and Arsić (2020) emphasized the contribution of the development of the tourist market to socio-economic and cultural development.

As for the gathered effects of tourism on the world, it was clear that they are highlighted by many experts. Ultimately, children with disabilities and their families face many restrictions in terms of access, accommodation, and transportation while traveling for tourism purposes.

Besides that, this affects their final destination choices. Considering that people with disabilities go on vacation with at least one companion or their family, this makes them an important and target audience in the tourism market (Nyman, Westin & Carson 2018).

The current research aimed at investigating the travel experience of wheelchair users with travel experience in-depth, observing the details and perceptions, revealing the

barriers people with disabilities face in tourism, determining their expectations and the determinants of their participation in the tourism sector. It also aimed to shed light on new studies for development in terms of disabled tourism.

Four research questions were designed to be addressed as follows:

- 1) What are wheelchair users' expectations from the accessible tourism industry?
- 2) What are the main barriers and travel determinants that wheelchair user's face while participating in tourism?
- 3) To what extent do internal motivation and other environmental factors affect the motivation of PWDS to participate in travel?
- 4) What are wheelchair users' challenges and expectations regarding their feelings after their holiday experiences?

All organizations and systems prepared for disabled people should have certain features, especially accessibility, and these features should be developed over time. Therefore, it was intended to appreciate the general expectations of disabled people using wheelchairs about the process they experience in their travel experiences in-depth.

This study examines the effects that determine the motivation of participation in tourism by fully evaluating the participation processes of disabled individuals using wheelchairs. While examining their experiences in detail during their travel processes, they understood their expectations from the tourism and travel industry and determined the determinants of their motivation to participate in travel. Additionally, when considering the link between the process and result of a disabled person using a

wheelchair, it was observed that his experiences, determinants, and expectations were fully addressed.

As for the research context, firstly, an information form containing demographic statements and volunteer form of the interviewees was prepared to collect research data. This was followed by two measurement tools containing semi-structured interview questions. Further, the study stated how wheelchair users' participation in travel activities was affected by internal and environmental factors.

In case of having difficulties by disabled individuals during the travel processes, the needs and demands such as a companion to accompany them in tourism activities, health-trained personnel, technologically equipped facilities, and responsive behaviors have emerged.

Moreover, it was demonstrated and revealed that all kinds of tourism activities within the scope of disabled tourism could make disabled people happy if determining conditions are met.

Current research and practices for physically disabled visitors exist, however, considering the wide-ranging and complex structure of tourism associated with all other sectors and the low participation rate of disabled individuals in tourism, it is obvious in this regard that the necessary infrastructure work should be increased.

In addition to this situation, this research is a comprehensive study that contributes to areas such as social scientists, disabled tourism, health tourism, inclusive and

accessible tourism, and has a content that can be viewed as a compass for new researches to be conducted in the future.

In many places, people with disabilities were previously hidden, forgotten, or seen as a lower class. Unfortunately, it is a fact that there are still societies that approach disabled individuals in this way. The idea that people with disabilities can be involved in many aspects of life such as employment, travel, tourism, shopping, and leisure activities has been ignored. Therefore, the use of transportation, accommodation, and other items that make up the tourism infrastructure by people with disabilities is still very weak.

With this research, wheelchair users' tendencies to participate in tourism activities, holiday experiences, varying expectations, how holiday actions are affected by internal and environmental factors, and how competent they are in serving disabled tourists in a famous and frequently visited touristic destination were investigated.

Chapter 2

THEORETICAL BACKGROUND AND LITERATURE REVIEW

2.1 Accessible Tourism and Accessibility

Today, with the increasing number of disabled tourists and the enhancement in the types of accessible tourism, participation movements and travel processes of the disabled tourists in the tourism and travel sector have received attention to be examined and investigated.

As a result of the researches, it was determined that 70% of the disabled population travels. Considering that people with disabilities usually travel with one or more people, it is thought that the potential number of people traveling in Europe is 130 million and their tourism expenditure is more than 80 billion Euros (TÜRSAB, 2008).

Furthermore, increasing the participation of disabled people in tourism, meeting their special needs and expectations, ensuring that they benefit from all products or services, listening to their complaints and offering solutions is not only a sectoral duty but also a social responsibility. It is ordinarily received that PWDS have fewer opportunities and a poor quality of life than those without disabilities. They also have so many access problems.

Tourism is a complicated system in which accessibility, with heterogeneous qualities, is an important supplementary that interacts with the customers' needs chain from the travel planning to operating the transit stage and the destination (Eichhorn & Buhalis, 2011). The concept of tourism is related to many sectors.

Economists and marketers view tourism as an industry, a sector, or a market. However, environmental scientists focus on the environmental effects. As for sociologists, they focus on the human behavior of tourism.

Lim (2020) emphasized that the accessible tourism and accommodation sector is a concept beyond responsiveness for increasing demand. He also highlighted that discrimination approaches towards disabled customers should be ended to have an equitable society that stands against discrimination.

Soltani et al. (2012) emphasized that people with disabilities experience more difficulties than others and have problems while traveling and using public transportation.

As social equity is regarded as a valuable goal, it could be pointed out that it is becoming more and more objective that airlines and airport officials see and follow procedures to provide an environment that facilitates travel for people with various disabilities both at the airport terminal and on board the aircraft (Chang & Chen, 2011).

On the other hand, Fernández (2012) argued that concepts such as the increase of the disabled population, transportation, and reachability have become key factors for the

integration and competitiveness of destinations in the tourist environment within global tourism.

A sufficient level of effort need to be made to make transportation services equitable and accessible to every individual. Moreover, the necessity of considering this case within the scope of fundamental rights in all areas of society should be generalized.

Gillovic and McIntosh (2020) stated in their research that accessibility was about the implication of people with disabilities in tourism and society. They highlighted that the concepts of sustainability and inclusive tourism would be the future agenda and discussed the importance of the bridge between industry and society.

Burnett and Baker (2001) stated that disabled consumers with reduced mobility travel according to reasons such as environmental, accessibility, and activity criteria.

Akıncı and Sönmez (2015) investigated the expectations of disabled people regarding tourism services and stated that the most important obstacles to turn out of disabled people in tourism activities were economic, physical, and transportation conditions. It has been proven that all kinds of tourism activities within the scope of accessible tourism could make disabled people happy if conditions were addressed.

In recent years, the use of the internet and social media has accelerated and this has led to some changes in the purchase intention and attitude of tourists planning tourism activities. Therefore, people had more opportunities to choose the products and services that best suit their demands. Altınay et al., (2016) investigated the role of information sharing, web pages, digitalization, software platforms, social media tools

in the country's tourism services, and their accessibility for people with disabilities. Although there is literature on tourism and people with disabilities, increasing and itemized research on disabled passengers is quite narrow, especially with tourism studies. In a study done by Var et al. (2011), examining the travel versions and experiences of physically disabled individuals, it was revealed that travel differed according to demographic groups.

Today, disabled tourism and accessibility seem to become more and more popular for the industry that poses a challenging agenda for agencies, organizations, and hotels. Especially those promoting and preparing tourist activities for disabled people to participate in tourism and active recreation are receiving attention. Moreover, tourism and recreation represent a major component of the rehabilitation of people with disabilities, contribute to minimize the effects of limited physical mobility (Kaganek et al., 2017).

Deville and Kastenholz (2018) aimed to identify the factors that limit their travel decisions by analyzing the travel practices of visually impaired people in their study focusing on understanding the attendance of people with disabilities in touristic activities. Many reasons are reported why disabled people have difficulty in making a travel decision. In this context, to make disabled individuals and the whole society benefit, all relevant stakeholders, governments, non-governmental organizations, and organizations of people with disabilities have important responsibilities to create conditions to remove barriers, develop rehabilitation and support services.

Further, they have a key role to provide adequate social protection, create inclusive policies and programs, and enact existing and new universal standards.

Portales (2015) underlined the concepts of stakeholders, cooperation, and prejudice by providing a socio-anthropological approach to contribute to the understanding of accessible tourism. The tourism sector is influenced more by the problems that arise due to its flexible and fragile structure. Therefore, it could provide solutions to the problems that arise unexpectedly and be prepared for the emerging preventive and opportunities.

Moreover, based on strategic planning to have a better management approach, there seems a need to preserve its competitive advantages and maintain accessibility with sustainability which stakeholders fully assume their roles McKercher and Darcy (2018) investigated the complex nature of common and disability-specific restrictions on travel faced by people with disabilities.

On the other hand, Tao (2020) examined the limitations of the attendance of disabled people in travel and accessible tourism. He highlighted the focalize on the tourism requirements of the disabled and stated that there are studies that investigate the motivation, demand, choice, decision-making, experience, and travel barriers around the tourism characteristics of disabled tourists.

The increasing desire of disabled individuals to participate in tourism throughout the world contributes to the development of disabled tourism. Hence, the importance of examining the travel obstacles faced by disabled people in participating in tourism is emphasized when studies on different subjects such as travel barriers, holiday experiences, factors affecting travel intent are examined Lipianin-Zontek and Szewczyk (2019) confirmed that business hotels in Poland are not accessible to people

with disabilities as traditional hotels and business hotels need to be redesigned based on disabled people's needs.

Tourism is defined as an important indicator of the quality of life. Therefore, the participation of a disabled person in tourism and benefiting from services are seen as important in terms of psychological health and travel needs. The results of the interviews with wheelchair users proved that the tourism and travel sector were not able to meet the expectations regarding disabled tourism.

Disability and cultural life including arts, entertainment, recreation, and sports have been attracted as a research subject by many researchers in the tourism field. Moreover, travel and tourism opportunities have been one of the subjects to be investigated in terms of disabled people, access, barrier-free architectural design, social media, awareness opportunities for both the traveler and the provider from past to present (Cavinato & Cuckovich 1992).

Bearing in mind the constantly increasing number and diversity of disabled individuals, it was observed that their place and importance in tourism should be paid more attention to. In fact, tourism can provide an infrastructure for development and change its economic, social, and cultural effects that determine living standards and tourism potential.

Furthermore, the market for disabled people has great importance in the travel and hospitality sector (Agovino, Casaccia, Garofalo, & Marchesano, 2017; Buhalis, et al., 2019; Cengiz, 2016).Kaganek et al. (2017) questioned in detail the equipment barriers to tourism participation, financial difficulties, staff behavior, and other determinants

that the participation of disabled people in physical activity enclosing tourism is considered as a far better-blended issue than healthy individuals.

Disabled tourism, which is also considered under accessible, health, and sustainable tourism, made recommendations to facilitate accessible tourism platforms. Further, current travel as an alternative tourism route should be evaluated carefully based on personal needs and expectations of tourists and their place in the market (Wu, Chang & Hsieh, 2014; Lyu, S. O. 2017).

As a result of the effects of globalization, international tourism movements, developments, and the tourism industry in the world economy seem to become a global economic power. Therefore, the growing structure of the sector and destinations tend to constantly increase their competitive power, and the market is seen in the global market. Vila, Darcy, and González (2015) explored the factors that make a destination competitive for the accessible tourism market. As tourism destinations face intense and increasing competition around the world, the needs and expectations of consumers are increasing day by day.

Moreover, accessibility creates a competitive advantage that requires not only service quality but also socially liable and sustainable destinations (Kastenholz et al., 2012).

2.2 Accessible Tourism in Turkey

According to the Turkey Statistical Institute (TSI) (2019), there are five million physically disabled people out of eight million disabled people in Turkey. The institute reported that the proportion of working disabled men was 35.4 percent, while the proportion of working disabled women was only 12.5 percent. The TSI also reported that the biggest problem for disabled people to participate in business and social life is

accessibility. Based on the reports, it was announced that 42.8 percent of the physically disabled people were men and 57.2 percent were women.

Both with a rapid increase in the disabled population in the world in Turkey's tourism sector, the providers are monitoring the potential of the market segment, active strategies to maintain user-friendly services, and barrier-free foundations applications.

A disabled-friendly tourism facility should be an enterprise that is accessible, customized, developed, equipped, and capable to meet disabled individuals' needs and expectations. It should also offer complementary services (Aydoğdu, Yaşarsoy & Pamukçu 2020). Unfortunately, based on an interview survey results among travel agencies and hotel executives, Cengiz (2016) reported that the importance of training programs received much less upturn in facilities for disabled visitors.

Disabled tourists' problems during tourism activities with different types of obstacles have been attempted to determine the demand characteristics in Turkey. It is wondered how much of the disabled in Turkey has not been established to be involved in tourism activities. The limited economic conditions and inaccessible environmental conditions of disabled people are the potential factors to prevent their participation in tourism activities. Furthermore, empirical research conducted in the disabled tourism sector in Turkey on disabled people is not in high amounts yet (Baş & Ulama 2014).

Accessible Tourism Committee that Turkey's tourism back demand to improve the quality of services offered to the disabled market and identify difficulties experienced in this field by domestic and foreign disabled guests within TÜRSAB was formed to help them to travel our country on June 15, 2006. Özgül and Baran (2016) revealed

the reasons for choosing Turkey as a touristic place, with the right approach and strategy, appropriate product or service that offers a competitive advantage to expert travel agencies, who need to research the disabled traveler.

There are almost no facilities in which disabled people or their relatives can enjoy a holiday together with other people. However, making architectural arrangements on its own is not sufficient for disabled people and their family members to participate in daily activities.

In order to be equipped well enough, training should be given to public officials, private sector employees, and the whole society to better understand disabled people and interact without marginalizing them.

2.2.1 Difficulties for PWDS and Critical Factors for Accessibility

Accessibility is the ability of everyone to access and use any place and service they want, independently and securely. Accessibility means necessity for the disabled, requirement when we include the elderly, and a comfortable life for everyone in the society. Design should include everyone (Iwarsson & Ståhl, 2003; Petrie, Savva & Power, 2015). Regardless of the type of use, buildings and open space structures should offer architectural solutions that appeal to everyone, without distinguishing any member of the society. In order to produce a barrier-free built environment that includes these solutions, necessary accessibility measures and criteria should be provided starting from the design stage. In this way, necessary precautions will be taken while creating the built environment, and accessibility will be completed without the need for an additional process (Baris & Uslu, 2009; Rahim et al., 2014; Badawy, Jawabrah & Jarada, 2020).

Numerous restrictive and obstructive mistakes are made in the design and construction of space without being aware of it. Inaccessible spaces make many users disadvantaged due to their different features (WHO). These are the disabled, the elderly, people with temporary disabilities, pregnant women, strollers, children, large and fat people, very tall and very short people, and those who carry loads and belongings (Prandi et al., 2015). The possibility of encountering a mobility problem in the built environment actually concerns a wide range of people, and almost everyone may be subject to a restriction in their mobility while performing their daily activities. A step that can be overcome unnoticed for many people on the walking route leaves the wheelchair user completely helpless when confronted, causing this person to become disabled (Kaufman-Scarborough, 2001). However, when the two levels are connected to each other with a suitable ramp, that is, "accessibility" is provided, a suitable route will be arranged for everyone's use.

One of the most important components of accessibility legislation is standards. In our country, "accessibility standards" have been determined by legislation as "standards published by the Turkish Standards Institute on Accessibility".

There is a legal obligation to implement accessibility, but problems are encountered in the implementation of accessibility. Disabled individuals are ready and willing to go out if accessibility and safety requirements are met. The trio of accessibility, usability and universal design form the defining concepts in people's relations with the environment (Iwarsson & Ståhl, 2003; Rahman & Sakip, 2014; Oliveira et al., 2020).

Accessibility is defined as the ability of people with different needs to leave their homes, participate in activities, access and use various buildings and open spaces

without the need for others which includes taking all necessary physical and architectural measures in the built environment and city scale so that all individuals can participate in social life (El-Geneidy & Levinson, 2006). Taking accessibility measures on sidewalks, pedestrian crossings, parks, playgrounds, all buildings and transportation services open to public use, not only for the disabled, but also for the elderly, pregnant women, children, and strollers very tall or very obese people. It is also an essential requirement. Planners and urban designers should consider the needs of people with disabilities, and the safety of pregnant and elderly people, when trying to create competent sustainable settlements (Newell & Gregor, 2002; Greed, 2011).

One of the goals of the tourism industry is to support disabled people to participate in cultural, artistic and tourism activities without the need for anyone's help, through accessible practices made with an egalitarian understanding. Bowtell (2015) provides insights that can guide travel providers and tourism stakeholders through his extensive research that provides an estimate of the position of travel and leisure companies in the accessible tourism market, as well as market value up to 2025. Vila, Darcy & González (2015) examined what factors make a destination competitive for the accessible tourism market, and found that while climate, region and touristic structure are the most important factors for Spain, service quality, brand and infrastructure are of great importance for Australia.

The effort to realize the dream of seeing far away may not go beyond being a dream for a disabled person. Leaving the house to go to work in the morning, which is a routine of life, taking a walk on the beach, throwing yourself out of your home when you are bored are actions that must be done with a great struggle for a disabled person. In fact, most of the time, help is absolutely necessary to perform these actions.

Disabled individuals have difficulties not only in participating in tourism activities but also in accessibility in many aspects of their lives. When we talk about the problems of the disabled, each disability group has its own problems. For example, the problems of a wheelchair user and a hearing impaired person are not the same. While architectural problems come first for the wheelchair user, architectural conditions are not a problem for the hearing impaired. Since the types of disability vary, the needs and expectations also vary in the same direction. Therefore, the difficulties experienced by each disabled person are different. However, it is possible to observe the difficulties and the problems they face in their daily lives in general.

Türel, Yiğit and Altuğ (2007) emphasized that roads, pavements, public and private buildings are not suitable for the access of people with disabilities. In our country, encountering difficulties in accessing outdoors and inside buildings causes difficulties for the disabled to be included in daily life. However, disabled people, like other healthy individuals, have the right to benefit independently from all the opportunities that society enjoys. The realization of this will only be possible by considering the needs of disabled individuals in architectural design and applications.

Wehbi and Al-Lahib (2007) emphasized that the majority of people with disabilities have difficulty in finding a job. Aiming to raise social awareness about the problems faced by persons with disabilities, the rights of persons with disabilities to a dignified life and access to welfare are emphasized. Undoubtedly, having self-sufficiency in economic terms and state support in cases where this cannot be achieved is extremely important for the provision of these rights. In this context, it is necessary to conduct studies on the poverty and employment status of the disabled.

Every individual in the society is expected to comply with certain norms and rules that regulate relations and ensure the continuation of the society. Some individuals may not behave in accordance with the norms in the society; Factors such as being born as a disabled individual or being disabled later on are the factors that can reveal this situation. Being disabled can make it difficult for the disabled person to adapt to the norms and expectations of the society, like other individuals, and to be accepted by others. Kim et al. (2016) emphasized that disabled people experience problems of social exclusion, discrimination and inequality.

The main elements of structural transformation are that decision-making processes in education are based on data, that they take place with the participation of stakeholders, and that every child's access to quality education is guaranteed. The right to education is a fundamental right that all individuals have, guaranteed by national and international legal regulations. Studies and practices aimed at ensuring the full and effective participation of individuals with disabilities in social life have not reached the desired level. This situation can be clearly observed when the education rights of children with disabilities are taken into account (Dolmage, 2017).

Disabled individuals are individuals who are frequently encountered in society, have developmental deficiencies in various fields, and cannot benefit from many rights of people with normal development due to these deficiencies. This situation causes people with disabilities to experience some problems in their daily and social lives. Social development deficiencies are at the forefront of these problems. Disabled people who cannot leave their homes due to architectural conditions cannot participate in social life. Persons with disabilities, who need to be in communication and

interaction with people, experience many obstacles in socialization (Akyol & İlkim, 2018).

With the presence of a disabled child, some troubles and difficulties begin to be experienced in the family. Often one of the stressors for the family is the collapse of the dream of the child prodigy, and in this case, the family's difficulty in overcoming the emotional crisis in accepting the child. The birth or different development of a disabled child may lead to traumatic developments in the family and it may be difficult for the family to live with their old habits. While some families support their disabled family members with all their might, some families may abandon their disabled children and leave them helpless (Gray, 2002; Marrow & Luhrmann, 2012).

Every country that wants to increase its tourism sector income has to understand the disabled tourism market and increase its share by increasing its investments in this market. Participating in activities such as travel and sports, and benefiting from services such as the supply of products or facilities is the right of individuals with disabilities as well as every individual. Disabled travelers, who face problems such as accommodation availability and transportation, are hesitant to participate in tourism activities (Dickinson, Lumsdon & Robbins, 2011).

Especially in recent years, the state has focused on the problems of the disabled and tried to solve the problems experienced by the disabled by making legal arrangements in this area. However, many of these legal regulations could not be reduced to life on paper. Although it is legally compulsory, most public buildings in our country are still not accessible to the disabled. Likewise, almost 90% of public transport vehicles are

not suitable for disabled people. However, public toilets, restaurants, shopping malls, parks, cinemas and theaters are also not suitable for the disabled (Tang & Cao, 2018).

NGOs have a great role in making the disability problems known and visible in our country as well as all over the world. Associations such as TSD, tesyev, ofd are among the institutions that work together to fulfill their social service or social responsibility duties for the disabled. In addition, the sports federation and volunteers tried to pave the way for disabled athletes by getting support from centers such as sports training centers, etc., as volunteer sponsors for disabled athletes (Becker, 2007; Fröhlich, 2012; Kirakosyan, 2016).

Researches on the employment and vocational rehabilitation rights of the disabled in the public and private sectors show that there is a big gap in this regard. There is a 3% obligation to employ disabled people in the private sector. In addition, some corporate companies provide advantages to disabled people without obligation. For example, Turkcell organizes special campaigns for the disabled in its telephone services (Schur, Kruse & Blanck, 2005; Ögüç & Kasap, 2018; Şen, 2018).

2.2.2 Accessibility and Tourist Behaviors

Positive and negative attitudes of hotel employees in the tourism sector affect socioculturally disabled tourists. The service in accessible tourism affects tourist behavior. Adam (2019) emphasized that although there are many studies on the experiences of disabled passengers, there is not enough research on behaviors towards disabled guests.

The tourist behaviors and tourism roles vary according to the demographic characteristics of people. The importance of the concept of accessibility was

emphasized in the research in which the habits, potentials and spending patterns of disabled Spanish tourists were examined according to socio-demographic variables. It is important for tourism that everyone benefits from products and services equally, and designing accessible destinations (Domínguez, Fraiz & Alén, 2013).

Persons with disabilities are reluctant to participate in tourism activities due to insufficient service and lack of access. Freeman (2015) found that barriers to access affect participation in his research examining tourism activities for people with disabilities. Although the rights and freedoms of persons with disabilities are guaranteed by laws around the world, it is a matter of debate how much they are realized in practice. Participating in social, cultural, political and economic activities by participating in tourism activities will only be possible if accessibility expectations are met.

The efforts of tourism stakeholders and government regulations to provide services for disabled people and the importance of disabled people's participation in tourism and their place in the market were emphasized (Patterson, Darcy & Mönninghoff, 2012).

Melian, Prats and Coromina (2016) emphasized that the perceived value of accessibility in destinations is determinant in predicting a satisfaction, and behavioral differences of individuals with disabilities were observed. In addition, the authors emphasized that the loyalty behaviors of individuals with disabilities and non-disabled individuals vary as a result of perceived values.

Providing quality service to disabled travelers and their acceptance of their place in tourism will provide a great advantage to the sector. The experiences and satisfaction

of disabled people are affected by the policies of the hotel management. The economic potential of disabled tourism will only be possible by including disabled travelers in tourism and providing them with the right services (Tchetchik, Eichhorn & Biran, 2018).

In the research conducted on the tourist behavior of physically disabled people in Canada by Stafford (2001), it has been revealed that the travel frequency of the disabled population in Canada is as high as the general population. In the study conducted with 1003 people, it was revealed that the main obstacle to travel is the income level.

Research on the accessibility of recreational spaces shows that the behaviors of individuals with serious mobility problems and those with disabilities differ. Taylor & Józefowicz (2012) examined recreational day trips of people with and without disabilities in urban space. Although people with disabilities tend to visit relatives, relax in the open air and participate in sports activities in their spare time, they participate less than people without disabilities due to barriers in accessibility.

The place of disabled travelers in the tourism market and their contribution to the sector cannot be ignored. As a result of the research on the tourism market in South Africa, it was emphasized that the participation of disabled travelers in tourism activities and their touristic behavior should be given importance by the sector. Tourism service providers are forced, through planning, to consider the needs of this largely underserved market (Makuyana, du Plessis & Chikuta, 2020).

Although disabled individuals have a tendency to participate in travel, it is observed that they travel less due to restrictions and access problems. Due to concerns about access, many people with disabilities put aside their intention to go on vacation and give up participating in tourism. Access barriers in destinations should be removed for people with disabilities who give up on vacation despite their intention to travel (De Pascale, Meleddu & Abbate, 2021).

With the study evaluating the accessibility of three public buildings, which are touristic attraction centers in Malaysia, it was underlined that responsiveness to the needs of disabled people in touristic buildings affects tourism behaviors. In the study, which examined 15 different facilities, it was determined that ramps and pavement sections were not provided for wheelchair users. In addition, it was determined that the museum display labels were too small to be read for visually impaired visitors. Problems such as the absence of audible signals, the absence of safety and warning devices, and the absence of interpreters support the need for designers to be more sensitive in designing barrier-free structures. Creating attraction for visitors and disabled travelers will only be possible by solving access problems (Jamaludin & Kadir, 2012).

In recent years, it is a matter of discussion that the disabled people are neglected in researches in the field of tourism. It is important for the sector to protect the legal rights of disabled individuals who cannot participate sufficiently in tourism activities due to barriers in accessibility and to provide the individual service they should receive in tourism (Liasidou, Umbelino & Amorim, 2019).

It is observed that people with disabilities are not adequately represented in the tourism environment due to inaccessible tourism services and other provisions. Although

disabled travelers have access to tourism as consumers, they only occasionally visit tourist attractions. Providing technical needs such as bath chairs, toilet lifts and wheelchairs for disabled people who have problems in accessing tourism services will affect the touristic behavior of disabled travelers and increase their participation in tourism (Aggrey Mensah, 2015).

The determining factors of the concept of accessibility and the examination of tourist behavior is an important issue for tourism and industry. Natalia et al. (2019) examined accessibility criteria in touristic destinations in terms of socio-demographic, legal framework and tourist attraction.

2.3 Tourism in Bodrum Destination

Turkey is one of the most popular holiday destinations in the world that its Aegean coast is located in the Muğla province of Bodrum. Bodrum is one of the most popular holiday destinations in Turkey, offering an unforgettable holiday opportunity to holidaymakers with its sea, mountains, and pine forests, a holiday town with magnificent natural beauties, and its magnificent sea, natural beauties, pine forests, natural parks, and bays. Moreover, it offers beautiful beaches, luxury resorts, hotels and resorts, restaurants, nightclubs, and shopping opportunities for all tourists.

Bodrum city of Halicarnassus, one of the oldest settlements established in ancient times, is also the most important holiday paradise from Turkey's Aegean with its unique architecture, whitewashed houses, historical and bougainvillea-adorned face. Bodrum peninsula with 650 kilometers of coastline as well as Bitez, Ortakent, Aspat, Karaincir, Akyarlar, Turgutreis, Gümüşlük, Kadıkalesi, Yalıkavak, Gündoğan, Türkbükü, Gölürbükü, many more settlements, and beaches are among the elite and

popular holiday resorts. Bodrum, which lives for about six months of the year, is one of the most popular and preferred holiday destinations in Turkey not only by locals but also by foreign tourists.

In addition to being a popular holiday city with its rich content that offers a wide variety of environments where you can close and mingle with the crowd, it is also a preferred holiday city due to its opportunities such as airport, car rental, hotel variety, house rental, urban transportation, tourist attractions, rich cuisine, nightlife, shopping, festivals, and concerts. In their interviews with the managers of the hotels serving disabled tourists in Bodrum, Zengin and Eryılmaz (2013) revealed that the hotels were not conscious about the disabled tourism market and that the legal practices were insufficient.

The city of Bodrum, which is famous for its local dishes and rich cuisine that appeals to tourists, is also preferred by travelers with its unique tastes. Semerci and Akbaba (2018) determined the factors of cultural experience, social interaction, excitement seeking, and sensory appeal in a study they conducted to determine the motivations of international visitors coming to Bodrum for local food consumption.

Zengin and Eryılmaz (2013) examined disabled tourism in Bodrum destination, focused on the concept of disabled, and questioned whether the tourism city was ready for disabled tourism with the questionnaires they conducted with hotel managers.

2.4 Destination Image

Aside from the issue of a destination's image, tourist attractiveness is based on what it offers, hence the development, diversity, safety, reliability, responsiveness, quality of

the locations, and even the uniqueness of the proposed facilities to the diverse tourist clientele.

The high attractiveness of the destination, the ability to meet the expectations of the travelers from the holiday, and its advantages have a great influence on the decisions of the travelers.

Perceptions and thoughts in tourists' minds, comments, and impressions about the destination determine the destination image.

Ensuring that the destination has positive effects by optimizing the supply and demand relationship is a phenomenon related to destination management and image, which affects tourism and concerns all stakeholders affected by tourism activities.

In their study, Vila, Darcy and González, (2015) focused on the concept of accessibility comparing two countries on the different factors that made a destination competitive. It is well known that factors such as climate, touristic structure, entertainment and activities, historical site richness, nature, sports and adventure, service quality, safety, destination conditions, satisfaction, local policies, sustainable tourism suitability have a great impact on target preference. The products that make up the destination can be listed as concepts such as nightlife, beach, shopping, food, transportation, accommodation in proportion to the service infrastructure, and factors such as the natural, political, legal, economic, cultural, and technological environment expectations of holidaymakers. The comparison of the destination image before and after the holiday is about meeting the expectations of the holidaymakers.

Della Corte et al. (2015) emphasized that customer satisfaction and word of mouth references affect destination loyalty and pointed out that service experiences, products offered in the destination, and customer retention would increase loyalty.

Destination image perception and satisfaction are the factors that affect an individual's decision to purchase and ensure the acquisition of loyal customers. Haarhoff (2018) stated that perceptual beliefs and emotional approaches have an impact on the destination image. Further, he underlined that visitors have accurate information about the destination in their decisions to purchase. Accordingly, the attractiveness of the destination is shaped by the relationship between the destination quality perception and image.

Authors Casais and Castro (2020) found that the communication gap between inaccessible destination design and obtaining information online on websites affects competitiveness. They also stated that getting the desired share from the growing and changing tourism market and providing a competitive advantage in national and international markets seemed to be one of the most important factors. It is essential to transform comparative advantages into competitive advantages in order to gain an advantage while preserving sustainability and destination image.

In the tourism sector, religious places are open to all religions and this form of tourism should be considered as cultural communication. The concept of Islamic Tourism, also known as Halal Tourism, is not only related to faith tourism but also a form of tourism management in other types of tourism such as health and sea tourism. Therefore, it has the potential to be a reason for preference. It can be seen as a tourism destination in destination preferences.

When touristic destinations are considered as a geographical place that includes products and services to meet the needs and desires of tourists, it would be more accurate to consider the goods and services offered to tourists as packaged products.

In addition to destination management and marketing, it is also important to understand the wishes, needs and expectations of each tourist on an individual basis and to respond to their demands on time and at affordable prices (Melian et al., 2016).

2.5 Internal and Environmental Factors Affecting the Holiday Decision

With the rapid increase in the consumer population, heterogeneous tourism behaviors, the concern to provide satisfaction, and the diversification of customer expectations, tourism businesses have entered a tough race to increase their share in the international tourism market. This step was accepted as a result of globalization and technological developments and increased competition.

In order to provide quality services and products in tourism, factors that may affect consumers, reasons for choosing a destination, motivations for going on holiday, consumer decision processes, holiday experiences of holidaymakers, and the comments obtained should be taken into consideration. In addition, gaps and problems in the sector should be identified.

The dynamic and complex structure of tourism, its impact on other sectors, special needs and expectations, experiences during the holiday times and sensitivity to satisfaction are the signs that a detailed and in-depth study should be done. Also, the outcomes of tourism should be seen as life.

Taking into account the sociological and psychological factors that affect the decision-making processes of the travelers, it turns out that the tendency to go on vacation and its realization require a comprehensive examination.

Accommodation businesses that wish to be successful in today's intense competitive environment in the sector, to make a profit and to ensure their continuity should determine tourists' needs with special disabilities and be able to meet these requests and needs in the most appropriate way.

The suitability of the destination, accessibility, under the influence of different factors such as internal psychology, lifestyle, social situation, family relations, perception, age, gender, income level, marital status, family structure, culture, legal regulations, comments made by those tourists who have had holiday experience should make their decisions.

In this current study, in which the internal and environmental factors affecting the decision-making processes, the stages they experience during their holiday times and the emotions they feel at the end, disabled individuals' travel motivations were examined in detail.

2.5.1 Intrinsic Motivation and Psychology

The tourist has personal characteristics that it makes it a little more difficult for people with disabilities to make decisions. First of all, intrinsic motivation and willingness to participate in touristic activities are required. However, this motivation is affected by social statuses such as family members, financial situation, and marital status.

Allan, M. (2015) investigated the field with the questionnaires made with disabled tourists, examined disabled tourists' motivations and travel restrictions. Participants' main intrinsic motivations to travel were escape, relaxation, and followed by enjoyment respectively. In addition to this, it was determined that their main extrinsic motivations were determined extrinsic motivation regulations and they expressed a low level of motivation.

Smith, R. W. (1987) examined the barriers affecting disabled tourists' participation and stated that barriers were arising from disabled travelers' cognitive, physical, and psychological conditions whose personal feelings and intrinsic motivations vary. Furthermore, it was figured out that external limitations due to interaction with tourists and the immediate environment also affected disabled travelers' participation. Zhang, Y., Gao, J., Cole, S.T., and Ricci, P. (2019) examined the necessary motivations for people with movement disorders to realize their travel potential. Details such as accessibility, service accommodation, holiday experience, frequency of travel with a companion, general travel satisfaction, and socio-demographic status were also included in the study.

Pagan (2012), on the other hand, investigated the determinants of participation in tourism and disabled individuals' travel activities that are limited in their daily routines. Blichfeldt and Nicolaisen (2011) highlighted tourists' obstacles and accessibility concerns with disabilities in assuming a tourist role in order to examine the complex nature of their efforts to participate in tourism.

Kim and Lehto (2013) drew attention to motivational factors in their study examining the travels of children with disabilities and their families. They reported that they

generally agreed that motivation was one of the most important determinants of the participation of people with disabilities in travel.

Hammel et al. (2015) examined environmental factors that support or hinder participation within the framework of people with disabilities. Although there are studies on disabled tourism in many countries in the world, problems of inaccessibility and borders affect participation in travel and travel satisfaction with the increasing potential of disabled tourists in the sector (Agovino et al., 2017). Personal experiences from participating in physical activities have been shown to have the positive potential for people with physical disabilities to influence participation in other contexts of daily life.

As a result, learning social rules, sense of duty, being a part of a community, empowering, maintaining, being independent in a strong society and theoretical discussion framework are seen as very important psychology and social learning theories (Kissow 2015). Hamarat, Bağcı, and Sevinç (2017) questioned the effect, motivation, and intention of people with disabilities on participation in tourism.

No matter how high the intention of disabled travelers to participate in the holiday, their participation in tourism activities will be low unless their needs in terms of access and security are met. Cole et al. (2019) stated that the main source of low holiday motivation of disabled travelers is not intrinsic motivation, but problems related to access.

In fact, the results revealed that wheelchair users wished to travel for reasons such as traveling, exploring new places, having fun, changing their mood by being in a

different context. Also, the greatest motivation for participating in travel seemed to be their psychological level. Additionally, the results showed that acquired mobility-restricted passengers shared many similar motifs with travelers with reduced mobility, which was not generally defined as a desire for independence and being in a natural environment (Shi, Cole & Chancellor 2012).

2.5.2 Socio-Demographic Status

When the tendency to go on holidays and holiday behaviors is evaluated, it could be seen that it varies based on social situations.

Wheelchair users' participation on holidays, which is the subject of the research, is primarily related to their income level. In today's world, in order for people to have a comfortable holiday, they need to have a budget to afford an expensive life with all its details, including the handicapped room specially designed for wheelchair users. Marital status or accompaniment is also an important factor for disabled passengers. Disabled individuals who need help most of the times in their daily lives to meet their needs should be able to get feedback to their expectations in order to have a perfect holiday. Solving financial, marital status, income level, and companionship problems would make it easier for disabled people to go on holidays with peace of mind.

Var et al. (2011) found that travel patterns differ demographically in their study for people with physical disabilities. It was stated that the age range and marital status of individuals could be both effective in deciding on a holiday and determining the destination.

In fact, the issue is about making a decision on where to go for a holiday, meeting expectations from it, and having a sufficient budget.

Despite the existence of widespread attitudinal barriers as well as different physical problems and social status conditions, people with disabilities tend to show strong desires to participate in travel activities (Darcy, 2010).

As a matter of fact, these results show that disabled individuals' budget and socio-economic status play a crucial role in the elaboration of spatial and organizational services such as transportation, access, and ease of accommodation in the decision to participate in tourism activities, and the provision of specialized professional services to individuals with special needs that enable the realization of tourism for the disabled (Var et al., 2011).

Besides the intrinsic motivation and environmental impacts of the disabled tourists, tourism businesses may also need incentives to develop accessible tourism organizations and a disabled tourist market (Lee, Agarwal & Kim 2012). If it is necessary to recognize rights and freedoms by state and legal regulations and investigate the suitability of tourism facilities for the use of disabled people, it would be ensured that the usability of tourism facilities may be increased through inspection and control through improvements.

The law named “Convention on the Rights of Persons with Disabilities” on the exercise of rights that affirms the universal and fundamental freedoms of all human rights in Turkey, indivisible, interrelated and interdependent, and that, by their very nature, all kinds of discrimination must be guaranteed by the Council of Ministers (Kassimeris & Tsoumpanou, 2008; Perlin, 2008). It has revealed that Turkey's United Nations Charter and the Nation's Constitutional Rights and disability policy are in line with the constitution and regulations. However, Turkey still needs to improve its

legislation on the disabled, which shows that the necessary law should be implemented and will be changed (Meral &Turnbull, 2016).

Disability and access have been the subject of numerous government regulations and coordination through disability law, the effort to protect human rights, awareness training, and government-based tourism marketing authorities and policy involvement (Lord & Stein 2008; Guo 2018; Favalli 2018).In their study, Suwandoko and Rihardi (2020) emphasized the necessity of new regulations for the harmonization of policies, the recognition of democratic rights, freedoms, protection of values without discrimination, the protection, and fulfillment of the human rights of the disabled.

Barriers can only be overcome with the support of national policies by analyzing the constraints and barriers affecting the accessibility of each location and offering solutions to existing problems.

To encourage the development of such policies, awareness of restrictions and barriers should be raised among both government and regulations, designers, and service providers in tourism. In addition to this issue, more solution-oriented initiatives should be initiated for disabled people with a universal design approach.

According to the data obtained by the World Health Organization, approximately 10% of the world's population (650 million people) is disabled. It is reported that 12.28% (8.5 million) of Turkey's population is disabled. In many parts of the world and our country, disabled people live in bad social conditions, are isolated and excluded from society with unconscious approaches (WHO, 2011).

Disability, which emerged with the history of humanity, is an ongoing disadvantage in today's society. Different applications have been made for disabled people in different periods of history and services for this group have diversified within the scope of the social state understanding in the modern world.

At times, people with disabilities or their families have been presented as potential criminals by other members of the community. This situation was sometimes approached with a sense of pity and sometimes different projects were produced to bring it to society.

Economic aids for disabled individuals and their families are not sufficient to maintain a healthy life and be happy. They desire to participate in social life activities and be valued by other members of society. Worldwide, people with disabilities are given lower health status, lower levels of education and economic participation, and higher rates of poverty than those without disabilities. Supporting family members, protecting their rights and freedoms with the state and legal regulations, participating in education and employment, raising awareness of the society, taking responsibilities and duties would enable people with disabilities to make their lives easier and improve their social status.

It is obvious that improving disabled people's social status who have problems in accessing the services that many other people are used to and provide easy access to, would increase their quality of life and their presence in tourism and cultural activities.

Although the holiday criterion for the disabled and their families has become widespread in social care policies in recent years, this issue has not been sufficiently

discussed in the context of tourism (Kong & Loi 2017). In order for people with disabilities to participate in tourism activities, a wide support network should be provided to them by family members, friends, community resource organizations, peer support groups, disability associations, and professionals.

Little research has been conducted on the impacts of family members on disabled peoples' presence in travel and tourism. A few studies, examining families' influence on tourism motivation, disabled individuals' activities, participation in activities, and mutual relations were examined. Allowing and supporting disabled family members to engage in tourism activities seem to facilitate the person's participation in tourism (Kim and Lehto 2013). People with disabilities should be seen as a part of the society in which they live. Reintegrating them into communities and helping them overcome the difficulties they face in their daily life could only be possible if society and non-governmental organizations fulfill their duties and responsibilities.

In a study that focused on content analysis by Karaatmaca, Altınay, and Toros (2019), it was revealed that non-governmental organizations needed awareness about disability in which they evaluated the service capacity of non-governmental organizations in disability services.

Bezzina (2019) emphasized that the duties of non-governmental organizations should not be limited to commemorating the International Day of Persons with Disabilities or occasional meetings. Furthermore, the activities of community organizations should be supported by financing, personnel, measures, and monitoring disabled people's movements. For a country to be among the developed countries, the health service standards maintained within the ministry must be high and there must be a treatment

and rehabilitation system developed for the disabled (Gutenbrunner, et al., 2018).Hussey, MacLachlan, and Mji (2017) aimed to fill a gap in the literature by investigating the barriers to the application of health and rehabilitation clauses in a study they conducted with representatives of disability organizations, NGOs, and service providers.Health and rehabilitation are also defined as the human power that makes it a habit to include disabled people or those in need of care, address their future concerns, use their spare time efficiently, be sensitive and protective of their own body and life gaps.

Many scholars have evaluated employment and enrollment differences between people with and without disabilities. As a result of these studies, it can be stated that disability creates a social integration problem in the education and employment life cycle.

Policies aimed at compensating for them should improve employment and educational opportunities for people with disabilities and aim to improve the quality of social life by overcoming persistent inequality (Échevin 2013).

On the other side, many countries that wish to be develop, prioritize Active Labor Market Policies (ALMP) to help the unemployed and disabled individuals, preferably in normal employment to take part in the business life.

Human Resources Management, which is preferred to be a productive, cost-effective, and flexible organization with its social policy strategy, will be able to provide employment solutions to disabled individuals to provide economic rationality, prosperity, and social legitimacy (Borghouts-van de Pas & Freese 2017).Recent research highlights that disability policies in European countries aim to increase

employment opportunities for people with disabilities by focusing on social investments.

Therefore, it will be easier to overcome the broader barriers in society (Reinders Folmer, Mascini, & Van der Veen, 2020). Developing an organizational climate of openness and tolerance, investing in centralized and good human resource management practices for employees with disabilities, managing planning, and operational processes are key elements of employing people with disabilities (Gröschl 2013). Most children with disabilities cannot benefit from the right to education or do not have the necessary financial means to receive an education.

People with disabilities are exposed to discrimination in educational settings by other students, teachers, some parents, and school administrators. The main problem is that the school environment is not physically accessible, but accessibility is not limited to ramps. Based on the needs, individualized education programs should be prepared and teachers may not be aware of this. In general, a roadmap is not prepared in line with the needs of a disabled individual when s/he is registered into an education system. Although there should be very good cooperation amongst all stakeholders, the parents do not tend to contribute to the program. Disabled individuals who cannot receive education face problems in terms of not being able to participate in business life and integrating into social life.

Higher Education Institutions (HEIs) should partner with the government to include well-equipped special education teachers in schools for individuals classified as 'disabled' to support inclusive and equitable education (Lister, Coughlan & Owen 2020). Education and employment are the natural right of every individual. The

protection of the human rights of people with disabilities needs to be externalized not only in the legislative and judicial aspects but also in the administrative sectors and international relations.

The United Nations Educational, Scientific and Cultural Organization (UNESCO) was established in 1946 as a private agency of the United Nations. In the International Conference entitled "From Exclusion to Empowerment: The aim of the conference, which is about benefiting from information and communication for disabled people without exclusion, was to ensure equal and full participation in meeting their educational needs.

2.5.3 Travel Process Identification

Changes in legal and social environments have contributed to the expansion of the disabled tourism market. However, the holiday process of disabled travelers is affected by internal motivation, environmental factors and interaction. It has been observed that not enough studies have been conducted to examine the stages of disabled individuals in the process of participation in tourism and the determinants of vacation. It is thought that this study will contribute to the elimination of this gap and support further research (Lee, Agarwal & Kim, 2012).

Shaw & Coles (2004) found that the needs and expectations of tourists with disabilities are complex in their study, which deals with the complex structure of the tourism industry in England. With the research conducted, the participation rates of the disabled people, the meaning of the holiday for the disabled, the decision-making process of the disabled, especially the perceived accessibility levels were questioned.

A lot of research has been done to convey information about the infrastructure of the facilities and the services provided (Sufi & Shojaie 2018). A step-by-step method of helping a user purchase goods or services through a computer user interface is a holiday planning system (Sprenger & Morrow 2003).

2.5.4 Information on Booking and Technology

Since the early 1980s, the effort to acquire information, communicate, and adapt to technological changes has brought radical changes in the international tourism industry in developed and settled societies. Moreover, researching, collecting information, recognizing, and booking touristic places has integrated the concept of electronic tourism into the tourism industry at an international level. Further, it has become a tourism center by combining information and communication technology (ICT) with the electronic identification of touristic places.

Emrouzeh et al., (2017) research focused on ICT that based the process of disabled tourists and tourism actions on four basic concepts namely foresight, solution, quality assurance, and product release. Moreover, their investigation describing the use of mobile applications and the relationship between users and users in the tourism industry to achieve a better understanding with dimensions such as navigation, social, mobile marketing, security, transactional, entertainment, and information were investigated.

Disabled people's problems of equal living standards, their existence in tourism activities, the use of technology, and the difficulties in accessing information have been widely discussed by many scholars. Altınay et al. (2014) filtered the perceptions towards the disabled and tourism services by emphasizing the importance of sharing information and using social media tools in terms of providing access to the disabled.

In the accessible tourism and information communication technologies research, it was stated by Buhalis and Michopoulou (2011) that products or services providers suitable for special needs, destination marketing, conditions of access to information, and the personalization of the travels of disabled people were mentioned.

Technological developments and barrier-free information services are a constantly changing and updated solution for disabled people to enter social life and improve their interaction with people around them, make products and services suitable for them to use, and ensure that they benefit from a quality life in every aspect of their lives.

While many reputable studies have focused on the role and effectiveness of social media in travel-related decisions, most of them were moderate, community-specific, and explored a particular stage of the decision-making or travel planning process (Fotis, Buhalis & Rossides 2011).

The internet, social media, information, and communication technologies, which are the most required components of our daily life and marketing strategies in the tourism and hotel industry, are considered amongst travelers' first preferences to be informed while traveling and making decisions (Dwityas & Briandana 2017).

In their study about technology websites and applications that provided information for wheelchair users in Thailand, Angkananon and Choiamroong (2020) reported how information access and technology could help tourists find accessible attractions.

Using advanced technological applications and providing access to information makes it easier for people with disabilities to travel from one place to another. Kutikova,

Balata, and Mikovec (2017) stated that wheelchair users were active in travel, information, and communication technologies with a focus on route planning. Further, they reported that focusing on how information and communication technologies were useful for disabled people in the travel context.

Technology and assistive products for disabled people have the potential to make daily life a little easier. From mobility aids such as walkers, wheelchairs, scooters, crutches, and canes to medical devices and prosthetic limbs, new types of technology help to improve the quality of life for disabled people.

For instance, wheelchairs developed with advanced technology to be used in sports competitions increase the living standards of wheelchair users by enabling many disabled individuals to participate in sports activities.

New generation technology, innovation, inventions, developments, and changes can make life easier for people with disabilities. Technological products using artificial intelligence and the internet of things also appeal to them. The number of inventions that touch their lives on the street, at work, in daily life, in treatment, education, and even on holiday is increasing day by day. At this point, the tourism and travel industry should integrate developing technology and innovation into touristic facilities.

Today, the next generation of smart devices that help people in all sorts of different ways are at the forefront of assistive technology. Menkens et al. (2011) researched an app called Easy Wheel, which included information access, a mobile social navigation, and support system that helps determine the ideal route for wheelchair users. Bazazo and Alenezeh (2016) emphasized that the increasing tendency of disabled tourists to

prefer electronic media and communication technologies to obtain information in recent years has increased the importance of connection with ICT in the tourism and travel sector.

Zabłocki and Sydor (2015) highlighted the lack of devices that support activities of daily living in their market assessment of the development and design of technical tools for the disabled and the elderly. Nimrod and Rotem (2012) examined innovation models in the context of older adult tourism and aimed to investigate whether innovation was related to the benefits derived from the overall tourism experience. On the other hand, Conradie et al. (2014) emphasized the importance of the presence of disabled users in the use of innovative products with highlighting the role of a leading user. This list is as follows:

- The product, which can work in integration with Google Maps and voice assistant Alexa, has a long battery life and informs the user of the obstacles in front of the visually impaired with the help of its sensor (Suresh et al., 2017).
- The Scewo wheelchair produced by Swiss scientists can also climb stairs, unlike its peers (Stoian, 2019,).
- The smart glasses Google Glass device supports the socialization of children with autism (Sahin, 2018).
- EyeSense, the audio warning system developed by Türk Telekom for the visually impaired, is an application that can recognize objects. The user can hear the objects and colors around him through this application (Lander & Krüger, 2018).

- The application called Voice4U, developed for patients with speech difficulties, allows users to share their thoughts (Al-Arifi et al., 2013; David, 2014).
- The special clock named Dot allows visually impaired people to continue their communication (Bouhamed, 2012).
- Special fork and spoon for those with movement disorders: This special device, named Litfware, was developed for Parkinson's patients. Users with movement disorders can use this device as a spoon or fork while eating (Turgeon, 2020).
- Special application for the hearing impaired: This special application, named Ava, was developed for the hearing impaired individuals. Since it is difficult for the hearing impaired to decode the other person's gestures, this application supports it (Biçek & Almalı, 2019).

2.5.5 Word of Mouth (WOM)

Word of mouth communication, which enables a product, a service, or an event to become widespread and reach large masses as a result of telling each other, has become a traditional marketing method that is frequently used on digital platforms and social media.

Based on the perception of experienced professionals' reviews evaluating the satisfaction of the product, service, and the success of reaching large audiences, It is believed that this will continue to exist in its most modern world in a short time (Alves, Sousa & Alves, 2020; Sousa & Machado, 2020).Online reviews have become an important tool for guests with disabilities to make decisions.

Disabled guests are more likely to search for internet reviews for accommodation decisions than other people. Electronic word-of-mouth (eWOM) reviews are essential for guests with disabilities to evaluate the hotel's responses. They also tend to make their destination choices based on reviews by other reviewers, such as personalized hotel service, location accessibility, hotel attitude, and atmosphere (Zhang & Yang, 2019; Kim & Lehto, 2012).

2.5.6 Transportation

Sanmargaraja and Wee (2015) examined the transportation problems of disabled people in National Parks. According to the results obtained, it can clearly be stated that research on the disabled population, known as the minority community, is increasing day by day in parallel with the problems experienced by disabled tourists.

Poria, Reichel, and Brandt (2010) examined the flight experiences of wheelchair users. The emotions they felt during transportation were included, access difficulties and crew behaviors were discussed, the physical and social difficulties that were identified as needing a companion were expressed. In addition, air transportation and tourism were discussed and enlightened.

Considering that most public transport terminals still lack good designs and facilities, important considerations must be taken into account to ensure that it is suitable for every individual.

In addition to poor accessibility, people with disabilities face more obstacles when traveling and using public transport (Soltani, Sham, Awang, & Yaman, 2012). In their study regarding the problems with the regulation of transportation by disabled individuals, Mezhlumyan, Khachatryan, and Harutyunyan (2019) revealed that a new

generation bus equipped with a ramp design to transport disabled people in wheelchairs was rarely seen in the city. On the other hand, Davies (2020) stated that the flight and transportation process was a complex experience for both cabin crew and airport staff and was seen as a negative experience by wheelchair users and their companions during traveling.

Despite the rapidly growing elderly travel market and the number of tourists with disabilities, the tourism industry has only paid little attention to their characteristic choices for accessible travel products. In a study, Lyu (2017) aimed to better understand how elderly and disabled tourists decided to choose accessible travel products. As a result, it has been found that disabled tourists are willing to pay higher amounts for some buses equipped with more accessibility devices.

2.5.7 Suitability of Accommodation

Going out of their home for disabled people to any other place and sheltering is only possible if the internal and external conditions are fulfilled. Further, in order for disabled people to participate in tourism activities, the organizers must meet their needs and special requirements such as the suitability of accommodation, adequacy of technical equipment, architectural structure, expert personnel, or companions.

Lipianin-Zontek and Szewczyk (2019) revealed that more investment and financial support are needed in the study confirming the need to adapt hotels to the needs of people with disabilities. Boo and Kim (2020) took an in-depth look at accommodation availability for people with disabilities.

Öztürk, Yaylı, and Yeşiltaş (2008) analyzed the position of the Turkish tourism industry in the market by focusing on the disabled customer market, which is

increasingly important in the tourism industry worldwide. The research suggested that more modern hotels and travel agencies could improve environmental conditions for customers with disabilities.

Disabled tourists, who generally made negative comments about the technical infrastructure and architectural structure of the hotels, underlined that the access problems in touristic facilities were much more than it seemed.

2.5.8 Food and Beverage Services (F&B)

Nutrition and disability are interrelated. UNICEF is one of the world's most widespread and recognized outreach organizations, that provides human and developmental support to children and advocates the rejection of discrimination in matters such as food and health care.

People with disabilities may have some difficulties consuming the appropriate type and adequate amount of food orally. Therefore, this may lead to malnutrition. The common problems disabled children usually have are refusing to eat, being selective about food, vomiting after eating, needing food, inability to swallow, pushing with the tongue, and keeping food in the mouth for a long time. Nutrition has great importance for individuals with special needs as the foundations of lifelong health, strength, and intellectual ability are laid in childhood.

Health tourism is an important type that brings disabled, medical, and spa/wellness tourism together which are becoming increasingly important in the world. Food and beverage services for disabled tourists participating in health tourism differ from the food and beverage services offered to a normal tourist in terms of quality, diversity, hygiene, and presentation styles.

Day and Oduncuoğlu (2019) evaluated the research data in Turkey and examined the expectation scales of disabled people for each sub-segment of health tourism food and beverage services.

In a study conducted by Bekar and Balcı (2015) to determine the problems experienced in food and beverage businesses in terms of disabled individuals, the relationship between the problems encountered by the participants in the f&b businesses and the frequency of their visits was examined.

Vaijayanthi (2018) in a study on the nutritional status of students with special needs aimed to obtain detailed information about anthropometric measurements, physical appearance, dietary history, nutritional disorders, educational, social, and emotional problems in children with special needs. In the study, in which the combined percentage analysis of weight and height for age indices was performed, the problems of the visually impaired, hearing-impaired, mentally-disabled, and locomotive-disabled people caused by malnutrition were explained. In addition, the study revealed that policymakers should regularly plan nutrition arrangements and organize awareness programs for teachers, resources, experts, and parents to improve the nutrition and education skills of students with special needs.

2.5.9 Attraction for Entertainment and Events

Sakarneh and Katanani (2021) examined the internal and environmental barriers for people with disabilities to visit historical and archaeological sites. It has been determined that disabled travelers' fear of doing things on their own and their concerns about barriers to accessing services influence their presence in leisure activities.

While physical activity plays an important role in physiological and social contexts for all people, this situation becomes more important for people with disabilities. Furthermore, they should take a role in directing disabled people to physical activity with the facilities they will establish, the organizations and sponsorships they will implement.

In addition, the media, educational institutions, and public institutions should play a role in raising the awareness of the whole society, especially disabled people's families about physical activities (Sojka-Krawiec, 2019). Disabled people are deprived of many activities such as museums, historical places, excursions, tours, festivals, sports competitions, concerts, theaters, and competitions.

Necessary arrangements should be made to ensure that people with disabilities benefit from their fundamental rights and freedoms, ensure their use, and strengthen respect for their inherent dignity. Further, some regulations should also be made to continue their full and effective participation in social life and activities under equal conditions with other individuals and take measures to prevent disability.

Esatbeyoğlu and Karahan (2014) in their qualitative research questioned the possible reasons why disabled people did not participate in the tourism activities. The reasons why people with disabilities did not participate in activities were examined under two main headings namely individual and environmental factors. These included psychological, economic, social, family, gender, companion needs, community involvement and promotion, facilities and supplies, clubs, and associations. Another study was conducted by Popiel (2016) in which the main barriers for disabled people

to be engaged in touristic and recreational activities were examined. The results of the study are consistent with the findings of Esatbeyoğlu and Karahan (2014).

Rigal and Duong's (2019) study of national programs to promote physical activity in Finland measured the average daily distance and duration of movement of wheelchair users. It aimed at collecting user experiences by examining the effect of an activity tracker and mobile application on their movement levels. The best answer to be given to a life without disabilities would be disabled individuals' possibility to play basketball using wheelchairs within the framework of the standard size, field, and rules.

Although many historical places and structures are open to tourists to be visited, disabled people still have access problems. Regarding the obstacles faced by wheelchair users in Sultanahmet Square, in Istanbul, where the place is known as the tourist attraction point, it has been reported that historical places were not appropriately designed for day trips (Evcil, 2018).

2.5.10 Staff Behavior

Many disabled travelers have problems during their vacation due to the attitudes of the managers in the hotels, their lack of education, staff attitudes or the behavior of the employees (Kim & Lehto, 2012). Accommodation and tourism management should pay extra attention to communication and interaction with disabled people during service delivery practices. Prejudice, secret attitudes, unconscious actions in contact with disabled people, behavioral or mistakes will harm disabled tourism. Further, this will negatively affect the social structure of the tourism sector (Daruwalla and Darcy, 2005). In the accessible tourism sector, besides transportation and access issues,

disabled-friendly personnel behaviors have great importance to ensure tourist satisfaction (Hua, 2019).

Doğru, Kaygalak, Çavdırılı, and Bahçeci (2014) investigated the problems experienced by disabled individuals while receiving tourism services from their posts on complaint sites and examined the issues of the complaint. The results of the research revealed that the most common complaints of disabled individuals were the negative attitudes and behaviors of employees towards disabled tourists.

2.5.11 Service Quality and Satisfaction

Today, under the pressure of increasing global competition, companies are intensifying their work on service quality and satisfaction by making an intense effort to gain a competitive advantage against each other in both manufacturing and service sectors and increase their market shares.

Quality is a variable and relative concept that everyone has an opinion about, but that can encompass all perspectives and cannot have a precise definition. Various experts and authors defined the complex concept of quality as a concept that cannot be clearly defined although it is widely used and up to date (Reeves & Bednar, 1994; Seth, Deshmukh & Vrat, 2005; Canalejo & del Rio, 2018). The quality of the service provided, customer satisfaction, and customer loyalty are regarded as important for businesses.

Therefore, studies on this subject are increasing day by day. Munikrishnan and Mamun (2021) have long determined that the travel and tourism industries would contribute to survival, competitiveness, and communication technology. On the other hand, the

government initiatives would also contribute to the driving forces for the economic growth of developing and developed economies.

As a result of the study investigating the hotel satisfaction of individuals with physical disabilities who need to use assistive devices to overcome access problems, Tutuncu (2017) stated that the most disadvantaged group in hotels was physically disabled people using electric chairs and wheelchairs. Susilo and Cats (2014) identified the main factors of satisfaction expectation for travel participation. They figured out that past experiences, traveler expectations, and attitudes, and travelers' emotional state were also important explanatory variables for travel satisfaction. The aviation industry is a competitive industry that focuses on performance, product, service, and quality. It emphasizes satisfaction that is seen as significant for the economy and tourism.

As the air freight market has become more demanding in recent years, many airlines have focused on understanding exactly what customers expect and what is needed to increase service satisfaction. Providing high-quality service to passengers is crucial to airline survival, therefore, airlines need to figure out what passengers expect from their services (Archana and Subha, 2012).

2.5.12 Companion Support

In care services for disabled individuals that aimed to ensure the continuation of services that will provide life support to individuals in need of continuous support, care, treatment and protection in the environment they live in, and to ensure their right to life by meeting their humane and special needs with measures to increase their quality of life. Accompanying permission, the procedures, and principles of which are protected by legal documents and announced by the official units of the state are legislation.

The person who accompanies the person during the examination or post examinations and analyzes by designated institutions and organizations should be permitted by applying to the health institutions and organizations due to the illness of his/her dependents and spouse non-dependent children. It was stated that it was necessary to provide convenience not to abuse this permission and necessary documents related to the situation in question could be requested from public institutions and organizations.

It has become the responsibility and agenda of the sector to integrate disabled individuals into tourism activities, approach them with a responsible tourism approach, see the disabled passengers in tourism destinations and encourage them to tourism by offering different solutions. An important detail for disabled individuals who have a tendency and desire to participate in tourism activities is a companion.

Accompanying those who have to get help or support during the day to meet their daily needs is important in the tourism process. In order to facilitate disabled people's movements and respond to their needs, accompanying them during the holiday process and providing conscious and professional support will make them feel motivated and willing.

Ermagun et al. (2016) conducted a study on the companion support provided for disabled people to carry out their activities during trips for different purposes and found that their travel patterns differed.

Many wheelchair users have other disabilities and disorders. For this reason, they have to receive treatment and health services at regular intervals, which means that these individuals need professional help many times in their daily lives.

Considering disabled people's independent movements inside or outside the tourism facilities, the need for a companion or helper seems a priority. One of the rational solutions for disabled tourism is to provide personnel with physiotherapy, health, and rehabilitation. This will provide opportunities for healthcare providers in the tourism and hospitality industry and increase individual satisfaction in tourism activities by raising the quality standards of the service provided to disabled people.

The activities and travel patterns disabled people have are dependent on others due to their special physical conditions, that is, the holiday needs of the physically disabled travelers mostly depend on accessibility.

Therefore, they usually need a caregiver assistant or companion (Ermagun et al., 2016). Undoubtedly, when the accessibility of the accommodation facilities is ensured and the variety of activities reaches the standards suitable for the physically disabled, the possibilities of using the touristic facilities for the disabled travelers will increase. For this reason, disabled people and their families wish to choose facilities where they can have a holiday just by observing. Improving the ergonomics of the rooms of accommodation facilities will let physically disabled individuals not need the help of their families psychologically and will make them have a holiday together in the atmosphere.

At this point, employing specialist physiotherapists, health professionals, or special education teachers in tourism facilities will enable disabled tourists to spend their holidays with minimum problems.

Chung and Lee (2019) examined whether people with disabilities participated in travel activities with their desired companions. Lehto et al. (2018) described the common tourism experiences of people who needed help while traveling and their caregivers. They emphasized that people with disabilities often traveled with carers who helped with their needs. Luo (2014) questioned the components of the common tourism experiences as disabled people's companions and their caregivers. Physically disabled individuals and wheelchair users need professional help and special care many times in their daily life due to their inability to provide their own care.

Carers are defined as anyone who provides help and support. Lehto et al. (2018) emphasized the role of caregivers and holidays of people with disabilities in their study to describe the common tourism experiences of people who needed help while traveling. Although there have been improvements in conversations with wheelchair users, family members, caregivers, and travel agents in recent years, Cole, Hoback, and Whiteneck (2016) found that travel was not universally accessible to individuals in wheelchairs.

Wheelchair users need an assistant or caregiver to meet their needs such as showering, changing clothes, meal planning, and medication reminders. Accompaniment and peer support is seen as the most important factor in increasing moral support and friendship, whose impact on individuals with special needs is indescribable. It is the humane duty of society and individuals to adopt a holistic approach without making them feel different by separating, differentiating, alienating, trying to place them on different platforms, and ensuring equal rights and freedoms.

Therefore, every individual in the community, not just disabled people's family members or caregivers, should intervene when they need help and support. It should not be forgotten that there is a possibility of temporary or permanent disability for every individual. For this reason, it should be emphasized that disabled people are a part of society and everyone should adopt responsible and conscious approaches towards them.

A review of previous studies revealed that one of the biggest gaps was the need for residents with disabilities, called companions or caregivers. If the results of numerous interviews and studies with disabled individuals are examined, it would be seen that family members generally undertake special care duties. It is possible for individuals with financial means to receive special care, health, and rehabilitation services. In order to recognize equal rights and freedoms and to meet disabled people's needs, the tourism industry needs well-equipped personnel who can provide special service support to people with disabilities.

Although holiday measures for disabled people and their families have become widespread in social policies in recent years, such a concern is not discussed sufficiently in the tourism field. Understanding the factors that affect the decision-making process when evaluating a destination, ensuring equality of travel opportunities, and raising awareness will encourage disabled travelers and their families to participate more in tourism activities (Kong and Loi, 2017). The results showed that it was almost impossible for wheelchair users to travel alone with a need to meet their daily needs, therefore, the support of a companion or caregiver was among the important expectations.

Kang, Kim, Cole, and Piatt (2020) emphasized that the family members or caregivers accompanying disabled people often had difficulties traveling alone due to various restrictions and obstacles. Caregivers' satisfaction of accompanying disabled tourists is a special need and it increases the quality of the service environment.

Travel agencies are an important resource for people with disabilities to purchase travel products. Accurate information provided by travel agencies has a great influence on a successful or insatiable trip (McKercher et al., 2003).

The disabled tourist market is thriving globally, however, tour guides and their contribution to the tourist experience are underrated. The interaction between the tourists and guides plays an important role in determining the types of holidays and meeting the demands during the travel processes (Chikuta, Kabote, & Chikanya, 2017).

2.5.13 Emotional Touch

Disabled people live with a disability or health problem that recurs every day or that their movements and actions are limited. Therefore, due to their high psychological sensitivity, they need behaviors that require support, understanding, sensitivity and responsibility. When mental and ethical barriers are added to their physical barriers, living conditions get more difficult for people with disabilities.

As a result, many families initially experience denial, inability to accept, disappointment, guilt, fear, anger, and hopelessness. These processes negatively affect disabled people's and their family members' psychological levels. We must be sensitive to try to understand them with empathy, respect and protect their rights and freedoms, and take our responsibilities to make their lives easier.

Every individual has the potential for injury, physical or mental illness, loss of movement, sensation, and function in life, therefore, everyone may be a candidate for disability. Instead of fulfilling their duties, we can enable them to develop the conditions of freedom and independence with approaches such as establishing positive communication, helping, prioritizing, using the right style, and fulfilling responsibilities.

Tourism sector employees and service providers should display a sensitive and stable attitude in order to provide opportunities that will offer peaceful, hopeful, and safe environments to disabled individuals. Dovidio, Pagotto, and Hebl (2011) emphasized that studies on antipathy towards physically disabled people, contemporary attitudes, social psychology and prejudice, and discriminatory behaviors towards these individuals are insufficient.

2.6 Universal Design

The disabled person is concerned with the suitability of the accommodation. A traveler who knows that there will be no transportation problems in his/her destination can benefit from the services and decide to go on holiday with peace of mind. Factors such as the architectural structure of the place where the accommodation service is provided, personnel's behaviors, the suitability for disabled people will encourage individuals' motivations to decide to go on holidays.

Space design is a part of the individual's daily life in terms of physical, psychological, and sociological characteristics, and this issue should be examined in another dimension for wheelchair users. If the design creates a necessity for a normal individual, it also brings equal rights of use for disabled people.

Disabled individuals should not be perceived as different in society. The space design should be made by considering disabled individuals' special cases and needs. The functions in the space to be used should be planned based on disabled people.

Furthermore, designs that will affect disabled people's social life have an important role in terms of helping the individual to hold on to life more easily, ensuring quality living standards, benefiting from services equally as every individual, and protecting their rights and freedoms. Universal design should involve every individual without exception. While designing products, environments, and systems, and organizing elderly people, people with temporary or permanent disabilities, it should be considered that every individual should be able to benefit equally from the product or service. Universal design is the design of products and environments designed in dimensions that can be used by every individual without the need for special design adaptations. Besides, it can be used by all people without discrimination.

2.7 Perception and Challenges about Travel Process

The holiday process is a detailed and comprehensive process that includes different stages from transportation to accommodation. Disabled passengers are willing to be sure that many stages such as transportation to the accommodation, suitability of accommodation, accessibility, architectural infrastructure, food and beverage services, room service, personnel behavior, participation in events and organizations will take place in this way.

Today, the comments made on the internet sites about accommodation and the sensations obtained from the close environment help the holidaymakers to get an idea of their decisions.

However, disappointments are also experienced as a result of visual sharing's and not fulfilling the promised services. Wheelchair users are required to seek assistance and use ramps when getting on and off planes, buses, or private vehicles. Accommodation and room conditions must be appropriate for wheelchair dimensions and movements.

On the other hand, special services should be offered to people with disabilities who may have personal expectations about eating and drinking. Joining activities such as events, concerts, visiting historical places will certainly make the holiday more enjoyable. In order to ensure the satisfaction of the tourists coming to the accommodation, staff behaviors and attitudes towards disabled guests are very important. In order for disabled travelers going on holiday for the sun and sand to benefit equally from all services as other people, the beaches should be designed suitable for disabled people. Undoubtedly, the most important element in the holiday processes, which are examined in detail from transportation to accommodation, is to ensure customer satisfaction. The concept of customer expectations, requirements, and quality in the service sector changes and develops day by day.

Although the holiday time and destination are decided based on the comments made by other travelers or the impressions of the immediate surroundings, the final decision is based on experience. Service quality, the degree of meeting customer expectations, performance, and satisfaction is the biggest agenda items of the hotel industry. Continuing its efforts to respond to changing and increasing expectations, the hotel industry must carry out many studies to respond to the special needs of individuals with disabilities.

In this research, while wheelchair users' urban travel and holiday experiences were evaluated in detail, the difference between the promised service and the perceived service was also mentioned. Disabled people who are the world's largest minority also constitute the world's largest private market.

Besides, it is known as one of the most important target markets in disabled tourism. Accessible tourism means a very valuable market for tourism businesses, given that the number of disabled people is high all over the world.

Moreover, these people often travel not alone but with their companions or families. In addition to the social impact of the subject on the tourism sector, it can be claimed that human rights, social equality, and law enforcement also have dimensions. Disabled people also need holidays for travel, sight, rest, entertainment, sports, and similar purposes. This is their most natural right to benefit equally from the products and services offered in tourism facilities like every other individual. In a changing and developing world, individuals' needs and expectations are changing and increasing with globalization and technology.

At this point, the travel and accommodation industry needs to increase its efforts for disabled tourism which has an important share in the market, and take the necessary measures to realize accessible tourism. The concept of holidays is much more than a bed and breakfast. Holiday processes should comprehensively be evaluated especially considering disabled individuals' special needs, emotional intensity, sensitivity, and expectations.

Although previous studies have partially dealt with disabled individuals' holiday processes, this research includes disabled people's experiences, feelings, expectations, pre and post-holiday comments whose travel was to Bodrum, one of the most famous holiday destinations in Turkey.

Thus, it created an in-depth research example by fully addressing the industry's expectations, internal motivations, and environmental impacts. Potential visitors take into account internet and word-of-mouth reviews to gather information about destinations in search of the most suitable resort to meet their needs during the holiday buying decision stage. People who have visited the destination before try to choose the best destination by using different sources such as travel agencies, advertisements, social media posts, and holiday brochures.

Increasing expectations and changing profiles of tourists are effective in choosing a holiday destination. Passengers who want to be sure about receiving the promised service make an effort to obtain accurate and reliable information about their destination in advance. The tourist's holiday process starts with the decision-making phase after arranging the financial situation, time, psychology, and other preliminary preparations. It ends with questioning whether s/he is satisfied with the holiday experience. These are satisfaction and gain loyal customers.

Therefore, great efforts are required to ensure that their customers have perfect holidays. However, seeing disabled passengers as customers and increasing the quality of service requires a conscious approach.

Throughout this research, it was aimed to shed light on the improvements to be made in the context of accessible tourism by examining the problems experienced by disabled travelers who decided to have a holiday, with determinants such as transportation, accommodation, and visiting historical places.

2.8 Statistics and Reports on PWDS

Depending on the definition and classification systems of the disabled people in the world, data collection criteria regarding the disability profile in Turkey are also transforming. Questions about the disabled were prepared by the General Directorate of Services for the Disabled and Elderly, in line with the recommendations of the Washington Group working within the United Nations, and a disability question set was formed for census and research. The question set formed in accordance with the International Classification of Functioning, Disability, and Health (ICF) was developed by the World Health Organization. Disability is a complex, comprehensive, evolving, and multidimensional concept.

Disabled people affect people's lives in many contexts such as mobility and use of vehicles, access to buildings, participation in education and training, participation in social activities, participation in tourism activities, labor market and leisure pursuits, social relations, and economic independence. During this research, which examined the presence of disabled people in tourism activities, recorded statistics in Turkey and other countries were also analyzed. Turkey's population according to the recorded data obtained from the Address Based Population Registration System, the population of Turkey as of 31 December 2019 was reported 83 million 154 thousand 997. While the male population was 41 million 721 thousand 136, the female population was

calculated as 41 million 433 thousand 861. Based on this data, 50.2% of the total population was male and 49.8% is female (Beghi et al., 2019; Deuschl et al., 2020).

The number of people with orthopedic (1.25%), sight (0.60%), hearing (0.37%), language and speech (0.38%) and mental (0.48%) disabilities in our country is 1.8 million people. in other words, it is 2.58%. Of this rate, 3.05% is male and 2.12% is female. The rate of those with chronic diseases is 6.6 million people, ie 9.70%, and 8.05% of this rate is male and 11.33% is female (TÜİK, 2011).

2.8.1 Turkey Health Survey

The Turkey Health Survey was another study in which indicators related to disability are obtained in our country (Dereboy et al., 2014). The Turkish Statistical Institute (TUIK) has been conducting a Health Survey since 2008 in accordance with the methodology of the European Statistical Office (EOROSTAT) to reveal the general health status of individuals and obtain information about the health indicator. In addition, this is seen as an important contribution in the development on a regular basis every two years.

The health status, educational achievement, participation in the economy, and tourism activities of disabled people are lower in the world. They are generally poorer than those without disabilities. In order to achieve permanent and strong development expectations, many legal arrangements are made to strengthen them, remove the obstacles to their participation in social life, receive a quality education, work in decent jobs and participate in the tourism sector. Some data are collected by protecting the individuals' rights to make their voices heard by the authorities.

The World Disability Report recommends that all stakeholders, including governments, non-governmental organizations, and disability organizations should create suitable environments for disabled people and improve rehabilitation and support services. The report also recommended the establishment of adequate social protection mechanisms, integrative policy programs, and the implementation of new and existing standards.

2.8.2 WHO Reports for Prevalence Estimates

In resolution 58.23 on the Prevention, Management and Rehabilitation of Disability, the World Health Assembly requested the Director-General of the World Health Organization to produce a World Disability Report in the light of the best available scientific data. The World Disability Report was prepared in partnership with the World Bank, as it is known from the previous experiences that the cooperation of these two institutions increased awareness, political status, and action in different sectors (Stucki, 2016).

Further, it was considered to be useful for policymakers, practitioners, academics, development organizations, and civil society. It is not possible to directly compare national survey and census data with the World Health Survey or Global Burden of Disease data since no consistent procedures were followed regarding disability definitions and research questions of the countries.

According to 2004 data, when research data and estimates of burden of disease are available, the global prevalence of disability was recorded as 15.6% to 19.4% in the World Health Survey and the Global Burden of Disease Survey. According to the results of the World Health Survey on different measurement approaches and

assumptions, the proportion of adults with very serious functional difficulties was reported as 2.2%.

In the Global Burden of Disease Study, the rate of severe disability corresponding to conditions such as quadriplegia, severe depression, or visual impairment was calculated as 3.8% (Mathers, 2008).

Based on obtained population estimates in 2010, the world population was recorded as 6.9 billion. While the population aged 15 and over was 5.04 billion, the number of disabled people aged 15 and over was between 785 (15.6%) and 975 million (19.4%). According to disability prevalence estimates by the World Health Survey and Global Burden of Disease Study in 2004, the population rate of disabled individuals was between 110 (2.2%) and 190 million (3.8%) and they had severe functional difficulties (WHO, 2011).

When children were included, about 15% of the world's population (more than one billion people) was reported as disabled (Domingo, 2012). This rate is even above WHO's 1970 global prevalence estimate that was recorded as 10%. The World Health Survey Estimate deals with individuals who have severe difficulties in their daily functioning (WHO World Mental Health Survey Consortium, 2004). In contrast, the Global Burden of Disease Study set thresholds based on average disability weights. These weights correspond to disability weights associated with health problems such as low vision, arthritis, and angina. Only the Global Burden of Disease Survey has data on two of these sources and the prevalence of disability in children. Total prevalence rates in the World Health Survey and the Global Burden of Disease Survey are determined by disability thresholds. When the different threshold selections are made,

overall prevalence rates will also vary. Even if similar threshold detection approaches are used, this point of the methodology should be taken into account when evaluating these new global prevalence estimates (Hosseinpour et al., 2016).

Being disabled brings with it a more difficult confrontation with social and economic conditions, as well as dozens of physical difficulties that need to be dealt with in daily life. UN data states that 80% of the world's 650 million disabled people live in developing and underdeveloped countries. Eurostat's 2013 data show that 30% of the disabled population in the EU has to cope with poverty. Bulgaria, with 63.7% of its disabled population being poor, is the EU's worst country in this area (Koulaksazov et al., 2003; Khan et al., 2017; Ifanti et al., 2013).

2.9 What is a Wheelchair?

A wheelchair is a medical device used when walking is difficult or impossible due to a physical ailment or injury. Wheelchairs can be manufactured specifically for an individual or have variations that allow the person to be pushed manually with manual effort. There are handles on the back of the seat that let different people push.

Every wheelchair has different features and prices. When choosing the wheelchair to buy, people should first determine the suitability for the patients, that is, the seat that is suitable for them. Then, they need to determine the products suitable for conditions in the budget and medical stores. Or else, they can book a wheelchair. The wheelchair may be affordable to be purchased, but if it is not suitable for the patient, it can be left idle and stored in the safe.

The first documents regarding the existence of wheelchairs are doubtful. Some sources documented that the first known image of the wheelchair was dated to the 6th century BC and carved onto a stone.

2.9.1 Types of Wheelchair and Tourism

The interviews revealed that the types of wheelchairs used by disabled travelers are important in terms of participating in tourism activities. People who mostly travel for sunbathing on the beaches or swimming purposes in the sea stated that the manual wheelchairs they used in daily life are not appropriate to be used on the sand.

Table 2.1: Types of Wheelchairs Reviewed in the Published Literature

Manual Wheelchairs	Flemmer, C.I., & Flemmer, R. C.	2016
Electric Wheelchairs	John, M.A., McEwen, I. R., & Neas, B. R.	2012
Sports Wheelchair	Cooper, R. A., MC & De Luigi, A. J.	2014
Powerful Football-Power Soccer Wheelchairs	Richard, R., Perera, E., & Le Roux, N. Jeffress & Brown	2019 2017
Standing Wheelchairs	Shields, R. K., & Dudley-Javoroski, S.	2005
Pediatric Wheelchairs	Rispin, K., & Wee, J.	2014
Beach Wheelchairs or All Terrain Wheelchairs	Volk, M., Alderman, H., Blumenthal, K. R., Cooperman, B., Henry, D., Herman, L, A.,...& Granger, R. W.	2005

It is a necessity to increase the importance given to wheelchair users and disabled passengers in the tourism sector and provide barrier-free tourism with solution-oriented approaches, initiatives, and practices. As the research confirms, millions of disabled people are not able to benefit from holiday opportunities despite having financial means due to architectural barriers in hotels and lack of education of managers, and employees.

Although compulsory regulations have been made in the 16 years since the Accessible Architectural Environment Law and the Barrier-Free Transportation Law enacted in 2005 in our country, no solutions other than a few promotional steps were brought. Many obstacles such as access, architectural infrastructure, and behavioral problems are still observed when interviewing disabled tourists. There are almost no facilities where disabled individuals, elderly people, or their families may have during a holiday with other people.

Of course, making architectural arrangements only for disabled people and their family members is not enough in life. In order to invest in people, more training and mentoring should be given to public officials, private sector employees, and the whole society to better understand disabled people's lives, their communication world without being marginalized. Accessible tourism includes facilities and activities where disabled and non-disabled people can travel together, have holidays, stay together, and benefit from social areas. It should also offer free and equal opportunities without one's help.

The control of wheelchairs that enable the mobilization of people who are not able to walk or move easily due to physical discomfort, temporary, or permanent disability can be other users or companions. Wheelchairs, which differ in their features, weights, sizes, designs, and prices, and whose durability is very important, are selected according to their usage needs.

Today, many disabled people participate in sports and competitions, and the types of wheelchairs are very diverse. The technological devices and equipment they use and the supporting devices are on the agenda of health, disabled, sustainable, and accessible tourism.

2.9.2 Manual Wheelchairs

Manual wheelchairs are easy to maintain, inexpensive, and lightweight with rear handles pushed manually by the user. In addition, they have more economical, comfortable, useful, functional, and independent tools that help correct posture disorders.

In contrast, Flemmer and Flemmer (2016) stated that manual wheelchairs are difficult to drive on open-air roads on grass, gravel, and sand. In addition to this, the environments for users are limited, therefore, limited participation in daily activities would be inevitable. On the other hand, the repetitive strain of the upper body is associated with a very high prevalence of shoulder and wrist pain in manual wheelchair users (Flemmer & Flemmer 2016). Around 3.3 million people with mobility impairments are using manually used wheelchairs in Europe. Results of prolonged wheelchair use can cause pain or a physically sedentary lifestyle. At this point, the importance of using ergonomically compatible and high-quality wheelchairs emerged. Despite being the central concept of the most widely used hand-operated wheelchair in the western world, the hand-wheeled wheelchair has clearly not changed. Manual wheelchair technology has developed significantly over the past decade (Van der Woude, de Groot & Janssen, 2006).

2.9.3 Power Wheelchairs

Electric wheelchairs come in a variety of models and brands with advanced technology. They can climb stairs and can be used with engines and batteries. However, they are heavy and cost a lot of money. These advantages or disadvantages are compared by evaluating the patient's disability, functional independence, potential, and motivation level to participate in social life, and the most appropriate chair purchase is decided.

Those who monitor the patients and make the best decision, in general, are specialist physicians and physiotherapists. Depending on the patient's physical capacity and psychological motivation level, other features may be requested in the battery-powered wheelchairs. Jones, McEwen, and Neas (2012) highlighted that the use of electric wheelchairs had positive impacts on young children's development and function with severe motor impairment.

The design, efficiency, function, and capabilities of electric wheelchairs facilitate efficient transportation and environmental barriers such as rough terrain or stairs can be overcome. Further, these developments have gained another dimension in recent years (Sundaram et al., 2017). Today, with the developing technology, battery-powered wheelchairs have started to be produced since they are lighter, less space-saving, more mobile, and can contain additional features. One of the latest developments in this field is the chairs that allow the athlete to stand up and stand upright. In these seats, the athlete can be upright by pressing the button and the belts at the knee and waist level fix the patient and allow him/her to stand for a long time. These types of chairs provide several advantages both in treatment and in daily use.

2.9.4 Sports Wheelchairs

As the name suggests, fitness wheelchairs are designed for sports. They are ultra-light but very sturdy. They are commonly used in tennis, wheelchair basketball, and marathons. Wheelchair sports are an important tool for people's rehabilitation with severe chronic disabilities and have been a driving force for innovation in technology and practice (Cooper & De Luigi 2014). Wheelchair types are specially produced for wheelchair users to do sports such as tennis and basketball. They are often referred to as sports wheelchairs. Contrary to popular belief, the majority of disabled people have

overcome obstacles both in their private lives and in wheelchair basketball teams by breaking the perception that disabled people cannot do sports.

Wheelchair basketball offers people with disabilities a chance to exercise and improve their sporting competencies. It was first developed by World War II veterans in America in 1945-1946. Most of the other sports developers were former players who had previously trained without barriers and wanted to continue the sport. Simple adaptations and minor rule changes for wheelchair users allowed this sport to spread across America and eventually around the world (Molik et al., 2010).

2.9.5 Power chair Football and Power Soccer Wheelchairs

A new sport called electric football has been developed for electric chair football players or electric chair users. The power chair is the only competitive team sport with the same conditions for its users in which all must use these chairs.

Jeffress and Brown (2017) investigated the role of motorized wheelchair use in improving the quality of life of people with physical disabilities. They revealed that wheelchair use increased the desire to participate in sports, provided psychosocial benefits including an increased sense of empowerment, social capital gain, and deep satisfaction.

The results of the study, which aimed to understand the physical experiences of the athletes using the electric chair, proved that the use of the electric chair provided an opportunity to reconnect amongst disabled people and contributed to the athletic identity development (Richard, Perera, & Le Roux, 2019).

2.9.6 Standing Wheelchairs

Supporting the user's standing position, this chair lifts the user from a sitting position with a hydraulic pump or electrically powered support and puts him/her in a standing position.

Shields and Dudley-Javoroski (2005) addressed an important issue in spinal cord injury (SCI) research and investigated whether standing could provide positive health benefits.

Wheelchairs allow disabled people to move in a sitting position, however, standing wheelchairs have many additional advantages.

There are also many psychological benefits to being in an upright position. Being able to make eye contact with people on the same plane contributes to individuals' self-confidence and morale and improves the quality of life compared to constantly looking down. It is easier to go to higher places in kitchen counters and cabinets with a standing wheelchair. For example, it may help reach the upper shelves in markets. Being able to stand upright not only increases one's independence in daily life but also working conditions and the variety of work that one can work. Standing upright reduces the risk of complications such as osteoporosis, muscle spasticity, joint stiffness, pressure sores, and has positive effects on blood circulation, digestion, and kidney functions.

2.9.7 Pediatric Wheelchairs

Pediatric chairs are safe, easy to carry, have high maneuverability, suitable for body development, designed for children to use themselves. An outcome study by Rispin and Wee (2014) comparing two pediatric wheelchairs namely Naiplik pediatric and a

similar size wheelchair for low resource settings revealed that they were made in Kenya with assistive technology.

2.9.8 Beach Wheelchairs or All Terrain Wheelchairs

The wheels that allow users to enter the water provide better mobility in the sand. Many different models are available. In many European countries where Accessible Tourism is well-regulated, many beaches are wheelchair accessible and offered free of charge to customers. Further, these models can provide a removable and reclining lounge chair to allow the wheelchair to exit or sit and lean on the sand (Volk et al., 2005).

2.9.9 Three Wheelchairs

Recent technological developments increase the variety of wheelchairs. Three-wheelchairs are more difficult and maneuverable to be used in sports activities such as racing and tennis wheelchairs.

2.10 Wheelchair and Accessibility

Wheelchairs are important devices designed to move people from one place to another quickly and easily. Wheelchairs, which vary in variety and features, are convenient devices to facilitate the lives of those in need and increase their participation in daily life. While the participation of wheelchair users is observed in many sports activities, the low level of participation in tourism activities draws attention (Cooper & De Luigi, 2014; Collinger et al., 2013).

Improved technological inventions and new applications are designed to improve the quality of life of individuals with disabilities. Integrating applications and devices into the lives of people with disabilities is of great importance in terms of increasing living standards (Foley & Ferri, 2012; Schulz et al., 2015).

Rights of Persons with Disabilities (CRPD) studies examined the theoretical infrastructure that offers an alternative to the model we call the transition from medicine to the social disability model (Degener, 2017). On the other hand, while the World Health Organization makes assessments using charts to measure disability levels in both clinical and non-clinical populations, the adequacy of studies in our country to measure and evaluate disability levels is open to discussion (Park et al. ., 2019). Although the legal rights of individuals with special needs are known in Turkey, studies on the structure and arrangement of the environment to serve physical accessibility are insufficient. On the other hand, in developed countries, disabled people's rights and freedoms are constantly on the agenda, and efforts are made to improve the regulations for them.

Although it is mentioned frequently in Turkey, it is clear that there are many physically disabled people and they suffer from a lack of relevant regulations. Solutions should be found and implemented in this regard. In addition, if the type of disability, demographic conditions, social situations, intrinsic motivation, and environmental factors are evaluated in terms of wheelchair users, it may be seen that there will be insufficient infrastructure and studies in this regard. In an environment where wheelchair users cannot move with the help of another person or on their own, quality of life and satisfaction cannot be highlighted together. Spatial arrangements should concern both architects and designers and be legally controlled by the state.

In this case, it is an important duty of the state and legal sanctions to provide solutions to accessibility problems and control these practices. It is necessary that more sensitive and responsible suggestions should be made and implemented to increase disabled people's presence in the tourism sector not only for their basic needs, but also for

social, cultural, and sports facilities with an egalitarian approach (Barış & Uslu, 2009; Nykiforuk et al., 2021; Pot, Briggs & Beard, 2018; Cole et al., 2019; Karabay et al., 2021).

Chapter 3

RESEARCH METHODOLOGY

3.1 Design

The qualitative research method, which is a research method that examines human and social behavior in social sciences such as psychology, sociology and education, was preferred in the study based on the subject of tourism with disabilities. In-depth interviews were conducted with semi-structured open-ended questions. Before asking interview questions to each participant, information documents indicating the purpose and content of the research and a volunteer form were sent to protect their personal rights. Qualitative research method, which is a type of research created with data collection methods such as observation and document analysis, representing the process of holistic examination of events and facts in a realistic environment was used. In 2018 summer, four rehabilitation and health centers in Bodrum were visited and a pilot study was conducted: preliminary interviews were held with PWDS and their families/caregivers to investigate their holiday intentions and the internal and environmental factors that helped them decide on a vacation, and questions were prepared in the light of this preliminary study.

Since qualitative research does not aim to generalize, it is more important to try to understand the phenomenon or phenomenon studied in depth rather than measuring it. For this reason, instead of working with a large sample group, it is more beneficial to work with a small sample group suitable for the purpose of the research.

The data collection method of the study is semi-structured interview, one of the qualitative research methods. The first reason for choosing this method is that although there are quantitative studies on disabled people in the literature, there are very few qualitative studies on this subject and in-depth views of the participants can be reached. Other important reasons for preferring this method are; the active participation of the researcher in the process, the need for in-depth information in line with the research purpose.

3.2 Sample

Purposeful sampling technique was utilized in the research. The use of sampling method is often preferred in qualitative research (Özdemir, 2010).

In the research, the reason why they were preferred in this study is that WCu who have traveled to Bodrum for holiday purposes before and participated in tourism are experienced. In this way, it was tried to analyze the tourism experiences of disabled participants and to establish the determinants of their travel motivation and identify keywords of travel motivation.

Table 3.1: Demographic Characteristics of the Participants Included in the Study

Participants	Gender	Marital Status	Age	Education	Income Level
1	Male	Single	24	High School	Under 1500 TL
2	Male	Single	28	High School	Under 1500 TL
3	Male	Single	32	University	3000-5000 TL
4	Male	Single	30	University	Under 1500 TL
5	Male	Single	37	High School	Under 1500 TL
6	Male	Single	33	High School	Under 1500 TL
7	Male	Single	36	University	Over 5000 TL
8	Male	Single	31	University	Under 1500 TL
9	Male	Single	36	High School	Under 1500 TL

10	Male	Single	50	University	Over 5000 TL
11	Male	Single	41	Secondary School	Under 1500 TL
12	Male	Single	31	University	Under 1500 TL
13	Male	Single	36	University	Under 1500 TL
14	Female	Single	38	University	Over 5000 TL
15	Female	Single	35	High School	Under 1500 TL
16	Female	Single	39	University	Over 5000 TL
17	Female	Single	47	University	Under 1500 TL
18	Female	Single	27	University	3000-5000 TL
19	Female	Single	37	Secondary School	Under 1500 TL
20	Female	Single	36	High School	Under 1500 TL
21	Female	Married	25	University	3000-5000 TL
22	Female	Married	38	High School	Under 1500 TL
23	Female	Married	38	Secondary School	Under 1500 TL
24	Female	Married	36	University	Under 1500 TL
25	Female	Married	45	University	Over 5000 TL

According to the information in Table 2, majority of the participants were men (n: 13). In addition, remaining participants were female (n: 12). The ages of the participants vary. In terms of marital status, 20 (80%) participants were mostly single, while 5 were married (%20).

According to participants age, 2 participants, were between 18-25 (8%) years old 3 participants, were between the ages of 26-30 (12%), 16 participants, were between the ages of 31-40 (64%), 4 participants, between the ages of 41-50 (16%). In terms of education status, 3 participants (12%) were secondary school graduates, 8 participants were high school graduates (32%) while almost more than half 14 participants (56%) were university graduates. According to monthly income levels of the participants, 17 participants (68%) income level was under 1500 TL, 3 participants (12%) income level

was in the range of 3000-5000 TL while 5 participants income level was 20% over 5000 TL.

3.2.1 Disability Characterization of the Sample

Participants were mostly disabled individuals with spinal cord paralysis as a result of a traffic accident 13 people 52% spinal cord paralysis. Only 1 person had spinal cord paralysis as a result of bullet injury 4% and 4 people 16% of them multiple sclerosis. 2 people 8% polio and other 2 people have 8% cerebral palsy. The other respondents 3 people 12% spina bifida.

3.3 Process

The 'voluntary participant form' is filled in in writing by each participant; the participants were given detailed information about the subject, purpose and management of the research. It was stated that care would be taken at the point of sharing self-explanatory information and a code would be given to each participant to ensure anonymity. In our research this is R1, R2, R3, etc. Wheelchair users who are members of TOFD (Spinal Cord Paralytics Association of Turkey) and have traveled to Bodrum were reached via the Facebook page. It was preferred to indicate the participants by giving numbers to the participants.

They were also told that they could leave the study whenever they wanted. In the research, data were collected through in-depth interviews. The social scientists' states that the best way to obtain information about individuals' own lives and experiences is to ask them questions in a way that allows them to express themselves using their own expressions, and this can be achieved through in-depth interviews. In the in-depth interviews, in order to establish a trusting relationship with the interviewers, the researcher first introduced himself to the participants, and was informed by the

researcher that the information obtained during the interviews would not be used outside the purposes of the research given. In the semi-structured interview form, self-introductory demographic information was first asked from the participants. Then, wheelchair users were asked questions about their travel experiences, their decision-making processes and their feelings after the holiday (care, education, health, psychological, social status, social, moral support; encouragement, participation in social life, worry, fear, anxiety, family relations, income level, vacation period, accommodation availability, personnel behaviors, companion requirement) open-ended questions have been asked. For the purpose of the research, the questions asked to the disabled individuals were categorized. In accordance with the purpose of the research, it has been examined under two main headings, internal and environmental factors, and then the subtitle and other determining concepts are explained with figures as they emerge.

The audio recordings taken as a result of the interviews obtained within the scope of the research were transcribed verbatim at the end of the interviews and the transcribed data set was obtained. The data collected through semi-structured interviews prepared by the researcher were coded by the first researcher. Coding is the classification of data according to concepts, titles and themes (Özdemir, 2010). Coding in qualitative research occurs in three ways. These; “coding according to predetermined concepts”, “coding according to the concepts extracted from the data”, It is “coding done in a general framework”. The collected data were subjected to descriptive analysis with the help of Nvivo program. While the coding process is done in the general framework, the themes are determined and then detailed codes that can be placed under the main headings are specified. After the codes, which were clarified as a result of the feedback

and control of the other two authors, are determined, all the answers to the questions are examined in the same data analysis channel and the answers received are analyzed.

the NVivo program allows analyse deeply which can analyze according to words as well as descriptive analysis, figures summarizing the answers to all questions such as which participant answered which question and how, how many people expressed positive or negative opinions about that question were obtained thanks to the NVivo program. The answers to 39 different questions asked for the purpose of the research and the vacation processes of the travelers who are wheelchair users and who have traveled to Bodrum were examined. Internal and environmental factors, social status, income level and family incentives, companionship, expectations from the destination and varying special needs that affect their decision to take a vacation are examined in depth.

3.4 Data Collection

Separate semi-structured in-depth interviews were held with disabled individuals who have a holiday experience and use wheelchairs in the Bodrum destination. All interviews were conducted by the first author. A preliminary research and a pilot study applied to determine the main themes and questions to be asked. Thirty-nine questions were asked to the participants regarding their participation in travel and travel processes. Since the concept and diversity of disability includes a wide scope, disabled individuals using wheelchairs were preferred in the study. Interviews were conducted after the ethical consent of the study was obtained. It was thought that directing the questions to the participants in similar time would reflect positively in the study in terms of preventing them from being affected by seasonal changes. The questions were

directed to the participants in Turkish in their own language and then translated into English.

39 open-ended questions were directed to 25 WCu online, audio recordings were transcribed and all the answers were prepared in the form of written documents. In the light of the answers given, the keywords that emerged in the theoretical framework were defined and divided into titles according to the answers given to the questions.

As a result of the interviews collected in the subject-place and time specified in the scope, the descriptive and general evaluation analyzes were reported and interpreted by separating the themes, and the determinants and keywords determined using the Nvivo program were coded.

3.5 Study Participants

WCu who were over 18 years old, had a travel experience to the Bodrum region at least once, and these interviews, which they participated voluntarily, were included in the study.

The first author contacted to the Spinal Cord Paralytics Association of Turkey (TOFD) and sent the information about the study to the members of this association. When the participants were adequate for the inclusion criteria of the study, a consent form was sent to them and asked to participate voluntarily. Inclusion: Only 25 wheelchair users, who are members of the Turkish Spinal Cord Paralysis Association, who have traveled to Bodrum within the last 1 year, were included in the study. Since the concept of disability is diverse and broad, it was decided that the research should concentrate on a single profile in the qualification process. However the attention was paid to ensure

that the participants in the study did not have any disability other than physical disability; they are able to answer the questions asked in the research.

3.6 Limitations

Interviews were made online due to the Covid19 epidemic. Although individuals with mental disabilities or hearing loss who could not answer the questions were not included in the study.

Some of the participants included in the study also had chronic ailments such as difficulty speaking, but they were included in the study because they were able to answer the questions asked.

Wheelchair users were recruited as participants in the study and the questions are in the nature of questioning the holiday experience; considering the diversity of physical disability, the number of participants can be increased according to disability types in future studies and they can be categorized according to disability types.

The generalizability of this study might be affected by a few limitations including the relatively small number of wheelchairs users who traveled to Bodrum in the last 2 years that were investigated ($N = 25$) and of the people interviewed (each person is member of TOFD and volunteer).

Another possible shortcoming might represent the fact that the analysis is limited only in Bodrum. If this study, which analyzes the holiday process of 25 participants traveling to Bodrum for different reasons, is expanded and applied to hundreds of disabled travelers traveling between countries, it could produce different results.

However, another dimension can be added to the study by conducting in-depth interviews only with disabled travelers, hotel management and families. It is an important detail that only wheelchair users are included in the study.

Since the concept of disability is a broad and diverse subject, it was foreseen that the research should be carried out in a specific profile. As a matter of fact, special needs and expectations vary according to the types of physical disability. Disability has a heterogeneous structure. Various forms of disability (gender, age, race/ethnicity, culture, socio-economic status, sexual orientation, etc.) differentiate tourist experiences (Oduncuoğlu, 2020).

3.7 Qualitative Research

The flexible nature of qualitative research means that researchers are not bound to standardized, rigid methods (Kelly, 2007). The method is characterized as the tools used to realize the qualities and objectives of a research process. When conducting a research, it is very important to choose appropriate methods in order to reach the goal effectively. If the research method is chosen correctly, the accuracy and result of the research emerges.

While conducting qualitative research, it is not possible to talk about a certain starting point and the stages that do not change during the research from this point.

Among the qualitative research stages, the concepts of flexibility, relationship and interaction come to the fore. When doing qualitative research, the research design is quite flexible compared to doing quantitative research. Research; It is an interference to ensure that a specific question or problems are answered in a systematic and logical way. Researcher is defined as the person who strives to display the unknown.

The research is systematic; it means that the process of gathering, interpreting and reaching results supports each other. The logic of the research is directly convenient to the fact that the answers of the researched questions are realistic. Whichever research method the researcher uses, he must pay attention to the issue of validity at each stage.

The most used research method from past to present is quantitative research method. However, quantitative research results have become less preferred in today's philosophy, education and social sciences disciplines, as they provide general information. Thanks to qualitative research, philosophy and social sciences disciplines have reached more illuminating, detailed and in-depth knowledge.

3.8 NVivo Software and Qualitative Research

Academic research is basically divided into two types as quantitative and qualitative. If you use both types together, the concept of mixed method emerges. In the historical process, quantitative research has made great contributions to the world of science. However, the importance given to numbers in quantitative studies was insufficient to explain the social reality and the reality behind the numbers was thrown into the back ground. Additionally, with the light that qualitative research sheds on the scientific world, this reality, which is thrown into the back ground, has been saved from darkness. However, computer support for qualitative data analysis. It has taken the research to higher levels, facilitated and diversified the analysis (Edhlund, 2008).

In the Qualitative Research Method, the researcher captures and discovers the meaning after being embedded in the data and the concepts, themes, motifs, generalizations and in the form of taxonomies. Data documents, observations and written down in the form

of words and images from speech and also the research procedures are specific and not repetitive not found. Therefore, the theory may or may not be causal and often inductive, the analysis, themes or generalizations from evidence and providing a consistent, understandable picture of the data progresses by arranging to form (Cypress, 2018).

NVivo is the most powerful and useful research software developed to provide an organized approach to researches, collect all data in one place, facilitate coding of subgroup analyzes, give efficient and easy-to-understand results, analyze various data with qualitative characteristics and draw detailed and meaningful results. NVivo is designed to assist researchers in situations that require deeper analysis of various volumes of unstructured or qualitative data, such as interviews, open-ended survey responses, newspaper articles, social media and web content (Feng & Behar-Horenstein, 2019).

Searching for the meaning of texts in audio or visual files can cause confusion and waste of time. There are different qualitative research methods, software and programs for controlling, shaping, interpreting and analyzing this information. It provides a workspace where you can work with your NVivo material, discover new models, define topics, code titles and favorites, and as a result, generate powerful detections. With NVivo, you can import, analyze and interpret virtually any data source, from measurable demographic information to qualitative questions and interviews, in one place. Thanks to the ease of learning and use, you can quickly find the information you need and increase the efficiency of your research (Baláž et al., 2019; Fergnani & Jackson, 2019; Patton et al., 2020).

Academic research has a great impact on social change and development. Whether you are a professor who wants to publish an article, a student working for a degree or a researcher applying for a grant, NVivo is the ideal software to analyze your qualitative data, prepare for publication and get your institution's appreciation. NVivo software transfers data obtained from various sources such as text, voice recording, video, e-mail, photograph, online questionnaire, web content, to a simple interface. It centralizes data from multiple sources to perform the deepest analysis possible. NVivo was created to assist users in organizing and analyzing non-digital and unstructured data. The software allows users to sort, classify and organize information. Examines the relationships within the data.

NVivo uses a wide range of different research methods. These are methods such as organizational analysis, action or evidence-based research, interview analysis, grounded theory, ethnography, literature review. Nvivo program is used extensively when preparing a master's thesis, doctoral dissertation, article, statement and undergraduate graduation project, or in transferring the data collected through qualitative research in each period of academic life to the computer and performing qualitative data analysis suitable for the purposes of the research. You can take your research a step further by expanding NVivo's power with cloud-based modules. Collaboration on projects with researchers from around the world is possible with NVivo Collaboration Cloud. Larger organizations and teams working from a central location can benefit from NVivo Collaboration Server (Leech & Onwuegbuzie, 2011; Maher et al., 2018; de Paula et al., 2019).

Chapter 4

FINDINGS AND RESULTS

4.1 Determinants of Travel

As a result of in-depth interviews with disabled individuals who use wheelchairs and have holiday experience, the factors and determinants affecting their travel decisions and travel processes are grouped and classified under headings with keywords in line with their answers to the questions.

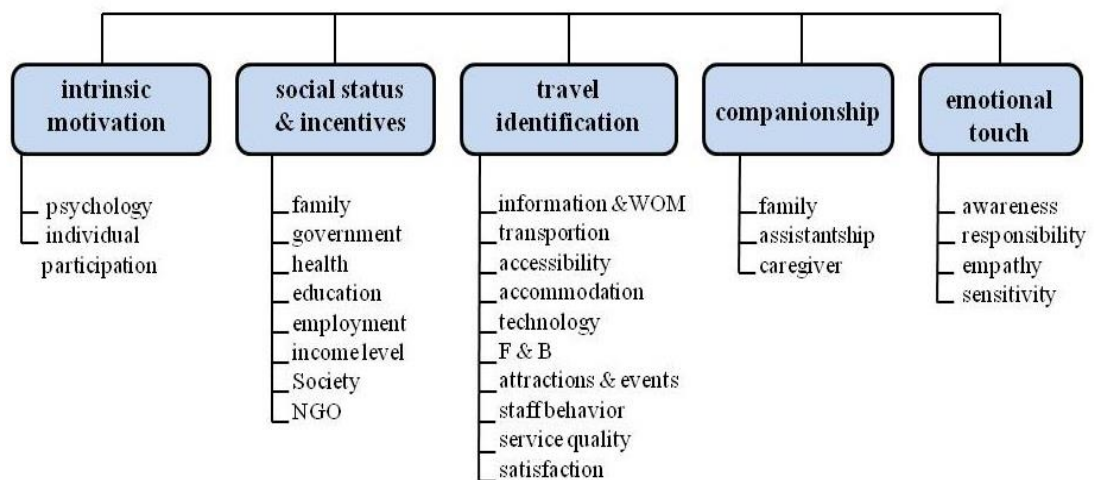


Figure 4.1: Determinants of Travel

4.1.1 Determinants of Travel

This list is as follows:

- 1- Intrinsic motivation: psychology and individual participation.
- 2- Social status and incentives: family, government, health and education, employment, income level, society, NGOs.

- 3- Travel identification: process and result relationship: information, technology, WOM, transportation, accessibility, accommodation, F&B, attraction, event, staff behavior, satisfaction.
- 4- Companionship: family or assistant / caregiver
- 5- Emotional touch: awareness, responsibility, empathy, sensitivity.

As a result of in-depth interviews with disabled individuals who use wheelchairs and have holiday experience, the factors and determinants affecting their travel decisions and travel processes are grouped and classified under headings with keywords in line with their answers to the questions.

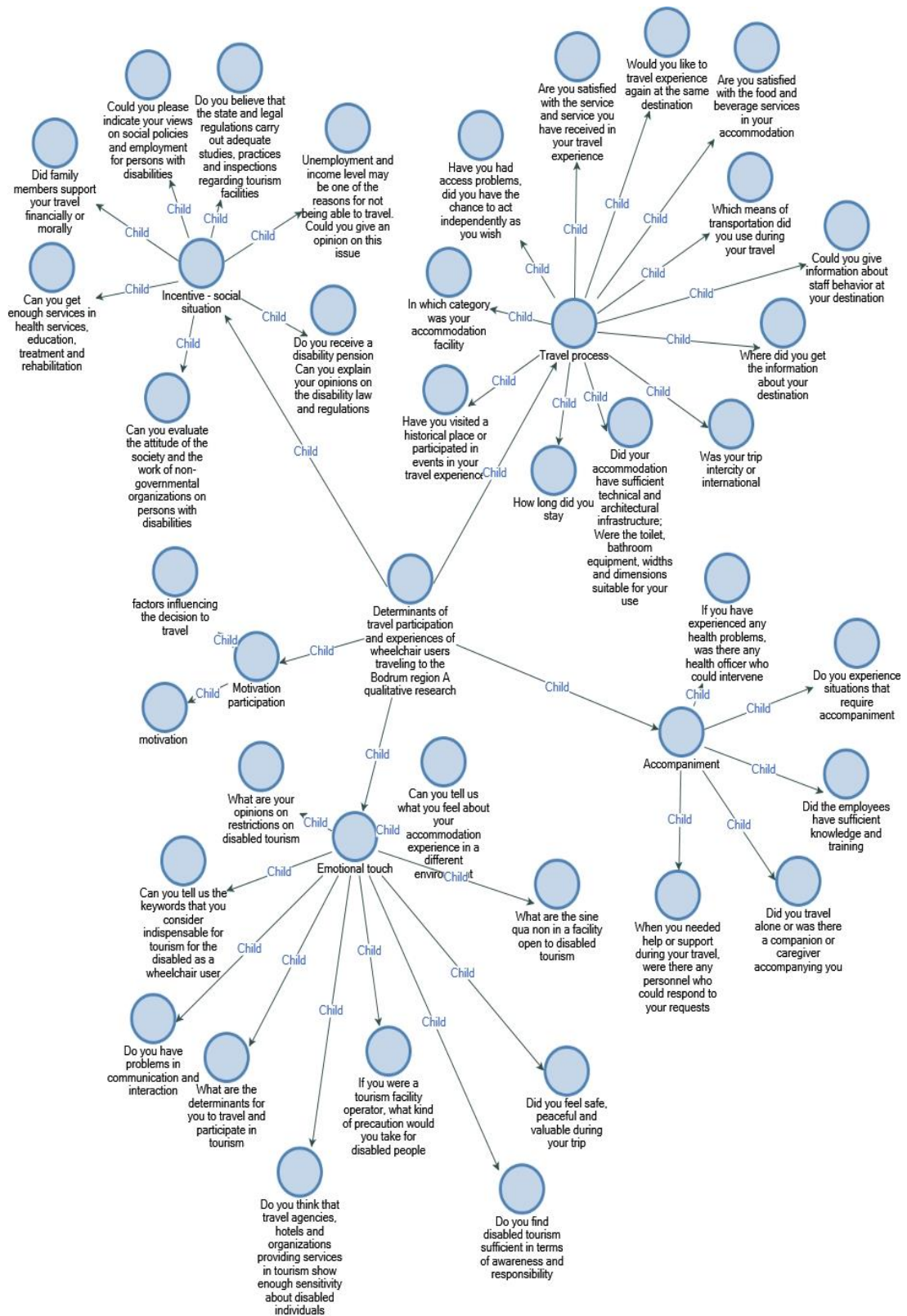


Figure 4.2: Determinants of Participation and Experiences of Wheelchair Users

39 different questions asked to the participants in the research were categorized in the light of the answers given (Figure 1).

4.1.2 Intrinsic Motivation and Participation

Individual participation is substantial for disabled individuals to participate in tourism activities. The person should be willing to travel and be psychologically ready for it. Motivation and determination are required to be a tourist. An individual who thinks that travel criteria are available also tries to improve their traveling skills.

Many scholars mentioned with multi-dimensional approach that the infrequent travel of people with disabilities is related to motivation and psychology which emphasized accessibility concerns and restricted possibilities (Chikuta, du Plessis, & Saayman, 2017; Cole et al., 2019).

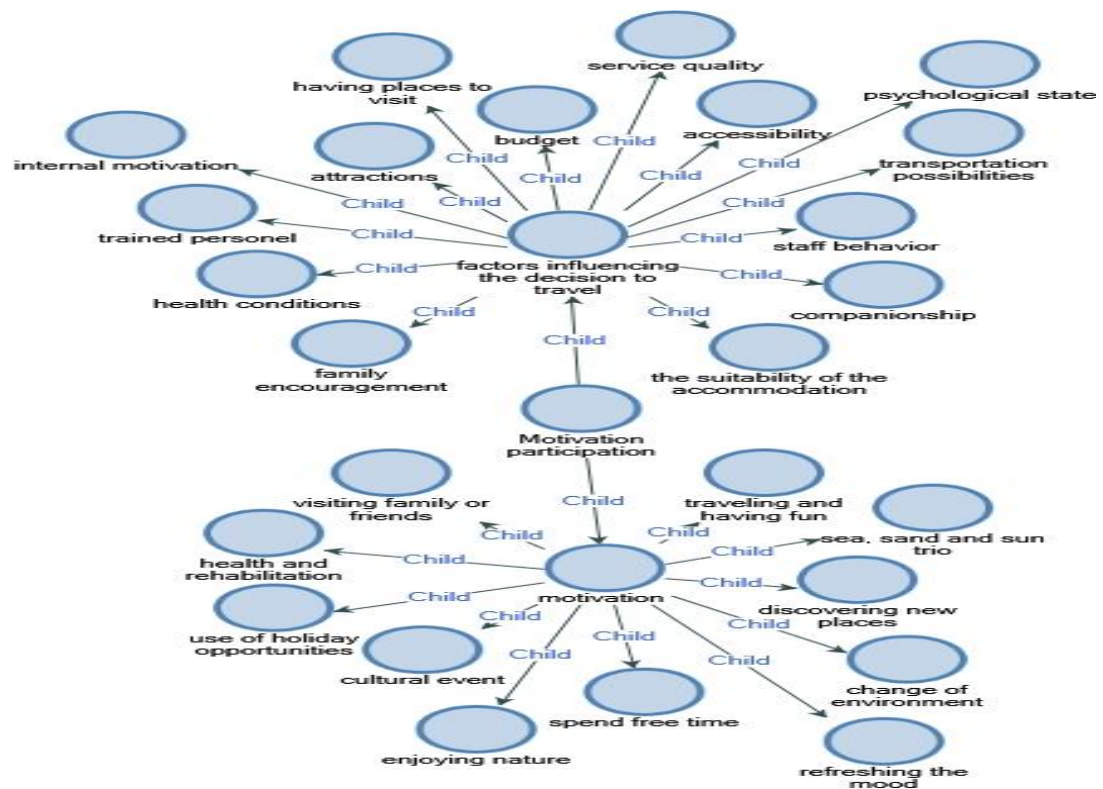


Figure 4.3: The Process of Motivation

4.1.2.1 The First Part of Questions

The first part of questions is as follows:

- 1) What is your motivation for your intention to become a tourist?
- 2) What are the main factors influencing your decision to travel?
- 3) According to what criteria did you choose your travel destination?
- 4) Do you have an effort to improve your ability to travel?

The answer given by a wheelchair user participant included in the study to one of the questions asked about travel participation is as follows:

"Like every human being, I always have the intention of participating in a trip where I can have activities such as swimming, sunbathing, visiting historical places, sightseeing and having fun, but in order to plan a vacation, you need a sufficient budget and most importantly, a strong psychological motivation to be ready for the difficulties you may encounter."

"I also have the right to go on vacation, swim and have fun. However, in order to go on vacation with a willing, passionate and enthusiastic mood, I need enough money in my pocket, the support of a family member with me and the level of responsiveness of my accommodation to my needs. Despite all this, my concerns about the behavior of people and staff and my past negative experiences are taking my feet back when it comes to going on vacation."

According to the results of the research, the participants stated that they decided to go on vacation with different motivations and variable psychology. Disabled travelers, who are generally inclined and willing to participate in the holiday, explained their low motivation and what affects their internal motivations that affect their decision-making processes.

Considering the anxiety, fear, prejudice, access, behaviors, technical needs and special expectations, the participants, who stated that they had a handicap that they would feel after going on vacation rather than going on vacation, drew attention to the psychological aspect of satisfaction with the vacation. The disabled travelers, who can access word of mouth and destination comments, get an idea before they go on

vacation; when the encouragement and support of family members is added to this, it becomes easier to take a vacation. Worried about surprises and access barriers at their destination, travelers with disabilities argued that the best holiday motivation would be an experience complete with a sense of satisfaction.

Figure 2 by analyzing the concept of motivation in depth; It is explained how the psychological state and intrinsic motivation of the disabled traveler are affected. The answers to the following questions about motivation were sought: for what reasons do they need to go on vacation; what are the main factors affecting their decision to take a vacation; how does the decision-making process for a holiday result as a result of intrinsic motivation and environmental effects; criteria for travel; main factors which effects travel decision.

4.1.3 Social Status and Incentives

This list is as follows:

- Family
- Government and laws
- Community and Non-Governmental Organizations (NGOs)
- Health and Rehabilitation Facilities
- Employment and Income Level
- Education

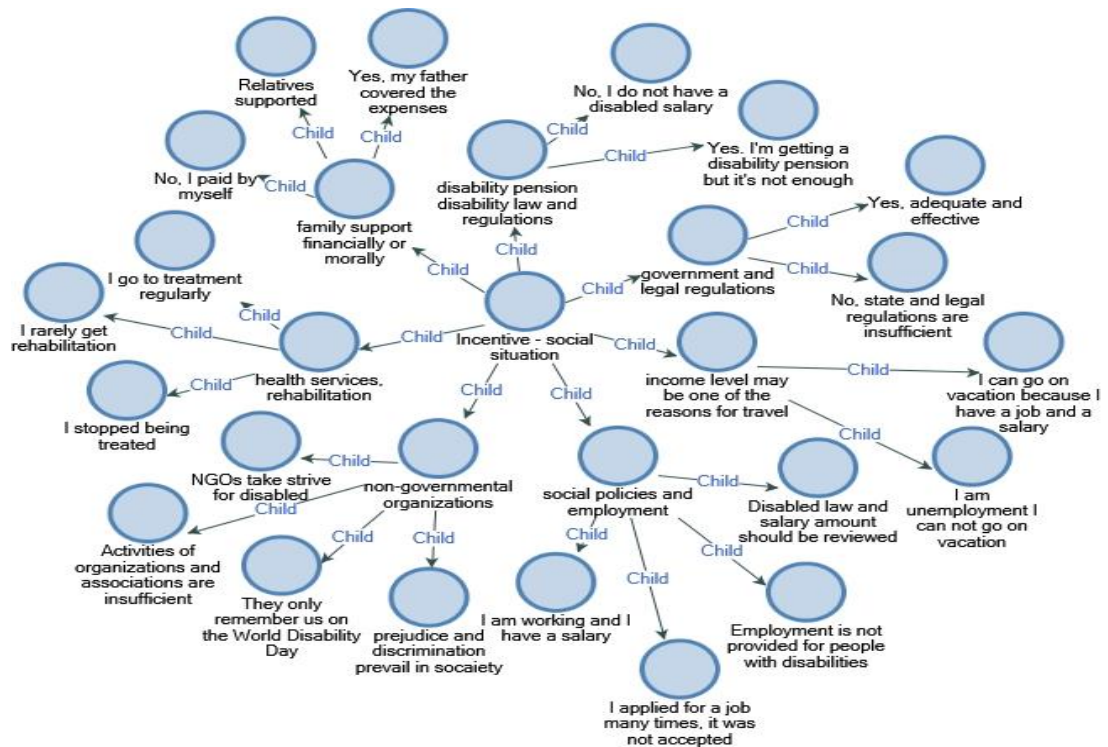


Figure 4.4: Social Status and Incentives

4.1.3.1 The Second Part of Questions

The second part of questions is as follows:

- 1) Did family members financially or morally support your travel?
- 2) Do you believe that the state and legal regulations carry out adequate studies, practices and inspections regarding tourism facilities?
- 3) Unemployment and income level may be one of the reasons for not being able to travel. Could you give an opinion on this subject?
- 4) Could you tell us your views on social policies and employment for the disabled?
- 5) Do you receive a disability pension? Can you explain your opinion on the disability law and regulations?
- 6) Can you get enough services in healthcare, education, treatment and rehabilitation?

- 7) Could you please evaluate the attitude of the society and the work of non-governmental organizations on persons with disabilities?

The answer given by a wheelchair user participant included in the study to one of the questions asked about social status and incentives is as follows:

"I have applied for a job many times but they have not made a return, they do not include disabled individuals in business life, and employers generally think that we will not be productive, but there are even those who think that we will affect the psychology of other employees negatively. In addition, it is a luxury for me to take a vacation while the state's disability pension is not even enough to meet my essential needs. There are laws and regulations regarding the disabled, but I think the extent of implementation is open to discussion."

As can be seen from the table, the social status of wheelchair users seriously affects the holiday processes. When the profiles of the participants are examined, it is seen that they are generally not married and their income levels are low. Wheelchair users, who need help many times even in their daily life, underlined the need for support during the holiday and the importance of companionship.

Underlining that their rights and freedoms are officially protected in terms of government and legal regulations, but they are insufficient in terms of implementation or supervision, wheelchair users openly expressed their criticisms and suggestions for solutions. Participants who answered that they generally do not continue the treatment visit rehabilitation centers less because they do not have the possibility to walk again. While some of the wheelchair users, who continue their education and training life without giving up, complain about unemployment, some of them stated that they are at the point they want in terms of career.

Emphasizing that the issue of employment and income level is a major factor in deciding on a vacation, the participants explained how communication and social interaction affect their motivation. There are various disruptive barriers that prevent effective communication from being established. Some of these are inconsistency, reluctance, inadequate listening, distrust, status, age and gender discrepancies, and other environmental factors. Some of the communication barriers may arise from the human psychology itself, social status, physical conditions, his beliefs and behaviors. The people generally hear what they want to hear, see they see what they want, they act selectively in communication, and the concept of awareness about disabled people comes into play at this point. Observing status differences and lack of trust, disbelief in the other party are important factors that prevent effective communication.

As can be seen from the figure, the social situation affects the rate of participation in the holiday; even disabled travelers who choose accommodation according to their income level drew attention to how the budget affects their satisfaction with the holiday. Disabled travelers who want to have quality living standards have frankly expressed the details about their social situation and underlined that the social situation is one of the determinants of the holiday.

4.1.4 Travel Identification

The travel organization of wheelchair users is divided into subheadings such as information retrieval, transportation, accommodation, F&B services, attractions, activities and visits to historical places, service quality and satisfaction. This list is as follows:

- Information – WOM – technology
- Transport and access opportunities

- The suitability of the accommodation and technological equipment
- F & B
- Visiting places, attractions and events
- Staff behavior
- Service quality and satisfaction

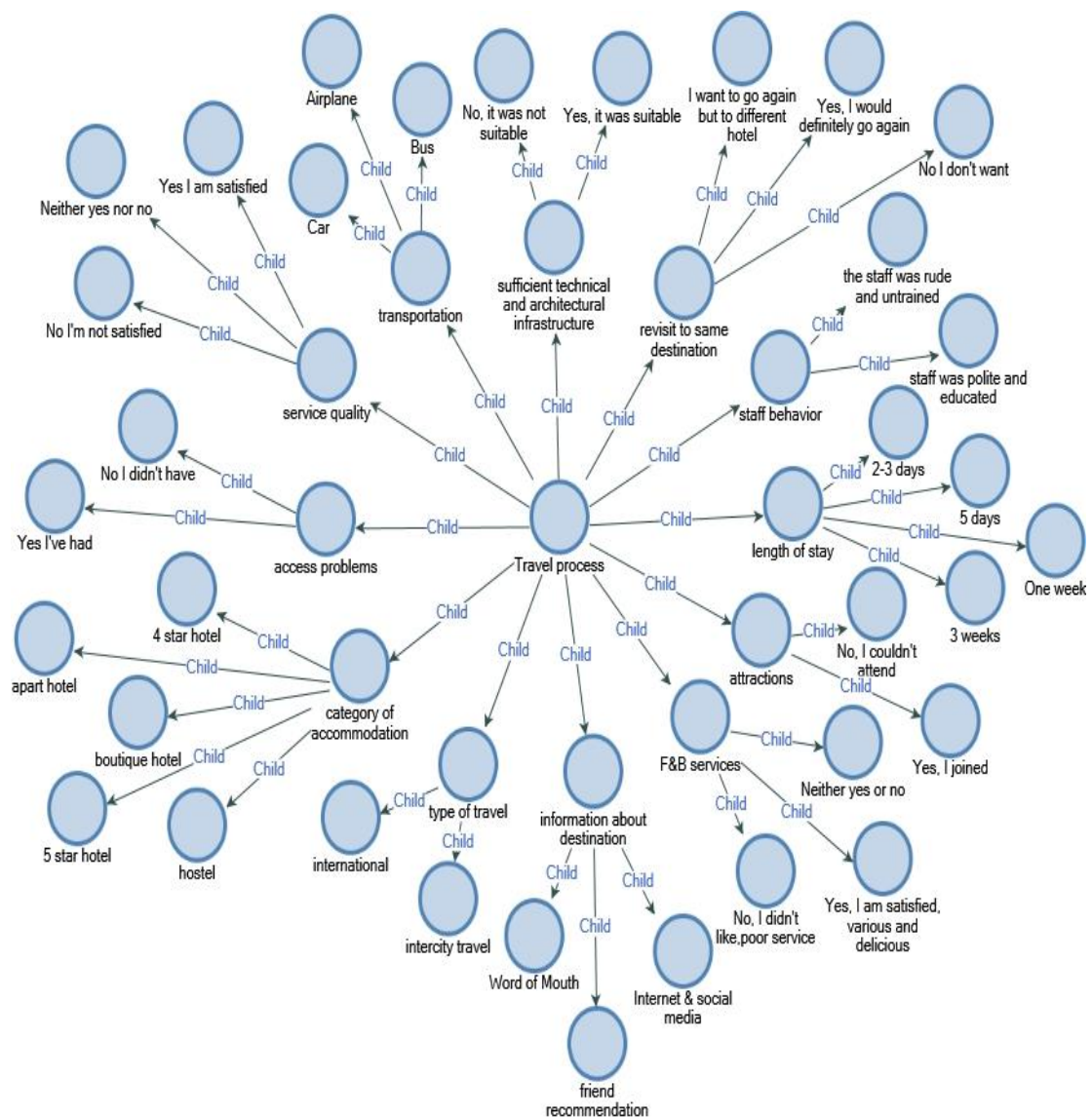


Figure 4.5: Travel Process

4.1.4.1 The Third Part of Questions

The third part of questions is as follows:

- 1) Where did you get information about your destination? Internet, media, friend advice, agency
- 2) How long did you stay?
- 3) What category was your accommodation facility in? 5 stars, hostel etc.?
- 4) Was your trip between cities or between countries?
- 5) Would you like to travel to the same destination again?
- 6) Which means of transportation did you use during your trip?
- 7) Have you had access problems? Did you have the chance to act independently as you wish?
- 8) Did your accommodation have sufficient technical and architectural infrastructure; were the toilet, bathroom equipment, widths and dimensions suitable for your use?
- 9) Are you satisfied with the food and beverage services in your accommodation?
- 10) Have you visited any historical place or participated in events in your travel experience?
- 11) Could you tell us about the staff behavior at your destination?
- 12) Are you satisfied with the service and service you have received in your travel experience?

The answer given by a wheelchair user participant included in the study to one of the questions asked about travel identification is as follows:

"Frankly, my travels start with great excitement and end with disappointment. I think that hotels are not prepared and supervised enough to serve individuals with wheelchair users. In the last hotel I stayed, we removed the door of the bathroom because my wheelchair could not fit, and we used this door as a ramp because I had an access problem at the entrance of the room. In addition, the hotel did not offer the services it exaggerated during the information and reservation phase, for example hotel staff were mostly part-time students I once felt a lot of pain in my body due to the wrong intervention of an employee who attempted to help me and I also ordered food in the room because I had chronic

illnesses, swallowing and speaking difficulties, but I did not get the service I expected."

Another answer given by a wheelchair user participant included in the study to one of the questions asked about travel identification is as follows:

"The hotel was a small hotel in its own right and I would have preferred a 5 star hotel if I had the chance to spend more. The technique and its architecture were not suitable for the disabled, I call the hotel and help me when I get information. They talked that the disabled tourists came before, they were satisfied, I guess I was deceived by these sentences. When I got into it, I observed that it was not the place that was promised, but now I said too late and tried to settle for what was. Food was good but not very diverse. I could not visit a historical place or attend events. This is not possible, but I always find something alternative, so if not at the hotel, I wander around the hotel and discover places. Of course, my companion who made me do this, I wouldn't be able to move outside the hotel without him and mingle with people. There were young people who made street music, for example, I had a pleasant night with them in a long march finale. It sounded sweeter than a very expensive concert ticket, their question and their kindly invitation."

Another answer given by a wheelchair user participant included in the study to one of the questions asked about staff behavior is as follows:

"The hotel employees are often untrained. Apart from a few professional employees, they usually employ students, I think it costs less, but of course, the highly educated ones are the 5-star ones."

Another answer given by a wheelchair user participant included in the study to one of the questions asked about suitability of accommodation is as follows:

"The hotel was not suitable for the disabled, the bathroom was not suitable for use, the entrance and exit were not suitable. Disabled toilet was not available in the common area. Since my wheelchair did not fit, we dismantled the bathroom door and placed the door as a ramp as there were a few steps at the main entrance of the room, so we removed the door to both enter and exit the bathroom and ramp to the main entrance."

We had come up with a solution ourselves, but of course when you look at the picture, it was a great disgrace in the name of disabled tourism."

Another answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility of accommodation is as follows:

"I have access problems, the most talked about obstacle for disabled individuals because there are obstacles even on the sidewalks, they zero our chances of moving freely without someone's help. We cannot act independently because there are barriers. They put big mushrooms on the sidewalks so that no vehicles can come out. Do we have ramps for us? Of course, these pavements do not exist. They think that if they have a disability, a relative is accompanying them anyway. But you must have a very laborious workforce to bring a wheelchair user even a step."

Another answer given by a wheelchair user participant included in the study to one of the questions asked about F&B is as follows:

"I am picky, I choose food, I mean I cannot eat everything, this is a troublesome situation, I was like this even when I was young, I even spat out in my infancy, when something I do not like, I was not satisfied with the food, I did not appeal to me sometimes I made special demands but they accepted it with a face and brought it late. Also, even though the food was delicious, the variety was scarce. Many disabled people also have difficulty speaking and swallowing, and sometimes need to be fed according to the list given by physiotherapists and doctors. At this point, I think it is important to diversify the food and beverage services during the accommodation process of disabled travelers and to integrate them with special needs."

Another answer given by a wheelchair user participant included in the study to one of the questions asked about transportation is as follows:

"Transportation and access is one of our biggest problems and the agenda. The flights and ticket prices are very expensive and staff are not trained and equipped. Also unfortunately, when designing hotels, they often focus on appearance and budget. We cannot participate in many activities and activities because ramps are incomplete or incorrect, stairs are too many and access is difficult, elevators cannot be used by wheelchairs because healthy individuals occupy and engage, even food and beverage service workers and cleaning staff use elevators more than customers."

The holiday process, which was examined in 7 different stages, was explained with different figures as a result of a wide and detailed inquiry.

Getting information; Transport; Accommodation place; Food and beverage services; Event and historical site visit; Staff behavior; Satisfaction and service quality.

Information and technology: Today, advantages such as the intensive use of social media and the internet, the convenience it provides in obtaining information, the opportunity to access, and the chance to review the comments make the work of vacationers easier. Travelers who intend to go on vacation start researching about their destination. The visual sharing for hearing impaired individuals; Access to correct information can be provided to individuals with disabilities through various options such as concerts or audible warnings for the visually impaired. The use of social media, shares and comments, which are very common today, provide great convenience in obtaining information about the destination.

However, there were criticisms from many participants that the destination was not as mentioned in the photos and comments; disappointed travelers with disabilities complained that the promised service and the experience did not match. Emphasizing that the devices and technological developments that can be used by disabled people should be followed closely by the sector, disabled travelers stated that the rate of getting information and responding to expectations about technology is low:

"The hotel room I stayed in had nothing to do with the photos I saw on the website before I went on vacation, I was surprised. I was very disappointed and I complained to the hotel about information pollution. As a result of exaggerated promotions and big promises, the services of the hotels we decided to stay in are not at all as promised."

Transportation and access: Wheelchair users, who generally use airplanes, buses or private vehicles as means of transportation, stated that they had troubled times during the boarding and landing stages. One participant, who stated that he felt pain in his body as a result of the careless behavior of the aircraft personnel or the wrong intervention due to lack of training, underlined the effects of the concerns about transportation and access on the decision of the disabled individuals to take a vacation. In the research, in which the importance of ramp, elevator, width, steps, dimensions and many other details for wheelchair users was emphasized, the participants drew attention to the regulations and improvements that the sector should make:

"We went to great lengths to reach the restaurant in the hotel we stayed in. We had a hard time trying to move forward with a wheelchair in a garden with bad ground. In addition, the ramp at the entrance of the restaurant was designed with a narrow and high slope."

"On the day we participated in historical site visits with a touristic group, I was sad to return without seeing many places. The entrances of historical places and ruins should be designed in accordance with disabled individuals. I am of the opinion that enough care is not given to people with disabilities about warning signs, signs, information signs and technical details like this."

Emphasizing that disabled people should walk around fearlessly without staying at home and voice their problems, the participant continued as follows:

"The biggest problem of physically disabled people is safe transportation and access. Unfortunately, we created our cities with a post-modern architectural understanding. In other words, this understanding has always shaped our cities through the visible. We experienced alienation. Writing in Braille on elevator doors or elevator numbers inside buildings does not solve the problem. I want to walk the streets freely, without bumping into anyone. I want to cross the lights freely. There are audible lights; you will pass when you hear the announcement, but that's not enough. Most of them don't. Some lights are not where they should be. We live in danger. While experiencing so many access and security barriers during the day, think about what could happen to us on vacation."

Food and beverage services: In disabled individuals; Problems such as refusing food, choosing food, vomiting after eating, eating below the need, not being able to swallow, pushing with the tongue, keeping food in the mouth for a long time are seen. Most of the disabled people; eats with help, vomits after eating, because there is a swallowing problem, food escapes into the trachea. Most of the data on eating and nutritional problems in the literature belong to children with neurological disorders, especially individuals with Cerebral Palsy (CP).

Nutritional problems and growth retardation were considered an untreatable part of disabled patients: Generally, the nutrition of individuals with disabilities is supplemented by adding a high-energy enteral to the existing diet or supplementing with additional foods. Correct and adequate nutrition is of great importance for individuals with disabilities in order to prolong their life span and increase their quality of life:

"The food in the accommodation was not of a quality that I could eat. I ate with room service by making individual orders, but my orders came late and were not prepared as I described. I sometimes have difficulty swallowing and speaking, which is reflected in my diet. I would like to benefit from the open buffet unlimitedly during the holidays, but I have individual limits in this regard. In terms of providing personalized service, large hotels need to expand their service area."

Visiting places, attractions and events: Accessibility to cultural heritage and museums, historical site tours, visits to ruins is a concept whose importance has been understood by tourism circles in recent years. With the implementation of legal regulations in countries, an increase has been observed in the participation of disabled people in holiday and travel organizations. Arrangements in tourist attractions and providing access to them are as important as the arrangements in the touristic facilities used by the disabled.

According to the World Tourism Organization (2005), the term "disabled person", because of the encounter in the environment, limits the relationship and especially physical, sensory and mental handicapped individuals who have special needs in other tourism services as well as during accommodation and travel, or other medical conditions that require special care. It includes all people in situations. The tourism sector needs to take measures to respond to the requests of disabled travelers to visit historical places and benefit from destination attractions:

"Although my holiday in Bodrum was enjoyable and fun, it was also challenging and grueling. In its narrow streets and famous bazaars, the stones on the ground and the paving stones in pieces were not suitable for wheelchair use. Although it looks very beautiful in appearance, these floors and inconvenient entrances, which can cause difficulties in use, are a nightmare for wheelchair users; attending concerts, exhibitions, parties and similar events; being able to visit historical places with easy access is the most natural right of disabled people, but it is a bitter truth that we are often deprived of these pleasures during the holiday period."

Staff behavior: Interacting with people with disabilities is an awkward and sometimes threatening experience for many people. This situation can create an attitude of avoidance. Training can be helpful in helping staff cope with this. Interacting with people with disabilities requires common sense and sensitivity. Good service attitudes such as active listening, service orientation, and results-oriented work work equally well with people with disabilities as they do with others:

"One of the biggest problems we experience during the holiday is staff behavior. They are in a strange confusion between showing excessive interest and averting their gaze. I think that a trained and professional team will have no difficulty in addressing disabled tourists. I was exposed to the negative behavior of the staff many times during my travel on the plane and at the hotel."

Service quality and satisfaction: The concept of quality is a perception that varies from person to person. The satisfaction can only be possible with the ability of the person to respond to their demands:

"The hotel we stayed in had a survey on service quality and satisfaction. There was a questionnaire on the table in the room with items for us to evaluate out of 5. To be honest, I gave it three points. The only thing I was satisfied with was the hotel's food and activities. Room and other conditions were not suitable for me. "

4.1.5 Accompaniment and Assistantship

This list is as follows:

- Companion family member or caregiver.
- Travel agency and Tour guides.
- Health personnel.

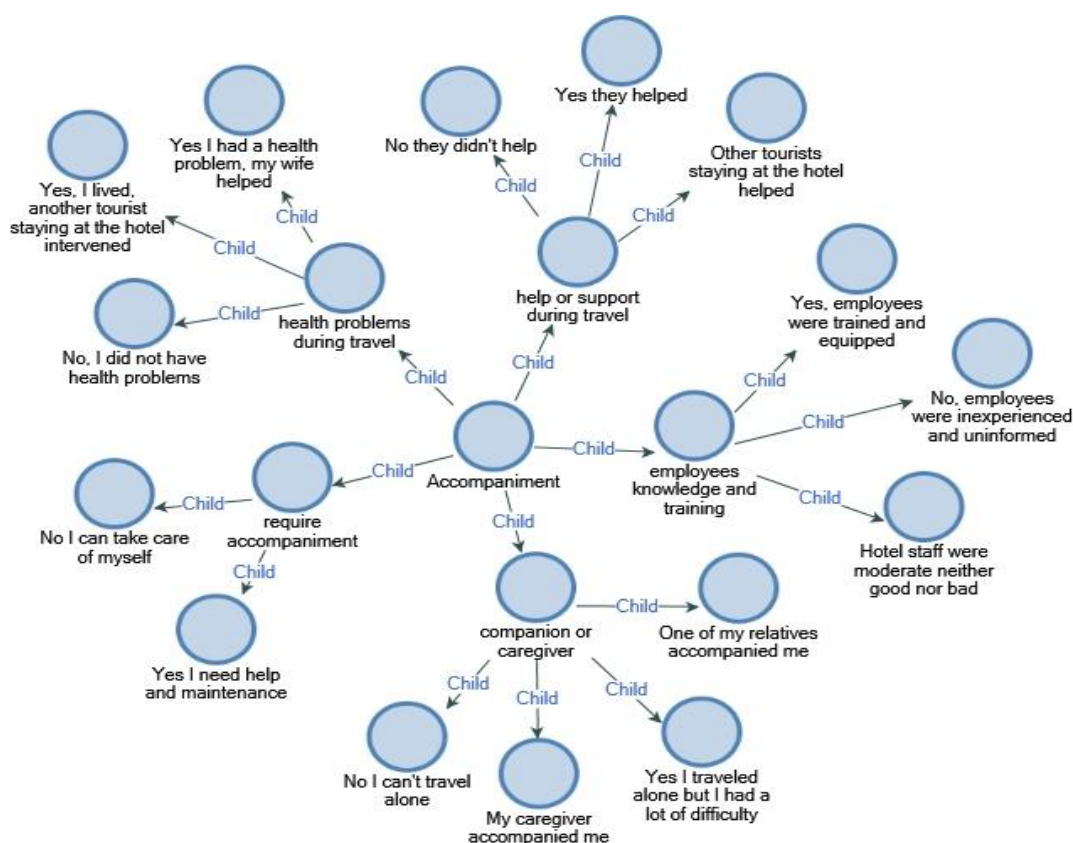


Figure 4.6: Accompaniment

4.1.5.1 The Fourth Part of Questions

The fourth part of questions is as follows:

- 1) Did you travel alone or was there a companion or caregiver accompanying you?
- 2) Do you have situations that require accompaniment?
- 3) When you needed help or support during your travel, were there any personnel available to respond to your requests?
- 4) Did the employees have sufficient knowledge and training?
- 5) Did you experience any health problems, was there any health officer who could intervene?

The answer given by a wheelchair user participant included in the study to one of the questions asked about companion is as follows:

"I think that the only condition for having an enjoyable holiday that I will be pleased with as a wheelchair user is the companion issue. When I needed something during my holidays with my family members, they came to my aid and tried to fulfill my requests but I had a hard time when I was on vacation alone. After all, in the name of responsiveness, hotels are blocked at some point and I believe that this problem may be solved if healthcare professionals or special education specialists are included in the hotel staff. This both provides employment for them and strengthens the possibility of people with disabilities to stay in tourism facilities. There are many people with disabilities who do not go on vacation because they cannot pay for their private nursing staff or because family members cannot accompany the travel. "

4.1.6 Emotional Touch

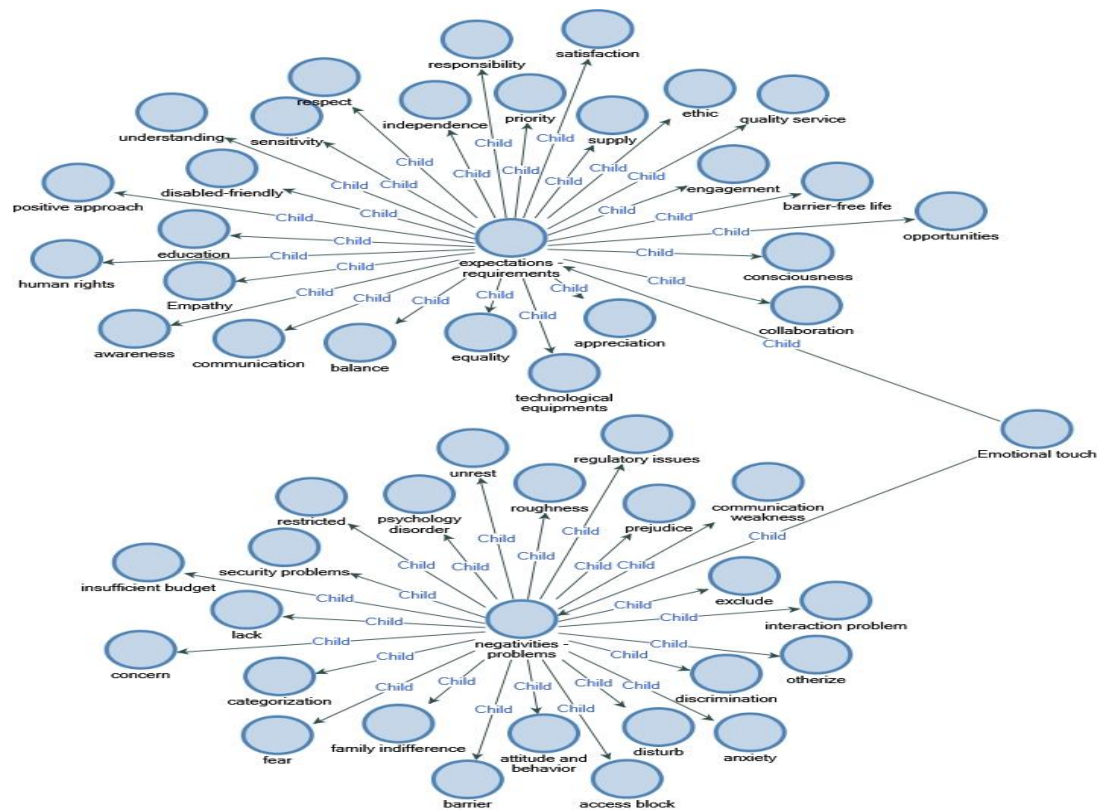


Figure 4.7: Emotional Touch

4.1.6.1 The Fifth part of Questions

The fifth part of questions is as follows:

- 1) Do you have problems in communication and interaction?
- 2) Do you find disabled tourism sufficient in terms of awareness - sensitivity - responsibility?
- 3) What are the sine qua non in a facility open to disabled tourism?
- 4) Did you feel safe, peaceful and valuable during your trip?
- 5) If you were a tourism facility operator, what kind of precaution would you take for people with disabilities?
- 6) Do you think that travel agencies, hotels and organizations providing services in tourism show enough sensitivity to people with disabilities?
- 7) What are the determinants for you to travel and participate in tourism?

- 8) Could you tell us what you feel about your accommodation experience in a different environment?
- 9) If you were doing this interview, what question would you ask or what would you like to be asked?

The answer given by a wheelchair user participant included in the study to one of the questions asked about emotional touch is as follows:

"In my opinion, society is insensitive and unconscious about disabled individuals. They usually approach us with pity and we are marginalized. Because of discrimination and prejudice, many disabled individuals are afraid to go out, let alone go on vacation. I hope that he will adopt a more mindful approach, considering the possibility that one day everyone may experience obstacles. The barriers we face huge barriers not only in access, but also in minds, attitudes and behavior. We don't demand anything impossible. We want them to touch our hearts and respect us with sensitive touches that include responsibility and awareness. In order for us to participate in tourism or other activities and to enjoy rights and freedoms equally as other people, abstract concepts should be given more importance."

Another answer given by a wheelchair user participant included in the study to one of the questions asked about emotional touch is as follows:

"Being disabled is hard in our country, but getting blocked is even more difficult. Apart from our current barrier, we have many problems legally, in practice, in terms of behavior and approach. We have rights and freedoms legally, but there is no enforcement or control. There are many shortcomings in tourism, let alone hotels, even a restaurant we go to during the day. The approach is very important. It is important that the person who will welcome and serve even the disabled behave consciously. Perhaps it is necessary to include professional employees in the team. It also needs to have a sensitive point of view, a facility that can respond to our expectations should have the ability to empathize. It should provide the use of the building in terms of technological and architectural aspects in terms of compliance with the disabled."

Another answer given by a wheelchair user participant included in the study to one of the questions asked about emotional touch is as follows:

"I hope that a meeting you have made shed light on tourism and guided the measures to be taken for the applications that need to be done. Our biggest problem is that I cannot understand, they do not show empathy, people may become disabled themselves one day, and every individual is a candidate for being disabled, they forget this fact. The truth of life is unclear when it will be completely lost. Life will be easier for all of us if they move away from prejudice a little and treat them with understanding, respectfully. We want to be noticed, not ignored; we want to be individuals who live our rights and freedoms and receive the same service, not to be marginalized. Our biggest problem with special needs individuals is the stereotyped obstacles in the thoughts in their minds. Prejudiced behaviors. Othering attitudes that mix compassion and pity. Everybody should know that the real obstacle is mentality in the minds. You can even browse the websites of America and European countries about the holidays of disabled people, you can examine everything in detail. On the page they designed, there are clearly written comments under each facility and facility, which is where you will go, what the price is, everything up to cm in the hotel room. People with disabilities and their relatives have experienced it and added to the comments what they experienced with all their reality. This is what others call listening learning or friend advice is very important in the decision-making process. Our whole life walks on the internet. We can also read the comments on the internet and get ideas and it can be easier for us to make a decision. I wish they made the website mandatory for every hotel and if there were comments on these sites, we could clearly see the comments in these areas."

Another answer given by a wheelchair user participant included in the study to one of the questions asked about emotional touch is as follows:

"It's not my physical deficiencies that hold me back; the attitudes and behaviors of people towards people with disabilities. We have rights guaranteed by law. Yeah, but I think it is open to debate how much it is applied, people should stop discriminating and excluding people with disabilities. We want to have equal rights and freedoms like everyone else, and live in peace and security in society. We want our families, society and our immediate environment to be treated with more respect and understanding and we already have a sensitive nature due to our physical disabilities and we are very fragile very emotional people. When people's insensitive and irresponsible behaviors are added to this, life becomes difficult for us. We also want to participate in activities such as tourism, sports, culture and art. But let alone going on vacation, we are in a state of unease and restlessness even when leaving the house. "

4.2 The Importance of Accessible Design and History of Universal Design

Barrier-free design concept; It forms the basis of concepts such as accessible design, adaptive design, design for all, and universal design, and means creating an environment that will enable each individual in the society to live at an equal level of prosperity. Since individuals with disabilities due to certain organs, birth defects or subsequent traffic and occupational accidents and diseases cannot assume the functions of normal people, these people have to live differently from other people and continue their lives with a disability (Persson et al., 2015; Abramova, Antonova & Gurarii, 2020; Chia-Hsin, 2020).

People who have lost their physical, mental, spiritual, social or emotional abilities temporarily or permanently for various reasons are referred to as disabled. In addition, considering that the needs differ in different stages of the life process, it is seen that the user dimension should be considered in a multifaceted way. In this context, it is important to use developing technology and information, to use opportunities with a disability-friendly approach, to adapt and increase the use of new applications and devices (World Health Organization).

The conceptual structure of an approach to ensure the use of the environment and various products by all kinds of individuals with equal opportunities was formed in the mid-1980s, and such approaches known by many different names such as "universal design" and "design for all" gained validity in various countries of the world. Universal design concept; It is an approach that aims to design products and spaces that can appeal to as many people as possible. This approach; It covers the activities of making

arrangements where the design of spaces, objects, information, and the widest possible human spectrum can be used in every possible situation, without a special and discriminatory approach. The purpose of universal design and accessibility concepts is to make the space useful in the most rational way in order to facilitate the lives of all individuals by making the environment available to more people, to facilitate access and to realize this design at least or without any additional cost (Korsunskaya, Zhigunova & Sokolova, 2017; Rogers-Shaw, Carr-Chellman & Choi, 2018; Ab Rahman et al., 2018).

Turkey due to the large number of obstacles encountered and the lack of physical arrangements are limited relationship with the built environment of people with disabilities they also relate to the environment with the help of another individual or by acting with difficulty on their own (Meshur, 2013). It is important to make initiatives that facilitate the lives of people with disabilities with projects that comply with universal design principles, and to make the necessary intervention in order to have equal rights and freedoms (Aslaksen et al., 1997).

Accessibility is an important concept that appeals to all individuals and facilitates participation in social life that enables the formation of universal design to come together. Accessibility is a concept that is seen as the key to sustainable development, increases the quality of life and aims to make the urban environment more livable. The accessibility and universal design are interrelated. Universal Design is a concept that makes the user important and its approach includes not only people with disabilities but all people. The main purpose in universal design is to ensure that the space fits people, not the people to fit the space. It is a design approach that provides a holistic approach that enables all products and environments to be used by everyone regardless

Word clouds are an excellent tool for visualizing unstructured text data and gaining insight into trends and patterns, and have been used a lot in research in recent years.



Figure 4.9: The Word Cloud of Motivation

In the figure, there are keywords that represent the answers given to the questions about the concept of motivation. While internal psychology affects decision-making motivation, environmental factors also affect individuals' decision-making.

The concept of motivation should be widely evaluated for individuals who go on vacation for different reasons such as traveling, resting, exploring new places, sports, education, health, entertainment. Experts and psychologists emphasize that each individual's expectations from the holiday, the method of stress relief or the way of resting are different. For this reason, the holiday expectation should be appropriate and meaningful. Another factor that prevents reaching the targeted rest during the holiday process is the definitions we impose on the holiday in our minds. Vacation can also be considered as a forward-looking preparation process. The rested body and mind will be motivated to make new plans and set new goals. Problems experienced in terms of both family and social functionality can be re-evaluated and plans can be made for possible solutions.

Although it is not desirable to think about the problems during the holiday, the holiday can be a good process in order to get away from the environment where the problems are experienced and to make more appropriate decisions from the outside.



Figure 4.10: The Word Cloud of Social Status

The figure symbolizes how the social status of wheelchair users participating in the research affects their holiday motivations and their tendency to participate in the holiday. It explains that social status determinants such as marital status, gender, age, job status, income level are the criteria for determining the holiday of the disabled person.



The figure summarizes the terms used in the holiday process and represents the most repeated words by wheelchair users participating in the research. The definition of the stages of the holiday process, which includes sub-headings such as transportation, accommodation, personnel behavior, historical site visit, architectural infrastructure, technological equipment, service quality, food and beverage services, satisfaction is summarized in the figure.



Figure 4.12: The Word Cloud of Assistantship

The figure presents the tendency of wheelchair users to go on vacation alone or with the help of a companion. While some participants in the study stated that they like to travel alone, it is observed that they mostly prefer to travel with a companion or family member. The wheelchair user, who needs help in many issues, stated that they need a helper to accompany them in order to have a peaceful, comfortable and happy holiday. While individuals with strong financial means make their lives easier by hiring a caregiver or assistant; There are also disabled travelers who prefer to be accompanied by family members, preferably or due to limited opportunities.



Figure 4.13: The Word Cloud of Emotional Touch

The figure presents the words that wheelchair users emphasize the most in their responses to issues such as sensitivity, behaviors, responsibility, awareness, respect, communication and interaction. By taking into consideration the fact that people with disabilities are feeling tourism experiences as well, abolishing the physical and attitude barriers represents a challenge for all stakeholders. While disabled people experience difficulties in many aspects of their daily lives due to their physical conditions, it is our human duty to make life more livable for them by providing psychological support and even trying to help them. Unfortunately, disabled people say that they complain about the behaviors they are exposed to in terms of discrimination and exclusion, and even the strange looks that look with pity.

The fact that awareness projects or public service announcements are made only during the week of the disabled, and that the necessary attention and respect is not shown to the disabled people at other times is an indication of the lack of sensitivity in this regard. Every individual should live knowing that there is a possibility of being disabled one day and should take the responsibility for a life without disabilities.

4.4 NVivo Coding Analysis and Query

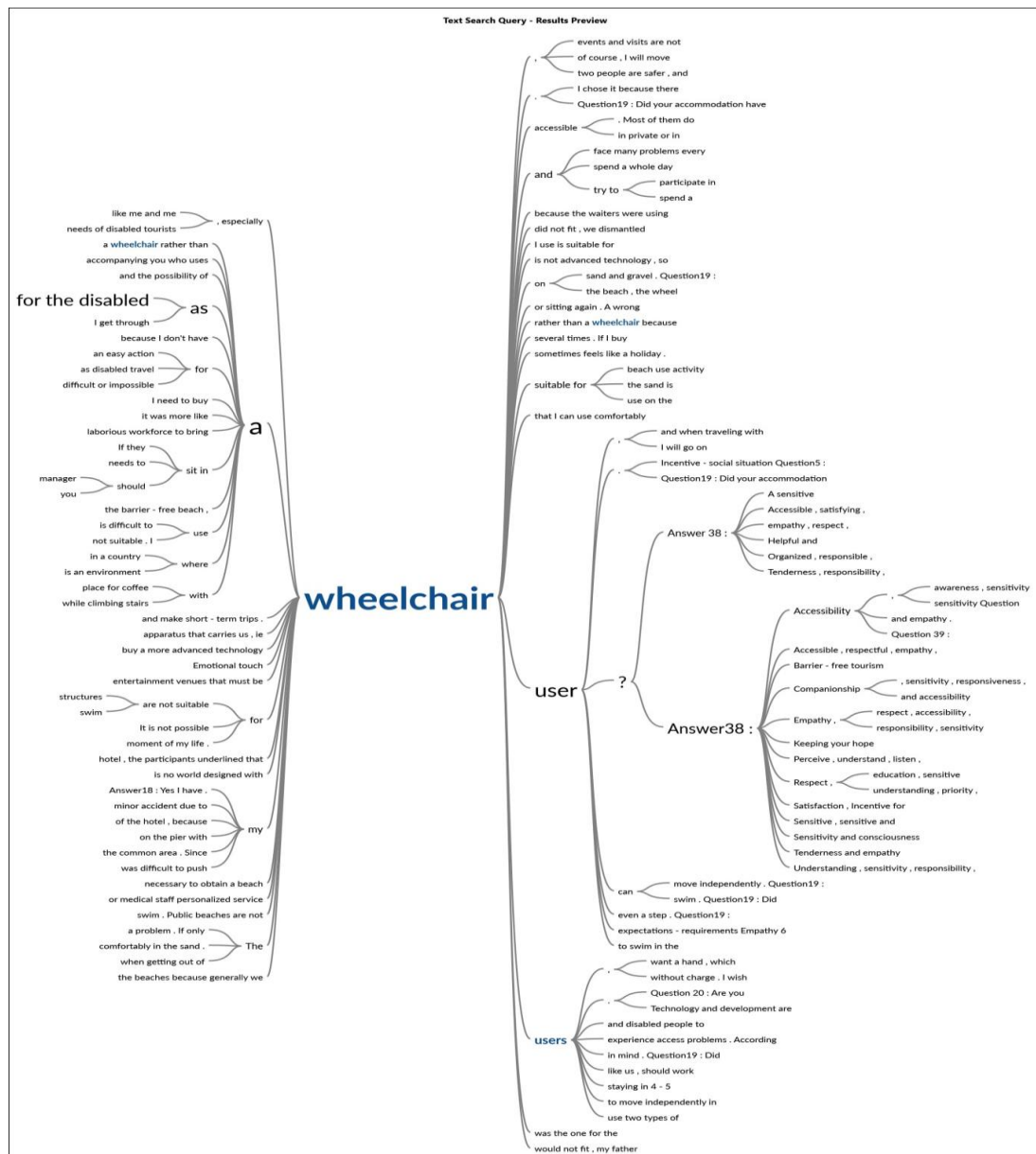


Figure 4.14: The Text Query Analysis NVivo for Wheelchair User

NVivo helps to analyze relationships according to key words such as text query that explains the data refer more information and define the spread coding options.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"If you are not a wheelchair user, it is very difficult to understand the difficulties experienced by wheelchair users and the obstacles they face. If you are a wheelchair user, you should always have an extraordinary and unpredictable patience and be prepared. Since we use wheelchairs, eye level is low compared to non-users, we sometimes need to shout to attract attention; it can be in shops, markets, public transport, stops and any public place in the surrounding area. We face serious problems in access and awareness many times every day."

Another answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"We want our individual to be remembered and our place in society not to be forgotten. We want to be noticed, not excluded. Instead of ignoring, we want them to be sensitive and do something for us. Social barriers added to our biggest problem, our physical handicap, are having trouble communicating. Anyway, when our fears are big enough, and our negative experiences are added, we withdraw. We have no place in business and social life, you had a meeting with me about tourism, but there is no facility that can meet my expectations from the concept of disabled tourism. While we have all these problems, we also experience an access barrier. Buildings, sidewalks, public places, public transportation vehicles, buildings serving tourism are experiencing access barriers in many places. We already have low internal motivation and psychological problems. When the technical infrastructure deficiencies are added to it, life becomes difficult for us. We want to experience equal opportunities with everyone in a life designed without barriers."

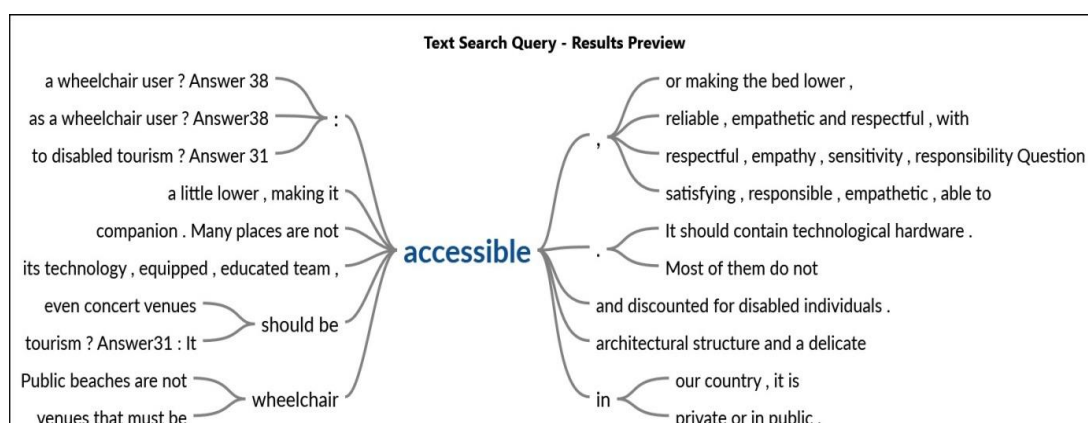


Figure 4.15: The Text Query Analysis NVivo for Accessible

Optional coding helps focus key words more and that amount of coding spread around the search word: A word cloud was obtained by organizing keywords and highly

repetitive words in Nvivo program. However in the light of this word cloud obtained; a separate coding process has been made for the words that are very repeated and constitute the main theme of the study. This qualitative techniques coding is the process of gathering material by topicwork with text in documents, PDFs and use simple text and coding queries and isualize your data using charts and diagrams for organizing, analyzing.

As can be seen from the results and figures, the analysis of the data collected with this method was strengthened and more information was obtained. The responses to the questions asked by this method are shown in themselves and with each other.

When the analysis of the answers received in the interviews with the participants according to the keywords is examined, the relationship of the questions and the answers received with each other is revealed. In other words, keywords are expanded with this method. Looking at figure 10, it is seen that the accessibility problem is related to the 31st and 38th questions.

When the details about the concept of accessibility were examined, the participants stated that the biggest accessibility problem was in architectural infrastructures and beaches meanwhile as understood from the analysis, people's insensitivity was mentioned; Many problems such as the lack of use of technology, the lack of necessary tools and equipment, the difficulties experienced by wheelchair users in public areas, lack of empathy or even respect and priority are detailed. The figure is a detailed explanation and summary of the questions and answers related to the concept of accessibility.

Many qualitative researchers are interested in evaluating, interpreting and explaining social phenomena. They analyze data from interviews, focus group transcripts, field notes, web pages and journal articles. NVivo doesn't favor a particular methodology. It is designed to facilitate common qualitative techniques for organizing, analyzing and sharing data.

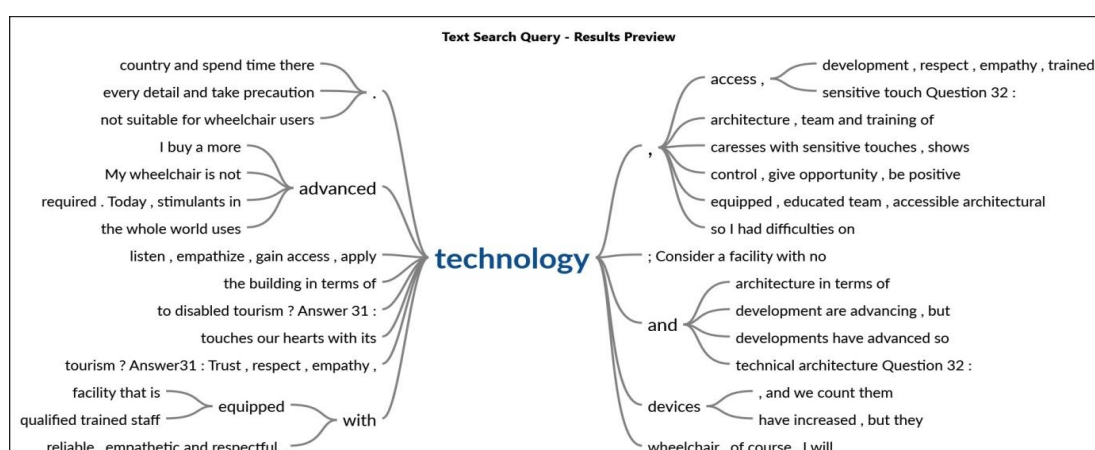


Figure 4.16: The Text Query Analysis NVivo for Technology

The figure explains the summary of the answers given about the concept of technology and its relationship with the keywords. When the answers of the participants are examined, it is concluded that technological devices and equipment are not sufficiently utilized. Technological barrier-free products provide support for physically disabled or inpatients to lead an independent life. It enables them to do their needs freely without being dependent on others.

Most of the participants answered the question 'What are the essentials in a facility open to disabled tourism' that the technological equipment in the touristic places is insufficient:

"First of all, the hotels are far behind in terms of technical equipment, all of the ramps and widths should be examined and adapted to us. For example, audio or visual warning devices have been developed. European countries apply it,

but we don't have it either. Another issue is that I had a sudden health problem, no one helped. We ended up in the hospital again. There should be health personnel serving disabled people in hotels, and this also provides job opportunities for them. The lack of technical equipment and trained personnel is a disadvantage for an establishment that provides tourism services. I do not want to stay in the same place again. Also, there were no warning signs in the garden of the hotel. There was no voice control device in his elevator. Now there are smart products and techniques called smart and these are open to be integrated into tourism. Unfortunately, I do not think that the organizations providing tourism and hotel services are sufficient in the use of technology."

When the answers given by the participants are examined, it is among the expectations of disabled travelers that technological devices and products are integrated into the holiday. Every day, a new one is added to the innovations in the rapidly developing and globalizing world technology field. There are many technological products that can be used in the tourism sector and the provision of these services to holidaymakers will provide a great competitive advantage in the tourism market. There are many technologies and applications designed to help people with disabilities around the world (WHO). Developed by engineers in Turkey and awarded even in the USA, WeWalk Smart Cane was selected as one of the best inventions of 2019 by Times Magazine.

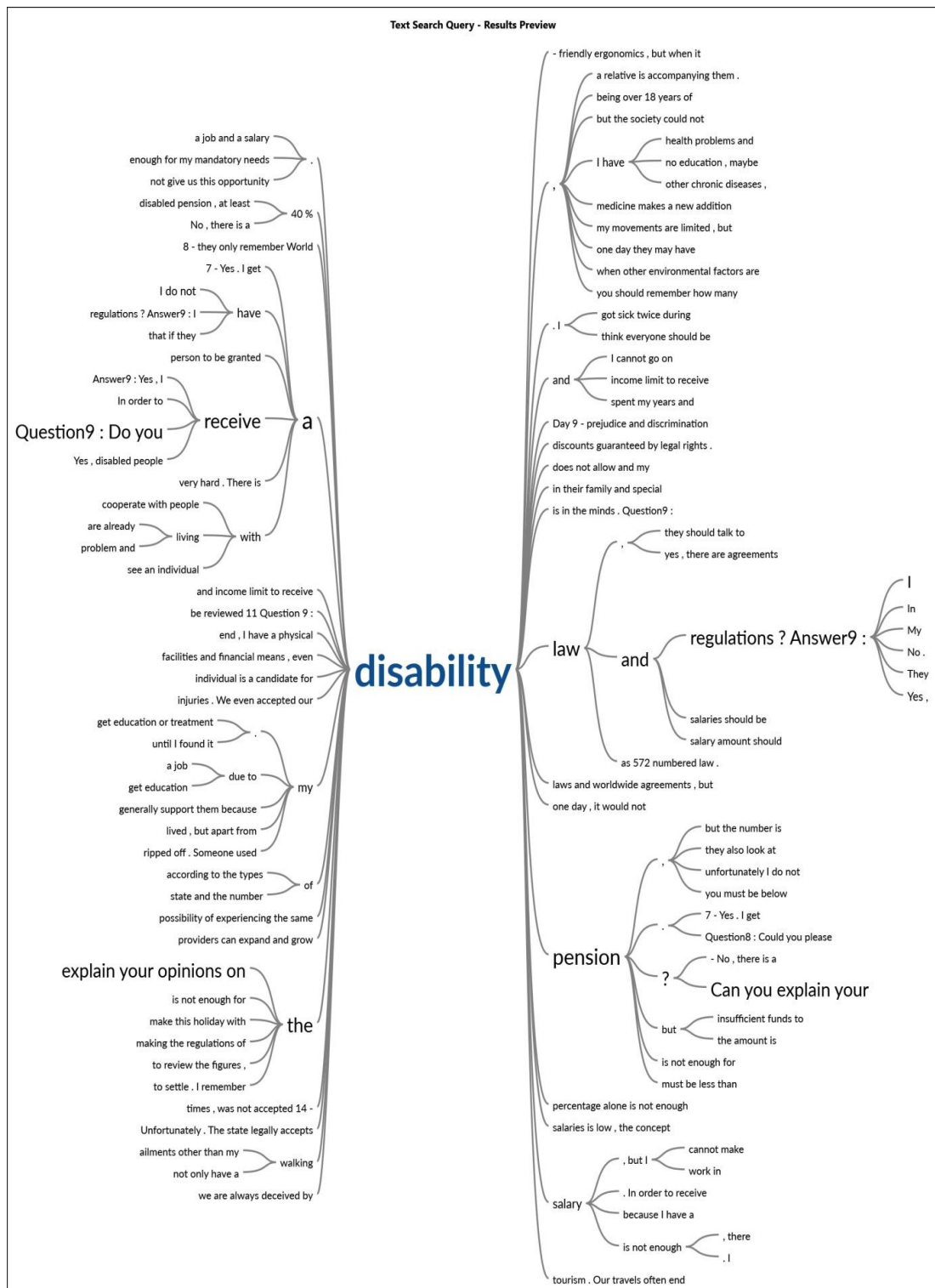


Figure 4.17: The Text Query Analysis NVivo for Disability

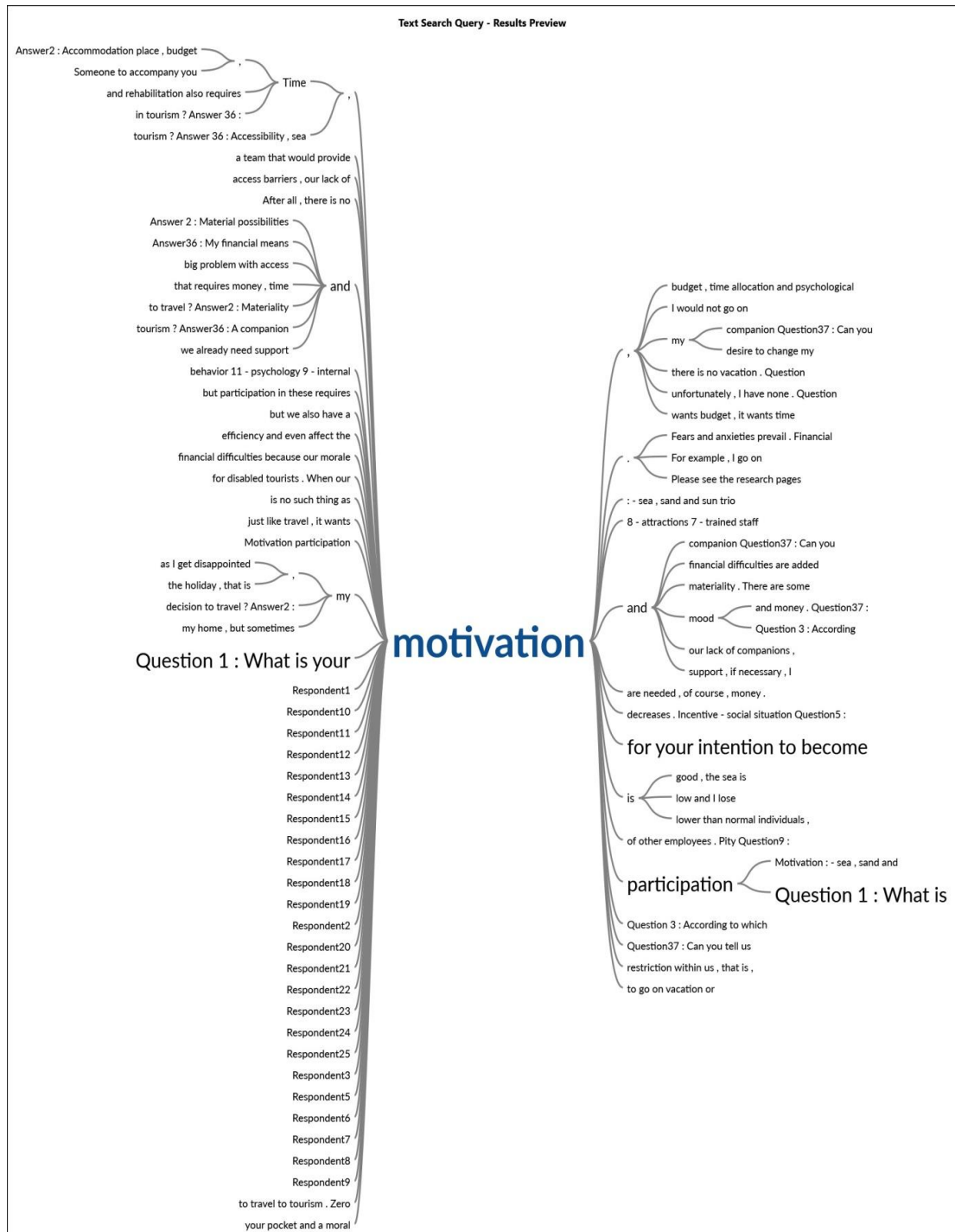


Figure 4.18: The Text Query Analysis NVivo for Motivation

The figure symbolizes the tourism motivations of the participants in the research. Wheelchair users who participate in tourism activities for various reasons such as traveling, having fun, exploring new places, visiting family, participating in sports activities stated that their social status and companion support affect their holiday

motivation. The participants, who stated that they were willing to go on vacation if the criteria such as family support, having sufficient budget, and suitability of the destination were fulfilled, emphasized that one of the most important factors affecting their motivation was the issue of companions who would accompany them during their vacation.

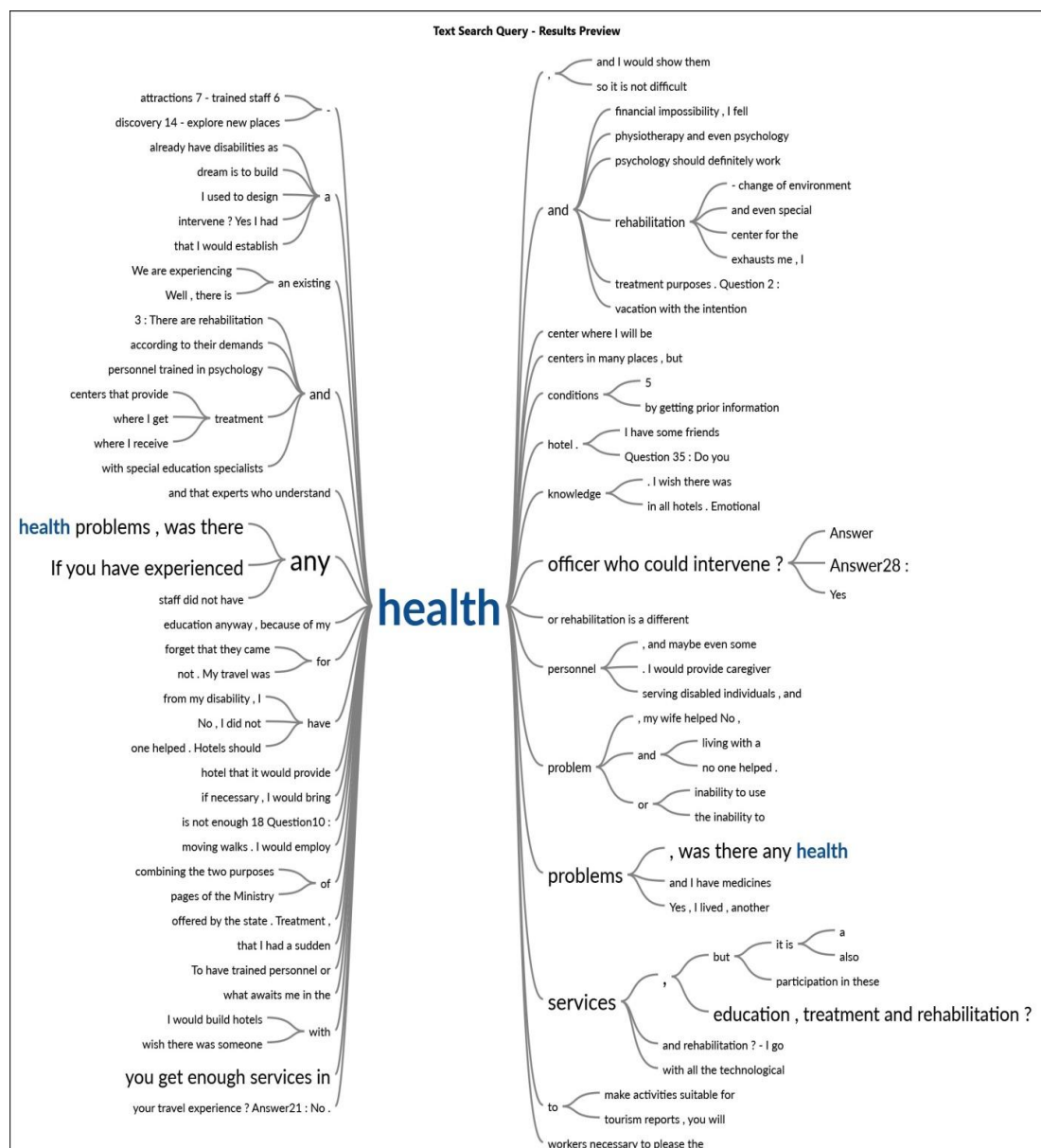


Figure 4.19: The Text Query Analysis NVivo for Health

The answers from this figure 14, which is the analysis of the problems experienced by disabled people in health-related issues, show that; since many wheelchair users do not believe in the possibility of walking again, they also do not benefit from treatment and rehabilitation services due to limited economic opportunities. However, wheelchair users emphasized not only their personal problems but also the difficulties experienced by all disabled people. The main problems are as follows:

- Health institutions are insufficient for many needs of the disabled. Health institutions are remote places.
- Road problems related to the transportation of disabled people.
- Not being able to use sign language in many places and lack of expertise.
- Giving the medicines and consumables used by the disabled people on a monthly basis and keeping the disabled people in the hospitals every month.
- Health problems caused by the old and poor quality of the consumables (wheelchairs, walking devices, prostheses, hearing aids) used by both mentally handicapped and physically, visually and hearing impaired individuals.
- Not giving priority in hospitals and health centers. Disabled people are faced with various psychological and physical difficulties.
- Inadequate, indifferent and uninformed health personnel regarding the disabled.
- It is a major health problem for individuals with psychological disorders and mental disabilities to not provide sufficient information about the treatment process of the disabled individual even in the simplest treatment processes, and to be approached with the logic of not understanding, even if the disabled are not informed in vital decisions.

- Inadequate communication between hospital staff, healthcare personnel, nurses and doctors with disabled individuals, as a result of their inability to fully understand them, leads to health problems.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"I got sick a few times during my vacation and needed help, the hotel staff showed the necessary attention, but I have a problem with swallowing and speech difficulties so i had some difficulties. Hotels must have professional health personnel. There were times in the past when I traveled for rehabilitation or treatment purposes but I stopped treatment because I was not making progress and I was experiencing financial difficulties. I receive disability pension but it is not enough and we have a more expensive life than people without disabilities. If you look at the prices of the hotels for the disabled rooms, you can observe that there are higher numbers. I have more problems with people's mental health than I have health problems. I think that attitudes, measures, solutions and practices regarding disabled people are open to discussion."

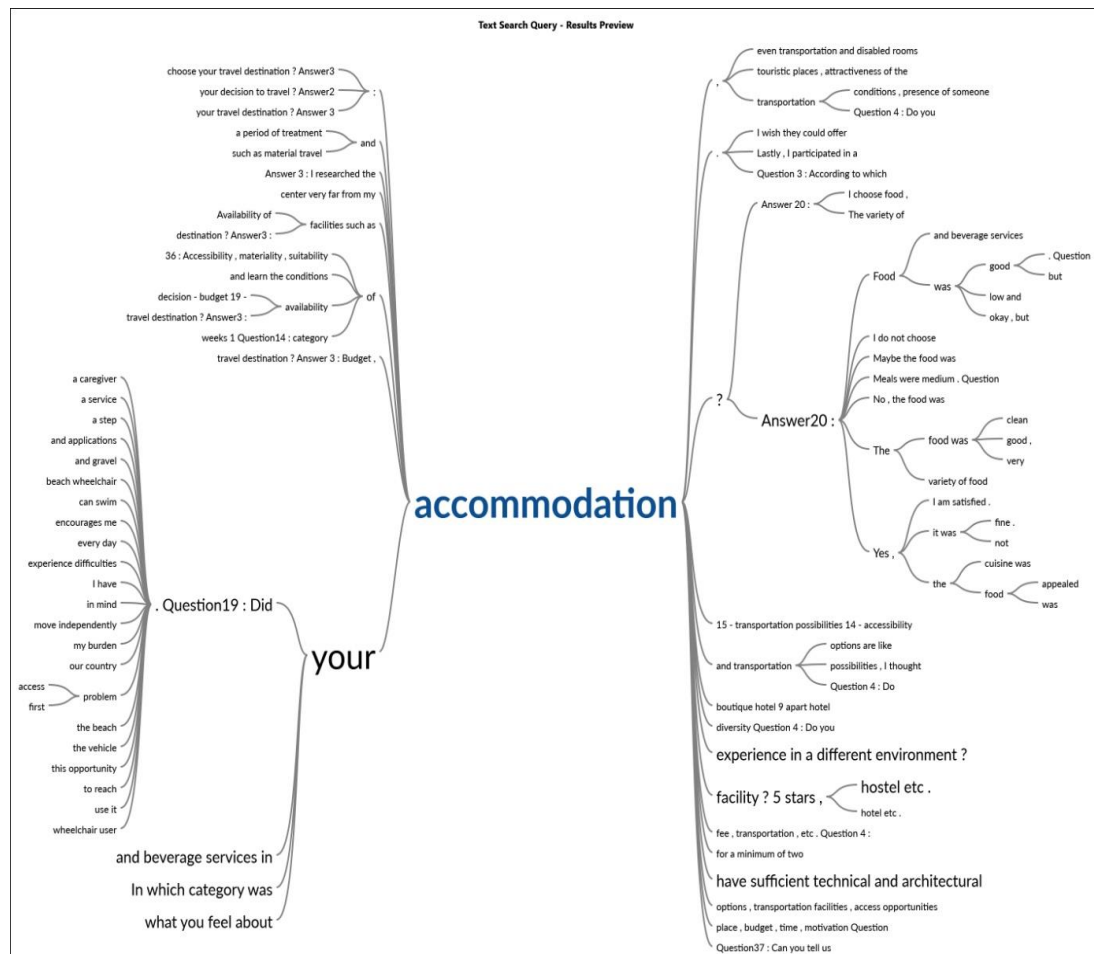


Figure 4.20: The Text Query Analysis NVivo for Accommodation

As can be understood from the Figure 15 the problems of disabled individuals regarding accommodation are varied. Many wheelchair users highlighted the necessity of companionship while highlighting the difficulties they face in accommodation facilities. When the responses we received from disabled individuals who stay for vacation with different motivations in touristic resorts are examined, it is clearly seen that the accommodation sector is inadequate. The contribution of tourism is not limited to the economic dimension only with the revenues obtained. It is placed in an indispensable position by providing the physiological and psychological needs of people. Disabled individuals, who have a significant share in the society, encounter many problems while receiving tourism services.

The way to increase the participation of people with disabilities in tourism is to perceive their needs, to understand them, to observe and solve the problems they encounter. Items, equipment and areas of use used in accommodation businesses should be suitable for disabled individuals, and the items and equipment used should be positioned in a way that does not restrict movement. In addition, activity areas should be designed in a way that disabled individuals can easily reach and use, and directions should be made with both visual and auditory markings.

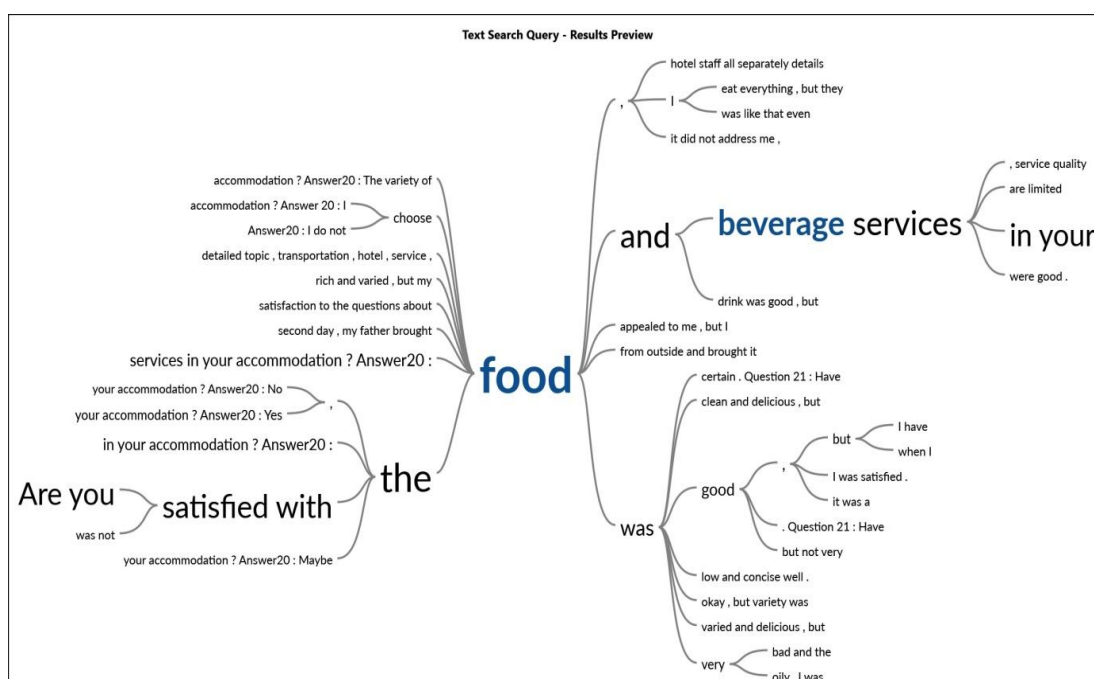


Figure 4.21: The Text Query Analysis NVivo for Food and Beverage

While some of the wheelchair users participating in touristic activities and benefiting from the food and beverage services in the hotel during the accommodation process talked about the richness of the cuisine and the quality of the service, some of them complained about the lack of variety in the meals and the disruptions in the service.

Difficulty in consuming the appropriate type and sufficient amount of nutrients by mouth leads to malnutrition in disabled individuals.

In disabled individuals; Problems such as refusing to eat, choosing a meal, vomiting after eating, eating under the need, inability to swallow, pushing with the tongue, and keeping food in the mouth for a long time are seen.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"The meals were varied and delicious, but when we had special requests, they did not go beyond the agreement of the tour, they evaluated our extra requests from a very different price list, which was very demoralizing. We even had an order for the room one night, another tourist who joined me in the same tour in the room gave the same order during the day, when we noticed the price difference, we asked, and the night shift workers were paid more. We were very surprised and we said what a disgrace."

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"The food and beverage service in the hotel was very bad. The food was very greasy, the first night I was very sick, I vomited and I was very embarrassed by the smell my mother smelled while cleaning my vomit. On the second day, my father made food from outside and brought it to the room, which was better."

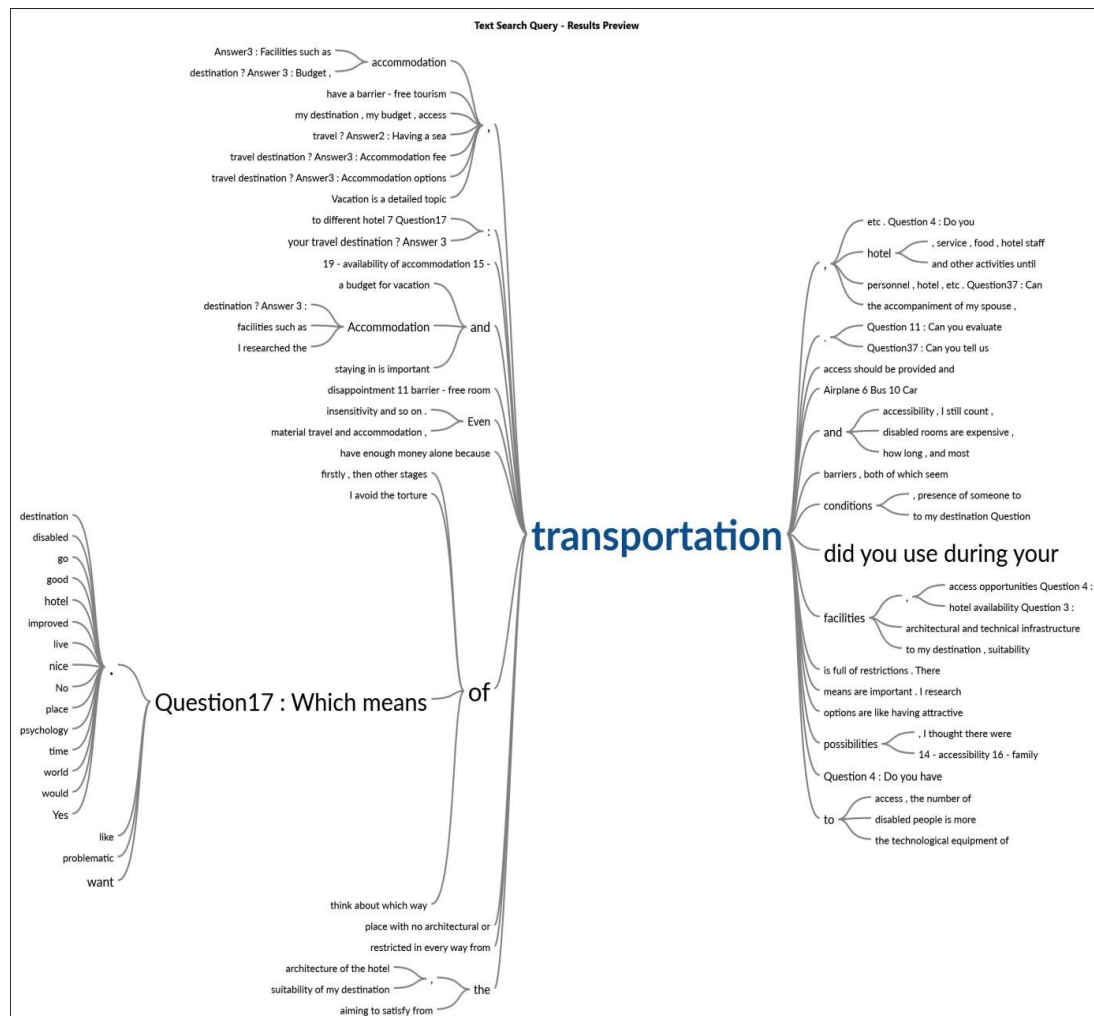


Figure 4.22: The Text Query Analysis NVivo for Transportation

In a broader sense, tourism for everyone without barriers is the activities in which each individual can travel together, take a vacation, benefit equally from the products or services offered, and move freely without the help of another person.

Undoubtedly, transportation and access are one of the most important stages of travel, and many people with disabilities complain about difficulties in this regard and the wheelchair users reaching the accommodation by plane, bus or private vehicles complained of access problems not only in hotels but also in other areas. For example, a participant emphasized that he preferred the subway to go to the airport and a taxi to reach the hotel, but that he experienced serious problems in this process. Wheelchair

users who complain about architectural infrastructures complain about the unconsciousness of the society. The transportation and access problems experienced by disabled people who have to use public transportation due to insufficient financial means are clearly observed.

In addition to the problems caused by the lack of information and the wrong intervention of the staff in the accommodation facilities, the lack of technical infrastructure, problems such as ergonomics, rooms not suitable for the disabled, access to the beaches, etc., many barriers affect the travel motivation of wheelchair users negatively.

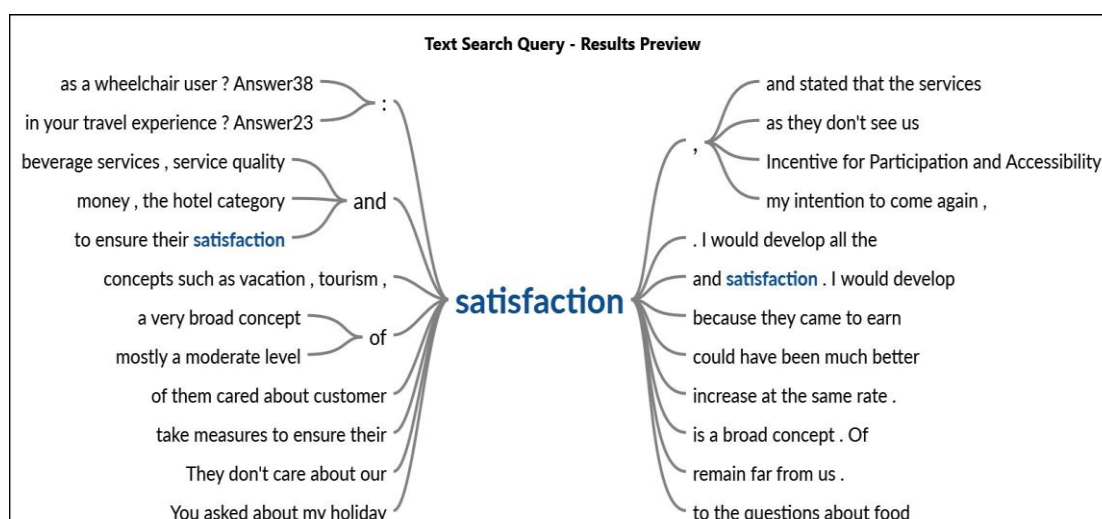


Figure 4.23: The Text Query Analysis NVivo for Satisfaction

People with disabilities need a vacation as much as anyone else. When it comes to advertising, many hotels declare that you will be able to take advantage of unimpeded tourism opportunities and have a holiday through disabled-friendly hotels. You can often come across advertisements such as you can have a fun holiday in the facilities that make the beach unimpeded by having the disabled room of the hotel for the disabled, the disabled pool lift in the pool, and the disabled beach sunshade.

However, the responses we received from wheelchair users who have had a holiday experience, participated in the trip and experienced the holiday show that there is much more to be done to ensure satisfaction. While the tourism and travel industry is aware of the potential of people with disabilities; studies on this subject slow down. The results of the interviews with the participants show that the satisfaction rate as a result of the holiday experience is very low. Quality service makes it easier to acquire loyal and regular customers; Customers' needs and expectations are also increasing day by day this makes it difficult to gain a sense of satisfaction. From another point of view, providing satisfaction for accommodation facilities in the tourism sector and gaining loyal customers provides a serious competitive advantage. In the process of determining the accommodation place, disabled holidaymakers who started to do research on the internet see disability-friendly holiday advertisements. In the light of the comments heard around, blog and comments on the internet, advice from experienced people and advertisements enriched with strong visuals, the disabled individual makes a decision for accommodation.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"We need a strong motivation and psychology to be satisfied with the holiday, the product or service or even our daily activities. The concept of satisfaction differs for everyone. Why are we disabled? Because we had a stroke, an accident, or let's say we can't use our limbs or some of our organs. That's why we are disabled, but the real obstacle is in the life presented to us. Barriers are everywhere in every part of our lives. Are you going to a concert, going on a vacation, going to the neighbors or to the market, you have to think first, what means of transportation, who and how long it takes, and most importantly, you have to think about what awaits you in the place you go. In other words, for a disabled person to participate in tourism, the market must be open to the disabled, but hotels are incapable of even adjusting the height of the washbasin for us, so there is no control. It is debatable how many disabled rooms there are and how barrier-free a room is."

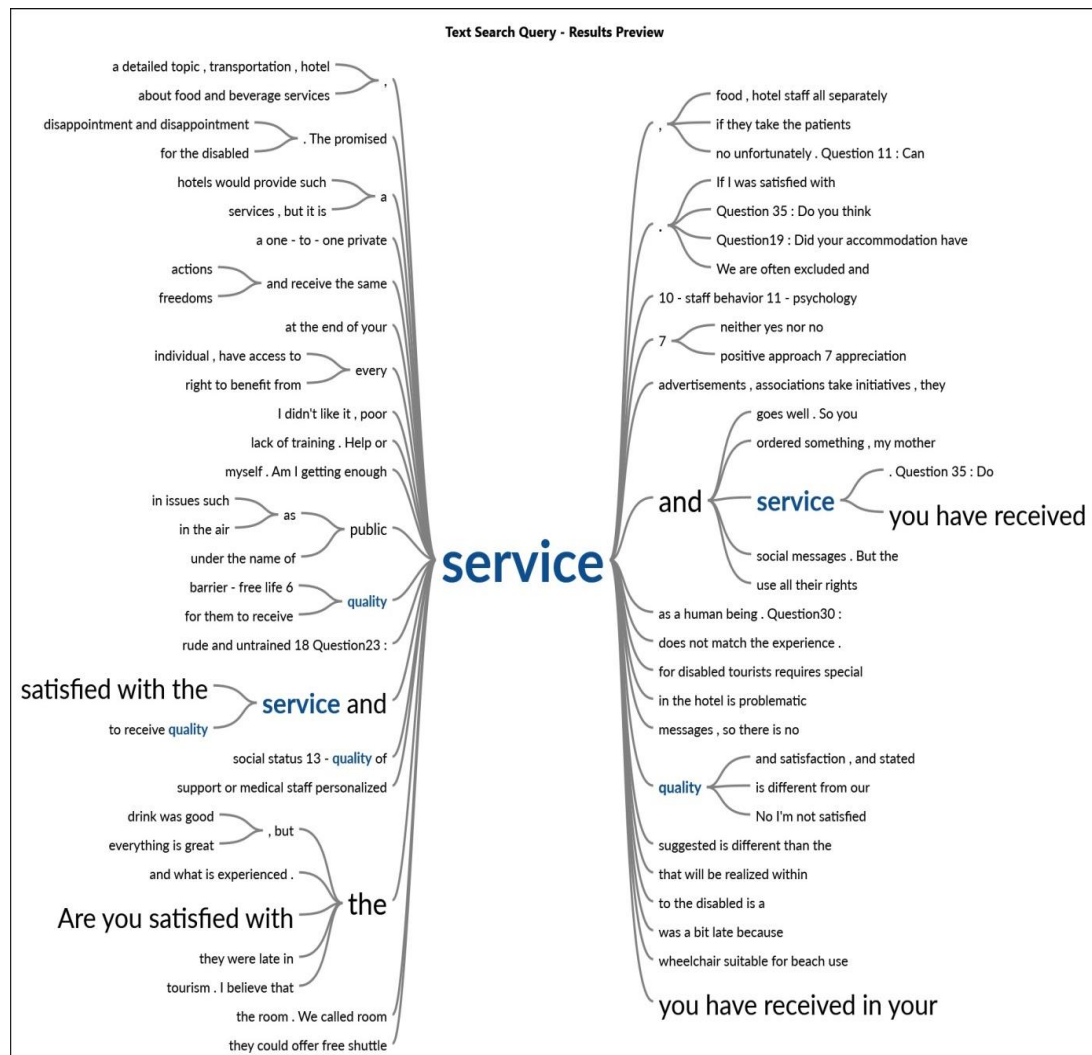


Figure 4.24: The Text Query Analysis NVivo for Service

The figure summarizes wheelchair users' experiences with service quality and satisfaction. As a result of the interviews, it was observed that some disabled travelers were satisfied with the service provided, while the majority of them were not satisfied with the product or service.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"I am satisfied with the service of the hotel. I would like to stay in the same hotel again. However, it is not enough to be satisfied with the accommodation services during the holiday."

I suffered a lot due to the wrong movement of the staff while getting on and off the plane at the transportation stage, I felt pain. In general, there are enough regulations for us to enjoy the products and services equally. However, how accessible these services are within the scope of tourism is open to debate. For example, there were times when I preferred room service. Apart from not being able to walk, I also have difficulty swallowing and speaking difficulties. I stayed in a star hotel because my budget was sufficient. I am satisfied yes but as I heard from some of my friends who are disabled like me, it is very difficult to be satisfied with the service.'

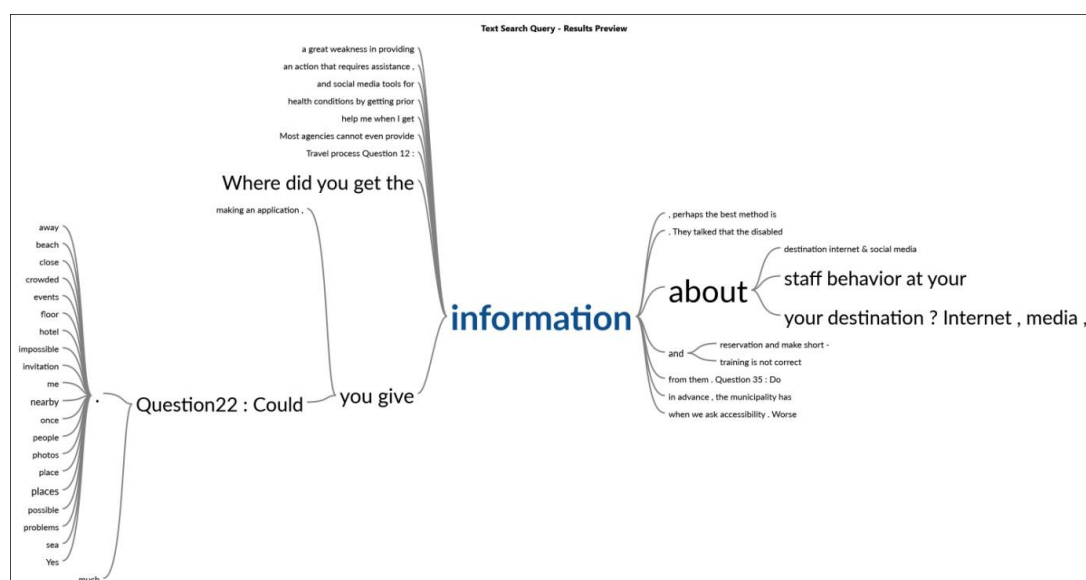


Figure 4.25: The Text Query Analysis NVivo for Information

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"It comes to routing correctly. In fact, they have knowledge about the facilities, but they hide the facts about the facilities because they are material-oriented. They act with the logic of where I will meet again. Showing sensitivity is primarily by trying to understand the other person."

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"We have serious access problems in obtaining and sharing information. The biggest shortcoming is that the experience offered and the experience do not overlap. The tour agencies make touristic places attractive with flashy photos and visuals; impresses with advantageous offers but the promised and the lived reality are often not the same. Many disabled travelers return from their holidays with disappointment, especially due to misleading promotions and incomplete information."

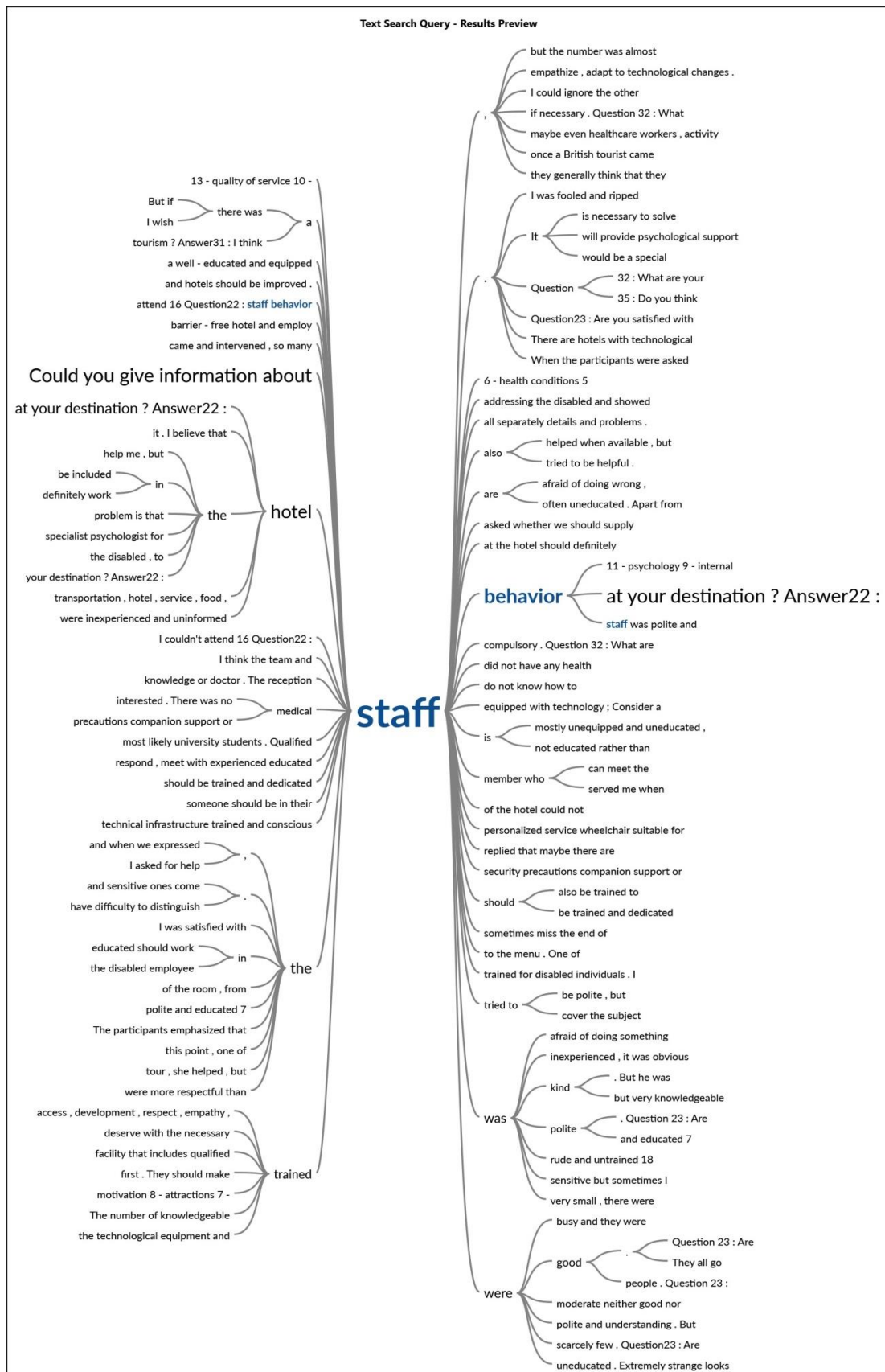


Figure 4.26: The Text Query Analysis NVivo for Staff

The figure summarizes the behavior of hotel staff in accommodation facilities towards tourists using wheelchairs. It is observed that the behaviors between showing excessive interest and being insensitive affect the disabled travelers. Behaviors of hotel staff and employees providing tourism services affect tourists with disabilities and affect their motivation to decide on a vacation. Staff behavior, which is important in terms of providing satisfaction, will be a criterion for acquiring loyal customers.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"Hotel staff do not know how to treat disabled tourist. When you say that I will help the disabled, you are likely to do more harm with the unconscious action, so a non-professional help may not be a support but a hindrance for the disabled. It was a good start that the employee rushed to my father's aid at the first entrance to the hotel and carried the bags from my mother's hand, but everything was until I paid the entrance fee to the hotel and went to the room. We called the room service and ordered something, and my parents went to the place where I was going to be treated, and we waited for 1 hour and 15 minutes for the order, and when we voiced it, the staff tried to cover the issue with a rude attitude instead of making up for it."

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"The staff behaviors were good. They're all going back and forth heavily. Sometimes I noticed pitying glances, avoiding eye contact. I looked a few times as if giving a message that I am aware of your gaze, they turned their heads. Even if we go on vacation, there are always those looks we don't like. We sincerely want hands and delicate touches. We are tired of unconscious people who marginalize us with their attitudes and attitudes. Everyone should empathize and think about the possibility of being disabled one day."

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"The hotel staff were uneducated, and the strange looks or sometimes exaggerated feelings of pity make us sad. Sometimes they pop out their eyes

when they make eyebrows. When they say I will pay special attention, they unknowingly make the situation worse. I believe that hotel staff should receive additional training to serve disabled tourists. "

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"The hotel was a small boutique hotel, the number of rooms and the number of employees were low, and they did not communicate much because they were in a rush in general. If you ask if he was polite, it wasn't much, it was obvious that they were there as a duty. I wanted to chat with one of them and on my second question he said I need to look at the floor cleaners and walked away."

There are many the behavior of the hotel staff. Disabled travelers, who generally have problems in communication and interaction, emphasized that hotel staff are not clear on how to behave towards disabled tourists. Wheelchair users, who are uncomfortable with excessive attention, stated the importance of balancing behavior. Disabled travelers, who stated that some of the staff pretended not to see, averted their eyes, emphasized that staff behavior affected their participation in tourism activities.

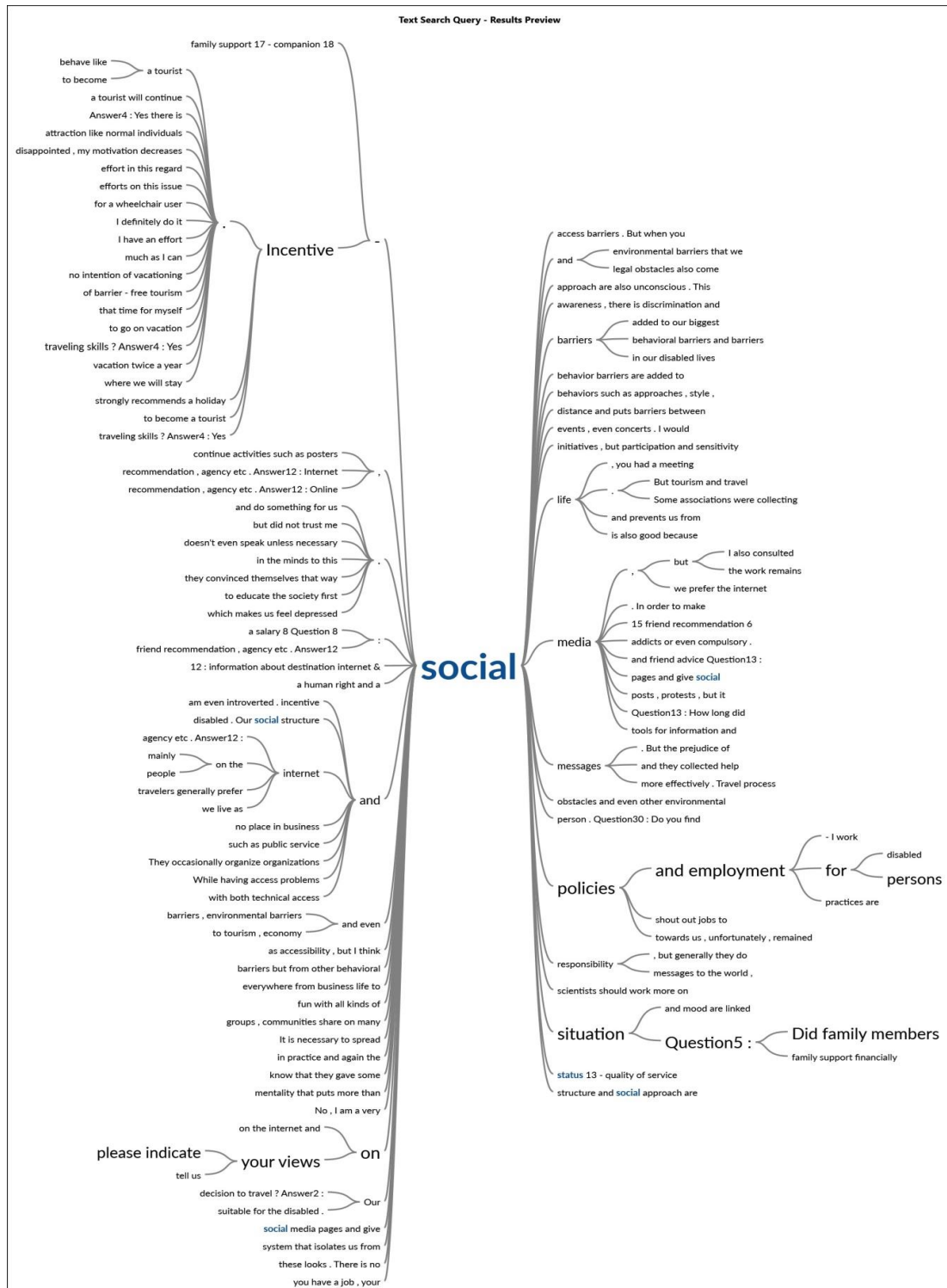


Figure 4.27: The Text Query Analysis NVivo for Social

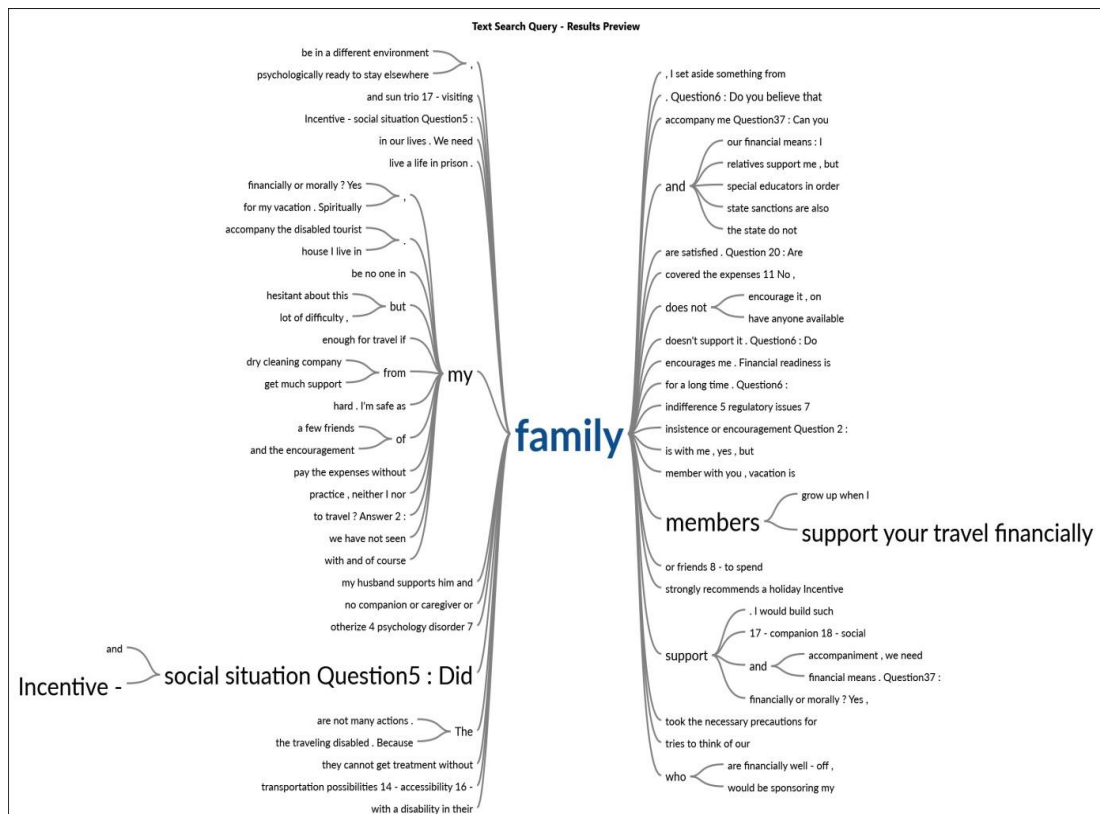


Figure 4.28: The Text Query Analysis NVivo for Family

The figure summarizes the effects of family members on tourism behavior and participation for wheelchair users. It can be ensured that family members participate in tourism activities with the support and assistance of the disabled person. While the majority of the participants argued that it is easy to go on vacation with family members, a few participants emphasized that they enjoy traveling alone. Disabled travelers, who stated that the financial and moral support of their family members are decisive for their participation in tourism, emphasized the importance of communication and interaction.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"My family is the most influential and sole determinant of my decision to go on vacation. My family and our financial means are actually both. I have to get treatment and rehabilitation from time to time, it's a very expensive and

difficult process, sometimes I get depressed and I have a hard time, but my family does their best to make me think of our travels for treatment as a vacation."

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"My family's financial means are very limited, allows me to go on vacation only once a year on my disability pension. I think I can't go on vacation if my mom or dad isn't with me. I had work experience a few times and I decided with the encouragement of my family. On holidays, my family always shows their support that we will overcome stairs, ramps, barriers and all access barriers together. But I have a little difficulty in preparing myself in my inner world and psychologically. My family's support is not enough for me to go on vacation."

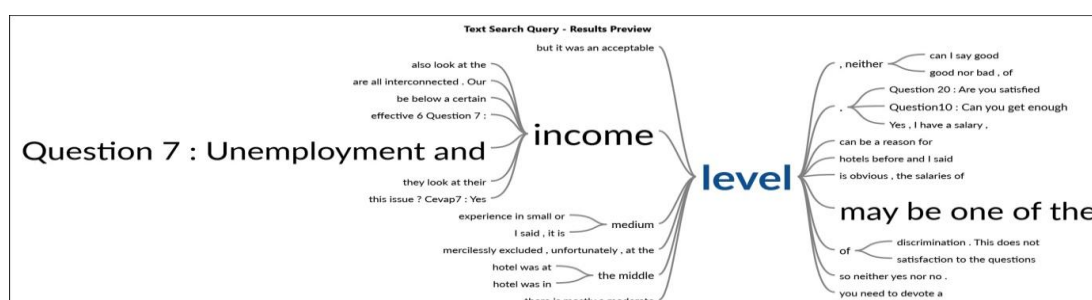


Figure 4.29: The Text Query Analysis NVivo for Income Level

The figure summarizes the relationship between the income level of wheelchair users and tourism activities. Disabled individuals, who are generally low-income, associate the reason that they can only take a vacation for a short period of the year with limited financial opportunities. Disabled travelers, who complain that flights, accommodation and even technical equipment are expensive for the disabled, confirm that the limited tourism activities are related to their income level. Disabled individuals who cannot participate sufficiently in tourism activities due to the low salary of the disabled and the high treatment costs have stated that the tourism sector should work on this issue.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"My family's financial means are very limited, allows me to go on vacation only once a year on my disability pension. I think I can't go on vacation if my mom or dad isn't with me. I had work experience a few times and I decided with the encouragement of my family. On holidays, my family always shows their support that we will overcome stairs, ramps, barriers and all access barriers together. But I have a little difficulty in preparing myself in my inner world and psychologically. My family's support is not enough for me to go on vacation. "

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"I have a disability pension. My family also earns enough money to be self-sufficient. However, I need to choose 5-star hotels in order to have a satisfying holiday experience. Also a good flight experience and a well-equipped disabled room is not a cheap experience. I have stayed in places such as hostels before, but I was not satisfied, I even experienced many access barriers but it is possible to have a pleasant holiday with a good budget. Actually a lot of things look at money so if you have money you have service. If you have money, you will be satisfied and go back to the same hotel. Budget is the most important factor in meeting my needs."

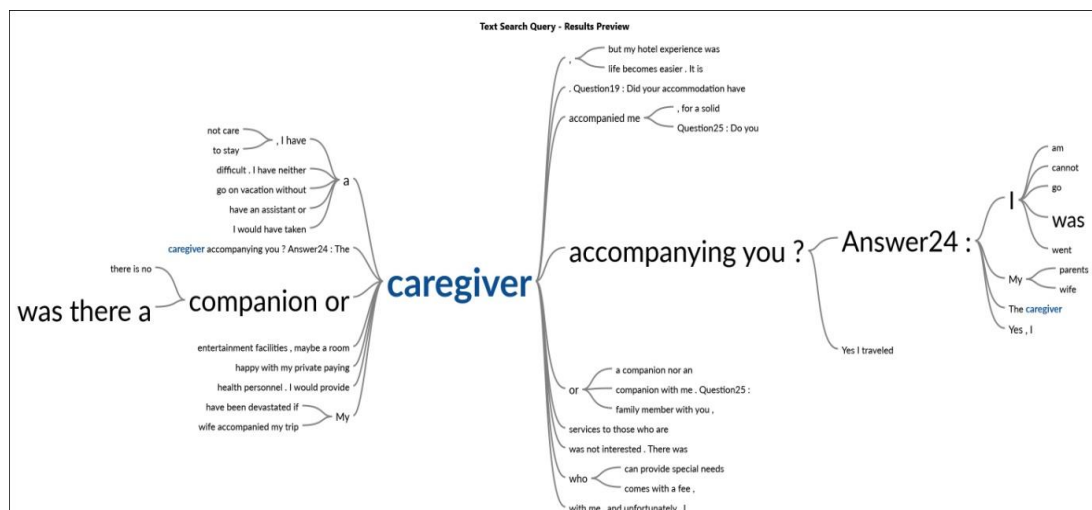


Figure 4.30: The Text Query Analysis NVivo for Caregiver

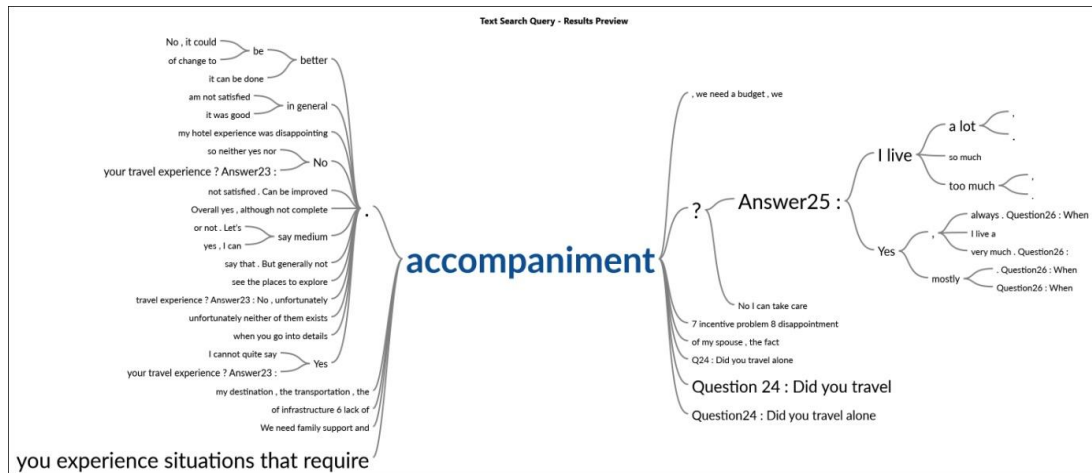


Figure 4.31: The Text Query Analysis NVivo for Accompaniment

The wheelchair users who have to get help many times to meet their daily needs and who have difficulty with many issues alone; He emphasized that traveling alone in tourism facilities is not easy. The participants, who stated that wheelchairs suitable for beach use should be available in touristic facilities, led to the investigation of wheelchair types. It is seen that wheelchairs of different prices and sizes are used for different purposes. The time spent on vacation is very short, so wheelchairs suitable for daily use are cheaper, more convenient and highly preferred.

A wheelchair is like a daytime companion of the disabled person; however, many disabled people receive support from family members or caregivers. It is observed that the satisfaction level of disabled individuals who stay with a companion during the holiday process is higher. It is observed that wheelchair users who have an unaccompanied holiday experience are not satisfied with the travel process. In fact, it is necessary to see it as a human duty and to help every disabled person; this is a human duty.

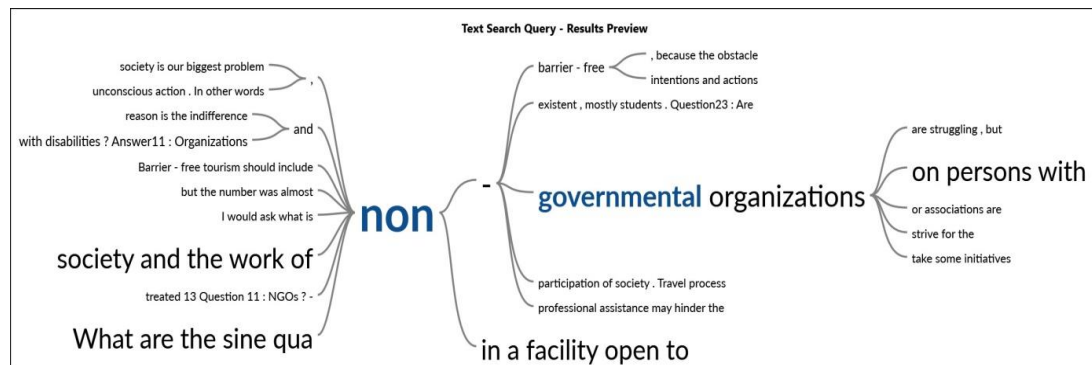


Figure 4.32: The Text Query Analysis NVivo for NGOs

At every opportunity, non-governmental organizations and associations emphasize the need for an equitable and rights-based approach for the participation of persons with disabilities in social life and to solve their problems. Non-governmental organizations struggling to raise awareness with public service advertisements and slogans are working to ensure that disabled individuals can benefit from fundamental rights and freedoms.

Worldwide, accepting and celebrating December 3 as the day of the disabled is seen as a sensitive behavior, while the participants of the research complain of being remembered only on the World Disability Day. Underlining that they want to see the same interest and relevance every day, not just one day, the participants mentioned that there was too much abuse in this regard.

Participants who told about their experiences in the form of abusive behaviors in order to advertise, except those who care about and respect disabled individuals wholeheartedly, state that they expect sincerity in this regard. Emphasizing that we are in a country with a very inadequate legal regulations and controls, the participants emphasized that there should be a disability law. The main obstacle is not in our legs; the participants, who made statements in the minds and hearts of people, emphasized

that the work of non-governmental organizations is alone enough to increase the quality of life.

The responses of the participants confirmed how right we were by addressing the social situation, family encouragement, legal regulations and internal motivation in the decision-making process of wheelchair users.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"One of our biggest problems is the attitudes and behaviors towards us, sometimes I cry secretly, there are people who look at us with such pity that sometimes I feel like screaming. There are associations or clubs, but if you ask if their work is sufficient, I don't think our rights are protected. There is no one or anyone who has made our voice heard. Every day I face discrimination, bad looks, humiliation, pity, and many more negative behaviors to help me. Organizations or associations are increasing day by day as I don't know the number, but I don't think their work is enough. Non-governmental organizations make some attempts, but they are insufficient because the society does not support them. Society excludes and marginalizes us. Life becomes difficult for us because society is not conscious of us."

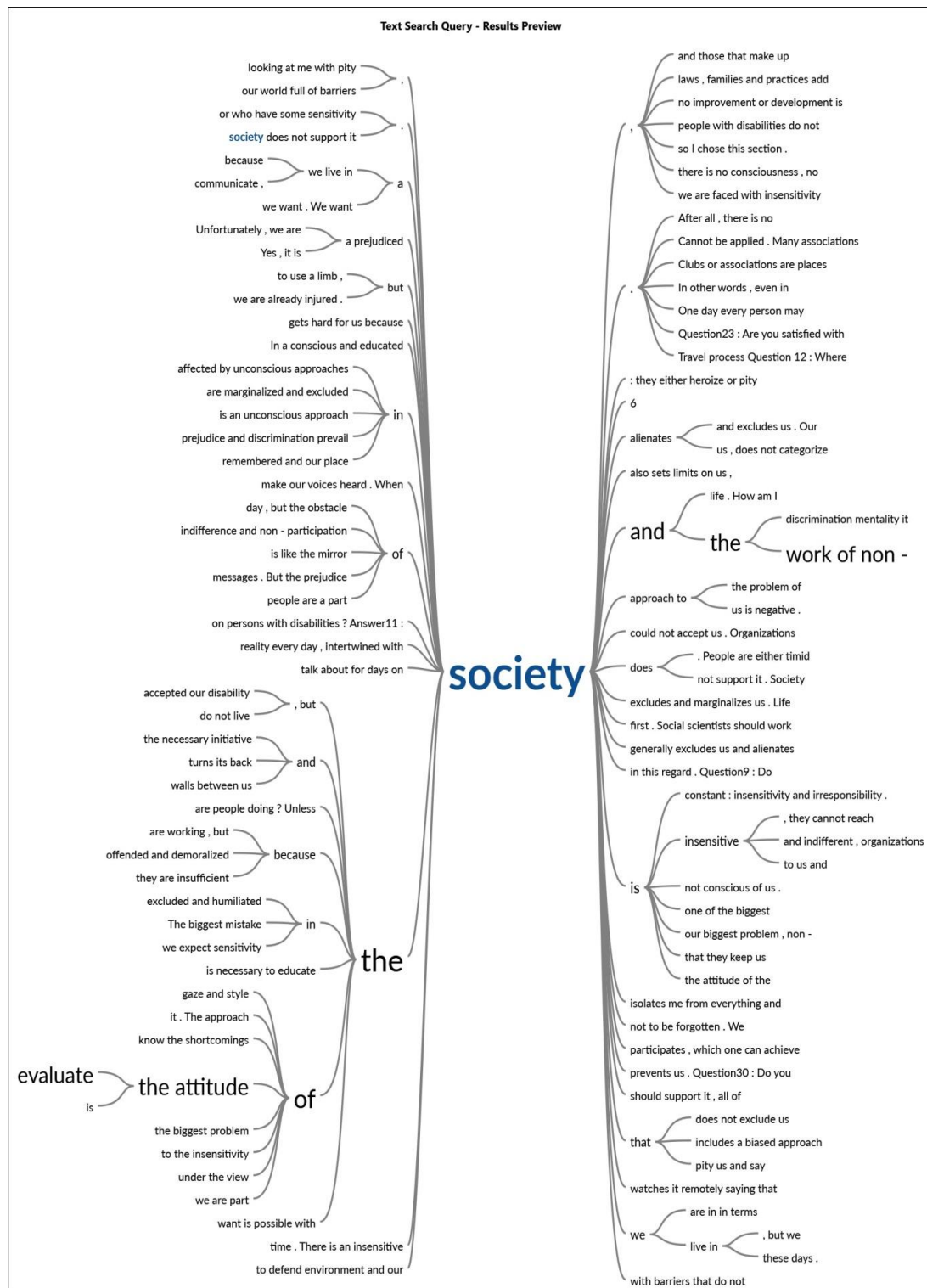


Figure 4.33: The Text Query Analysis NVivo for Society

The figure explains the relationship of disabled travelers with society. Wheelchair users, who generally complain about the insensitive behaviors of the society, emphasized that the society should be made aware.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"Once in a while, they put us on billboards, bus stops, TV advertisements, that's all. No one questions whether people with disabilities can travel, what kind of difficulties they experience. We want to be noticed, yes, but not so that everyone can do their part, not look at us with pity. How different are they from us? Or how well do they fulfill their human duties? They do not think that one day I may experience such an obstacle. We leave with worries and fears."

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"We have separate problems regarding access, communication, resource and inspection. We ask the hotel if there is a toilet for the handicapped, it says there is even a room for the disabled, but when we go, we see that the only difference from the other rooms is the steel holding support inside the toilet. The state should strengthen the disabled tourism with laws and sanctions, our activities are already limited and our opportunities are limited, so it is not even an issue for us to be satisfied. There are always barriers in front of us, mostly behavioral and physical."

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"My family's support and budget are not enough for me to participate in tourism and go on vacation. The irresponsible and unconscious behavior of people also prevents us from going out. Our mood is changeable. We have a sensitive psyche and we are fragile. In general, there is always an uneasiness in me, it gets cold from time to time, and it gets worse from time to time."

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"Being excluded and humiliated in the society is our biggest problem, non-governmental organizations or associations are communities that we are members of but whose activities are limited. Twice a year they remember us 3 December International Day of Persons with Disabilities and the second week of May. I don't think they do enough work and practice during the disabled week. There are even those who abuse this situation. Society excludes and

marginalizes us. Life becomes difficult for us because society is not conscious of us."

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"We are the ones who make up the society. Disabled people are also individuals, but people are disrespectful and insensitive in this regard. Persons with disabilities have the right to enjoy equal rights and freedoms. Society does not act responsibly and sensitively towards us. We are afraid to go out. We are tired of being excluded and marginalized. We are so helpless about this. We have enough barriers to access. When the behavior of the society is added to this, the picture that emerges is obvious. Organizations give messages under the name of public service ads, associations take initiatives, they are all very sensitive, very sensitive touches, but what are people doing? As long as the society does not participate and the state does not support, which one can achieve its purpose, so that what they want to happen is possible with the society, as long as we are excluded, improvement or development cannot be expected. NGOs are taking action, there are communities trying to make our voices heard, but they are stuck at a certain point due to the insensitivity of the society. Unable to switch to application. Many associations and organizations show an example of struggle for the disabled, but the state turns its back and the society says well done and watches from afar and does not provide participation or support. If you examine the activities of associations or organizations around the world, you can see how efficiently they work. So there is a serious insensitivity in our country."

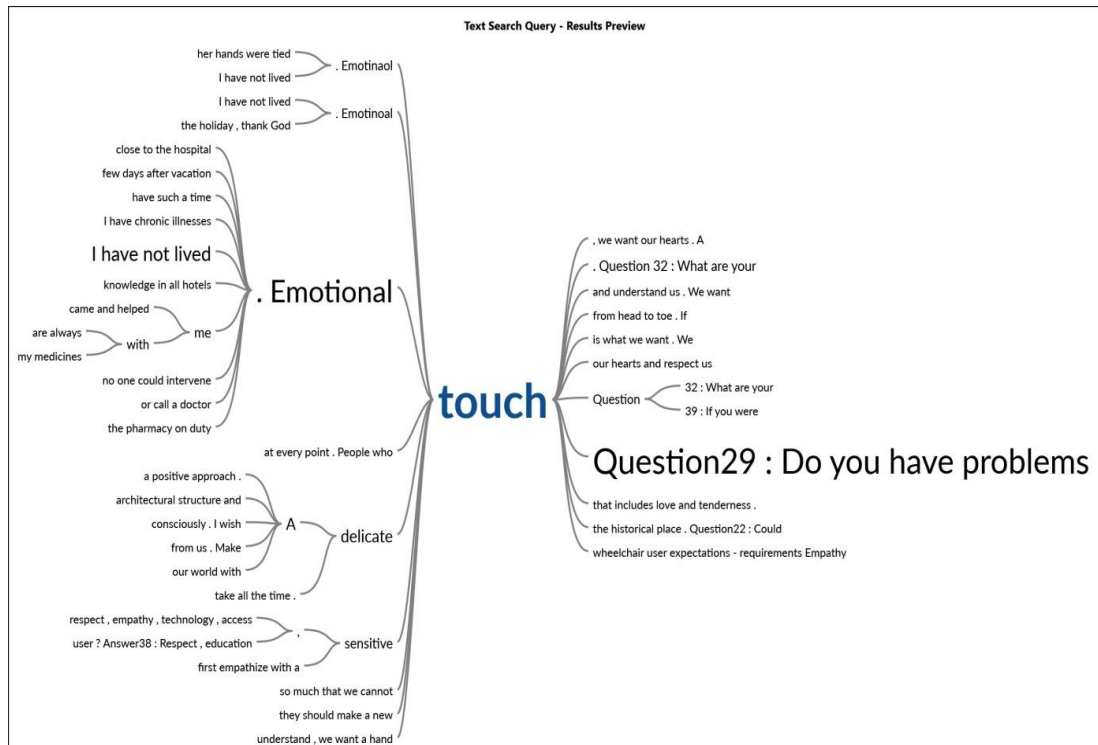


Figure 4.34: The Text Query Analysis NVivo for Emotional Touch

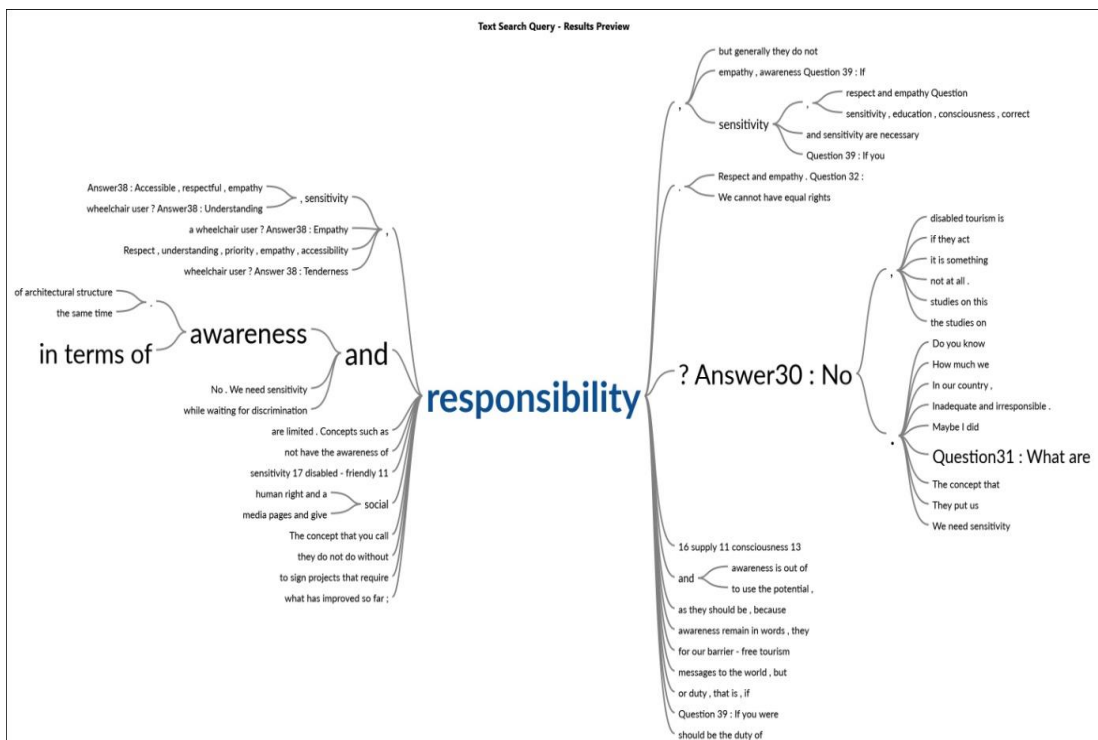


Figure 4.35: The Text Query Analysis NVivo for Responsibility

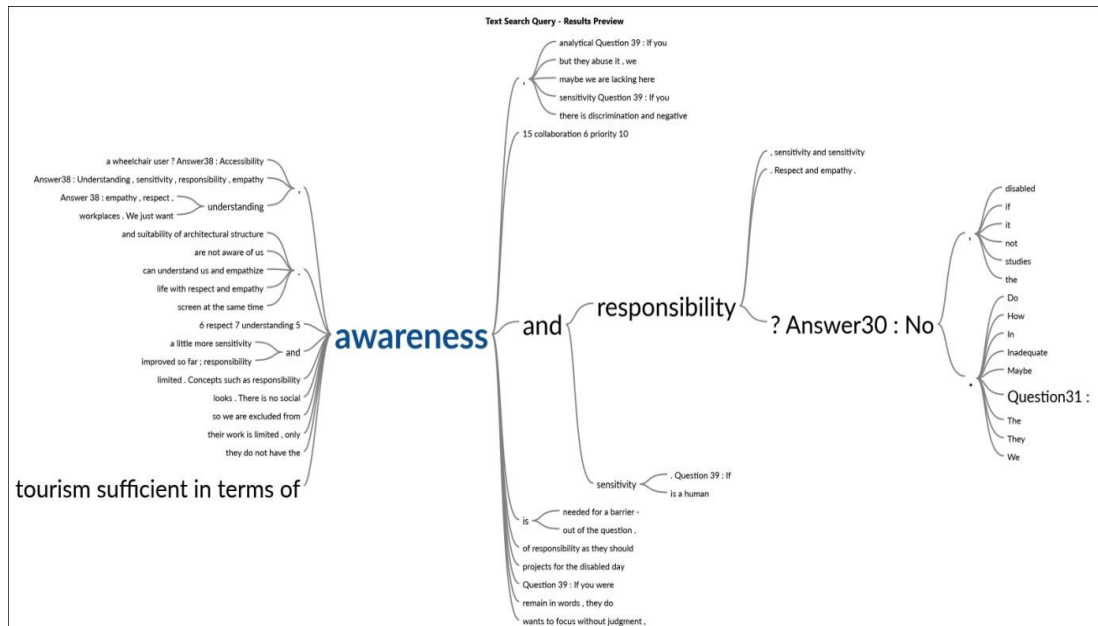


Figure 4.36: The Text Query Analysis NVivo for Awareness

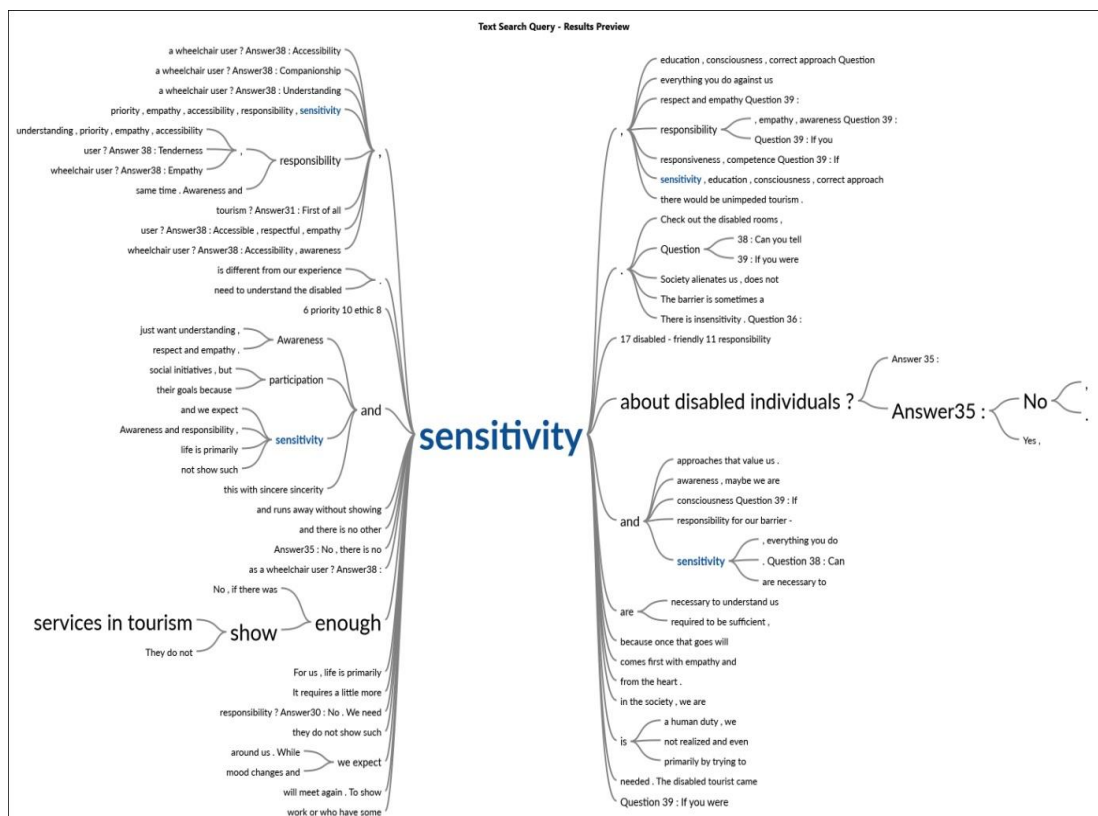


Figure 4.37: The Text Query Analysis NVivo for Sensitivity

Abstract concepts such as awareness, responsibility, sensitivity, sensitivity, which we have gathered under the title of ‘emotional touch’ are important to increase the quality

of life of disabled people in their daily lives and to enable them to participate in activities.

One of the unique aspects of the research is that it includes abstract concepts while investigating concrete facts.

In the research, the problems such as technical deficiencies in architectural infrastructure and floors that make wheelchair use difficult, as well as humanitarian duty and human rights were also highlighted. The wheelchair users participating in the study gave very long and emotional answers to the last questions of the interview.

Many disabled travelers have emphasized the importance of maintaining a balance between showing extreme care and being insensitive for hotel staff while displaying their attitude and attitude towards disabled individuals. Reminding that each individual is a candidate for a disability, the participants stated that they do not want to be excluded from the society. The disabled travelers who need encouragement to participate in tourism and activities; they stated that they were tired of experiencing disappointment (Bohdanowicz & Zientara, 2008).

Stating that there is a great lack of sensitivity, sensitivity and responsibility, the participants complained about the unconsciousness of the society. When other access barriers are added to the situation that they are not respected and given priority, it is observed that they are worried in the decision-making process to go on vacation.

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"We want it to be remembered that we are an individual and not to forget our place in society. We want to be noticed, not excluded. Instead of ignoring, we want them to show sensitivity, be sensitive and do something for us. Our biggest problem is the social barriers added to our physical disability. We are having trouble communicating. In fact, when our fears and anxieties are big enough, and our negative experiences are added to it, we shut ourselves up. We don't have a place in business and social life, you talked to me about tourism, but there is no facility that will meet my expectations from the concept of disabled tourism. Again, my family has a few friends who are in good financial condition and they don't even have enough financial means for treatment, let alone travel, short trips like me."

The answer given by a wheelchair user participant included in the study to one of the questions asked about accessibility is as follows:

"Our biggest problem is the stereotyped obstacles in the thoughts in the minds. Prejudiced behaviors. Othering attitudes that confuse compassion with pity. Everyone needs to know that the real obstacle lies in the minds of the brains. Agencies are acting incorrectly when it comes to routing correctly. In fact, they have knowledge about the facilities, but they hide the facts about the facilities because they are material-oriented. Showing sensitivity is primarily by trying to understand the other person. Yes, we already have a disability as a health problem or an inability to use a limb, but society, laws, families and practices add to the mental barriers. Social and legal barriers also come into our lives. Deficiencies in the application are also an obstacle. This makes life difficult for us. Like every individual, we cannot enjoy the rights and services because we are blocked."

Chapter 5

DISCUSSION OF FINDINGS

5.1 An Overview of the Findings

This paper contributes to the understanding of what are the special needs and expectations of disabled people; how their psychological state and internal motivations affect their decision to go on vacation; how their social situation changes holiday standards; how the accompanying company facilitates the holiday process; disruptions during the holidays; and how the behaviors about sensitivity and sensitivity affect disabled travelers.

The data collected in this study highlight the importance of intrinsic motivation in people with disabilities to go on vacation. Need to scale up request to join holiday in motivation has often been construed to be a very specialized and expensive service for the few, but our findings challenge this view as we show that participation to holiday is preferred by 25 wheelchair users who have different variety of needs and wants.

The study results reveal that wheelchair users have a high intention and tendency to travel and go on a holiday although the number of days they spend for vacation during the year is very low and limited. Many disabled tourists admitted that the promised service and the experience did not coincide with each other, therefore they were misinformed. Access to information is important when traveling with disabilities. As Domínguez Vila, Alén González and Darcy (2019) point out, knowledge is not only a

communication and marketing channel for tourism, but also an experience transmitter. At this point, reliable comments can be accessed through word of mouth and e-complaints, and the opportunity to review comments about the travel experience can help you get accurate information and make decisions (Kim & Lehto, 2012; Cantallops & Salvi, 2014; Sahin, Gulmez, & Kitapci, 2017).

The obtained data of the interviews proved that many wheelchair users had complaints about their use of information and technology. Furthermore, there seemed to be an obstacle in obtaining information after comparing the preliminary information about the touristic accommodation preferred over the agency, the internet, or a friend's recommendation with the experience.

According to the data collected in this study, there are some factors affecting disabled people's decision on going on vacation. Among these factors, the social status of people with disabilities play an important role in determining for travel. Another factor that influence disabled people's travelling is their financial situations and family support. Participants with whom we observed abandonment in health, treatment or rehabilitation emphasized that financial opportunities and family support affect their motivation to participate in holiday activities. The participants who stated that they did not travel due to the lack of sufficient budget stated that the disabled individuals were charged extra fees instead of discounts in tourism facilities. Disabled individuals who had an accident or illness at a young age reported that they had not been able to complete their education as they had desired, and had experienced g problems in their income level and employment.

Consequently, disabled individuals, many of whom are unmarried or divorced, emphasized the importance of family members' incentives and support for travel, while underlining that the state's legal regulations do not take adequate measures for disabled tourism. It is not surprising to expect disabled individuals who are not employed, to have low income levels and complain that vacation becomes an extra luxury issue for them because it is costly for them to participate in tourism activities.

Participants who are generally not married or divorced stated that the attendant, family member, peer support or caregiver is important to facilitate and ease the vacation of the wheelchair user. However, considering the answers given by wheelchair users who stated that there had been no one accompanying with them during their travel, they complained that they had had access barriers at many stages from transportation to accommodation in the tourism process. In order to understand what kind of holiday an unaccompanied wheelchair user has, the participants emphasized that the tourism and accommodation industry did not do enough work on barrier-free design and universal design. Stating that there is not a suitable or convenient tourism facility for a wheelchair user who wants to have a vacation alone without someone's support and independently, the participants also emphasized that travel and tour agencies mislead travelers by giving false information.

The results confirmed that wheelchair users take an average of 3-4 days to travel and generally prefer mid-range locations such as boutique, apart, or 4-star hotels. While travelers with good financial status prefer 5-star hotels and spend an average of 5 days on their holiday periods, it was observed that disabled people with income and employment problems preferred to stay in small-scale hotels.

Several studies have examined accessible tourism, health tourism, and limitations about participation but considering that the increase in the number of people with disabilities will affect the market segments in tourism, the needs and expectations will shape the tourism infrastructure and also provide dynamic contributions to its detailed content, it will make serious contributions to the tourism and travel sector.

In spite of there are many models and scales related to service quality measurements and satisfaction assessments in the literature, the present models and scales should be developed when the disability status and special needs of disabled individuals are examined. The need for, for assistance or support to meet the special needs of people with disabilities should be considered as mandatory needs by state officials and all related stakeholders in tourism sector.

The research revealed that some of the wheelchair users experience different chronic conditions and these affect the travel process. Wheelchair users who have difficulty in swallowing and speaking emphasized that their sensitivity to nutrition should be examined in depth by the tourism industry. It has been emphasized that if the special needs of the touristic place visits and accommodation processes are not met, the disabled travelers experience disappointment and their motivation to participate in tourism decreases. The richness of the menus of open buffet and all-inclusive hotels is not enough for the satisfaction of wheelchair users. Disabled tourists, who have difficulty in swallowing and need medical attention at times during their vacation, stated that food and beverage services should be personalized. Wheelchair users, who stated that they frequently use room service, emphasized the importance of nutrition in terms of their health and a happy holiday.

However, another subject of discussion is the role and importance of wheelchair types in the life of the disabled individuals. As a result of the in-depth interviews conducted, it was found that the use of manual and electric wheelchairs was common. However, wheelchaired individuals who had vacation experience indicated that they had not been able to enjoy the trio of sea, sand and sun, and their biggest problems had been swimming from the beaches and mobility in the sand. However, Christofle & Massiera (2009) argue that the beach facilities should be of a quality to provide services for the disabled and that the disabled should be considered as customers.

Types of wheelchair are increasing day by day with the developing industry and technology integration. People with disabilities who consumed most of their time at home, at work, in treatment or outside generally prefer manual or electric wheelchairs that are compatible with their environment. Facilities open to tourism for the disabled during the summer months should review the issue of technical vehicles and equipment, and even provide wheelchairs suitable for beach use if necessary.

In general, it is observed that disabled individuals with low income and unemployment are not sufficiently intensive in their turnout in trip, travel and tourism. Due to the architectural obstacles in the hotels and the barriers caused by the lack of education of the managers and employees, millions of disabled people cannot benefit from holiday opportunities, although they have financial means.

When services and factors provided for disabled air passengers were questioned in this study, the passengers mostly complained about the toilet, wheelchair service, and the distance between the cabin seats and the toilet (Chang & Chen, 2012). Satisfaction during the holiday is not just about the service at the accommodation; but it also

involves several elements such as transportation and personnel behavior. Travel of disabled people is a complex and comprehensive process with full of individual details where customer satisfaction needs to be ensured at every stage.

In the research, many abstract values were included under the concept of 'sensitive touch' for disabled individuals. Communication and interaction with people with disabilities is an important issue; Think about the person first, then the disability. In addition, the sensitive use of language can help reinforce the idea of "people first". Using "with special needs" instead of "disabled people" can help support this attitude.

Disabled people should be accepted as individuals. People with disabilities may have a common disability, but the effects of their disability differ significantly from person to person. The degree of disability, its duration, personal coping strategies and methods, ready support structures, etc. Factors such as characteristics all contribute to influencing the nature of individual needs.

Listen to what people are saying. Don't assume you know what they want or what's best for them. Disabled people are no less capable than anyone else at thinking about things for themselves. There may be some difficulties in communicating their needs, but the assumption that they can't decide what they want is also frustrating. Be yourself, be natural and don't suppress your enthusiasm. Don't be unnecessarily anxious and overprotective. A disability is also not necessarily a disease. Do not treat disabled people as if they were sick. Treat them as healthy individuals. Research shows that disabled people take fewer days off due to illness compared to other workers. Their disabilities cause discomfort and disability in specific ranges of motion, but they are very rarely dysfunctional.

Treat people according to their age. It is not correct to talk to disabled people as if they are children or to imply that they are children. Speak directly to the person, not using 3rd person expressions or their job titles. People with disabilities often have occupations, but careers exist to serve certain aspects. Do not accept them as a spokesperson or advocate for a person with a disability. Talking to third parties about a person in the environment is a humiliating act. If the disabled person does not have a communication problem, they will usually let you find a preferred method and demonstrate it. Disability is an inconvenience in some special circumstances, but it is not necessarily a tragedy that rules one's life and makes success impossible. Individuals find their own ways of adaptation and communicate with the disabled.

The satisfaction and loyal customer status is another matter of discussion. Although disabled individuals staying in star and luxury hotels stated that they had been satisfied, they gave negative answers when they were asked whether they would you like to stay in the same hotel again. People with disabilities, who generally prefer apartments or boutique hotels for small and low budgets, admitted that they had not found accommodation facilities successful. Therefore, there is a serious gap for businesses to acquire loyal customers and ensure satisfaction.

Consumer behavior and its relationship with market competitiveness (e.g. Batraga et al., 2018) is one of the most important agendas of today's tourism. The decision-making processes and behavior of consumers are affected by many factors. As a result of the perception of brand value, cultural, social, individual and psychological factors, and their interaction, product or service purchasing behavior emerges. However, the studies examining consumer behavior and its relationship with market competitiveness only focused on healthy individuals as participants.

Shaw & Coles (2004) drew attention to the Disability Discrimination Act of 1995 and the tourism industry in England in their research on tourists with disabilities. Considering the diverse and complex nature of disability types and the special needs of individuals with disabilities, the question of whether the laws and practices are sufficient regarding the social model of disability and the rights and freedom protected by laws comes to mind. While legal regulations and inspections are insufficient, the information announced by the official authorities claimed that we were ready for disabled tourism.

Additionally, the abstract concepts that we examine under the title of sensitive touch are the subject that most affect the travel and daily lives of disabled individuals using wheelchairs. Disabled tourists complaining about the lack of education of the staff of the facilities providing travel and tourism services revealed the deficiencies in social awareness and education. This research provides preliminary data for WCu in accessible tourism and shows results in the literature on their travelling experiences, limitations which they encounter when traveling under the name of accessible tourism and how these limitations affect their travel experiences.

In summary, the findings of the study indicate some valuable insights in the travel of people with wheelchair in Bodrum in Turkey: First of all, disabled travelers should have the intention to participate in the holiday activities and keep their motivation high. Secondly, it should be taken into account that social conditions such as income level and family incentives affect disabled travelers' decision to go on vacation and their vacation process. Thirdly, the definition of 'vacation for disabled people' should be reconsidered. The issues such as transportation, suitability of accommodation, food and beverage services, personnel behavior, historical site visits and architectural

infrastructure should be considered in detail in disabled individuals' travel and vacation. The fourth important point is to emphasize on the impact of the support of the companion or caregiver during the holiday process of the disabled person. Finally, behavioral display of valuable concepts such as responsibility, consciousness, sensitivity and awareness towards wheelchair users will be an important step in increasing the quality of life of disabled individuals, increasing their prestige in society, protecting their rights and freedom, and supporting their participation in tourism and social activities.

There were several debates on the topic of tourism in whose outcome was that turning it into solve accessibility problems and suitability might help disabled tourism in the industry. Considering the immense potential that disabled visitors constitute for tourism Aydoğdu, Yaşarsoy and Pamukçu (2020) stated that they obtained positive results in the research in which they questioned whether the accommodation businesses operating in Kastamonu are suitable for disabled individuals.

In the large-scale research we conducted in Bodrum, one of the most famous holiday destinations in Turkey, concluded that the disabled individuals could not get enough answers to their tourism expectations, on the other hand, it was concluded that there are suitable holiday opportunities for the disabled in Kastamonu.

Therefore, it can be said that the determinants of the concept of tourism and the expectations of disabled travelers from the holiday are different. However, the concept of satisfaction with tourism varies from person to person and may differ from city to city.

Chapter 6

CONCLUSION AND RECOMMENDATIONS FOR FURTHER STUDIES

6.1 An Overview of Conclusion

It is significant to understand disabled tourist' motivation and determinants of travel because it is at the core of competitive' in tourism. This study shed light on the way both tourism sector and wheelchair users of hospitality understand the notion of accessibility in relation to tourism. From the findings, it can be concluded that wheelchair users have intention to holiday may be possible with answer to their needs and wants in tourism sector. The wheelchair users represent a significant potential for the tourism sector. The informants in the current study suggest that it is important for wheelchair users to go on vacation that offers escape from their everyday life roles and increase life quality.

With the research conducted, extensive in-depth observations were made within the scope of accessible tourism and shed light on future studies. Furthermore, observed that disabled tourists have the intention of taking the role of tourist and going on vacation, the criteria of the determinants of the holiday are explained. The interviews made explained the holiday motivations of wheelchair users and the critical determinants that are effective in decision making. The research is a roadmap for identifying improvements that can be made to accessible tourism while observing the stages of the traveler's vacation experience.

Due to the lack of facilities, budget and accessibility problems, most people disabled people are not really interested in participation to holiday. Notably, they preferred to travel with a family members rather than trip alone. The participants complained that their income levels are low and tourism stages are expensive for disabled individuals. In the research, in which the needs and expectations of wheelchair users regarding important details such as transportation, accommodation, historical site visits, and destination attractions during the holiday process are questioned, it has been revealed that there are serious gaps in the context of accessible tourism.

On the one hand, experience of wheelchair users, intention to become tourist, motivations and holiday determinants curriculum have been researched. The research revealed that social status and demographic characteristics shape the holiday. It has been suggested that the technical infrastructure of the facilities serving in tourism and even the personnel behavior should be reviewed. In addition, it has been revealed that the factors that affect people with disabilities in deciding on a vacation are much more than family support and budget.

Notably, in the light of the findings obtained from the study, suggestions have been made to both the sector and the academic literature that can shed light on the development of this market and overcoming the problems. Based on the finding that with some regulations, disabled individuals can spend their holidays with a much better quality, the research sets an example for new researches on what these improvements can be and guiding the sector in this regard.

Furthermore, the research carried out has the quality to give an idea about the projects that can be done in the future to the sector providers and tourism stakeholders in terms

of accessible tourism. In line with the diversity of wheelchair types and the expectations of disabled travelers from their holidays, accommodation facilities and touristic service facilities can initiate improvement projects to take the necessary measures.

6.2 The Recommendations for Future Studies

This paper represents an initial attempt to widen the research agenda on wheelchair users' holiday process and explores how internal and external factors affect their holiday decisions. In this context, the paper has sought to suggest important links that could and should be made with broader studies of disabled holiday process. In this research, the holiday processes of wheelchair users were questioned in depth, and a different perspective was brought to both tourism sector, disabled individuals and their relatives, and social scientists. Although the rights and freedom of people with disabilities are protected by legal regulations around the world, the adequacy of its implementation is a complete mystery.

On the one hand, while advertisements for disabled-friendly holidays are made, it is argued that there is insufficient accessibility for disabled individuals to have a holiday. In this study, the experiences of travelers using wheelchairs who traveled to Bodrum were analyzed and discussed. However, when the diversity and number of disabled individuals are considered, similar studies can be conducted with people who have different disabilities.

A qualitative data collection method was used in this study with twenty-five people with wheelchair. A quantitative study may be conducted with a bigger quantity of wheel chaired people. In the research conducted, abstract concepts were included

under the title of sensitive touch. The tourism activities of wheelchair users were examined by examining environmental factors and technical requirements. Future studies should consider the volatile and sensitive psychological states of persons with disabilities.

Finally, implementing a universal design which will have improvements and disability-friendly arrangements could also be beneficial for tourism providers and disabled tourism market, as it tends to benefit them economically by attracting not only people with disabilities, but also their travel companions.

With regard to practical implications of this study, the deficiencies in determinants of holiday and disabled travelers' motivation for holiday described here need to be rectified and the places investigated need to be adapted to fully serve the disabled individuals.

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APPENDIX

Appendix A: Volunteer Participation Form

Dear participants,
I invite you to participate in a research study:

Determinants of travel participation and experiences of wheelchair users traveling to the Bodrum region: A qualitative research

I am currently a PhD student enrolled in the Eastern Mediterranean University Tourism Management program in Northern Cyprus and I am in the process of writing a thesis and collecting data.

This research aims to examine the experiences of disabled individuals who use wheelchairs and have at least one travel experience in the field of tourism, as well as to evaluate the findings about service quality and satisfaction. The aim is to examine the tourism processes as a whole with the findings of the experiences of disabled people participating in tourism, to determine the potential determinants to reduce the problems while investigating the difficulties they experience, and to identify the concepts necessary for them to receive a quality service.

Your answers to the interview will only be used within the scope of the doctoral thesis and will be kept confidential. Participation in this study will only be possible with your volunteerism, and you can answer your wishes as much as you want. Your participation in this research project is completely optional. You can reject it completely or leave blank questions that you do not want to answer. Your answers will remain confidential and anonymous. Data from this study will be kept on lockdown

and reported only as an aggregated aggregate. No one except the researchers will know your individual answers to this interview.

You can withdraw from the investigation at any time, even after the interview has been completed. In this case, all your answers will be destroyed and removed from research. If you agree to participate in this project, please answer the questions in the interview as best you can: approximately 30 minutes to complete. must. If you have any questions about this project, you can contact.

Thank you for taking the time to answer the questions and for contributing to the academic work.

Best regards,

Ezgi Özcan, PhD Student, Eastern Mediterranean University, Faculty of Tourism,
TRNC

e-mail: ezgiozcan0001@gmail.com 05338729727

Appendix B: Demographic Features

Participant Number (coding with first name surname initials): Please select the option that suits you and fill in the blanks.

Gender	Female	
	Male	
Date of Birth		
Living Place		
Age	18-25	
	26-30	
	31-40	
	41-50	
	51-60	
	+60	
marital status	Married	
	Single	
	Divorced	
Education	Untrained	
	Primary School	
	High School	
	University	
	Post Graduate	
Any other Type of Disability You Have Other Than Wheelchair Use	Visually Impaired, Hearing Impaired, etc.	
The Situation that Causes the Use of a Wheelchair	Spinal Cord Paralysis, Cerebral Palsy, Spina Bifida, Motor Neuron Disease, Multiple Sclerosis MS.	
Duration of Disability	congenital	
	Less than 10 years	
	11-20 years	
	21-30 years	
Job	student	
	Private sector employee	
	self-employment	
	retired	
	Unemployed	
Income Level	none	
	Under 1500 TL (under 200\$)	

	1501 TL - 3000 TL (200-400\$)	
	3001 TL – 5000 TL (400-600\$)	
	More than 5001 TL (more than 600\$)	

Appendix C: Semi-Structured Questions

Motivation participation:

- 1- What is your motivation for your intention to become a tourist?
- 2- What are the main factors affecting your decision to travel?
- 3- According to what criteria did you choose your travel destination?
- 4- What was the purpose of your trip? Travel, education, health, etc.?
- 5- What are your opinions on restrictions on tourism?
- 6- Do you have an effort to improve your ability to travel?

Social Situation:

- 7- Did your family members support your travel financially or morally?
- 8- Do you believe that the state and legal regulations carry out adequate studies, practices and inspections regarding tourism facilities?
- 9- Unemployment and income level may be one of the reasons for not being able to travel. Could you give an opinion on this subject?
- 10- Could you tell us your views on social policies and employment for disabled people?
- 11- Do you receive a disability pension? Can you explain your opinions on the disability law and regulations?
- 12- Can you get adequate services in health services, education, treatment and rehabilitation?
- 13- Can you evaluate the attitude of the society and the work of non-governmental organizations on disabled individuals?

Travel process Identification:

14- Where did you get information about your destination? Internet, media, friend recommendation, agency etc.

15- How long did you stay?

16- In which category was your accommodation facility? 5 stars, hostel etc.?

17- Was your travel intercity or inter-country?

18- Would you like to experience travel again at the same destination?

19- Which means of transportation did you use during your travel?

20- Have you had access problems, did you have the chance to act independently as you wish?

21- Did your accommodation place have sufficient technical and architectural infrastructure; Were the toilet, bathroom equipment, widths and dimensions suitable for your use?

22- Are you satisfied with the food and beverage services in your accommodation?

23- Have you visited a historical place or participated in events in your travel experience?

24- Could you give information about the personnel behavior at your destination?

25- Are you satisfied with the service and service you have received in your travel experience?

Accompaniment:

26- Did you travel alone or was there a companion or caregiver accompanying you?

27- Do you have situations that require accompaniment?

28- When you needed help or support during your travel, were there any personnel who could respond to your requests?

29- Did the employees have sufficient knowledge and training?

30- Have you experienced any health problems, was there any health officer who could intervene?

Emotional Touch:

31- Do you have problems in communication and interaction?

32- Do you find disabled tourism sufficient in terms of awareness and responsibility?

33- What are the sine qua non in a facility open to disabled tourism?

34- Did you feel safe, peaceful and valuable during your trip?

35- If you were a tourism facility operator, what kind of precaution would you take for people with disabilities?

36- Do you think that travel agencies, hotels and organizations providing services in tourism show enough sensitivity to people with disabilities?

37- What are the determinants for you to travel and participate in tourism?

38- Could you tell us what you feel about your accommodation experience in a different environment?

39- Can you tell us the keywords that you consider indispensable for tourism for the disabled as a wheelchair user?

40- If you were doing this interview, what question would you ask or what would you like to be asked?