THE LEVEL OF SERVICES AND FACILITIES IN TOURIST SITES FOR
PEOPLE WITH DISABILITIES (ACCESSIBLE TOURISM) IN NAJRAN
REGION

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ABSTRACT

Objectives: The purpose of this study was to determine the degree of services and facilities at
tourist sites for individuals with disabilities (accessible tourism) in Najran region, as well as the
disparities based on gender, type of disability, and nature of the visit.

Methods: Following the survey approach, the descriptive method was employed to fulfill the
study's goal. The researchers' study technique (an electronic questionnaire) was employed.
After validating its validity and dependability in the Saudi context, it was reduced to (14)
elements. It was applied to a sample of (111) male and female volunteers with impairments
(sight, hearing, and motor). A stratified random sample was drawn from Najran area of the
Kingdom of Saudi Arabia.

Results: The results revealed that the level of services and facilities in tourist sites for
individuals with disabilities (accessible tourism) was poor in Najran region. According to the
answers of the study sample members, there are statistically significant differences in the
level of services and facilities in tourist sites for people with disabilities (accessible tourism) in
Najran region due to the type of disability variable in favor of visual disability and hearing
disability. Furthermore, differences in the nature of the visit arose in favor of the nature of the
visit with the center, although no statistically significant differences showed on the variable of
gender. The study recommended that the authorities responsible for the tourism sector and
tourism industry in the Kingdom of Saudi Arabia adopt an organized and thoughtful strategic
plan. The plan must work to make the services and facilities of accessible tourism of high quality
by following effective methods to stimulate the accessible tourism movement in a way that
meets the Kingdom’s ambitions and vision 2030.

Keywords: services, facilities, tourist sites, accessible tourism, people with disabilities, Najran
region.

DOI: https://doi.org/10.55908/sdgs.v11i11.1640
O NÍVEL DE SERVIÇOS E INSTALAÇÕES EM LOCAIS TURÍSTICOS PARA PESSOAS COM DEFICIÊNCIA (TURISMO ACESSÍVEL) NA REGIÃO DE NAJRAN

RESUMO

Objetivos: O objetivo deste estudo foi determinar o grau de serviços e instalações em locais turísticos para pessoas com deficiência (turismo acessível) na região de Najran, bem como as disparidades com base no gênero, tipo de deficiência e natureza da visita.

Métodos: Seguindo a abordagem da pesquisa, o método descritivo foi empregado para cumprir o objetivo do estudo. Foi empregada a técnica de estudo dos pesquisadores (questionário eletrônico). Depois de validar sua validade e confiabilidade no contexto saudita, ele foi reduzido para (14) elementos. Foi aplicado em uma amostra de (111) voluntários masculinos e femininos com deficiências (visão, audição e motor). Uma amostra aleatória estratificada foi retirada da área de Najran do Reino da Arábia Saudita.

Resultados: Os resultados revelaram que o nível de serviços e instalações em locais turísticos para pessoas com deficiência (turismo acessível) era pobre na região de Najran. De acordo com as respostas dos membros da amostra do estudo, há diferenças estatisticamente significativas no nível de serviços e instalações em locais turísticos para pessoas com deficiência (turismo acessível) na região de Najran devido ao tipo de variável de deficiência em favor da deficiência visual e deficiência auditiva. Além disso, diferenças na natureza da visita surgiram em favor da natureza da visita com o centro, embora não tenha havido diferenças estatisticamente significativas na variável de gênero. O estudo recomendou que as autoridades responsáveis pelo setor do turismo e pela indústria do turismo no Reino da Arábia Saudita adotassem um plano estratégico organizado e ponderado. O plano deve trabalhar para tornar os serviços e instalações de turismo acessível de alta qualidade, seguindo métodos eficazes para estimular o movimento de turismo acessível de uma forma que atenda às ambições e visão do Reino 2030.

Palavras-chave: serviços, instalações, locais turísticos, turismo acessível, pessoas com deficiência, região de Najran.

1 INTRODUCTION

Tourism is considered one of the most influential factors in the social and economic aspects of sustainable development in society, contributing to the well-being of communities in various regions and countries (Sulthony et al., 2023). The progress of societies and the advancement of internet technology have propelled the tourism industry towards development and new opportunities, encouraging tourists to explore the world and important tourist destinations that meet their needs and requirements (Hoang et al., 2023). The tourism sector receives great attention from the responsible authorities in the countries. The United Nations, represented by the World Tourism Organization, has paid great attention to this sector because of its important role in turning the wheel of economic and political development and achieving quality of life for members of society (Al-Zoubi, 2023). Tourism is an important and main artery for any country because of its great role in improving the economic situation of countries and relying on it as a source of national
and national income (Mansour, 2022). It also has a role in spreading culture and thought among the community by mixing tourists with the indigenous people of the tourist destination (Mohamed, 2021). Therefore, the tourism sector has recently developed and diversified its branches and objectives to meet the needs and requirements of tourists. This interest has led to different forms of tourism, such as accessible tourism that meets individual differences among people, including people with disabilities. It also focuses on integrating people with disabilities into tourism trips and programs, participating effectively, and removing restrictions and obstacles in front of them to achieve enjoyment and happiness and improve their health and psychological condition (Ibrahim, 2022).

In 2007, the United Nations issued the International Convention on the Rights of Persons with Disabilities. This agreement aims to protect the rights of persons with disabilities and their enjoyment on an equal basis with ordinary persons of all human rights, duties, and freedoms. Article (30) of this agreement referred to “the right of persons with disabilities to enter recreational places, benefit from tourist services, and facilitate their access to various cultural and national sites” (Abdel Hamid, 2018).

Accessible Tourism is defined as a travel and tourism activity that provides all services, facilities, and accessibility capabilities that enable people with disabilities to enjoy their vacations and vacations in tourist places and sites without problems or troubles. It also enables them to work independently, fairly, and with dignity to provide high-quality facilities and services (Mustafa and Khayyat, 2020). Accessible tourism is a form of tourism in which tourism locations, products, and services are made available to all people, regardless of physical restrictions, handicap, or age. It is a necessary component of any responsible and sustainable development policy, as well as a human rights need. It helps both persons with disabilities and society as a whole, hence accessible tourism is regarded as a separate industry capable of attaining future growth for countries (Kaganek et al., 2017). Accessible tourism is a kind of tourism in which tourism destinations, goods, and services are made available to all people with disabilities, regardless of physical limits, handicap, or age, in order to successfully integrate them into society. Destinations that are accessible to all users include those that are free of obstacles in infrastructure, facilities, and transportation by air, land, and sea. It provides high-quality services provided by trained staff, activities, exhibitions, and attractions in which everyone can participate, as well as marketing and reservation systems, Internet sites, services, and information accessible to all persons with disabilities (Abd-Elraof &
Dawood, 2018). Achieving high-quality accessible tourism requires that tourist destinations adopt an inclusive design that suits all persons with disabilities, regardless of their needs and physical or cognitive abilities (Linderová, 2015). It also requires improving the physical, service, and hotel infrastructure to improve the participation of people with disabilities in tourism activities and providing well-trained tourist guides in dealing with people with disabilities (Gilovic et al., 2018). In addition, there is a need to provide the requirements for group facilities which provide tourist facilities of parking lots and vehicles for people with disabilities, designed with large spaces to suit all categories of people with disabilities (Ibrahim, 2022). Moreover, it includes accommodation and facilitation requirements in terms of providing hotel rooms specifically designed to accommodate persons with disabilities that are compatible with their characteristics, abilities, and requirements. Residency requirements include providing transport stations and facilities designed in easy ways for them and provided with audio, written, and tactile instructions. Furthermore, they should contain the provision of services within tourist excursions, such as sightseeing buses, deaf and dumb sign language interpreters, and tourist guides and signs written in Braille to help the blind (Gillovic et al., 2018). Places, sites, and tourist destinations must be prepared so that they are free of barriers and obstacles that impede or impede the movement of persons with disabilities. Therefore, mechanisms must be put in place to widely disseminate documented and accurate information on accessible tourism (Ibrahim, 2022). People with disabilities face a set of environmental constraints that limit their level of good performance in tourism activities in an independent manner (Abdel Hamid, 2018). As a result, it is important to take care of the services and facilities provided to enable people with disabilities to feel happy and enjoy themselves when visiting them and on their tourist trips.

According to Abd-Elraof and Dawood (2018), disability can be classified into three categories: Physical accessibility refers to those with physical and motor impairments who frequently require the use of wheelchairs or walking aids. Other conveniences, such as handrails, ramps, and elevators, are frequently required. Sensory accessibility, which applies to those with vision or hearing impairments or other comparable disabilities, is also included in the measures. These people require specialized services such as tactile and visual signs, posters, audio-visual systems, and warning noises for elevators and crossings, among other things. They also include communication
Alqarni, T., M., Hamadneh, B., M., Abduh, Y., M., B. (2023). The level of services and facilities in tourist sites for people with disabilities (accessible tourism) in Najran region

accessible tourism has a major role in achieving enjoyment, happiness, justice for people with disabilities, and the enjoyment of all their human rights and freedoms. It also has great repercussions on Arab society and the national economy of any country by stimulating the movement of domestic tourism (Mansour, 2022). However, the European Travel Tourism Network estimated the number of tourists with disabilities worldwide in 2019 at (50) million tourists, including about (650) million people with disabilities. This is an indication of the lack of awareness among persons with disabilities, their families, and those responsible for them of the importance and demand for accessible tourism (Mustafa & Khayyat, 2020). Perhaps, this weakness is due to the low level of quality of
facilities and services provided to persons with disabilities and meeting their needs and requirements in tourist sites and destinations (Al-Zahrani, 2022). Hence, this study attempted to find out the level of services and facilities in tourist sites for people with disabilities (accessible tourism) in Najran region.

The concern with this study was the lack of adequate facilities and services for those with impairments in popular tourist spots in the Arab world. The drive for comprehensive and sustainable development is hampered by this loss in their enthusiasm for those locations and sites as well as their desire to visit them (Ibrahim, 2022). Also, there are weak products and services in tourist sites as a result of their failure to meet the needs of people with disabilities. In addition, there is a shortage of tourist site employees in knowledge and dealing with people with disabilities, and transportation difficulties. Additionally, the study by Al-Zahrani, 2022 confirmed that several tourist destinations in the Kingdom of Saudi Arabia lack a variety of services for individuals with impairments.

It was discovered that there is little demand for domestic travel by people with impairments, and that more work has to be done to provide suitable services and facilities for them. According to Abd-Elraof and Dawood (2018), the expense of providing facilities for people with impairments may be a contributing factor. Reviewing Arab and local studies that examined the quality of services and accommodations offered to individuals with disabilities in tourist and archaeological sites, it was discovered that there were few of these studies that met the necessary standards. As a result, the research's problem formed and it set out to address the following queries:

1. From their perspective, how accessible are the tourist destinations in Najran region in terms of services and amenities?
2. Is the gender variable a factor in whether there are statistically significant differences between the replies of the study sample members about the quality of services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region?
3. Is the kind of disability variable a factor in whether there are statistically significant differences between the replies of the study sample members about the caliber of services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region?
4. Due to the unpredictable nature of the trip, are there statistically significant differences in the replies of the study sample members about the quality of
services and facilities at tourist destinations for individuals with disabilities (accessible tourism) in Najran region?

The significance of this study is highlighted by its topic about services and facilities in tourist sites for persons with disabilities (accessible tourism). This study can provide important information about the level of services and facilities provided to people with disabilities. It helps in the availability of visual, audio, and mobility aids in tourist sites, which facilitates the process of movement and access to tourist sites, and their benefit from the various services and facilities in tourist sites in Najran region. It is hoped that this study to enrich the Arab and international libraries on accessible tourism, as there is a dearth of Arab research that dealt with and cared for this sector. In addition, it is hoped that the results of this study will present perceptions to the operators of tourist sites and decision-makers by identifying weaknesses and deficiencies in services and facilities provided to persons with disabilities in tourist sites. Moreover, these results help improve these services by developing a comprehensive strategic plan to advance the accessible tourism sector and bring it to the global level.

2 METHODS

The descriptive survey method was used for this study because it best suited its purpose. In Najran region in the south of the Kingdom of Saudi Arabia, the study tool "questionnaire" was used to gather quantitative data on services and facilities at tourist destinations for individuals with disabilities (accessible tourism).

2.1 POPULATION AND SAMPLE OF THE STUDY

Due to the difficulty of limiting the study population to people with disabilities in Najran region in southern Saudi Arabia, the researchers resorted to Najran Club for People with Disabilities and cooperated with it to distribute the study tool. This club is one of the largest community institutions that provides services, participation, and events for people with disabilities in Najran region. The officials and persons affiliated with this club of people with disabilities also expressed great approval and welcomed to participate in this study. The study sample was represented by a stratified random sample of (111) male and female participants with disabilities whose ages ranged between (20-55) years in the summer of 2023. The study tool was distributed electronically using an electronic link on (Googleforms) to the study sample after publishing it in cooperation with officials.
at Najran Club for People with Disabilities via personal email and WhatsApp. It was available during the period (June 1-20, 2023). Table 1 shows the distribution of the study sample according to its variables.

### Table 1. Distribution of the study sample according to its variables

<table>
<thead>
<tr>
<th>Variable</th>
<th>Group</th>
<th>No.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Male</td>
<td>64</td>
<td>57.7</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>47</td>
<td>42.3</td>
</tr>
<tr>
<td>Disability</td>
<td>Visual</td>
<td>42</td>
<td>37.8</td>
</tr>
<tr>
<td></td>
<td>Hearing</td>
<td>41</td>
<td>36.9</td>
</tr>
<tr>
<td></td>
<td>Motor</td>
<td>28</td>
<td>25.2</td>
</tr>
<tr>
<td>Nature of the visit</td>
<td>Individual</td>
<td>41</td>
<td>36.9</td>
</tr>
<tr>
<td></td>
<td>Family</td>
<td>40</td>
<td>36.0</td>
</tr>
<tr>
<td></td>
<td>Center</td>
<td>30</td>
<td>27.0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>111</td>
<td>100</td>
</tr>
</tbody>
</table>

2.2 TOOL OF THE STUDY

The study tool “questionnaire” was developed to achieve the study objectives. The researchers referred to the tools used in previous studies, such as Abd-Elraof and Dawood (2018), Al-Zahrani (2022), and Ibrahim (2022). They benefited from the studies in defining the domains and items of the study tool and formulating them appropriately that reflect the level to which the study sample members’ responses about services and facilities in tourist sites for people with disabilities (accessible tourism) in Najran region are represented. The tool, in its final version, consisted of (14) items. The researchers employed the Hamadneh and Khair Eddeen study's criterion (2023), which involved assigning values consecutively (5, 4, 3, 2, 1) for the grades (strongly agree, agree, neutral, disagree, strongly disagree). The following results were authorized for the research tool items' achievement as well as the final score: A very low level is between 1.00 and 1.80, a low level is between 1.81 and 2.60, a medium level is between 2.61-3.40, a high level is between 3.41 and 4.20, and a very high level is between 4.21 and 5.00.

2.3 VALIDITY

Construct validity and content validity were the two types of validity used in this investigation. Ten experts from faculty members with knowledge in tourism and specialized in special education from Saudi institutions were shown the research tool in its early form to assess content validity. They were tasked with ensuring the accuracy of the linguistic formulation, the tool's suitability for achieving the study's aims, and the extent to which the items corresponded to the domain in which they were generated. The
necessary changes were made in light of the expert comments, and 80% of the experts concurred that the changes were crucial. The most notable findings were the language reformulation of several items to make them clearer, more intelligible, and measurable to responders. The study tool was then created in its final iteration, which included (14) components. In order to determine the construct validity of the tool, the correlation coefficient between each item's score and the domain to which it belongs was retrieved.

An exploratory sample of 25 disabled individuals from the study community and outside of its sample were subjected to the research tool. Table 2 displays the outcomes.

### Table 2. Correlation coefficients between the item and the total score of the tool

<table>
<thead>
<tr>
<th>Item no.</th>
<th>Correlation coefficient with scale</th>
<th>Item no.</th>
<th>Correlation coefficient with scale</th>
<th>Item no.</th>
<th>Correlation coefficient with scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.59**</td>
<td>6</td>
<td>.64**</td>
<td>11</td>
<td>.50**</td>
</tr>
<tr>
<td>2</td>
<td>.54**</td>
<td>7</td>
<td>.51**</td>
<td>12</td>
<td>.59**</td>
</tr>
<tr>
<td>3</td>
<td>.48**</td>
<td>8</td>
<td>.64**</td>
<td>13</td>
<td>.63**</td>
</tr>
<tr>
<td>4</td>
<td>.37**</td>
<td>9</td>
<td>.72**</td>
<td>14</td>
<td>.66**</td>
</tr>
<tr>
<td>5</td>
<td>.32**</td>
<td>10</td>
<td>.40**</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Statistically significant at the significance level (0.05)**

According to Table 2, the items' correlation coefficients with the domain ranged from (0.32-0.72). Additionally, according to Odeh (2014), all correlation coefficients were acceptable and statistically significant. Therefore, none of the items were removed, and these findings attest to the tool's ability to measure the intended outcomes.

### 2.4 RELIABILITY

Test-retest and Cronbach's Alpha were employed as two techniques to guarantee the tool's dependability. After two weeks, the research instrument was administered once more to a group of 25 disabled people who weren't part of the study sample. The Pearson correlation coefficient was then determined between their replies throughout the course of the two occasions on the various domains and the entire scale. The test-retest method's reliability coefficients for the study tool varied from (0.85) to (0.90). On both the tool's individual domains and the tool as a whole, the dependability coefficient was also computed using the internal consistency approach in accordance with "Cronbach's Alpha" equation. The reliability coefficients for the study tool using the "Cronbach's alpha" internal consistency approach varied from (0.81) to (0.77), and for the tool as a whole in the same way. These are high values that show the technique is appropriate for achieving the study's objective (Odeh, 2014).
2.5 DATA ANALYSIS

The first question in this study was to ascertain the actuality of accessible tourism (travel for those with disabilities) in Najran region from their perspective. The mean, standard deviation, and rankings were utilized to provide an answer. According to the different categories of the gender variable (male, female), the researchers used means, standard deviations, and the t-test for independent samples to show statistical differences in the reality of accessible tourism for people with disabilities in Najran region. According to Odeh and Al-Kadhi (2016), when comparing means obtained from independent samples when the variable used to create the groups may already be present, the t-test for independent samples is suitable. On a continuous variable, though, a cut-off point can be offered to dynamically generate groups during analysis. The t-test was employed to show the differences in means after the requirements were satisfied. These parameters include the size of each sample, which surpasses 30 people in each group, the near difference in size between the two study samples, the size of the male and female populations (64 and 47 respectively), and the degree of sample homogeneity. They share cultural and social traits and a degree of moderation in the frequency distribution for both research samples, which makes them members of the same nature—the category of individuals with disabilities in Najran area of the Kingdom of Saudi Arabia. The data curve was mild and bell-shaped, and the data were devoid of outliers or unpredictability. The findings of the Kolmogorov-Smirnov Test for Normality supported this. Using a one-way analysis of variance, the third and fourth issues were addressed. To compare means or determine whether there are differences between performance averages of groups exposed to various treatments, this test was used as a parametric test (Al-Qusi, 2023) in order to identify the variables that distinguish one average from the other averages. It was employed in this study to illustrate the variations in accessible tourism realities in Najran region caused by the variable type of disability according to its various categories (visual disability, hearing disability, motor disability), as well as the variable nature of the visit (individual, with family, with the center). Scheffé’s test was then applied to multi-dimensional comparisons to ascertain whether any of the prior categories were being favored by the differences. This test is applied when the sample size is unequal and is less susceptible to errors as compared to the analysis of variance. Additionally, it keeps the type I error within the intended threshold for all conceivable linear contrast comparisons, not only pairwise comparisons (Al-Mahmoudi, 2019).
3 RESULTS AND DISCUSSION

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

From their perspective, how accessible are the tourist destinations in Najran region in terms of services and amenities?

Means, standard deviations, and rankings were computed for the research sample's responses about the quality of services and amenities provided at tourist destinations for people with disabilities (accessible tourism) in Najran region in order to respond to this issue. Table 3 summarizes the findings.

Table 3. The region of Najran's means and standard deviations for the amount of amenities and services provided at tourist destinations for individuals with disabilities (accessible tourism)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Items</th>
<th>Means</th>
<th>Standard deviations</th>
<th>No.</th>
<th>Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>There are supportive iron handles on both sides of the slopes and walkways at the tourist site to provide safety and support for people with disabilities</td>
<td>2.86</td>
<td>1.23</td>
<td>1</td>
<td>Medium</td>
</tr>
<tr>
<td>12</td>
<td>In the areas where tourists go, there are many necessities that help people with disabilities</td>
<td>2.84</td>
<td>1.32</td>
<td>2</td>
<td>Medium</td>
</tr>
<tr>
<td>6</td>
<td>The tourist site has suitable seating areas that allow people with disabilities to stop frequently and rest</td>
<td>2.84</td>
<td>1.28</td>
<td>3</td>
<td>Medium</td>
</tr>
<tr>
<td>11</td>
<td>There are audible warning systems and a flashing alarm for use when necessary and in emergency situations</td>
<td>2.75</td>
<td>1.21</td>
<td>4</td>
<td>Medium</td>
</tr>
<tr>
<td>13</td>
<td>There is private parking for people with disabilities</td>
<td>2.72</td>
<td>1.12</td>
<td>5</td>
<td>Medium</td>
</tr>
<tr>
<td>10</td>
<td>There are special rates for people with disabilities</td>
<td>2.67</td>
<td>1.21</td>
<td>6</td>
<td>Medium</td>
</tr>
<tr>
<td>9</td>
<td>There are restaurants and restrooms at the tourist site with arrangements suitable for people with disabilities</td>
<td>2.59</td>
<td>1.24</td>
<td>7</td>
<td>Low</td>
</tr>
<tr>
<td>2</td>
<td>There are reception places for rest and waiting for people with disabilities at the tourist site</td>
<td>2.55</td>
<td>1.15</td>
<td>8</td>
<td>Low</td>
</tr>
<tr>
<td>1</td>
<td>The tourist site organizes guided tours for groups of people with disabilities</td>
<td>2.52</td>
<td>1.17</td>
<td>9</td>
<td>Low</td>
</tr>
<tr>
<td>4</td>
<td>There are walking aids for people with disabilities are available at the tourist site</td>
<td>2.46</td>
<td>1.25</td>
<td>10</td>
<td>Low</td>
</tr>
<tr>
<td>5</td>
<td>There are theatrical performances at the tourist site specially prepared for people with disabilities</td>
<td>2.39</td>
<td>1.16</td>
<td>11</td>
<td>Low</td>
</tr>
<tr>
<td>14</td>
<td>There is a guide ready to serve visitors with disabilities at tourist sites</td>
<td>2.36</td>
<td>1.18</td>
<td>12</td>
<td>Low</td>
</tr>
<tr>
<td>3</td>
<td>The tourist site has restrooms specially prepared for people with disabilities</td>
<td>2.24</td>
<td>1.19</td>
<td>13</td>
<td>Low</td>
</tr>
<tr>
<td>8</td>
<td>On the tourist site there are recreational facilities suitable for people with disabilities</td>
<td>2.15</td>
<td>1.20</td>
<td>14</td>
<td>Low</td>
</tr>
<tr>
<td></td>
<td>Overall score</td>
<td>2.57</td>
<td>.830</td>
<td></td>
<td>Low</td>
</tr>
</tbody>
</table>

Table 3 demonstrates that, from their perspective, Najran region had a poor level of services and amenities in tourist destinations for individuals with disabilities (accessible tourism). The tool's overall mean was (2.57) and its standard deviation was...
(0.83). The research tool's items had means ranging from (2.15-2.86), with (6) at a medium level and (8) at a low level. With the highest mean of (2.86) and a standard deviation of (1.23) at a medium level, item (7), "There are supporting iron handles on both sides of the slopes and paths in the tourist site to ensure safety and support for people with disabilities," came in top. With a mean of (2.84) and a standard deviation of (1.32) at a medium level, item (12), "In the areas where tourists go, there are many necessities that help people with disabilities," came in second place. With a mean of 2.84 and a standard deviation of 1.28 at a medium level, item (6)—"At the tourist site, there are appropriate seating areas that allow frequent stops and rest for persons with disabilities”—ranked third. With a mean of 2.15 and a standard deviation of 1.20 at a low level, item (8), "There are recreational facilities suitable for persons with disabilities in the tourist site," placed fourteenth and last.

The results showed that the level of services and facilities in tourist sites for people with disabilities (accessible tourism) in Najran region is weak. This is an indication that accessible tourism still needs efforts from those in charge of tourism in the Kingdom of Saudi Arabia to support them and improve their services. This apparent weakness may be due to the low level of quality of products and services in tourist sites that meet the needs of people with disabilities. The result may also be attributed to the poor knowledge and treatment of persons with disabilities by the staff and workers in the tourist sites, as well as the lack of means of transportation for people with disabilities (Akinci, 2015). In addition, accessible tourism is still a recent trend in the tourism industry in the Kingdom of Saudi Arabia. Al-Zahrani’s (2022) study confirmed that accessible tourism needs more organization and good coordination in tourist sites and that it lacks qualified and trained tour guides who are ready to provide services and facilities for people with disabilities in a good way. Likewise, Ovreiu et al. (2018) highlighted that transportation services, assistive means, and visual, audio, and tactile aids provided to persons with disabilities in tourist sites are not appropriate for their needs and requirements in terms of access, mobility, reception, and independence. This result agrees with both results of Ibrahim (2022) and Al-Zahrani (2022), which showed a weakness in accessible tourism services and facilities.

Is the gender variable a factor in whether there are statistically significant differences between the replies of the study sample members about the quality of
services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region?

In order to demonstrate the statistical differences in the study sample's responses regarding the quality of services and amenities in tourist destinations for people with disabilities (accessible tourism) in Najran region due to the gender variable, means, standard deviations, and the t-test for independent samples were used. Table 4 displays the outcomes.

Table 4. T-test for independent samples to illustrate the significance of the variations between the means of the responses of the research sample concerning the level of services and facilities in tourist sites for persons with disabilities (accessible tourism) in Najran region owing to the gender variable.

<table>
<thead>
<tr>
<th>Domain</th>
<th>Gender</th>
<th>No</th>
<th>Means</th>
<th>Standard deviations</th>
<th>t</th>
<th>df</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total score of the scale</td>
<td>Male</td>
<td>64</td>
<td>2.65</td>
<td>0.92</td>
<td>1.151</td>
<td>109</td>
<td>.252</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>47</td>
<td>2.46</td>
<td>0.70</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 4 demonstrates that the gender variable contributed to apparent disparities in the means of the research sample participants' responses about the accessibility of tourism for individuals with disabilities in Najran region. The independent samples t-test was utilized to show the statistical significance of these differences. The gender variable in the tool's overall score was determined to not have any statistically significant effects on the replies of the research sample at the significance level of (0.05); the estimated t-value was (1.151), and its statistical significance was (.252). The result may be attributed to the fact that the study sample members, males, and females, live in societies where the same values prevail and similar social and economic conditions. Most of them go to visit tourist sites within similar periods and similar frequencies of tourist trips. Therefore, they are aware of the clear weakness in the services and facilities in tourist sites that do not meet their special needs and capabilities compared to ordinary people. This result agrees with that of Al-Zahrani (2022), which showed that there were no statistically significant differences in the level of services and facilities in tourist sites due to the gender variable.

Is the kind of disability variable a factor in whether there are statistically significant differences between the replies of the study sample members about the caliber of services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region?

The means and standard deviations of the study sample members' responses regarding the quality of services and amenities provided at tourist destinations for people with disabilities (accessible tourism) in Najran region were calculated based on the gender...
variable and the various categories of the type of disability variable (visual, hearing, and motor). Table 5 displays the outcomes.

Table 5. Means and standard deviations of the study sample's responses about the quality of facilities and services at tourist destinations for individuals with disabilities (accessible tourism) in Najran region.

<table>
<thead>
<tr>
<th>Domain</th>
<th>Disability</th>
<th>No</th>
<th>Means</th>
<th>Standard deviations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total score of the scale</td>
<td>Visual</td>
<td>42</td>
<td>2.61</td>
<td>0.60</td>
</tr>
<tr>
<td></td>
<td>Hearing</td>
<td>41</td>
<td>2.87</td>
<td>0.89</td>
</tr>
<tr>
<td></td>
<td>Motor</td>
<td>28</td>
<td>2.06</td>
<td>0.83</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>111</td>
<td>2.57</td>
<td>0.83</td>
</tr>
</tbody>
</table>

Due to the categories of the disability variable, Table 5 demonstrates that there were noticeable disparities in the means of the research sample's responses about the quality of services and facilities in tourist destinations for persons with disabilities (accessible tourism) in Najran region. A one-way analysis of variance was employed to demonstrate the statistical significance of these variations, as shown in Table 6.

Table 6. One-way analysis of variance to demonstrate the significance of the variations between the means of the research sample's responses about the caliber of services and accommodations in tourist destinations for individuals with disabilities (accessible tourism) in Najran region.

<table>
<thead>
<tr>
<th>Domain</th>
<th>Source</th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The overall score for the level of services and facilities in tourist sites for people with disabilities (accessible tourism)</td>
<td>Between Groups</td>
<td>11.014</td>
<td>2</td>
<td>5.507</td>
<td>9.040</td>
<td>.000</td>
</tr>
<tr>
<td></td>
<td>Within Groups</td>
<td>65.791</td>
<td>108</td>
<td>.609</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>76.805</td>
<td>110</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In accordance with the variable of disability type, Table 6 demonstrates that there were statistically significant differences at the significance level (0.05) for the responses of the study sample members regarding the quality of services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region. Scheffe's test was applied to many comparisons to demonstrate the importance of the differences between the means, as seen in Table 7.

Table 7. Statistical variations in the quality of services and facilities in tourist destinations for persons with disabilities (accessible tourism) in Najran region according to the variable of disability type is demonstrated by multiple comparisons using Schiffé's approach.

<table>
<thead>
<tr>
<th>Domain</th>
<th>Disability(I)</th>
<th>Disability (J)</th>
<th>Mean Difference (I-J)</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total score</td>
<td>Visual</td>
<td>Motor</td>
<td>.553*</td>
<td>.017</td>
</tr>
<tr>
<td></td>
<td>Hearing</td>
<td>Motor</td>
<td>.809*</td>
<td>.000</td>
</tr>
</tbody>
</table>

*Statistically significant at the significance level (0.05).
In accordance with the variable of disability type between the visual disability and the motor disability, Table 7 demonstrates that there were statistically significant differences at the significance level (0.05) in the responses of the study sample about the quality of services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region. The differences favored the visual impairment. In accordance with the variable of disability type between the hearing disability and the motor disability, Table 8 also demonstrates that there were statistically significant differences between the responses of the study sample members regarding the level of services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region. The differences were in favor of the hearing disability.

The result may be attributed to the fact that people with visual and hearing disabilities require fewer adaptations at tourist sites than people with mobility disabilities. They need special arrangements and adapted equipment to help them reach tourist sites easily, move around easily without the help of others, and appropriately receive them. Also, people with mobility impairments who use modified cars face great problems getting into and out of these cars. This is why they pay less attention and care to services and facilities at tourist sites. They also suffer from chronic diseases and health problems that require many procedures and intensive care, which requires the availability of many services and facilities that take into account these conditions. This is reflected in their estimation of lower levels compared to people with visual and hearing disabilities (Ovreiu et al., 2018). This result differs from that of Al-Zahrani (2022), which showed that there are no statistically significant differences in services and facilities at tourist sites (accessible tourism) due to the type of disability variable.

**Due to the unpredictable nature of the trip, are there statistically significant differences in the replies of the study sample members about the quality of services and facilities at tourist destinations for individuals with disabilities (accessible tourism) in Najran region?**

According to the different categories of the nature of the visit (individual, with family, with center), the means and standard deviations of the study sample members' responses about the quality of services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region were extracted to provide the answer to this question. Table 8 displays the outcomes.
Table 8. Means and standard deviations of the research sample's responses to the quality of facilities and services at tourist destinations for people with disabilities (accessible tourism) in Najran region, according to the variable of the kind of visit

<table>
<thead>
<tr>
<th>Domain</th>
<th>Nature of the visit</th>
<th>No</th>
<th>Means</th>
<th>Standard deviations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total score of the scale</td>
<td>Individual</td>
<td>41</td>
<td>2.44</td>
<td>0.76</td>
</tr>
<tr>
<td></td>
<td>With family</td>
<td>40</td>
<td>2.41</td>
<td>0.51</td>
</tr>
<tr>
<td></td>
<td>With center</td>
<td>30</td>
<td>2.96</td>
<td>1.12</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>111</td>
<td>2.57</td>
<td>0.83</td>
</tr>
</tbody>
</table>

According to the various categories of the nature of the visit variable, Table 8 demonstrates that there were apparent differences between the means of the responses from the study sample participants regarding the quality of services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region. A one-way analysis of variance was employed to show the statistical significance of these differences, as shown in Table 9.

Table 9. One-way analysis of variance for the significance of the differences between the means of study sample participants' responses regarding the quality of services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region, according to the type of the visit variable

<table>
<thead>
<tr>
<th>Domain</th>
<th>Source</th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total score of the scale</td>
<td>Between Groups</td>
<td>6.282</td>
<td>2</td>
<td>3.141</td>
<td>4.810</td>
<td>.010</td>
</tr>
<tr>
<td></td>
<td>Within Groups</td>
<td>70.522</td>
<td>108</td>
<td>.653</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>76.805</td>
<td>110</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

According to the type of visit variable, Table 9 demonstrates statistically significant differences at (0.05) for the responses of the study sample members regarding the quality of services and facilities in tourist destinations for people with disabilities (accessible tourism) in Najran region. Scheffé's approach was used to perform multiple comparisons to indicate the importance of the differences between the means, as shown in Table 10.

Table 10. Scheffé's approach comparisons of the level of accessibility (accessible tourism) services and amenities in Najran region tourist destinations according to the variable of the kind of visit

<table>
<thead>
<tr>
<th>Domain</th>
<th>Nature of the visit</th>
<th>Mean Difference (I-J)</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total score</td>
<td>With center</td>
<td>.522*</td>
<td>.030</td>
</tr>
<tr>
<td></td>
<td>Individual</td>
<td>.522*</td>
<td>.030</td>
</tr>
<tr>
<td></td>
<td>With family</td>
<td>.549*</td>
<td>.022</td>
</tr>
</tbody>
</table>

*Statistically significant at the significance level (0.05).

According to the type of visit—a visit with the center versus an individual visit—Table 10 reveals that statistically significant differences between the responses of the study sample members regarding the level of services and facilities in tourist destinations
for people with disabilities (accessible tourism) in Najran region at the significance level (0.05). The distinctions favored the visit category with the center's nature. It is statistically significant (.030) and has a mean difference of (.522). According to the variable of the nature of the visit, there were statistically significant differences between the categories with the center and the category with the family in the responses of the study sample members regarding the level of services and facilities at tourist destinations for people with disabilities (accessible tourism) in Najran region, as shown in Table 10. The center-placed group benefited from the differences. At (.022), the mean difference was statistically significant at (.549).

The result is attributed to accessible tourism, which is based on prior organization and coordination with tourist groups through tourism companies or various institutions that are interested in this type of tourism. They are committed to providing tourism programs and services appropriate to this category to achieve positive humanitarian aspects and convey an impressive image of tourist sites. Therefore, the nature of the visit that takes place with the center differs from the tourism of a person with a disability alone (the nature of the visit is individual), which may face many challenges, obstacles, and difficulties that stand in the way of a disabled person from achieving appropriate tourism. It is also different from those with the family; most parents feel fear for their children or spouses with disabilities during visits and tourist trips. Therefore, they are less enjoying the tourist sites and the services provided there. This result differs from that of Al-Zahrani (2022), which showed statistically significant differences in services and facilities at tourist sites (accessible tourism) due to the variable nature of the visit and in favor of the group with family.

4 CONCLUSION

The research determined the degree of services and facilities at tourist sites for individuals with disabilities (accessible tourism) in Najran region, as well as the disparities based on gender, type of disability, and nature of the visit. The results revealed that the level of services and facilities in tourist sites for individuals with disabilities (accessible tourism) was poor in Najran region. Also, there were statistically significant differences in the level of services and facilities in tourist sites for people with disabilities (accessible tourism) in Najran region due to the type of disability variable in favor of visual disability and hearing disability. Furthermore, differences in the nature of the visit
arose in favor of the nature of the visit with the center, although no statistically significant
differences showed on the variable of gender. The scope of this study's generalization of
findings is restricted to its investigation of accessible tourism services and amenities in
Najran region in southern Saudi Arabia in the summer of 2023. It is also restricted to the
viewpoints of a sample of disabled individuals (sight, hearing, and motor challenged)
registered and affiliated with the Club for People with Disabilities in Najran region,
whose ages ranged from 20 to 55. The study also made use of a single tool, a
"questionnaire." As a result, the degree of precision in determining the validity and
reliability of the tool and the seriousness of the study sample members' responses to it
influence how generalizable the study's findings are. Services and facilities in tourist sites
for people with disabilities (accessible tourism) in Najran region suffer from apparent
weakness and do not meet the needs of people with disabilities. Therefore, this matter
requires the General Authority for Tourism and National Heritage in the Kingdom of
Saudi Arabia and its branch in Najran region to adopt an organized and thoughtful
strategic plan that makes tourism services and facilities of high quality. This can be done
by working in effective ways, such as providing restaurants and rest houses in tourist
sites, with appropriate arrangements for people with disabilities, and providing reception
places for rest and waiting for people with disabilities in tourist sites. Also, guided tours
are organized for groups of people with disabilities, and theatrical performances and
entertainment events are provided at tourist sites specially prepared for people with
disabilities. In addition, guides are provided ready to serve visitors with disabilities at
tourist sites, and toilets specially designed for people with disabilities are provided at
tourist sites. Moreover, services, guides, and facilities are provided to meet the needs of
people with mobility disabilities, and people who visit alone or accompanied by their
parents. The study also recommends training workers in the tourism sector on how to deal
with persons with disabilities in a way that is commensurate with their abilities, needs,
and characteristics. Finally, there is a need to conduct more descriptive and comparative
studies on the reality of services and facilities in tourist sites for persons with disabilities
in different regions of the Kingdom of Saudi Arabia and to compare its results with the
results of the current study.
ACKNOWLEDGMENT

The authors are thankful to the Deanship of Scientific Research at Najran University for funding this work, under the Research Groups Funding program grant code (NU/RG/SEHRC/12/43).
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