



NEAR EAST
UNIVERSITY

GRADUATE SCHOOL OF SOCIAL SCIENCES
TOURISM MANAGEMENT PROGRAMME

**ACCESSIBLE TOURISM
DO HOTELS PRODUCTS MEET THE NEEDS AND
DESIRES OF PEOPLE WITH DISABILITIES?**

MOHAMMAD FAROUQ AHMAD ALAZZAM

MASTER'S THESIS

NICOSIA

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NICOSIA
2021

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**ACCESSIBLE TOURISM
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OF PEOPLE WITH DISABILITIES?**

Approval of Director of Institute of Graduate Studies

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DECLARATION

I, Mohammad Farouq Ahmad Alazzam, hereby declare that this dissertation entitled '**Accessible Tourism Do hotel products meet the needs and desires of people with disabilities?**' has been prepared by myself under the guidance and supervision of 'Assoc. Prof. Dr. Nesrin Menemenci Bahçelerli in partial fulfillment of the Near East University, Graduate School of Social Sciences regulations and does not, to the best of my knowledge, breach and Law of Copyrights and has been tested for plagiarism and a copy of the result can be found in the Thesis.

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ACKNOWLEDGEMENTS

I would like to thank everyone who contributed to the success of this thesis to the thesis supervisor, Dr. Nesrin MENEMENCI, the thesis discussion committee, and to all the lecturers of the Faculty of Tourism at Near East University for the knowledge they provided me. The achievement is for them, and I thank my father for the psychological and moral support. My father, Professor Dr. Farouq Al-Azzam, who gave me advice and a good idol for me in education. I also aspire to reach his academic degree, and my dear mother, who gave all the support she could to reach this stage. I also thank my dear brothers and dear sister who They were the basis for this study because she is deaf and I wanted to do something to make her feel listening and able to interact with all sectors of tourism. Thanks to all the researchers on the same topic for what had an impact on the success of the thesis.

ÖZ

ERİŞİLEBİLİR TURİZM OTEL ÜRÜNLERİ ENGELLİLERİN İHTİYAÇ VE İSTEKLERİNİ KARŞILIYOR MU?

Dünya çapında turizmin gelişmesiyle birlikte, engellileri turizm yoluyla topluma entegre etmek için gerçek bir fırsat bulmak gerekli hale geldi, bu nedenle bu tez, Türkiye'deki beş yıldızlı otellerde engelliler için otel hizmetlerinin mevcudiyetini incelemek için yapılmıştır. Akabe – Ürdün Araştırmanın önemi, engelliler için mevcut olan otel ürünlerini belirlemek ve bunları geliştirmeye çalışmaktır. Çalışma, engelliler için özel hizmetler de dahil olmak üzere uygun bir otel ortamı ve onlarla ilgilenebilecek bir personel bulmayı amaçladı. 2019 yılında Corona pandemisi nedeniyle Akabe'nin beş yıldızlı otellerinde ikamet eden ve mevcut bir saha çalışmasına engel olan engellilere anket yapılarak dağıtılmış ve Akabe'nin beş yıldızlı otellerinde bazı sonuçlara ulaşılmıştır. Akabe, yeme-içme departmanına dikkat etmeyerek ve kamu tesisleri departmanı ile odalar departmanına ortalama ilgi göstererek, ardından araştırmacı, özellikle tüm engellilere ilgiyi artırmak ve onlara sunulan otel hizmetlerinin kalitesini iyileştirmek gibi çeşitli önerilerde bulundu.

Anahtar Kelimeler: Engelliler , Oda Bölümü , Yiyecek İçecek , Kamu Tesisleri, Engelli Turizm , Otel Ürünleri hizmetler

ABSTRACT

ACCESSIBLE TOURISM

DO HOTELS PRODUCTS MEET THE NEEDS AND DESIRES OF PEOPLE WITH DISABILITIES?

With the development of tourism around the world, it has become necessary to find a real opportunity to integrate people with disabilities into society through tourism, so this thesis was conducted to examine the availability of hotel services for people with disabilities within five-star hotels in Aqaba – Jordan. The importance of the research lies in identifying the hotel products available for people with disabilities and seeking to develop them. The study aimed to find a suitable hotel environment for people with disabilities, including special services and a staff capable of dealing with them. A questionnaire was made and distributed to people with disabilities who resided in the five-star hotels of Aqaba in 2019, due to the Corona pandemic, which prevented us from a current field study, and some results were concluded in the five-star hotels of Aqaba, by not paying attention to the food and beverage department and average interest in the public facilities department and the rooms department. Then the researcher made several recommendations, most notably increasing interest in all people with disabilities and improving the quality of hotel services provided to them.

Keywords: People with disabilities, Room Division , Food and Beverage, Public Facilities, Accessible Tourism , Hotels Products

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INTRODUCTION

Jordan is considered one of the foremost important traveler attractions within the Center East. Typically primarily due to its devout and chronicled importance. Jordan has other details that make it a goal for visitors and guests from all over the world all through the year, particularly concerning therapeutic tourism Jordan is recognized by its differences of tourism components, due to the accessibility of visitor attractions, such as archeological locales. The country's tourism areas are moreover different, such as social, devout, recreational, medical, and experience tourism, among others. There are more than 300 classified and non-classified lodgings within the Kingdom, 100 of which are 3-star and above.

The Joined together Countries has characterized individuals with uncommon needs as those who endure from a lasting state of physical or mental sickness in managing with different impediments, obstructions and situations, which anticipates them from completely and successfully partaking in society in a way that puts them on an rise to premise with others. The World Wellbeing Organization too states on its site that inability is an umbrella term that incorporates beneath its umbrella the diverse shapes of impedances or natural awkward nature, constrained action, and confinements that constrain dynamic participation. (Nathion, 2017)

This proposition will attempt to create methodologies in concerning of open tourism to grant the proper of tourism for all. Available tourism could be a unused rising see in tourism industry centering on disabled tourists, and actualizing a human calculate for these bunches who have the correct to share the tourism involvement wherever they need to go without stress.

In this research, we will study tourism for people with disabilities and we will work hard to reach this category to do the tourism easily and we will see that people with visual disabilities see what he has never seen and the audio feels that he hears everything about him and the motor feels that he did not hang any member They can practice tourism as natural people.

Accessible tourism or tourism for people with special needs is a tourist pattern that provides destinations, products and services within the reach of all, regardless of financial restrictions, disability or age, as contemporary societies are becoming increasingly aware of the concept of integrating people with special needs into society.

According to the European Network for Soft Tourism, soft tourism includes:

1. Barrier-free destinations: infrastructure and facilities.
2. Transportation: by air, land and sea, suitable for all users.
3. Quality services: Provided by trained personnel.
4. Activities, exhibitions and attractions: Participation is permitted by all.
5. Marketing and reservation systems, websites and services: information accessible to all.

Statement Of The Problem

This research deals with the relationship between hotel services for persons with disabilities in Aqaba hotels and meeting the needs and desires of tourists with disabilities, as many authors have talked about this subject, including the market size of this category, according to previous studies, the market for tourists with disabilities should be taken into consideration and examination of some facilities provided for persons with disabilities in hotels. However, we will consider supplementing these facilities and services for persons with disabilities through this research, which will answer the research question and research objectives.

We can say that the problem of the study is the following:

Do hotel products meet the needs and desires of people with disabilities?

Question Of The Study

Study questions were developed to obtain realistic answers to the application of the solution to the study problem in the five-star hotels in the Aqaba region, to clarify the negative impact of great importance resulting from ignoring the provision of services commensurate with the needs and requirements of an important group in global and local communities and they have special needs,

and reflections This is on the satisfaction and happiness of tourists of this category on the one hand, and the services of the hotel, its employees, guests and customers on the other hand.

Study Questions Include The Following

- 1- What is the level of application of five-star hotels in the Aqaba region for instructions and regulations related to the needs of people with disabilities?
- 2 - What is the level of application of five-star hotels in the Aqaba region for services that satisfy the needs and desires of tourists with special needs? And its effectiveness in the event of its existence?
- 3- What are the strategies and policies to achieve the satisfaction of tourists with special needs, to keep them and ensure their loyalty to the five-star hotels in Aqaba?

The Importance Of The Study

- 1 - Knowing the services currently provided in hotels and what corresponds to the needs of people with disabilities.
- 2 - Seek to find ways to provide hotel products for people with disabilities with ease and mastery.
- 3 - Knowing what must be available from hotel products in hotels and their employees to serve the disabled category.

Objectives Of The Study

- 1-Study the effect of hotel services on satisfying the needs and desires of people with disabilities.
- 2-A study of the effect of the Rooms Division and its internal departments on satisfying the needs and desires of people with disabilities.
- 3-Study the effect of the Food and Bavareg department on satisfying the needs and desires of people with disabilities.
- 4-Study the effect of public facilities in the hotel on satisfying the needs and desires of persons with disabilities.

Hypotheses

The main hypothesis

There is no significant relationship between hotel services and need & desires of people with disabilities.

Sub hypotheses

H1- There is no significant relationship between Room Division and the needs & desires of people with disabilities.

H2- There is no significant relationship between F&B and needs & desires of People with disabilities.

H3- There is no significant relationship between Public Facilities and the needs & desires of people with disabilities.

H4: There are differences in relationship between hotel services and need & desires of people with disabilities due to the gender variable.

H5: There are differences in relationship between hotel services and need & desires of people with disabilities due to the age variable.

H6: There are differences in relationship between hotel services and need & desires of people with disabilities due to the type of disability variable.

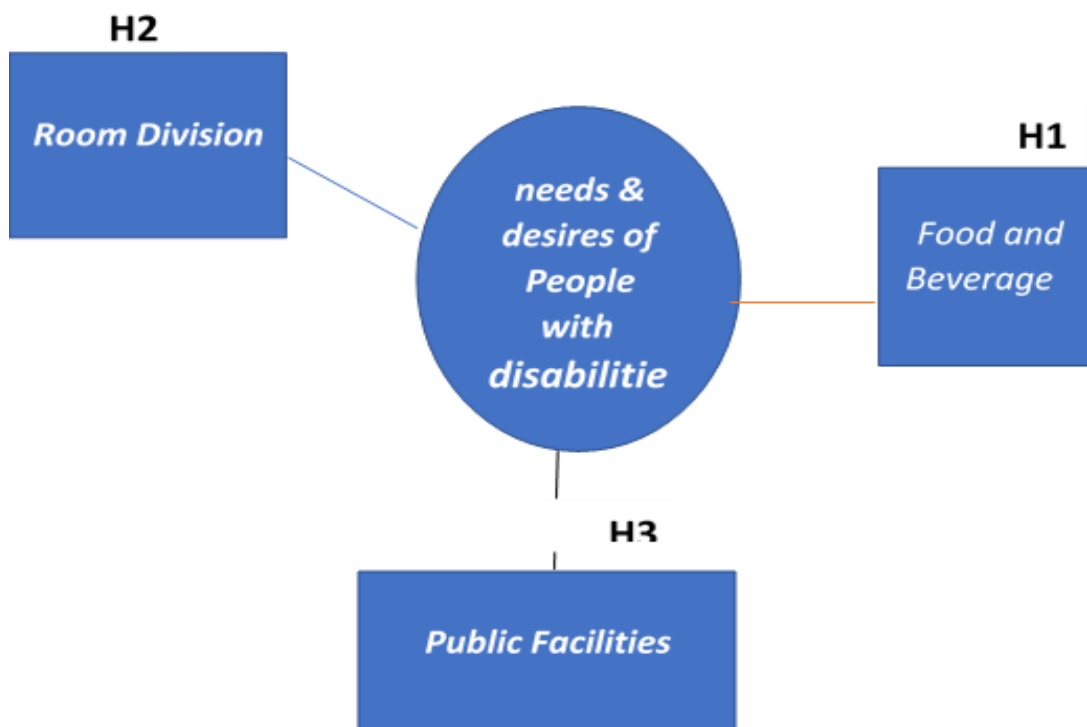


Figure 1: Relationships between variables, a proposed model

CHAPTER 1

GENERAL BACKGROUND

1.1 Tourism in Jordan

Jordan is a tourist destination for many tourists from different countries of the world. This is due to its attracting and polarizing factors that satisfy the aspirations of those coming to it from everywhere, perhaps the most prominent of which is the political stability in it, in addition to its distinctive geography, and the picturesque natural features it contains, in addition to the historical heritage in it. It should be noted that the tourism sector contributes to enriching The economic sector is primarily in the country, with an amount exceeding \$ 800 million annually, and the tourism sector ranks second in being the second largest private sector in terms of employment, and it ranks first in being the first supportive sector for foreign exchange in the country. It also contributes to a domestic product of up to 10% of the country's total output.

The period from April until the end of May can be considered the best time to visit Jordan, especially for people who like to travel and travel; As the temperature during these months is somewhat moderate and has not yet reached its maximum, and the rainfall will have ended as well, and the visit to Jordan is not limited to the months mentioned previously; The best time depends individually on the people and their preferences, and on the purpose for which you want to visit Jordan.

1.2 Types Of Tourism In Jordan

Jordan is distinguished by its diverse geographical nature. This makes it a popular tourist destination throughout the year; Tourism in it is not limited to a specific season of the year, due to the diversity of Jordan's environment. As there are springs, nurseries, resorts, mountains, deserts, and beaches, and

this environmental diversity results in a diversity of living creatures of animals and plants found in the various regions of Jordan, and the natural environments in Jordan can be divided into several types: The types of tourism in Jordan can be divided according to the region and the desired purpose for the following types:

1.2.1 Archaeological Tourism:

Jordan includes several archaeological sites of special importance and unique beauty in the world, including the city of Petra, or also known as the Pink City, the city of Jerash with its beautiful Roman pillars, and the Roman Amphitheater in Amman, in addition to several other cities that contain castles and palaces. A wonderful archaeological desert; As my city, Umm Qais, and Umm al-Jimal, Jordan's history is full of ancient and historical heritage; As its lands have witnessed the greatest human civilizations; Like the Roman, Byzantine, Ottoman and Mamluk civilizations; Which all inhabited the country and left behind a number of archaeological sites that have a special place, such as the cities of Petra and Jerash.

1.2.2 Medical Tourism:

Jordan is distinguished by its well-known progress in the field of medicine that is well-known in the surrounding region, whether this is in modern hospitals, medical cities specialized in treating various diseases, or other medical institutions. Jordan also includes a group of sites that are rich in hot mineral water. That are used for therapeutic purposes; Such as Hammamat Ma'in, Hammamet Northern Shuna, Jordanian Hammamet, Hammat Tabaqat Fahal, in addition to the Dead Sea; Whose unique water and mud are an effective treatment for many skin diseases.

1.2.3 Religious Tourism:

Religious tourism in Jordan consists of visiting religious sites. The sites of Islamic battles such as the Battle of Mu'ta and the Battle of Yarmouk, in addition to visiting the shrines of the Companions such as the mausoleums of the great companion Moaz bin Jabal, the companion Dharar bin al-Azwar in the Jordan Valley, the tomb of the companion Zaid bin Haritha, the companion

Jaafar bin Abi Talib in the southern shrine, and other companions, in addition to visiting Old churches such as the one in Madaba and Mount Nebo.

1.2.4 Recreational Tourism:

Jordan enjoys charming and varied natural areas distributed in most regions of the Kingdom, most notably the forests of Dibeen and Ajloun forests, in addition to valleys such as Wadi Rum, Wadi Mujib, which is spread by a group of resorts and hotels, and many facilities in which all amenities are available for tourists from all over the world.

1.2.5 Cultural Tourism:

Jordan organizes a number of local, Arab and international conferences and seminars in various fields and disciplines, whether cultural, economic, political or social. A number of factors have contributed to ensuring this achievement, the most important of which is Jordan's containment of several institutes and universities with rare specializations. The level of the region, in addition to its distinguished geographical location among countries, in addition to its political stability and high level of safety.

1.2.6 Marine tourism:

Maritime tourism in Jordan is represented by visiting marine sites, perhaps the most prominent of which is the city of Aqaba, which is located in the south of Jordan, which is distinguished by its blue waters and beautiful coral reefs close to the beach, and you can enjoy watching the diversity of its aquatic neighborhoods, as well as practicing various water activities and sports; Like diving and water skiing, it is also possible to visit the Dead Sea, which is characterized by its calm and heavy waters, which allow learning to swim and practice throughout the year.

1.3 Elements Of Tourism In Jordan

1.3.1 Cultural and historical components

Where Jordan includes many archaeological and historical sites for lovers of archaeological and historical tourism. As we know, Jordan lived and lived through many civilizations such as the Greek and Roman civilization and the

Nabataean civilization, which brought us one of the Seven Wonders of the World, Petra.

1.3.2 Natural Ingredients

1.3.2.1 Geographical location:

Jordan has a distinctive and strategic geographical location, as it is a link between many countries, including the northern gateway to the Arabian Peninsula and with Syria, Palestine, Egypt and Iraq. Jordan is also part of the Arab Tourist Crescent, which includes Syria, Jordan and Egypt.

1.3.2.2 the climate

Jordan enjoys a moderate and varied climate in all the governorates of Jordan and it is sunny in most days of the year, that is, tourists who are looking for warmth in the winter go south to Aqaba and the Dead Sea, and those looking for moderate weather in summer go to the north and central Jordan to Irbid, Ajloun and Jerash in the north and Amman in the central.

1.3.3 environmental diversity

Jordan is distinguished by the diversity of its environments. As it includes the valley, the desert, and the countryside, in addition to forests, beaches, and natural springs, which leads to the diversity of plant and animal living organisms in it, and it is suitable for tourism in all seasons of the year. As it has resorts and resorts, it possesses the natural geographical features that meet all the needs of tourists.

1.4 Challenges Of Tourism In Jordan

The Jordanian tourism sector faces many challenges that have led to the closure of many tourist facilities and the disruption of many workers in this sector, and these challenges include:

1. Security and political instability in the region : We know that the tourism sector is very sensitive, and as we know that what is happening in the region around Jordan in terms of terrorism, wars, political conflicts, refugees and crime is of course a strong challenge for this sector, and it must be well prepared for it in terms of security.

2. The need for well-trained workers to advance the Jordanian tourism industry.
 3. The lack of wages and salaries and a high employee turnover rate for the Jordanian tourism sector, which makes us have a lack of retention of workers in tourist facilities.
 4. Laws and procedures that are considered to have a double effect, that is, if the decision is hasty, it will be against the tourism sector and it is possible to cause great harm to it.
 5. Weak tourism marketing and promotion in Jordan, which has become as if it has been monopolized by the tourism and travel agencies that unfortunately market and promote themselves.
-

1.5 Aqaba Of Jordan

Aqaba is the only coastal city in Jordan, and the largest and most populous city among all the cities of the Gulf of Aqaba. Aqaba is located in the southernmost part of the Hashemite Kingdom of Jordan, on the coast of the Red Sea, and is the center of Aqaba Governorate. The city is about 330 km south of the Jordanian capital, Amman. In 2015, its population reached 148,398 people, as it is the fifth largest city in the Kingdom. The area of the city is 375 square kilometers (144.8 sq mi). Aqaba has a major role in the Jordanian national economy and its development, through both the commercial and tourism sectors. It is noteworthy that the port of Aqaba is an important maritime crossing for other countries neighboring Jordan as well

Tourism in Aqaba is one of the corners of the Golden Triangle, which is Petra - Wadi Rum - Aqaba.

Among its golden waters, the blue of the sky, some white clouds that resemble cotton, and its solid mountains that are colored red at sunset fascinate you with their atmosphere and colors.

Hundreds of thousands of Jordanians and foreign tourists searching for tranquility on its shores and parts of the history of this city that exceeds 4000 years visit the city, in addition to unique diving places in the world.

If you are looking for shopping, it is the right place to buy what you are looking for at a lower cost than the rest of the Kingdom, being a special economic zone..

Because of its strategic location in the northeastern Gulf of Aqaba, branching from the Red Sea, which mediates the trade routes between the continents of Asia and Africa, all this has made Aqaba and its seaport an important region over thousands of years. In addition, the city of Aqaba is distinguished as a strategic area and the only maritime outlet for Jordan, and Aqaba has land borders with the city of Haqel in the Kingdom of Saudi Arabia through the center of the Durra borders, maritime borders with Egypt and also with the city of Eilat via the Wadi Araba crossing and both cities are located at the head of the Gulf of Aqaba Branching from the Red Sea. Aqaba is well known for being an attractive area for diving enthusiasts on its shores overlooking the Red Sea. The city includes many important industrial facilities, free trade zones, and King Hussein International Airport. And it is an important administrative center in the far south of Jordan area. And exporter of phosphate and some types of coincidences. The city has an estimated population of 150,000.

The ancient name of the city according to the Hebrew Torah was Eilat, the name that continued in the later Roman eras and in the reigns of the Islamic caliphate in the form of a deer, then ayla. Because of its strategic location and proximity to copper mines, it was a regional center for copper production and trade during the copper age. During the Byzantine occupation of the region, Aqaba, at that time, became a Christian diocese, and then converted during the Arab-Islamic rule to an honorary diocese, when the name of the city became a deity. As for the current name of Aqaba, it appeared in the late Middle Ages. During the Great Arab Revolt, a battle occurred in Aqaba, known historically as the Battle of Aqaba, in which the victory of the Arabs over the Turks had a decisive impact on the evacuation of the Turks from the Arab countries.

The location of the city of Aqaba near Wadi Rum and the city of Petra is one of the seven wonders of the world, making it among the aforementioned sites what is known as the golden tourism triangle of Jordan; something that

strengthened its tourist position on the global map, and also made it one of the major tourist destinations in Jordan. Aqaba is managed economically and services through the Aqaba Special Economic Zone Authority, which contributed to turning the city of Aqaba into a city with low taxes and free of customs duties, which made it an attractive point for major projects such as Ayla Resorts, Aqaba Saraya, Marsa Zayed and others such as the expansion of Aqaba Port. All of these projects are expected to turn Aqaba into a major tourist attraction in the region. However, due to the location and strategic nature of Aqaba, commercial and industrial activities remain of great importance, as it is the only sea port for Jordan in the world

Aqaba, "Basem Al-Bassem Jordan" .. a city located on the coast of the Red Sea in southern Jordan, about 330 km away from the Jordanian capital, which is a coastal city that is of great importance for the Jordanian tourism and economy as it is the only marine port and a free economic zone, and it is famous for its beautiful diving areas With a population of approximately 120,000 people. The city is distinguished by its many important industrial facilities and free trade zones.

Aqaba is a unique and beautiful city. It is rich in rugged purple mountains, whose color and shape change with the changing times of the day, and on the beaches of Aqaba, visitors relax under the sun before diving in the refreshing cold water, and the natural scene in Aqaba is an impression, where the narrow beach, decorated with palm trees.

The castle, which now turned into a museum, was originally built as a Crusader castle, and was largely rebuilt by the Mamluks in the fourteenth century, and while walking through the streets of the modern city the visitor will discover the presence of some of the best fish restaurants and craftsmen who fill colored sand in small bottles In complex engineering designs.

In the center of the city, the Islamic city of Ayla surrounded by walls, which was built in the seventh century, is excavated, and the fortress that was built in the fourteenth century is one of the main landmarks to be seen in Aqaba, which is located next to the beach, and includes a section of that fort as a center for visitors in what it contains Another section is a museum

1.6 Tourist City

Perhaps its enjoyment of the cultural and heritage elements, the reason that made the Arab Tourism Ministers Council choose to be the second Arab capital of tourism after the city of Alexandria, as it possesses all the ingredients of the tourist capital. To achieve a set of criteria, including ease of access, tourism activities and events in it, its housing capacity, and a favorable climate for most of the year.

The obstacle is well suited to be the Arab tourism city, due to the existence of the infrastructure represented by the presence of an international airport, a modern road network and a developed sea port, and this has increased the factors that enhance the city's ability to attract more tourism and enhances its ability to hold various local, regional and international events and receive relevant international conferences. Tourism and development.

Tourism investors considered that the city of Aqaba entered into a competitive framework with many cities located on the shore of the Red Sea, considering that the city, which was a small city does not exceed the number of hotel rooms (1,800) rooms, has now entered the competition market strongly.

And investors confirmed that Aqaba is a candidate that will surpass Eilat in attracting tourists in the future, for reasons including large, fast and large projects, in addition to being located (30) kilometers from one of the seven new wonders of Petra.

In an article in the Israeli newspaper, Haaretz, he stated that Aqaba had taken steps to become the largest tourist destination in the Gulf, and that Eilat was unable during the 2008 and 2009 years of the development race in Aqaba.

1.7 Historic and economic city

The obstacle was historically present, as historical documents confirm that it is the city of the Prophet Solomon, where Queen Belqis was received, and the availability of raw copper material at the site (Hajar Al-Ghozlan) on the northern outskirts of Aqaba confirms that it was an economic city par excellence five thousand years ago.

The history of Aqaba dates back to the third century B.C., as it was a Nabatean city and its exit on the sea, and the Nabatean commercial caravans coming from Egypt and Palestine stopped there before heading to Petra and from there to the markets of the Levant and Iraq.

In the Byzantine era, this city had its bishop and enjoyed the calm and prosperity, and the Arabs occupied it and it has become of special importance because it is located on the road leading to the sanctuaries in the Hijaz lands. The Crusaders then occupied it and remained under their rule until the Ayyubids liberated it. Aqaba fell under the Ottoman occupation 1516 (-) 1917 who neglected it. And the traveler Yaqout said about her:

"A city on the coast of Bahr al-Qalzam is one of the following, the Levant. It was said that it is the last of the Hejaz and the first of the Levant. Abu Zayd said it is a small city full of green plants.

Al-Qazwini wrote: It is a city on the coast of the Sea of Qalzam, which includes the following Sham. Now the pilgrims of the Levant and Egypt come together, who came by the sea".

1.8 Diving And Skiing Fun

What makes Aqaba so unique are the secrets abundant in its waters, as there are in the depths some of the most beautiful coral reefs in the world. Mostly, these people make diving surprising and surprising. More than 140 species of coral neighborhoods have been discovered in the waters of Aqaba, and among them there are many species that settle in this region. There are many other water activities as there are pedal boats, sailing boats and water skiing. Rowing boats can also be rented.

Water skiing is an enjoyable experience on a glass boat. Also, fishing on the beach is excellent due to the depth of the water near the edge. It is also possible to do fishing from boats. On the 14th of November, the anniversary of the birth of King Hussein, Aqaba witnesses a major water festival every year. The late king used to attend this festival, which includes water sports competitions. Other festivals are held throughout the year.

1.8.1 General beaches

Aqaba Water Park

Aqaba has two public beach areas, one of which is located on the southern shore, which is the Aqaba Water Park, 12 km from the city center. Parasols, chairs, baths, and showers are available at this beach.

1.8.2 Al-Hafayer Beach

Another public beach is located in the middle of Aqaba's beach and in the Al-Hafayer area, which is a special area, as many local residents grow vegetables on the beach and in the areas near it. There are also many cafes on the water's edge, where you can enjoy meals or hookahs. The beach is open for swimming, although there are no swimming savors.

1.8.3 Private beaches

It is affiliated with hotels such as the Mövenpick Hotel, InterContinental, Tala Bay and Royal Dive Club.

One of the very special places in the city of Aqaba ... in which you can stay throughout the period of your stay in Aqaba and practicing at the same time the various activities that Aqaba offers to its visitors and dear loved ones is the "Tala Bay Resort" and offers a wide range of activities for all family members, as the beach includes hotels , Various sports and recreational activities, and also provides a 2 km beach, golf course, beach club, commercial centers and water city.

1.9 Five-Star Hotels in Aqaba

According to the latest statistics of the Jordanian Ministry of Tourism, Aqaba has 45 different tourist hotels , There are 9 hotels in the city of Aqaba within the five-star category, including two modern hotels, each of which was opened in the year 2019. These hotels, according to the sources of the Jordanian Ministry of Tourism, contain 3226 hotel rooms and 2,689 beds, and these hotels are named Al Hayat Regency Hotel, Al Manara Hotel, Intercontinental Hotel, Kempinski Hotel and Hotel The Movenpick, the Oryx Hotel, the Movenpick Hotel Talabay, the Hilton Hotel, and the Redson Blue Hotel, and thus these

hotels were divided into appropriate geographical dimensions and distributed regularly in the city of Al Aqaba ,As there are 200 rooms within the hotel rooms in these hotels as a group, especially for people with mobility disabilities, knowing that they contain few facilities for them, so in this research the researcher decided to study the mechanism of dealing with the category of people with disabilities in five-star hotels in Aqaba .

The Jordanian government sought to create a good tourism environment for people with disabilities, and from this point of view many conferences have been held under the auspices of His Highness Prince Raad, Chairman of the Supreme Council for the Disabled in Jordan, including what was in the city of Aqaba, which hosts all tourism activities, especially affordable tourism for people with disabilities, which is understood by the Affordable Tourism Conference at the Movenpick Hotel In Aqaba in 2014 under the patronage of His Highness Prince Raad, who brought out the following for us the result of this conference: Some measures to ensure the establishment of the Arab Information Network for Facilitated Tourism were discussed by adopting a list of internationally approved standards for the purpose of activating the role of affordable tourism in the Arab world for people with special needs and trying to satisfy those needs ,The government has put in place a lot of tourism plans targeting the disabled category, especially the successive Jordanian tourism ministers

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter deals with previous studies on the subject of Accessible tourism, including the study (Darcy, 2005) and the study (Darcy and Dickson, 2009). The most prominent researcher in this topic was Professor Simon Darcy from the University of Sydney in Australia, but the scientific gap that the researcher relied on in this study is Addressing audio-visual disabilities and emphasizing the services provided to them, in addition to making sure of the existing services for people with motor disabilities

2.2 Theoretical Framework

There have been many theories about tourism for people with disabilities, including the theory of long tail, which speaks about the importance of studying the small market, which may constitute a large segment in the future.

Long Tail theory's (The Long Tail refers to this category of people representing a very small percentage of the result but taking the shape of a long tail: 80% of the effort)

This theory talks about the Importance of studying the size of the tourist market for tourists with disabilities.

We will take this theory through our study of the reality of services provided to people with disabilities in Aqaba hotels in Jordan.

This theory was adopted because it generally speaks about the groups that do not represent a high percentage at present and that the disabled are currently a middle-market class, but as the theory says when we care about such categories, a high market share is obtained from this category

2.3 Literature review

This research aims to know the relationship between the services provided to tourists with disabilities in Aqaba hotels and how they work to satisfy people with disabilities and satisfy their needs and desires. Therefore, we must know what was previously written about disabled tourists and the services provided to them.

2.3.1. Accessible Tourism

Darcy and Dickson (2009) characterized the available tourism as "an industry which empowers individuals with get to necessities, counting versatility, vision, hearing and cognitive measurement of get to, to operate freely and with value and nobility through the conveyance of all inclusive plan in tourism items, administrations and environments.' It incorporates traveler in wheelchairs freely or with a partner, Strolling adhere or bolsters, a visitor with trolleys and overwhelming gear, Visual and hearing impedances, seniors, families, Pregnant women', who regularly moves all over as their wish. Vitality, this definition recognizes the significance of available tourism requiring a prepare grounded on three imperative values, autonomy, value and dignity " (**Dickson, Darcy , 2009, p. 34**)

2.3.2. Size of disabled tourists' market

Inside the final decades, the open tourism has been gotten an expanding consideration universally (**Darcy 2005**). Besides, figures of a few thinks about from Australia, the USA and the EU have demonstrated that crippled visitors got to be nowadays an vital showcase. World Wellbeing Organization announced in 2011 that the measure of debilitated individuals within the world near to being 1 billion individuals, which means almost 15% of the world populace with one or more incapacity (WHO, 2011). These figures included to tall maturing rates which were in 2009 almost 10% of the populace of the world who are matured more than 60, with estimation to be 20% in 2050 (**UNWPA, 2009**).

2.3.3. Accessible tourism legislations

A few British and American investigate had taken the case from point of human rights legislations to move forward available tourism for individuals with extraordinary needs (Griffin 2000; Mill operator and Kirk 2002; Goodall, et al. 2004). The European Commission begun to execute modern enactment and hones to draw a secure environment for all. This methodology looks for to include simple get to in open places and transportation, to allow individuals with incapacities to move free (Tourism Survey, 2011). The executions incorporate tourism items and its environment as; stopping and open passages entryway (UNWTO, 2011), front work area and neighborly staff, room and latrine plan, and audio-visual crisis alarm **(Bucur, 2012)**.

2.3.4. Need to segment Services

A ponder by Forward (2004) found that individuals with portability and vision incapacities have diverse data sources inclinations and diverse needs. And these needs ought to be considered in arranging feasible tourism for incapacities (Darcy 2003). Others analysts as McKercher et al. (2003) focused on the part of travel operators as facilitators for individuals with inabilities. But these ponders appear that the tourism get to data given for distinctive incapacities was not dependable or exact. A few past thinks about demonstrated the crevice to total the requirements of sightseers with extraordinary needs as the thinks about of Burnett and Bender-Baker (2001), Beam and Ryder **(2003)**.

2.3.5. Universal design in Best practice

“Widespread design” implies an environment planned to be effectively utilized by all individuals with a least of physical endeavors unbendable framework, where there's sufficient space and measure to utilize securely **(Center for Universal Design, 2009)**.

According to previous studies, the market for tourists with disabilities should be taken into account and examined some facilities provided for people with disabilities in hotels. However, we will look into completing these facilities and

services for people with disabilities through this research, which will answer the research question and the research goals.

2.3.6. The importance of integration of people with disabilities into society

The United Nations has characterized individuals with uncommon needs as those who endure from a changeless state of physical or mental ailment in managing with different impediments, boundaries and situations, which avoids them from completely and successfully partaking in society in a way that puts them on an rise to premise with others. The World Wellbeing Organization moreover states on its site that incapacity is an umbrella term that incorporates beneath its umbrella the diverse shapes of disabilities or natural lopsided characteristics, restricted movement, and confinements that constrain dynamic participation. **(Nathion, 2017)**

In my research, we discuss an important category for the Jordanian tourism sector because there are departments interested in this category and it is possible to work with them to encourage tourism to this category and to work to integrate them in the community and to make them practice all tourism practices such as natural persons but as there are strengths of the subject there are weak points In Aqaba, this group will conduct all tourist practices without any disabilities. Therefore, the questionnaire that we will be designing will examine the relationship between the independent variable in our research. The services will be fully discussed for the disabled in the Aqaba hotels. By one too small services that can give a psychological addition to people with disabilities.

2.3.7. Facilities that must be provided to people with disabilities according to Jordanian law

(Malkawi, 2021) According to the 2015 General Census of Housing and Population, the prevalence of disability among the population aged 5 years and over constitutes 11.2% of all kinds, audio constitutes 3.1%, visual 6.0%, and mobility is 4.7. In accordance with the provisions of Article 37 of the Law on the Rights of Persons with Disabilities (2017), the Ministry of Tourism and Antiquities and the Tourism Promotion Authority, in coordination with the

Supreme Council, and within (5) years from the date of entry into force of this law, include the instructions for licensing tourism professions, standards for accessibility and follow-up to the extent of compliance. It also provided for training cadres working in the field of tourism and tourist guides on ways to communicate effectively with this category, in addition to providing pamphlets, publications and information in various tourist and archaeological sites in accessible formats. He points out that there are no tourist guides in sign language in the tourist sites, indicating that visitor centers rely on technology to show documentaries about the story of the archaeological site in picture, sound, writing and sign language, in addition to including them in the new plan.

2.3.8. Accessible Tourism in the Arab Region Forum, 2019

This session aims to clarify the concept of accessible tourism and sustainability in terms of principles, tools and practices, in addition to highlighting the importance of including the integrated vision of accessible tourism in the formulation of tourism strategies in the Arab countries. Some recommendations were issued, the most important of which is the rehabilitation and upgrading of human cadres working in the field of soft tourism through qualitative training courses to raise awareness, and to benefit from the tourism quality programs in this regard provided by the Arab Tourism Organization and the Arab Academy for Science, Technology and Maritime Transport.

2.3.9. Economic estimates for accessible and inclusive travel markets: Australia, UK, EU, USA

(Darcy, 2017) Continuing with the previous blog post, Accessible Australian Tourism Data Unit, what is the key knowledge about the comprehensive accessible tourism market emerging from the 2017 National Visitor Survey by Tourism Research Australia? There are two main documents that use similar but slightly different methodologies that summarize the economic impact and basic tourism behavior information. They are:

- University of Technology Sydney - Institute for Public Policy and Governance, assisted by UTS Business School 2017 Inclusive Tourism: Economic Opportunities;

Tourism Research Australia and MyTravel Research 2017 summary of accessible tourism in Victoria and Queensland

2.3.10. The effect of the level of hotel service quality on customer satisfaction

The study of Al-Imam and Al-Qasbaif (2011) entitled: The effect of the level of hotel service quality on customer satisfaction, an applied study on the five and four-star hotels in Al-Karea Al-Kubra. The research aims to study the effect of the level of hotel service quality on customer satisfaction. The opinion of guests in a group of five-star hotels in Greater Cairo was surveyed, and a random sample was used where it reached (50, the sample size of the research sample according to the sample size) Appropriate statistical methods were used, including simple and multiple regression analysis, and the researcher concluded that there is a significant effect of service quality dimensions on both the level of customer satisfaction with the hotel service and the willingness of the customer to check-in. In achieving its goals, the hotel relies on its ability to gain new guests and maintain current guests, especially in light of the existing competition, which makes it imperative for hotels to measure the quality of their services performance.

2.3.11. Tourism for people with special needs in Jordan

The study conducted by the Professor of International Tourism Marketing at the University of Jordan, Dr. Mamoon Hussein Allan, indicated that Jordan is not prepared in any way to serve these tourists due to the lack of infrastructure, services, facilities and information needed by tourists with special needs. He stressed that the market for people with special needs is a market It is growing worldwide, as it is estimated that the share of this market represents an income equivalent to 117 billion dollars annually, explaining the increase in interest in recent years in tourism for people with special needs in Europe, America, Canada and Australia by considering it sustainable and responsible tourism. According to Allan, the role of Jordanian universities in raising Awareness about the aspects related to tourism for people with special needs is still limited, indicating that there are no courses and educational programs for this type of tourism in university courses. (Allan,2013)

2.3.12. Personal and Social Attitudes Towards Disability (2004, Daruwalla and Darcy)

The research dealt with theoretical and conceptual frameworks that deal with the formation and change of attitudes, cognitive dissonance, positive and negative bias, the concept of prevalence, overt and secret attitudes and their formation, and the interrelationship between attitudes and behavior towards disability. Two Attitude Scales - Interaction with Persons with Disabilities and Attitudes towards Persons with Disabilities Scale - and Review Outcomes Two studies are presented. The main findings are that it is easier to change societal attitudes than personal ones. In addition, using contact with a disabled person was more effective in changing attitudes than simply providing information. The implications of the practice of providing hospitality and tourism management services are discussed.

2.3.13. Inclusive And Accessible Special Event Planning: An Australian Perspective

(DARCY & HARRIS, 2003) Individuals with incapacities have a right to get to the total run of social exercises and administrations accessible in a society. In any case, the way that built and social situations are regularly developed serves to confine access of this bunch to a wide extend of exercises and thus compromise their rights as citizens. This article looks at how those locked in within the organization of occasions can encourage the inclusion of individuals with inabilities in the conferences, celebrations, wearing, and other occasions that they conduct. The article starts by giving a brief overview of chosen measurements and enactment related with incapacity in Australia. It at that point looks at the operationalization of occasion inability arranging in Australia through a survey of complaint cases made beneath the Disability Segregation Act, 1992. The survey gives an understanding into the current biased practices employed by occasion and setting directors. The article at that point presents a "best practice" case ponder of the Sydney

2.3.14. Towards Strategic Intent: Perceptions of disability service provision amongst hotel accommodation managers

(Darcy & Pegg , 2011) The tourism segment all-inclusive has gotten to be progressively careful of how an maturing populace is reshaping benefit arrangement shapes and offerings. This being especially genuine of settlement operations where there's a presently a developing acknowledgment of the commercial esteem for giving advertise bunches with exceptional benefit. With this in intellect, this consider looked for to discover the discernments of supervisors in the accommodation division towards incapacity benefit arrangement with a see to distinguishing any current service gaps or failings. An inductive, subjective approach was utilized with the information collection stage incorporating a arrangement of one on one interviews and a center bunch. The in-depth interviews were conducted with 10 managers of inns considered to have available rooms that complied with the pertinent building codes and standards. A center gathers comprised 22 directors of hotels found within the Sydney central trade district, Australia. Ponder discoveries uncovered five key subjects that had not been already examined within the literature. They were: comprehensive attitudinal approach; security; the duty of individuals with a disability to communicate their ought to the lodging; discernments of available rooms by the common open; and operational forms. Related subjects that developed from the information investigation that had already been aligned with the writing included: administrative obligation, arrangement and building codes; inability as a market segment; staff awareness/training; and dialect, promoting, and promotion information. Implications with regard to administration of available rooms within the settlement segment are laid out and further areas of inquire about are proposed.

2.3.15. Tourism Patterns And Experiences Of New South Wales People With A Physical Disability

(Darcy,1998) The point of the think about was to examine the: Tourism designs and encounters of Modern South Grains individuals with a physical disability. Fundamentally individuals with a physical inability need to travel. This think about appears us that a considerable sum of pre-planning is required

for individuals with a physical incapacity to attempt travel. The tourism industry as the key supplier of travel services, can take steps to make strides a few of the encounters archived within the body of this report. For those zones exterior the control of the tourism industry (urban design, public transport etc.) the industry can recognize limitations and boundaries and work with individuals with a incapacity and important organizations / agencies to bring approximately advancements.

2.3.16. Marginalised Participation: Physical Disability, High Support Needs and Tourism

(Darcy, 2002) Individuals with inabilities and their tourism encounters have generally been a beneath inquired about wonder. Within the scholarly sense, incapacity issues and tourism have remained partitioned ranges of consider. This paper will look at the imbalances experienced by individuals with physical inabilities with tall bolster needs who travel or wish to embrace travel. It does so by examining the lived tourism encounters of this bunch. In doing so the paper is guided by the standards of the social show of incapacity that sees incapacity as a item of the impairing social environment and unfriendly social demeanors. This social experience takes put to a great extent within the showcase environment of tourism. This paper looks for to: a) get it tourism from the lived encounters of this group; b) distinguish, evaluate and examine the major ranges of inequity. This work draws on Darcy's 1998 ponder into the tourism designs and encounters of individuals with physical incapacities.

2.3.17. SETTING A RESEARCH AGENDA FOR ACCESSIBLE TOURISM

(Darcy,2006) On 12 July 2005, a Feasible Tourism Agreeable Inquire about Middle Investigate workshop was held at the New South Grains Division of State and Territorial Improvement, titled Setting a Inquire about Plan for Disability and Tourism. The Australia-wide workshop included key scholastic analysts, industry accomplices, community organisations and government specialists curious about incapacity and tourism, and was gone to by 45 invited participants. Whereas broadly looking at measurements, approaches and issues encompassing incapacity and tourism, the workshop perceived the

wide setting of open tourism activities as of late commissioned by Tourism Australia, the joining of widespread plan standards in modern buildings, and the advancement of Simple Access Markets. The workshop looked at the state of the field from the points of view of supply, request and regulation/coordination inquire about and open tourism industry hone. The workshop conjured a participative action inquire about prepare where three data sessions were held amid the day (state of investigate, current Australian hone and creating a investigate motivation) taken after by little bunch breakout sessions where each small gather (four in all) was chosen by the workshop coordinators based on having a blend of request, supply and regulation/coordination partners. Each little bunch was driven by a facilitator with a note-taker outside to the group on hand to help in detailing and recording the small gather discourses. The ultimate session looked for to bring together the work of the day by, to begin with, creating a list of investigate exercises and moment, giving time and space for people to organize the list through assignment of their three primary inquire about needs. The primary result of the method is this report, which diagrams the foundation to incapacity and tourism in both the Australian and abroad settings, and points of interest the method utilized for the workshop, which has driven, in turn, to the prioritised investigate plan that shapes an indispensably portion of this report. It is anticipated that, from this collective effort, a more centered approach to investigate with regard to the issue of open tourism in Australia will be developed

2.3.18. Inherent complexity: Disability, accessible tourism and accommodation information preferences

(Darcy,2010) Ponders have recognized imperatives with the way that open convenience data is recorded and promoted. However, no inquire about has explored the criteria that individuals with inabilities decide as ‘important’ to selecting convenience and their inclination for showing this information. This paper presents the comes about of a overview (n = 566) to decide the relative significance of room choice criteria through the advancement of a 55-item Lodging Availability Scale. Four data designs were at that point displayed to discover the inclinations of the respondents the comes about recommend that

whereas sociodemographic factors advertised a few understandings into criteria choice, the foremost noteworthy clarification for criteria choice and data inclinations were the measurements of inability and level of bolster needs. The favored organize of available convenience data arrangement was based on a combination of literary, floorplan and computerized photography. The administration suggestions propose that nitty gritty data arrangement utilizing this arrange has benefits for convenience stock surrender and social maintainability.

2.3.19. Developing Sustainable Approaches to Accessible Accommodation Information Provision

(Darcy,2011) The inquire about reliably appears that the limitations to available settlement distinguished by individuals with disability are solidly grounded in data arrangement. Data is the establishment on which individuals make their travel arranging choices and the arrangement of nitty gritty and precise open settlement data is critical to the decision-making prepare for individuals with inability. To progress upon this current circumstance, this paper looks for to make the association between open tourism, shopper needs, supply-side viewpoints, government regulation/ coordination, maintainability, open convenience data arrangement and vital information management. First, request investigate is inspected to get it the particular imperatives distinguished by shoppers with inability and the particular settlement criteria they look for when arranging their trips. Moment, the paper presents a outline of the supply-side investigate that presents the industry viewpoint on the buyer gather and their open accommodation stock. Third, as with any tourism advertise improvement government direction and coordination have exceptionally important roles to play brokering an industry-wide approach to available tourism. Whereas tourism has been overwhelmingly a market-driven division with government back for foundation and showcasing, an road to move forward available settlement data arrangement can be cultivated through their coordination part to offer a more maintainable approach for buyers and the supply segment whereas advancing human rights results. The paper concludes by showing a case ponder of an Available Settlement Appraisal

Format as a establishment to data arrangement on which to base a vital information administration system.

2.3.20. Disembodied Air Travel Experiences: Disability, Discrimination and the Affect of a Discontinuous Air Travel Chain

(Darcy,2012) This article presents an examination of the epitomized discuss travel encounters of individuals with incapacity. The study was educated by human rights systems, social approaches to inability and basic tourism. The research design included an audit of daily paper articles, human rights complaint cases, open-ended reactions to a survey on the tourism encounters of individuals with inabilities and semi structured in-depth interviews. The discoveries uncovered that the discuss travel hones routinely repudiated incapacity separation enactment and identified an arrangement of socially developed limitations over the discuss travel chain from the preplanning of trips through to landing after a flight. What risen from these encounters was that the epitomized individuals became (dis)embodied at each organize of the discuss travel chain. The biased, blocked off, undignified and dependent hones brought about in increased uneasiness, expanded weakness and, in a few cases, mortification to which they were not subjected in their regular lives.

2.3.21. Accessible tourism and sustainability

(Darcy & Begg, 2010) This paper investigates the concept of available tourism and its joins with triple-bottom- line (TBL) maintainability. Available tourism is checked on through a few of its central features counting measurements of get to, all-inclusive plan and the nexus between maturing and incapacity. The TBL is at that point inspected to superior get it the money related, environ- mental and social contemplations that emerge from open tourism. The investigate plan utilized in this explorative inquire about consolidated a case think about approach, where a commerce case ponder instrument was created. Strategies included a Delphi gather, survey of administration data frameworks, in-depth interviews with key witnesses, perception and member perception. The consider comes about uncovered that instead of available tourism being a single build, it shapes one basic measurement of an arrangement of

interrelated, covering and forbid commerce courses of action that amplify past the commerce substance through a arrangement of social systems inside the goal locale. It is contended that to appropriately fulfill the open tourism showcase, a more modern understanding of available goal encounters is required by tourism administrators. The case consider outlines the impressive measure and multi-niche markets served by available tourism goals, the great fit between open tourism and TBL maintainable tourism, and the require for encourage investigate.

2.3.22. From tourism and disability to accessible tourism

(Darcy,2020) Purpose – This paper aims to examine the development of disability and tourism to the conceptualizing and defining of accessible tourism.

Design/methodology/approach – This paper uses a limited review of the literature as its main approach.

Discoveries – In checking on the advancement of the field from inability and tourism to open tourism, it became clear that there has been a alter in center on the availability of the key segments of tourism (e.g. transport, settlement and attractions) to consolidating an encapsulated understanding of tourism in creating open goal encounters that give an balance of advertising to that of nondisabled sightseers.

Originality/value – This paper makes a commitment by clearly taking after the advancement of the field from papers that as it were considered tourism and inability to conceptualize and characterize the accessible tourism field. It at that point goes on to recognize a critical challenge due to an basic observational information gap through a need of broadly and territorially collected tourism information that joins inability questions.

CHAPTER 3

METHODOLOGY AND DATA

Preamble

This chapter includes a description of the study methodology used, the study population and sample, data collection sources, the methodology for developing and introducing the available study tool, examining the validity and stability of the study tool, in addition to the available tests with the study tool, and finally the statistical methods used in data analysis.

3.1 Study limitations

The researcher faced a number of difficulties, including

- 1 - The difficulty of obtaining information from customers with disabilities residing in the five category hotels in the Aqaba Special Economic Zone due to the Corona pandemic, due to the closures in Aqaba hotels, so the researcher resorted to contacting customers who stayed in these hotels in the last year before the pandemic
- 2- The study is limited to the opinions of customers of five-star hotels in the Aqaba Special Economic Zone with disabilities, and therefore the generalization of the results will be limited to these hotels.
- 3 - The success of the study depends on the response of the study sample members of the five-bedroom hotel customers in the Aqaba Special Economic Zone

3.2 The type and nature of the study

To achieve the objectives of the study, to answer the study questions, and to choose its hypotheses, the researcher relied on:

1. **Descriptive approach:** This approach was used in preparing the theoretical framework, by referring to what was written in accessible tourism for people with disabilities.
2. **Analytical approach:** where the data extracted from the questionnaire was used and analyzed, in order to answer the study questions, and test hypotheses, in order to identify the extent to which hotel products meet the needs and desires of people with disabilities

3.3 The strategies used in the study

The study was prepared and designed in line with the process of collecting and analyzing information, and in a manner consistent with its objectives, so the implementation of this study was based on the comprehensive survey strategy, through the use of the study tool (questionnaire) to collect primary data from the study sample, by answering the following questions: Her questions in an inferential manner, and testing her three hypotheses using descriptive and inferential statistics, to arrive at the type of effect and its ratio between the independent and dependent variables of the study

3.4 Study community

The study population consists of guests with motor, audio and visual disabilities who resided during the year 2019 in all five-star hotels in the Aqaba Special Economic Zone, which numbered (9) hotels (the official website of the Jordanian Ministry of Tourism, 2020). The study included most of the guests with disabilities in these hotels, 100 persons with disabilities they visited that hotels in 2019 and we can reach to them by different contact methods ,that is (83%) of the study population. The table shows the number of guests with disabilities in Aqaba hotels according to the statistics of those hotels

Table 1 Source: Prepared by the researcher by visiting hotels.

HOTEL NAME	Opening year	Visiting year for people with disabilities	Number of guests with disabilities
InterContinental	2007	2019	15
Kempinski	2009	2019	10
Grand Swiss bel	2017	2019	17
Mövenpick talabay	2009	2019	11
Mövenpick Aqaba	2000	2019	6
Double Tree Hilton	2011	2019	16
Oryx	2014	2019	29
Manar	2018	2019	9
Hayat Regency	2019	2019	7
TOTAL			120

3.5 The study sample

The researcher followed the method of a comprehensive survey, where the study included all five-star hotels in the Aqaba region, as the opinions of most guests with disabilities in 2019 were taken in that hotel, and they numbered (100) people whom the researcher was able to reach

The sample of the study consisted of (82) guests with disabilities, constituting (82%) of the original community, as they were chosen in an intentional way, as these guests have a specific disability, meaning the presence of a motor, audio or visual disability.

And where 100 questionnaires were distributed, but only 82 questionnaires were covered, as they represented the study sample

The males consist (51.2%) of the sample. Highest class (36.6 %) their ages (36-45 years), and less class (17.1%) their ages (26-35 years). Type of Disability variable Includes (56.1 %) is kinetic, (32.9%) is auditory, and only (11.0 %) is visual.

Table 2

Demographic Information

Variable	Frequency	Percentage (%)
Gender		
Male	42	51.2
Female	40	48.8
Age		
16 – 25	23	28.0
26 – 35	14	17.1
36 – 45	30	36.6
46 – 55	15	18.3
Type of Disability		
Kinetic	46	56.1
auditory	27	32.9
visual	9	11.0

3.6 Unit of analysis

The unit of analysis in this study is represented by the study sample members, who are the majority of guests with disabilities in 2019 in the five-star hotels in the Aqaba Special Economic Zone, where their opinions were taken to answer the paragraphs of the questionnaire, because they lived the experience of staying in these hotels and saw the services from Their different points of view.

3.7 Data collection sources

To collect data related to the study and its variables, the following methods were used:

3.7.1 Secondary sources

Secondary data sources were books, periodicals, scientific research, theoretical and applied studies published, refereed and approved in approved databases, related to the subject of accessible tourism, in addition to references that contributed to enriching the knowledge aspect, most of which are recent studies that keep pace with knowledge developments. The various data and references were documented according to the instructions issued by the Near East University, which adopts the method of documenting the system of the American Psychological Association: (Manual of The American Psychological Association - APA, 2010).

3.7.2 Primary sources

These sources were represented in the field side, by designing a questionnaire that was distributed to the study sample, which included guests with different disabilities (motor, audio and visual) in five-star hotels in the Aqaba Special Economic Zone, to explore their views on the availability of services and hotel products suitable for people with disabilities. Various disabilities in the five-star hotels in the Aqaba Special Economic Zone, where the questionnaire was designed and developed by taking advantage of previous studies related to the subject of the study, and the opinions of specialists and knowledge of the subject of the study

3.8 The questionnaire consists of three parts that include questions on the hypotheses of the study

3.8.1 The first part

Its objective is to know the demographic characteristics of the study sample members through 3 questions that include the demographic data of the guest with disabilities responding as follows, type of disability, gender and age

3.8.2 The second and third part

its aim is to measure the independent variables of the study represented by hotel services in general for people with disabilities through 36 items distributed as follows

The first axis is for infrastructure and has a symbol (A) and it includes 14 questions, and the second is for hotel products for people with disabilities and is symbolized by a symbol (B) and includes 22 questions

Through the topics, the questions were distributed according to the independent variables as follows

Room Division A (7.8.9.10.13)

B(8.9.10.11.12.13.14.19..7..6..5 .4)

B(15.16.17.21) Food and Beverage

A(14 .12 .11 .6 .5 .4 .3 .2 .1) Public utilities

B(1.2.3.3.18.20.22)

Each paragraph corresponds to a triple scale according to the Likert triple scale that shows the opinions of the sample members about the availability of hotel products and their response to the needs and desires of people with disabilities in the five-star hotels in Aqaba (1-2-3) as the strength of choice

Table 2: Source: Prepared by the researcher based on the Triangular Likert scale

not available	Limited availability	Sufficiently available
1	2	3
Low	Average	High
1.00-1.99	2.00-2.99	3.00-3.99

Accordingly, the arithmetic averages reached by the study were dealt with to interpret the data as follows

Dividing the arithmetic mean into 3 categories (1.00-1.99) means a low degree and (2.00 - 2.99) means a medium degree (3.00-3.99) means a high degree

3.9 Study tool development

The process of developing the study tool included several stages, until it reached its final version and then approved and distributed it.

First, a questionnaire was searched that includes the dimensions of the study and achieves its objectives

Second, a questionnaire was found to study the quality of accommodation for people with disabilities in Australian hotels, which was prepared at the University of Sydney in Australia by (Simon Darcy, 2016), a lecturer at this university

Third, permission was obtained from Professor Darcy via e-mail, and it was accepted to use part of it and to modify if necessary, in line with the objectives of the study.

Fourth, the questionnaire with its modifications was approved by the supervisor and was applied to the study and proved its effectiveness in the current study

3.10 Tests for the study tool

The aim of these tests is to ensure that the instrument is effective in measuring the factors required in the study. To determine the degree of credibility of the answers of the study sample, the following tests were used

3.10.1 Validity Test

The tool's validity test means "the ability of the questionnaire questions to measure what they were designed for" (Singh, 2006: 104), and since a ready-made questionnaire was used by (Darcy, 2016) and approval was taken for its use by (Darcy) and the supervisor, and since this questionnaire Published on the website of an Australian public university and internationally accredited. This questionnaire was considered to have been tested in terms of the validity of the tool and the fact that it serves the objectives of the current study and that was tested by the supervisor and the extent of its ability to find the availability of hotel services for people with disabilities to meet their needs and desires

3.10.2 Reliability Test

The concept of tool stability means "that the measures give the same results if they are re-applied to the same study sample members again" (Singh, 2006: 161), and therefore a test (stability through testing and re-testing) was conducted: the questionnaire was applied in its final form to an exploratory sample Without members of the study sample, this sample consisted of (10) respondents, and the same questionnaire was re-applied a week later on the same sample members, where their responses were used to estimate the reliability coefficient

3.11 Statistical methods used

This study sought to demonstrate the availability of hotel products that meet the needs and desires of people with disabilities, to achieve the objectives of the study, to analyze the data collected, and to test the hypotheses of the study; The treatments were carried out using the Statistical Package for Social Sciences (SPSS), and they were processed using the following statistical methods

3.11.1 Descriptive Statistics

- 1 - Arithmetic mean: which represents the most important measure of the central tendency of the data, because it expresses the opinion of the sample members, and the importance of each paragraph of the survey form for the hypothetical mean.
- .2 - Standard deviation: It is considered the most important measure of dispersion of the data, as it expresses the extent to which the responses of the study sample agree on each item or area.
- .3 - Frequency distributions: to show the characteristics of the study sample, and the percentage of representation, which is related to the arithmetic mean

3.11.2 Inferential Statistics Measures

A number of statistical analytical methods were used to achieve the objectives of the study, and these methods are as follows:

3.11.3 Calculation of simple correlation coefficients (Pearson Correlation)

to determine the type and strength of the relationship

3.11.4 Factor Analysis Test

For the study sample, to examine the extent to which the statements are related to the axis to which they belong.

3.11.5 Simple Regression Analysis test

with a significance level of 0.05), to measure the relationship between the dependent variable and the independent variable of the study, in addition to conducting a correlation analysis, while controlling for variables related to the demographic characteristics of the study sample (Singh, 2006: 175)

3.11.6 Analysis of Variance (ANOVA)

To test the differences in the arithmetic averages of the sample characteristics, and to test the differences in the provision of hotels in the study community to hotel products that meet the needs and desires of people with disabilities

3.11.7 Tukey test

It can be used to find means that are significantly different from each other.

Tukey's test compares the means of every treatment to the means of every other treatment; that is, it applies simultaneously to the set of all pairwise comparisons

3.11.8 An independent sample t-test

for dimensional comparison.

3.11.9 Percentage

to summarize the results of the data related to the demographic characteristics of the study sample members, and to express the arithmetic mean ratio

CHAPTER 4

EMPIRICAL RESULTS AND DISCUSSION

4.1 Description of personal and functional factors

The males consist (51.2%) of the sample. Highest class (36.6 %) their ages (36-45 years), and less class (17.1%) their ages (26-35 years). Type of Disability variable Includes (56.1 %) is kinetic, (32.9%) is auditory, and only (11.0 %) is visual.

Table 3
Demographic Information

Variable	Frequency	Percentage (%)
Gender		
Male	42	51.2
Female	40	48.8
Age		
16 – 25	23	28.0
26 – 35	14	17.1
36 – 45	30	36.6
46 – 55	15	18.3
Type of Disability		
Kinetic	46	56.1
auditory	27	32.9
visual	9	11.0

4.2 The instrument reliability

The instrument reliability was tested using Cronbach's alpha coefficient test, it is shown from table (4) that:

- for the items of Room Division dimension, the value of alpha equals 0.75

- For the items of F&B dimension the value of alpha equals 0.77.

- for the items of Public Facilities dimension the value of alpha equals 0.88

All these values are higher than 0.60 which means that the instrument is reliable.

Table (4): The results of Cronbach's alpha test

Dimension	The value of alpha
Room Division	0.75
F&B	0.77
Public Facilities	0.88

H1: There is no significant relationship between Room Division and the needs & desires of people with disabilities.

Table (5). mean, standard deviation, t-value and p-value of room division dimension

#		Mean	Std.	t-value	p-value	rank
7	All lighting controls, TV and telephone are close to the person lying in bed	2.46	0.85	4.94	0.000	7
8	Televisions are provided with detailed explanations and informational texts	1.87	0.62	-1.95	0.055	11
10	The bathroom floor is non-slip	2.79	0.41	17.60	0.000	1
13	An alarm system in rooms for people with disabilities is suitable for them	2.77	0.48	14.52	0.000	2
18	Disabled rooms are available at the same level of luxury and comfort as standard rooms	1.72	0.45	-5.62	0.000	12
19	Provides an easy-to-use air conditioning control panel in rooms for people with disabilities	2.65	0.51	11.57	0.000	4
20	Easy to use door handles	2.34	0.69	4.49	0.000	9
21	Good distribution and space between walls and furniture in rooms for people with disabilities	2.56	0.55	9.29	0.000	5
22	The presence of tea and coffee utensils is easy to use in a seated position	2.67	2.85	2.13	0.036	3
23	A small refrigerator to store medicine	2.22	0.65	3.07	0.003	10
24	The presence of flexible beds	1.56	0.52	-7.59	0.000	13
25	The room phone is equipped with voice control or visual flash alert	2.38	0.68	5.05	0.000	8
26	Inaudible doorbell, any visual alarm	1.18	0.39	-19.02	0.000	15
27	An easy-to-use bathroom for people with disabilities	1.02	0.22	-40.00	0.000	16
28	Adjustable magnifying mirror	2.49	0.53	8.38	0.000	6
33	Helping to transport luggage to and from rooms with disabilities	1.26	0.44	-15.34	0.000	14
Total (room division)		2.16	0.38	3.83	0.000	

Table 5 shows with the exception of items 8 , 18, 24 , 26 , 27 , 33, all other items have arithmetic means greater than 2.00, and levels of significance less than 0.05 which means that it was statistically significant, that all needs were available. The item 10 , which measures the bathroom floor is non-slip , ranked the first with a mean of 2.79 . The Item23 , which measures a small refrigerator to store medicine, was ranked last in the items statistically accepted with a mean of 2.22.

Items 8 , 18, 24 , 26 , 27 , 33 have means less than 2.00 which indicates that televisions are not provided with detailed explanations and informational texts, disabled rooms are not available at the same level of luxury and comfort as standard rooms , No flexi beds, no moving beds , Inaudible doorbell, no any visual alarm , no handicapped bathroom (eg. shower without rim, handles on the edges of the shower, low toilet, adequate space) , Lack of assistance in transporting luggage to and from the rooms for the disabled .

All items have a mean equal 2.16 which greater than 2.00 and 0.00 level of significance, which means the Reject of H1 that There is significant relationship between Room Division and the needs & desires of people with disabilities.

H2 : There is no significant relationship between F&B and needs & desires of People with disabilities.

Table (6). mean, standard deviation, t-value and p-value of F&B dimension

#		Mean	Std.	t-value	p-value	rank
15	The restaurant tables are low and are adequate for people with disabilities	1.78	0.42	-4.77	0.000	2
16	A special restaurant employee to serve people with disabilities	1.04	0.25	-35.51	0.000	4
17	Providing quality food while taking into account the nutritional considerations of people with disabilities	2.20	0.66	2.69	0.009	1
21	Special room service for people with disabilities	1.45	0.50	-9.93	0.000	3
Total(F&B)		1.62	0.33	-10.42	0.000	

Table 6 shows that item17 which measures Providing quality food while taking into account the nutritional considerations of people with disabilities, has arithmetic mean greater than 2.00, and levels of significance less than 0.05 which means that it was statistically significant.

Items 15, 16, 21 have means less than 2.00 which indicates the restaurant tables are not low and are not adequate for people with disabilities, there is no special restaurant employee to serve people with disabilities, there is no room service for people with disabilities.

All items have a mean equal 1.62 which less than 2.00, which means the acceptance of H2, so that there is no significant relationship between F&B and needs & desires of People with disabilities

H3: There is no significant relationship between Public Facilities and the needs & desires of people with disabilities

Table (7). mean, standard deviation, t-value and p-value of public facilities dimension

#		Mean	Std.	t-value	p-value	rank
1	Car parking for people with disabilities	1.83	0.64	-2.40	0.02	10
2	The presence of elevators near the entrances and exits of the hotel	2.41	0.87	4.29	0.00	2
3	Easy access doors like automatic doors	2.74	0.44	15.34	0.00	1
4	The reception desk is at different heights	1.30	0.46	-13.59	0.00	14
5	There are private paths with easy access to the hotel's public facilities	1.93	0.26	-2.53	0.01	9
6	Handrails are available in all the hotel's external facilities	1.77	0.42	-4.94	0.00	12
11	Emergency phone in the elevator	2.41	0.82	4.60	0.00	3
12	Good lighting in public facilities and corridors	2.29	0.60	4.43	0.00	4
14	The emergency evacuation system is suitable for people with disabilities	1.94	0.51	-1.09	0.28	8
15	There are clear signs indicating designated areas for people with disabilities	2.02	0.44	0.50	0.62	6
16	Appropriately coordinate information for a guest with a disability (text, audible or Braille)	1.32	0.63	-9.88	0.00	13
17	Seats close to elevators on all floors	1.78	0.42	-4.77	0.00	11
32	Employees who are able to deal with people with hearing impairment in particular	1.06	0.29	-29.58	0.00	15
34	Disabled rooms are close to elevators	2.23	0.79	2.65	0.01	5
36	Recreation facilities such as gymnasium and pools are easy to use for people with disabilities	2.01	0.76	0.14	0.89	7
Total (public facilities)		1.94	0.36	-1.58	0.12	

Table 7 show that items 2, 3, 11, 12, 34, have arithmetic means greater than 2.00, and levels of significance less than 0.05 which means that it was statistically significant, that all needs were available. The item 3, which measures like easy access doors automatic doors, ranked the first with a mean of 2.74. The Item 34, which measures Disabled rooms are close to elevator, was ranked last in the items statistically accepted with a mean of 2.22.

Items 1 , 4 , 5 , 6 , 14 , 15 , 16 , 17 32 , 36 have means less than 2.00 which indicates that unavailability of parking spaces for people with disabilities , The reception desk is not at different heights , there are not private paths with easy access to the hotel's public facilities , handrails are not available in all the hotel's external facilities , The emergency evacuation system is not suitable for people with disabilities , there are not clear signs indicating designated areas for people with disabilities, no appropriately coordinate information for a guest with a disability (text, audible or Braille), There are no seats near the elevators on all floors, There are no employees who are able to deal with people with hearing disabilities in particular, Recreation facilities such as gymnasium and pools are not easy to use for people with disabilities

All items have a mean equal 1.94 which less than 2.00, which means the acceptance of H3, so that there is no significant relationship between Public Facilities and the needs & desires of people with disabilities

H4: There are differences in relationship between hotel services and need & desires of people with disabilities due to the gender variable

Table (8): Independent Samples Test for gender Variable:

Dimension	p-value
Room Division	0.60
F&B	0.67
Public Facilities	0.24

As shown in table 8, it was found that all p-values greater than 0.05 .This indicates there were no differences in the dimensions attributed to gender .So H4 is rejected, There are no differences in relationship between hotel services and need & desires of people with disabilities due to the gender variable.

H5: There are differences in relationship between hotel services and need & desires of people with disabilities due to the age variable

Table (9): ANOVA test for age Variable:

Dimension	f- value	p-value
Room Division	4.25	0.008
F&B	4.16	0.009
Public Facilities	8.19	0.001

Table (10): Tukey test of age for room division

	16 – 25	26 – 35	36 – 45
16 – 25			
26 – 35	0.086		
36 – 45	0.318*	0.23	
46 – 55	0.311	0.26	-0.005

Table (11): Tukey test of age for F&B

	16 – 25	26 – 35	36 – 45
16 – 25			
26 – 35	-0.04		
36 – 45	0.18	0.22	
46 – 55	0.29*	0.33*	0.11

Table (12): Tukey test of age for public Facilities

	16 – 25	26 – 35	36 – 45
16 – 25			
26 – 35	0.17		
36 – 45	0.34*	0.17	
46 – 55	0.46*	0.29	0.12

As shown in table 9, it was found that all p-values less than 0.05. there were differences in all Dimensions attributed to age variable, that is, the hypothesis 5 is accepted, there are differences in relationship between hotel services and need & desires of people with disabilities due to the age variable.

When Tuckey test was performed to determine the sources of differences. As shown in table 10 which related with room division, it was found there one significance difference between (16-25), (36-45) to the favor the less category. Table 11 which related with F&B, it was found there two significance differences, first between (16-25), (46-55) to the favor the less category. Second between (26-35), (46-55) to the favor the less category too. Table 12 which related with public facilities, it was found there two significance differences, first between (16-25), (36-45) to the favor the less category. Second between (16-25), (46-55) to the favor the less category too.

H6: There are differences in relationship between hotel services and need & desires of people with disabilities due to the type of disability variable

Table (13): ANOVA test for Type of disability Variable:

Dimension	f- value	p-value
Room Division	7.78	0.001
F&B	17.73	0.000
Public Facilities	7.40	0.001

Table (14): Tukey test of disability Variable for room division

	Kinetic	auditory
Kinetic		
auditory	0.11	
visual	0.51*	0.39*

Table (15): Tukey test of disability Variable for F&B

	Kinetic	auditory
Kinetic		
auditory	0.34*	
visual	0.44*	0.10

Table (16): Tukey test of disability Variable for public Facilities

	Kinetic	auditory
Kinetic		
auditory	0.007	
visual	0.45*	0.44*

As shown in table 13, it was found that all p-values less than 0.05. there were differences in all Dimensions attributed to age variable, that is, the hypothesis 6 is accepted, there are differences in relationship between hotel services and need & desires of people with disabilities due to the type of disability variable.

When Tuckey test was performed to determine the sources of differences. As shown in table 14 which related with room division, it was found there two significance differences between kinetic and visual, to the favor kinetic. second between auditory and visual to the favor auditory. Table 15 which related with F&B, it was found there two significance differences, first between kinetic and auditory to the favor kinetic. Second between kinetic and visual to the favor kinetic. Table 16 which related with public facilities, it was found there two significance differences between kinetic and visual, to the favor kinetic. second between auditory and visual to the favor auditory

CONCLUSION AND RECOMMENDATIONS

Conclusion and Results

The statistical analysis of the questionnaire for the study and field visits showed, the researcher concluded several results of the study and accordingly, the results of the study according to the statistical analysis are as follows:

The study showed the largest market share of people with disabilities for five-star hotels in the Aqaba Special Economic Zone is for people with mobility disabilities, and the study also showed that this does not mean that people with other disabilities have a low market share and, The study showed a high interest from the five-star hotels in the Aqaba Special Economic Zone for the services of the rooms section, which is represented by the presence of most of the services needed by people with disabilities and, The study showed an average interest in public facilities services for people with disabilities in five-star hotels in the Aqaba Special Economic Zone and, The study showed a low interest in food and beverage services for people with disabilities in five-star hotels in the Aqaba Special Economic Zone and, The study showed that most of the needs of people with mobility disabilities are provided in the rooms section more than other disabilities in five-star hotels in the Aqaba Special Economic Zone and, The study showed the limited availability of rooms for people with hearing disabilities in five-star hotels in the Aqaba Special Economic Zone, which is represented by the presence of visual bells, a visual alarm system inside the rooms, and a phone that supports visual communication to reach people with hearing disabilities.

And, The study showed that the services of the food and beverage department in five-star hotels in the Aqaba Special Economic Zone did not reach the desired level to meet the needs of people with disabilities, which is the limited availability of tables of different heights for people with mobility disabilities and

the lack of a special employee to serve people with disabilities and, The study showed the limited availability of services in public facilities for people with disabilities in five-star hotels in the Aqaba Special Economic Zone, which is represented by the limited availability of their own car parks, the lack of a reception desk, the limited presence of written introductory brochures about the hotel and Aqaba, the lack of brochures written in Braille and the lack of people Able to deal with people with hearing disabilities (sign language interpreter) and, The study showed limited care for people with disabilities in five-star hotels in the Aqaba Special Economic Zone, and that the services available there are mostly for people with mobility disabilities and the lack of special services for people with audio-visual disabilities and, The study showed that the age groups of people with disabilities who are most present in five-star hotels in the Aqaba Special Economic Zone are (36-45), due to the lack of attractive factors for other age groups, especially the (16-35) category of young people who want entertainment more than others

Recommendations for Aqaba Special Economic Zone Hotels

Based on the results shown by the study, the researcher recommends several recommendations, which are as follows

The researcher recommends paying attention to hotel services for people with audio-visual disabilities as it is for people with mobility disabilities in five-star hotels in the Aqaba Special Economic Zone, paying more attention to public facilities for people with disabilities in five-star hotels in the Aqaba Special Economic Zone, providing a greater number of parking spaces for people with disabilities in five-star hotels in the Aqaba Special Economic Zone, providing reception offices for people with disabilities in five-star hotels in the Aqaba Special Economic Zone, providing introductory brochures written in Braille in the five-star hotels in the Aqaba Special Economic Zone, providing a sign language interpreter in five-star hotels in the Aqaba Special Economic Zone, providing more services for people with disabilities in the food and beverage department, which is to provide larger spaces designated for people with disabilities and a special employee to serve them in the department in five-star

hotels in the Aqaba Special Economic Zone, the provision of special rooms for people with hearing disabilities that have visible light bells, a visual evacuation warning system, and a phone with visual communication technology to communicate with people with hearing disabilities in five-star hotels in the Aqaba Special Economic Zone and, The researcher recommends paying attention to young age groups (16-35) with disabilities by providing attractions such as public facilities, food and beverage services, and suitable rooms for them in five-star hotels in the Aqaba Special Economic Zone

Future Recommendation

The researcher recommends to researchers in the same title of the study to search for other factors that work to attract people with disabilities, such as providing transportation and coordinating their own trips with people who are able to deal with them professionally

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APPENDIX A

The Questionnaire

Type of Disability: (Kinetic ---- auditory ----- visual ---- others)

Sex : M / F

Age :

#Q	The question	not available	Limited availability	Sufficiently available
A	<i>Infrastructure</i>			
1	Car parking for people with disabilities			
2	The presence of elevators near the entrances and exits of the hotel			
3	Easy access doors like automatic doors			
4	The reception desk is at different heights			
5	There are private paths with easy access to the hotel's public facilities			
6	Handrails are available in all the hotel's external facilities			
7	All lighting controls, TV and telephone are close to the person lying in bed			
8	Televisions are provided with detailed explanations and informational texts			
9	The bathroom floor is non-slip			
10	Emergency phone in the bathroom			
11	Emergency phone in the elevator			
12	Good lighting in public facilities and corridors			

#Q	<i>The question</i>	<i>not available</i>	<i>Limited availability</i>	<i>Sufficiently available</i>
13	An alarm system in rooms for people with disabilities is suitable for them			
14	The emergency evacuation system is suitable for people with disabilities			
B	<i>Special hotel products</i>			
1	<i>There are clear signs indicating designated areas for people with disabilities</i>			
2	<i>Appropriately coordinate information for a guest with a disability (text, audible or Braille)</i>			
3	<i>Seats close to elevators on all floors</i>			
4	<i>Disabled rooms are available at the same level of luxury and comfort as standard rooms</i>			
5	<i>Provides an easy-to-use air conditioning control panel in rooms for people with disabilities</i>			
6	<i>Easy to use door handles (such as D handles)</i>			
7	<i>Good distribution and space between walls and furniture in rooms for people with disabilities</i>			

#Q	<i>The question</i>	<i>not available</i>	<i>Limited availability</i>	<i>Sufficiently available</i>
8	<i>The presence of tea and coffee utensils is easy to use in a seated position</i>			
9	<i>A small refrigerator to store medicine</i>			
10	<i>The presence of flexible beds, i.e., a moving bed</i>			
11	<i>The room phone is equipped with voice control or visual flash alert</i>			
12	<i>Inaudible doorbell, any visual alarm</i>			
13	<i>An easy-to-use bathroom for people with disabilities (such as a shower without a ledge and handles on the edges of the bathroom, a low toilet and a suitable space)</i>			
14	<i>Adjustable magnifying mirror</i>			
15	<i>The restaurant tables are low and are adequate for people with disabilities</i>			
16	<i>A special restaurant employee to serve people with disabilities</i>			
17	<i>Providing quality food while taking into account the nutritional considerations of people with disabilities</i>			

#Q	<i>The question</i>	<i>not available</i>	<i>Limited availability</i>	<i>Sufficiently available</i>
18	<i>Employees who are able to deal with people with hearing impairment in particular</i>			
19	<i>Helping to transport luggage to and from rooms with disabilities</i>			
20	<i>Disabled rooms are close to elevators</i>			
21	<i>Special room service for people with disabilities</i>			
22	<i>Recreation facilities such as gymnasium and pools are easy to use for people with disabilities</i>			

APPENDIX B

The consent of the creator of the questionnaire to be used in the study



Zain JO 4G

10:38



MOHAMMAD Farouq Ahmad Alazzam

Mobile : +962790061048

Personal email : m.azzam.info@gmail.com



Simon Darcy Jun 21

to me ▾



Hi Mohammed

Very nice to virtually meet you.

Yes, I give you permission to use part of the questionnaire for your study.

I have attached for your convenience a copy of the questionnaire and scale.

I ask you in return to provide a copy of your questionnaire, and any publications arising including a copy of your thesis.

I wish you the best and hope that we may someday collaborate on a article.

Could you also please send me your lecturer/supervisor's name and contact details in the next email that you sent to Me?

All the best with your study.

Please note if hilarity or offence is caused by the e-mail it may be that as a user of speech recognition technology in my haste I did not fully check the text before hitting the send button!



APPENDIX C PLAGIARISM REPORT

Accessible

ORIGINALITY REPORT

18 %	17 %	7 %	%
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	uts.academia.edu Internet Source	4 %
2	www.uts.edu.au Internet Source	3 %
3	docs.neu.edu.tr Internet Source	2 %
4	hrmars.com Internet Source	2 %
5	spaceblog123.blogspot.com Internet Source	1 %
6	www.macrothink.org Internet Source	1 %
7	Michelle Putnam, Michael Sherraden, Karen Edwards, Shirley Porterfield, David Wittenburg, Karen Holden, Patricia Welch Saleeby. "Building Financial Bridges to Economic Development and Community Integration", Journal of Social Work in Disability & Rehabilitation, 2005 Publication	1 %

Ethics Committee Approval



BİLİMSEL ARAŞTIRMALAR ETİK KURULU

18.11.2021

Dear Mohammad Farouq Ahmad Alazzam

Your application titled “**Accessible Tourism: Do hotel products meet the needs and desires of people with disabilities?**” with the application number NEU/SS/2021/1075 has been evaluated by the Scientific Research Ethics Committee and granted approval. You can start your research on the condition that you will abide by the information provided in your application form.

Assoc. Prof. Dr. Direnç Kanol

Rapporteur of the Scientific Research Ethics Committee

Note: If you need to provide an official letter to an institution with the signature of the Head of NEU Scientific Research Ethics Committee, please apply to the secretariat of the ethics committee by showing this document.