

PROVISION OF ACCESSIBLE FACILITIES FOR  
THE PEOPLE WITH DISABILITIES IN THE JOHOR  
NATIONAL PARKS: CASE STUDY IN ENDAU-  
ROMPIN, KUKUP ISLAND AND FOREST PARK  
LEDANG HILL

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PROVISION OF ACCESSIBLE FACILITIES FOR THE PEOPLE WITH  
DISABILITIES IN JOHOR NATIONAL PARKS: CASE STUDY IN ENDAU-  
ROMPIN, KUKUP ISLAND AND FOREST PARK LEDANG HILL

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## **DEDICATION**

I would like to dedicate this thesis to

**ALMIGHTY “GOD”**

(Who gave me strength, knowledge, patience and wisdom)

**MY “PARENTS”**

(Their pure love, devotion, cares and prayers had helped me to attain my target)

**MY “BROTHER AND SISTER”**

(Their love, care, encouragement and motivation made me to accomplish this  
valuable work)

**“PEOPLE WITH DISABILITIES”**

(Their heart-breaking stories and painful lifetime experiences motivated me to  
conduct research in this field)

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## ABSTRACT

Tourism is a fast growing industry in Malaysia which contributes 17.9% tourists' arrival in May 2014, which attract all types of tourists to increase Gross Domestic Product (GDP). Growth in population of the People with Disabilities (PwDs) in the tourism sector has resulted in the existence of demand in delivering accessible facilities in the national parks in order that they can be more independent. However, early observation showed that the existing parks' facilities are found not that disabled-friendly. This research is important to identify the barriers faced by PwDs, the factors contributing to inaccessible tourism environment and to seek solutions for the arise problems. There are five (5) research objectives such as identifying the current facilities provided in the Johor National Parks, to determine the factors contributing to the inaccessible facilities, to evaluate the requirements of the Non-Government Organization (NGO's) regarding accessible national parks, to determine the barriers faced by PwDs regarding accessible tourism and to develop the good practice accessible tourism facility management framework in the national parks. Research techniques such as in-depth interview, observation (auditing) and visual method are used. Fourteen (14) Malaysians and twenty (20) International experts were selected as the respondents. The qualitative data was analysed using Nvivo 10. The results of this research shows that the facilities in the national parks are limited and ignorance, stereotype mind-set, lack of communication, lack of accessible equipment, lack of information and awareness and lack of experts resulting in inaccessible national parks. Upgrading recommendations consisting of tighten the law and regulation, organize awareness campaign, improve infrastructure, provide travel training, offer reasonable price and enhance pre-booking information. Accessible tourism facility management framework which were obtained from this research can be used as the guidance in the provision of accessible facilities and contribute in improvement of quality of life of the disabled tourists.

## ABSTRAK

Pelancongan merupakan industri yang berkembang pesat di Malaysia yang menyumbang 17.9% kedatangan pelancong pada Mei 2014, oleh itu ia penting untuk menarik perhatian semua jenis pelancong untuk meningkatkan Keluaran Dalam Negara Kasar (KDNK). Peningkatan populasi Orang Kurang Upaya (OKU) di dalam sektor pelancongan telah menyebabkan kewujudan permintaan dalam penyediaan kemudahan yang boleh diakses di taman negara agar mereka boleh lebih berdikari. Namun, kemudahan taman sedia ada tidak mesra OKU. Kajian ini penting untuk mengenal pasti halangan yang dihadapi oleh OKU, faktor-faktor yang menyumbang kepada persekitaran pelancongan yang tidak boleh diakses dan untuk mencari penyelesaian bagi masalah yang timbul. Terdapat lima objektif (5) kajian iaitu mengenal pasti kemudahan sedia ada yang disediakan di Taman Negara Johor, untuk menentukan faktor yang menyumbang kepada fasiliti yang tidak boleh diakses, untuk menilai keperluan Pertubuhan Bukan Kerajaan (NGO) mengenai taman negara yang boleh diakses, untuk menentukan halangan yang dihadapi oleh OKU dan untuk membangunkan kerangka terbaik bagi pengurusan pelancongan taman negara yang boleh diakses. Teknik kajian seperti temu bual mendalam, pemerhatian (audit) dan kaedah visual digunakan. Empat belas (14) rakyat Malaysia dan dua puluh (20) pakar antarabangsa dipilih sebagai responden. Data kualitatif dianalisis menggunakan NVivo 10. Hasil kajian menunjukkan bahawa kemudahan di taman negara adalah terhad, pemikiran stereotaip, kekurangan komunikasi dan peralatan diakses, kekurangan maklumat dan kesedaran serta kekurangan pakar menyebabkan taman negara tidak boleh diakses. Hasil kajian terdiri daripada mengetatkan undang-undang, mengadakan kempen kesedaran, meningkatkan infrastruktur, menyediakan latihan pelancongan, menawarkan harga berpatutan dan meningkatkan maklumat sebelum tempahan. Sumbangan kajian menghasilkan kerangka bagi pengurusan pelancongan taman negara boleh digunakan sebagai panduan dalam penyediaan kemudahan yang boleh diakses dan mewujudkan peningkatan dalam kualiti hidup pelancong OKU.

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**LIST OF SYMBOLS AND ABBREVIATIONS**

BS	-	British Standards
ICT	-	Information and Communication Technology
JKM	-	Department of Social Welfare Johor
MS	-	Malaysian Standards
PTNJ	-	Johor National Park Corporation
PwDs	-	People with Disabilities
UTHM	-	Universiti Tun Hussein Onn Malaysia
WC	-	Water Closet
NTS	-	Not to Scale

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Introduction**

This chapter consists of thorough explanation about research background, problem statement, research questions, research objectives, research scope, research significance, outline of the thesis and summary of the chapter.

#### **1.2 Research Background**

Growth in population of the people with disabilities or physically-challenged tourists in the tourism sector has resulted in the existence of demand in delivering accessible facilities for the disabled tourists in the public national park so that they can access to the facilities without requiring any assistance from the accompany person or others. However, early observation shows that the existing parks' facilities are found not disabled-friendly. Most of the built environment is unsuitable for the use by people with disabilities. In this research, categories of disabled tourists are wheelchair users, visual impairment, hearing impairment, elderly and pregnant ladies. Therefore, it is clear that extra work needs to be carried out in the field of information and communications. The aim of this study is to be an eye-opener of advance tourism divisions based on the requirements from both potential and future tourists.

Recent research shows that tourism has developed to a universal industry comprising millions of international and domestic tourists every year. In 2011, World Tourism Organization (WTO) has predicted that there were 698 million international tourists, this sums up to 10 per cent of the of the world's population. Generally, tourism involves temporary travelling of people to outer destinations from their common environment, the activities carried out during the stay and the facilities provided to accommodate their requirements. Tourism is multi-dimensional industry which can be classified in numerous ways (Mason, 2006).

The most important purposes for traveling are disappearance from routine life, relaxation, reinforcing family bonding, prestige, reciprocal social interaction, sexual opportunity, educational prospect, self-fulfilment and shopping. Tourists can be differentiated from excursionists (visitors) whereby an excursionist is a person who visits and leaves immediately without staying (Mason, 2006). The World Tourism Organization (WTO) describes tourists as people who travel and stay in places outside their common environment for not exceeding than one year for vacation, commercial and other occasions (Patil, 2012).

According to Malaysia Tourism Statistics (2016), tourism is categorized as a key industry that has contributed to the Malaysian economic. This can be observed in the growth of tourism revenues that gradually increased from RM 17,335, 400 in 2000 to RM 69, 100,000,000 in 2015. Expenditure of the tourists is contributing directly to tourism sectors as well as forming wave effects on other sectors. Therefore, a suitable model and analysis for tourists' entry will be very helpful in the upcoming development of the industries and organizations related to tourism (Goeldner & Ritchie, 2006). Malaysia is gifted with plenty of remarkable natural assets mainly appropriate for sustainable tourism. Tourism industry conserves its sustainability by its economic feasibility (Shitan, Yew & Gounder, 2006).

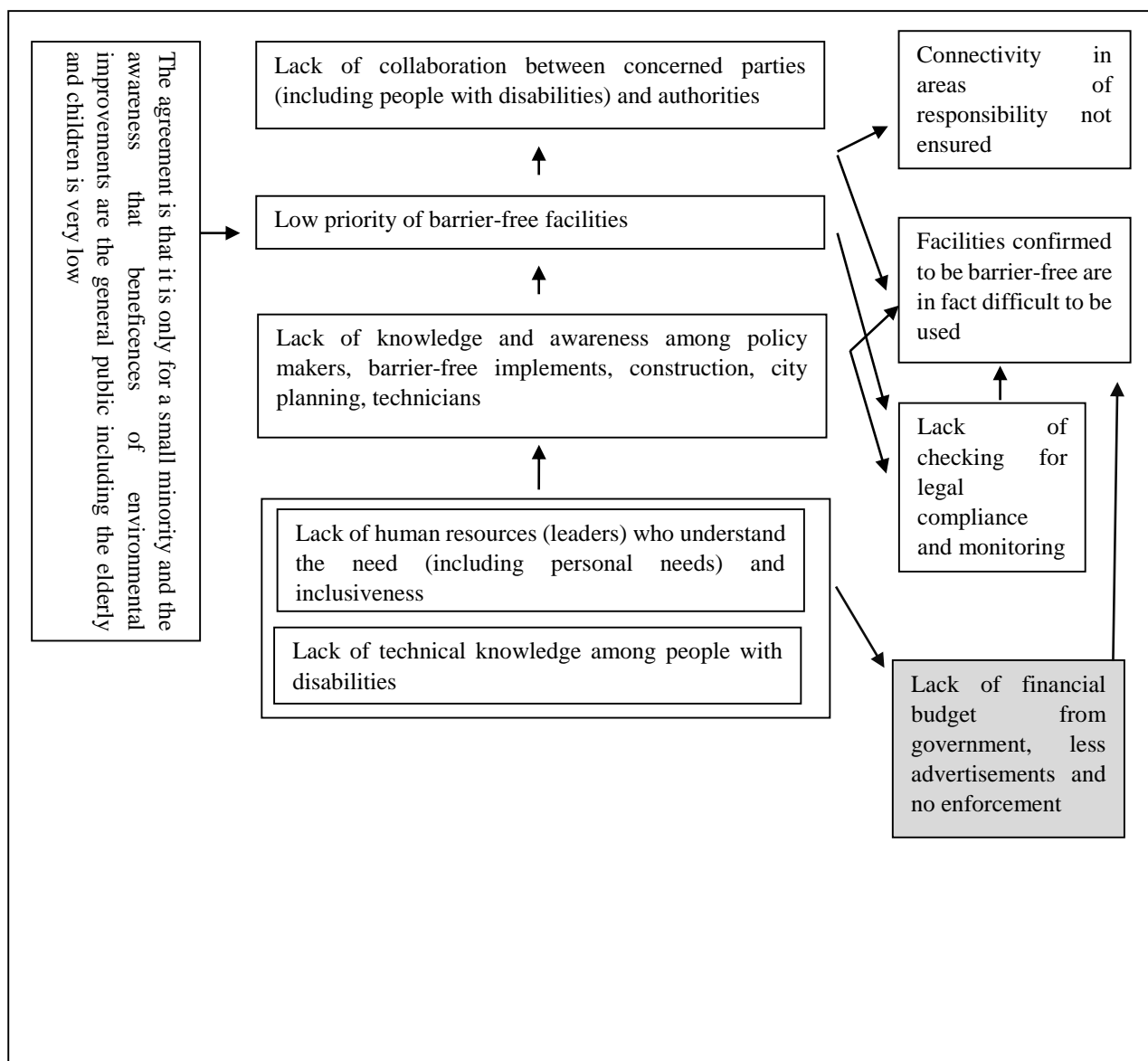
Therefore, the aim of this thesis to identify the barriers faced by the disabled tourists in three different stages namely pre-travelling, during the travelling and post travelling. Barriers faced by the government, service provider and the travel agents also will be investigated to provide appropriate solutions more or less to reduce the facility management problems in tourism sector to create a win, win and win situation. By doing this, new ideas can be created in the Malaysia in adopting new concept which is called as "Accessible Tourism", since this concept is started in Malaysia only in

2012. Many researches need to be carried out to highlight the inaccessible issue in the society especially in the recreational areas.

### **1.3 Problem Statement**

Growth in population of the people with disabilities or physically-challenged tourists in the tourism sector has resulted in the existence of demand in delivering accessible facilities and services for the disabled tourists in the national parks in order they can be more independent. However, early observation showed that the existing parks' facilities are found not disabled-friendly. Most of the built environment is unsuitable for the use of independent people with disabilities. In this research, categories of disabled tourists are wheelchair users, visual impairment, hearing impairment, elderly and pregnant ladies. This research is important to ease the mobility and movement of the disabled tourists around the parks independently. This thesis also identified several gaps which need to be eliminated as shown in Figure 1.1. Figure 1.1 were modified from the original figure prepared by Japan International Cooperation Agency to illustrate the structure of problems relating to building a barrier-free society in Malaysia.





Legend:

- Original
- Modified

Figure 1.1: Structure of problems relating to build a barrier-free tourism environment in Malaysia (Modified from Japan International Cooperation Agency, 2009) (Japan International Cooperation Agency, 2009)

A lot of discussion have been made on limited accessible tourism for the disabled tourists. Many researches have been conducted internationally to argue the significance of providing accessible tourism even though the number of disabled

tourists is considered a small number compared to the entire international and domestic tourists statistics. A report done by Darcy, Cameron & Pegg (2009) argued that,

The nature of engagement with consumers and the expectations they have of the marketplace is rapidly changing. Yet, one market that has continued to be underserved by the global tourism industry is that of people with disabilities and those with access needs. Article 30 of the Convention asserts the right to access all areas of cultural life including that of tourism. It puts tourism operators formally on notice to change their operations in order to guarantee access to tourism goods and services for people with disabilities. In much of Europe, the American and Australian, this change is now recognized and through a combination of national human rights legislation, building codes and the disability rights movements, these regions are taking a more proactive approach to creating much more accessible infrastructure. Yet, for the most part, disability is still treated as a single- dimensional construct (p. 515-537).

An accessible tour was organized to Tanjung Piai National Park as the preliminary study using two (2) homes, namely Taman Sinar Harapan Tampoi and Taman Sinar Harapan Jubli under Department of Social Welfare Johor (JKM) due to lack of statistical data showing disabled tourists visiting Johor National Park. Photos and feedbacks at the end of the tour are given the Appendix A and Appendix B. Several accident prone areas were identified namely:

- toilet
- unsafe handrail
- unsafe walkways
- inaccessible stairs
- broken roof
- uneven ramp
- poor signage system
- poor maintenance on construction waste.

Population of people with disabilities in the society is increasing gradually. This phenomenon already realized by the Malaysian Welfare Department. As a

corrective action, sustainable development is being practiced lately in the development process. The increment of the people with disabilities in Malaysia from the year 2010 until the year 2013 is shown clearly in Table 1.2, Table 1.3 and Table 1.4. From the Table 1.1 shows that Malaysian total population is 29,714,700 people but in this population there are 494,074 people or 1.67 % are people with disabilities in the year 2013.

Table 1.1: Population by state 2010-2013 (Ministry of Women Development of Family and Community, 2013)

(‘000)

State	Year 2010	Year 2011	Year 2012	Year 2013
Johor	3,401.8	3,401.8	3,439.6	3,477.2
Kedah	1,973.2	1,973.1	1,996.8	2,021.1
Kelantan	1,615.2	1,615.2	1,640.4	1,665.9
Malacca	833.0	833.0	842.5	852.4
Negeri Sembilan	1,042.8	1,042.9	1,056.3	1,070.1
Pahang	1,524.9	1,524.8	1,548.4	1,572.7
Perak	2,397.5	2,397.6	2,416.7	2,436.4
Perlis	237.5	237.5	239.4	241.4
Pulau Pinang	1,593.7	1,593.6	1,611.1	1,628.4
Sabah	3,316.4	3,316.4	3,371.7	3,428.0
Sarawak	2,516.3	2,516.2	2,545.8	2,575.5
Selangor	5,577.5	5,577.4	5,650.8	5,725.3
Terengganu	1,074.0	1,074.0	1,092.9	1,112.5
W.P. Kuala Lumpur	1,694.5	1,694.5	1,713.4	1,732.0
W.P. Labuan	89.8	89.8	91.6	93.3
W.P. Putrajaya	76.4	76.4	79.4	82.5
Total	28,588.6	28,964.3	29,336.81	29,714.7

Table 1.2: Registered People with Disabilities by State (Department of Social Welfare of Malaysia, 2013)

State	Year 2010	Year 2011	Year 2012	Year 2013
Johor	37,411	43,610	56,333	63,159
Kedah	24,841	26,829	33,822	38,079
Kelantan	27,554	31,611	38,383	41,722
Malacca	15,874	18,325	20,999	23,165
Negeri Sembilan	15,843	18,172	23,012	26,044
Pahang	14,382	19,822	27,295	31,241
Perak	31,326	34,630	41,151	46,602
Perlis	4,971	5,587	6,870	7,435
Pulau Pinang	20,831	23,183	28,043	31,026
Sabah	17,407	19,936	25,768	30,330
Sarawak	15,374	18,036	22,305	22,364
Selangor	45,287	51,238	63,753	71,927
Terengganu	18,941	21,398	26,952	28,755
W.P. Kuala Lumpur	23,406	25,940	29,345	31,165
W.P. Labuan	799	886	975	1,060
Total	314,247	359,203	445,006	494,074

Table 1.3: Registered People with Disabilities by ethnic (Department of Social Welfare of Malaysia, 2013)

Ethnic	Year 2008	Year 2009	Year 2010	Year 2011
Malay	156,768	179,423	197,818	224,997
Chinese	48,864	55,518	61,436	70,487
Indian	23,935	27,862	31,685	36,353
Others	1,479	1,586	1,788	2,273
Total	231,046	264,389	292,727	334,110

Table 1.4: Registered People with Disabilities by types of disability (Department of Social Welfare of Malaysia, 2013)

Types of disability	Year 2008	Year 2009	Year 2010	Year 2011
Visually Impaired	22,856	26,155	27,840	31,924
Hearing	34,580	37,729	39,824	43,788
Physical	83,070	94,331	105,020	123,346
Learning Disability	96,246	109,708	120,109	134,659
Cerebral Palsy	2,890	4,068	4,068	4,068
Others	9,216	11,521	13,389	15,834
Total	248,858	283,512	310,250	353,619

#### 1.4 Research Questions

From the problem statement, derived five (5) research questions:

- (i) What are the current facilities provided in the Johor National Parks for the people with disabilities?
- (ii) What are the factors contributing to the inaccessible facilities provided in the Johor National Parks?
- (iii) What are the requirements required by the Non-Government Organization (NGO's) consists of people with disabilities, academician, designers, higher officials in the ministries and service providers regarding accessible tourism concepts in the Johor National Parks?
- (iv) What are the barriers faced by the people with disabilities regarding accessible tourism concept especially in the national parks in Johor National Parks?
- (v) How the good practice for accessible tourism facility management framework in the entire national parks in Malaysia can be achieved?

## 1.5 Research Objectives

From the research questions, derived five (5) objectives:

- (i) To identify the current facilities provided in the Johor National Parks for the people with disabilities.
- (ii) To determine the factors contributing to the inaccessible facilities provided in the Johor National Parks.
- (iii) To evaluate the requirements of the Non-Governmental Organization (NGO's) consists of people with disabilities, academician, designers, higher officials in the ministries and service providers regarding the accessible tourism concepts in the Johor National Parks.
- (iv) To determine the barriers faced by the people with disabilities regarding accessible tourism concept especially in the Johor National Parks.
- (v) To develop the good practice for accessible tourism facility management framework for the entire tourists in the national parks of Malaysia.

## 1.6 Research Scope

This research is done in all the National Parks in Johor State. This covers Endau Rompin National Park, Ledang Hills and Kukup Island. This study will be done in three (3) stages which are pre-travelling, during the travelling and post travelling. All the barriers faced by the disabled tourists during these three stages will be recorded. In this research, categories of disabled tourists are wheelchair users, walking difficulties, visual impairment, hearing impairment, speechless, physical disabilities, temporary disability, obesity, dwarf, multiple disabilities, elderly, pregnant ladies and parents with toddler. All the data related accessible people with disabilities facilities system inside and outside of the national park's area will be benchmark from the Universal design and accessibility in the built environment - Code of Practice (Second revision) MS1184:2014 to create the best practice accessible tourism facility management framework.

These locations are chosen because the number of tourists is increasing dramatically as shown in Table 1.5. There is no statistics for the people with disabilities shown in the Table 1.5 because Johor National Parks Corporation do not record any data's PwDs due to their limited arrivals to the Johor National Parks. All three (3) national parks in Johor State are chosen as the research locations because Johor state is the only state which has a national park that consists of the island, forest and highland. National parks in other states do not have such diversity as in Johor National Parks. All the national parks in Johor State are developing in line with sustainable environment due to the Iskandar Regional Development. The proposed methods are observations, visual method and in-depth interview.

Table 1.5: Number of tourists to Johor National Parks from 2010 to 2012 (Johor National Corporation, 2014)

National Park	2010		2011		2012		Total
	Malaysian	Other Citizens	Malaysian	Other Citizens	Malaysian	Other Citizens	
Endau-Rompin	3,515	968	2,396	768	2,453	764	10,864
Kukup Island	16,137	2,316	33,222	2,999	33,688	1,867	90,229
Tanjung Piai	47,470	8,342	56,847	5,334	65,973	6,959	190,925
Ledang Hill	10,838	4,038	17,837	2,178	26,431	1,738	63,060
Total	77,960	15,664	110,302	11,279	128,545	11,328	355,078

The research methodologies consisted of observation, interview and visual method. Observation is used to study the first objective of the study management facilities for people with disabilities already in the national park. This study focused on facilities for the people with disabilities that are available both indoor and outdoor of the national parks. Site visits were made to see the facilities provided. The type of facilities provided is recorded for analysis purposes. Observation and visual method were used to study the first and fourth objectives. In depth interview were conducted to test the second, third and fourth objectives as shown in Table 1.6.

Table 1.6: Summary of methodologies

No.	Research Questions	Objectives	Methodology	Analysis	Expected Results
1.	What are the current facilities provided in the Johor National Parks for the PwDs?	To identify the current facilities provided in the Johor national parks for the PwDs.	Observation & Visual Method (Photography)	Photos	<ul style="list-style-type: none"> <li>• Graphic image</li> </ul>
2.	What are the factors contributing to the inaccessibility facilities provided in the Johor National Parks?	To determine the factors contributing to the inaccessible facilities provided.	In-depth Interview	Nvivo	<ul style="list-style-type: none"> <li>• Factors causing inaccessibility.</li> </ul>
3.	What are the requirements required by the NGO's consists of PwDs, academician, designers, higher officials in the ministries and service providers regarding accessible tourism concepts in the Johor National Parks?	To evaluate the requirements of the NGO's consists of PwDs, academician, designers, designers, higher officials in the ministries and service providers regarding the accessible tourism concepts in the Johor National Parks.	In-depth Interview	Nvivo	<ul style="list-style-type: none"> <li>• Requirements to create accessible tourism concepts.</li> </ul>
4.	What are the barriers faced by the PwDs regarding accessible tourism concept especially in the national parks in Johor National Parks?	To determine the barriers faced by the PwDs regarding accessible tourism concept especially in the Johor National Parks.	In-depth Interview	Nvivo	<ul style="list-style-type: none"> <li>• Barriers faced by the PwDs.</li> </ul>
5.	How the good practice for accessible tourism facility management framework in the entire national parks in Malaysia can be achieved?	To develop the good practice for accessible tourism facility management framework for the entire tourists in the national parks of Malaysia.	Results obtained from Objective 1 to Objective 4	Results obtained from Objective 1 to Objective 4	<ul style="list-style-type: none"> <li>• Development of a framework which consist of process to start good practice for accessible tourism facility management in Johor Parks.</li> </ul>



## **1.7 Research Significance**

Department of Tourism Malaysia can use this study to discover problems faced by the disabled tourists in the study area. In addition, Welfare Department can introduce guidelines that should be imposed by all national parks in Malaysia to establish an accessibility facility for PwDs. Building designers can also design a building which integrate facilities for the people with disabilities in accordance to their physical, mental and health needs that meet the principles of Universal design and accessibility in the built environment - Code of Practice (Second revision) MS1184:2014. This research will be essential in promoting sustainable tourism development in order to create niche market for the people with disabilities community. This research will finally add new information in the body of knowledge.

## **1.8 Outline of the Thesis**

Chapter 1 is an introduction chapter. In this chapter contains research background, problem statement, research question, research objectives, research scope and methodology, research significance and summary for this chapter.

Chapter 2 is about literature review. In this chapter all the findings methods of data collection from journals, books, standards, articles, thesis, law and others are included. This chapter clearly define all the definitions of each terms used in this research, theories, models, concepts, statistics, code of practice and this chapter also outline the theoretical framework.

Chapter 3 is about methodology. In this chapter, all methods that will be applied in this research will be well explained. Research concepts, methodological framework, research philosophy, research design, research approach, research process, research theory and research techniques will be discussed.

Chapter 4 to Chapter 7 is the data analysis, discussion and findings of the first, second, third and fourth objectives. Explanation about each finding will be explained thoroughly.

Chapter 8 is about best practice for accessible framework. All the findings from Chapter 4 to Chapter 7 will be collected to form good practice for facility management framework in the tourism industry especially in the national parks areas.

Chapter 9 is about conclusion and recommendations. In this chapter, all findings will be discussed again. Research will be brought to the conclusion by providing proposed recommendations for the further research.

## **1.9 Summary**

In conclusion, this chapter consists of thorough explanation about research background, problem statement, research questions, research objectives, research scope, research significance, outline of the thesis and summary of the chapter. The results of this research can be used in the provision of appropriate facilities not only for people with disabilities but for all types of the tourists visiting National Parks in Johor State.

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

This chapter consists of thorough explanation regarding the people with disabilities (PwDs). Subtopics will be discussed in this chapter are definitions and concepts, tourism, disability, population in Malaysia, leisure constraints, online accessibility and information needs for disabled tourists, disability policy, guidelines and summary of the chapter.

#### **2.2 Definition and Concepts**

The purpose of the definition made is to facilitate research done and to make the reader understands the terms which are used in this study. Definition is very important so that it meets the requirements of the research topic.

#### **2.3 Facility Management**

Based on previous research, the effort to define facilities management in Malaysia is difficult to be done from the beginning. International Facility Management Association (IFMA) defines facility management as a profession that involves various fields to make sure role of the built environment assembled by incorporating

individuals, workplace, process and technology. Individuals are those employees, components of physical and non-physical building or properties. Facilities management refers as group activities in developing and managing multidisciplinary built environment which involves people and workplace (De Marco & Mangano, 2012). In this research, national parks are categorized as place, disabled tourists as people and preparation accessible facilities in national parks are categorized as process and technology. Table 2.1 shows the various definitions given by the author and other leading researchers.

Table 2.1: Various explanations of facility management

Authors (Year)	Facility Management Definition
Alexander (1996)	Facilities management is a practice where a corporation supplies and support services in a quality environment to comply tactical requirements.
Junghans & Olsson (2012)	Facilities management is considered an interdisciplinary approach, integrating values of business management, structural design and the behavioral and engineering sciences.
De Toni <i>et al.</i> (2007)	Facility management is obtaining an expanded significance in the sector of business practices outsourcing. Despite this practice, stemmed from the practitioners' experience, lacks of an important theoretical fundamental based on observation evidences about the performance measurement.
Haris, Adnan & Jusoff. (2008)	Facility management is the field of forecasting, planning, creating, and handling interior space every single kind of structure from office buildings to process factory. It requires generating commercial facilities policy, long-term projections, real estate, space inventories, projects (via design, construction, and makeover), building operation and preservation strategies and equipment and tools supply.
Sapri & Baba (2008)	Facility management is the field of organizing the visible workstation with the people and work of the institution. It combines the concept of commercial management, design and the behavioral and engineering science.
De Toni & Nonino (2009)	Facility management is a branch of knowledge born vitally from the empirical experience in the field of business support services, as a synthesis of real estate administration, business management, business organization and investment.
De Haas & Hansen (2010)	FM discipline is in a continuous change, as it is trying to claim a position as a strategic management discipline that can support and develop the primary business by enhancing and evolving the use of the facility.

Table 2.1 (continued)

Author (Year)	Facility Management Definition
Doleman & Brooks (2011)	Facilities management is a general term covering a broad spectrum of services from real estate admission, building maintenance, financial admission, health and security and contract admission.
Scupola (2012)	Facilities management can be outlined as the incorporation and arrangement of the non-primary services, including those relating to buildings, required to operate and prolong a business to fully assist the primary purposes of the organization.
Paz & Viriyavadhana (2012)	Facility management is illustrated as the career of handling and organizing interconnected “people, process, and place” matters and purposes inside the organization or institution.
Musa & Pitt (2012)	Facilities management is an incorporated method to functioning, sustaining, enhancing and adapting the buildings and infrastructure of an organization in order to create an environment that strongly supports the core objectives of that organization.
Lucas (2012)	Facility management is illustrated as the procedure and maintenance phase of a facility’s lifecycle dealing with processes such as repair, scheduling, coordination of renovation and building systems operations.
De Marco & Mangano (2012)	Facility management is a field requesting several of non-primary operations and maintenance services to support the core business of a business.
Tammo & Nelson (2012)	Facility management involves a broad range of functionalities from operations & maintenance, real estate, technology, support services, and designing to investment and costing.

In this research, facility management is defined as provision of accessible facility in the national parks for the people with disabilities. Facility management in the national park manages the barrier-free facilities to create barrier-free environment.

### 2.3.1 Facility

Facility is illustrated as something that is planned, constructed, fitted and the other to serve a particular purpose or facility that provides services such as shipping facilities, learning facilities and a latest exploration facility. Facility is something that permits the execution of an action that is easier to provide one with every amenity to

accomplish an undertaking. Facilities provide such quality or state of a place or area that has lead the region to be fun and harmony (Malaysia, 1976).

### **2.3.2 Preparation of Facility**

In this study, the provision of facilities can be illustrated as the establishment of facilities without barriers (barrier-free facilities) in national parks so that it can be accessed by the disabled tourists or other users at any time. Incidentally, the establishment of facilities can generate a surrounding without barriers (barrier-free environment) to enable national park users to move independently. This definition is given based on the definition established facility management, facilities and accessibility.

### **2.3.3 Accessibility**

Access is defined as a noun like any other word. Accessibility is a measure of the ease of access. Generally, access is symmetrical, for example if A has access to B, then B has access to A. However, measurements may not be symmetrical. Accessibility also means movement without any obstacles such as street furniture or floor finishes. According to the British Standard BS8300: 2009, access modus operandi, entrance, internal or external circulation, including in cases of emergency. Accessibility is a facility that can be accessed and used by people with disabilities (Lip & Horn, 2007). Accessibility involves a broad set of measures designed to certify that everyone has equal chances for job and learning and to take part in leisure and other activities in all areas of life. This rights to participation shall apply regardless of the person's age, sex, health, cultural background and any social, mental or physical impairment. Accessible communication facilities namely telephone, television, radio and internet which indicates to the accessibility and user-friendly of these media and facilities. Accessibility is particularly important to ensuring that specific groups such as the elderly and people with disabilities can retain their independence (Ministry of Transport and Communications of Finland, 2005).

### **2.3.4 Connectivity**

According to Litman, T. (2011), connectivity refers to the density of connections within a transport network. Increased connectivity tends to increase accessibility. A dense path or road network with shorter blocks and more connections tends provide good accessibility due to multiple routes, more direct connections between destinations, and narrower streets with lower traffic speeds that are better suited to walking and cycling, and therefore to public transit travel (since most transit trips involve walking links). Similarly, two-way streets tend to provide more direct access to destinations than one-way streets.

### **2.3.5 Barrier-Free**

Barrier-free is defined as environment without any obstacles. In the context of this research, barrier-free tourism (BFT) propose a novel chance for partitioning which combines the access needs of the elderly and disability markets. Supplying information through presenting, contributing and advertising easy access in tourism industry creates journey with a greater competitive advantage favourable in developing niche markets (Economic and Social Commission for Asia and the Pacific (ESCAP), 2003). The phrase 'barrier-free' indicates an atmosphere whereby all users regardless of their physical disadvantages will be able to engage, use or access the sources regardless time. In the library environment, library building, its furniture, learning resources should be easily accessible by all. The term access ensures physical access, as well as providing aids and appliances to access resources and services. To provide access to all, policies and strategies are to be developed. It is needed to sensitize people and develop attitudes. The total activities and services also need to be monitored (Roy & Bandyopadhyay, 2009).

### **2.3.6 Universal Design**

The common classification of universal design is the design of goods and surroundings to be usable by all, to the greatest range possible without the necessity for revision or

specialized design (Edward, 2012). For some amenities, universal design can create them more competitive compared with identical amenities. They can fulfil people's requirements, not only common people but also the people with disabilities and elderly. That is the optimum principals of "universal design". In practice, the universal design primarily emerges in fields where there are greater economic and social effects, what is also the main development tendency (Dai, 2009). According to idea of Universal Design no individual be distinguished in the basis of age, sex, ethnicity or functional ability. It indicates that any type of obstacles that prohibit participation should be prevented and eliminated. Universal Design is thus not only considered with technical solutions for individuals with physically disabilities but involves all humans. It has to be an assimilated part of strategies and planning within all areas of society, which in turn pre assume inter-sectorial and cross-professional co-operation (Nordic School of Public Health, 2012).

The terms 'design for all' or 'inclusive design' are preferred over Universal Design in Europe. The difference between these two terminologies as Universal Design suggesting a complete fundamental knowledge, whereas 'design for all' indicates to hands-on applications. The Universal Design concept inadequate of recognized criteria to determine what makes for a more usable environment. The gap between the classic of 'usable by all people' and the real solutions makes teaching Universal Design a challenge in its own right (Olgunturk & Demirkan, 2009).

### **2.3.7 Tourism**

Tourism is defined as a vibrant and competitive industry that needs the capability to continuously familiarize to clients' evolving requirements and needs, as the client's satisfaction, security and pleasure are predominantly emphasis of tourism businesses. Tourism involves travelling person's activities who are staying in outer places than their usual environment for not exceeding one year continuously for leisure, business or other purposes (Sharpley, 2006). Tourism consists of three (3) main elements which are tourists, destination and the travel and tourism industry (Mathur, 2007). Other tourism definitions are given in Table 2.2.



Table 2.2: Other tourism definition

Authors (Year)	Tourism Definition
Weaver & Lawton (2002)	Tourism is the summation of the rising phenomenon and connection from the communication among tourists, the tourism industry, host governments, host communities, origin governments, universities, community colleges and non-governmental organizations, in the operation of fascinating, transporting, hosting and managing these tourists and other tourists.
Sharpley & Telfer (2002)	Tourism is defined as simply the activity undertaken by a person at leisure that also travels.
Manson (2006)	Tourism involved of the temporary mobility of people to the outer destinations from their regular places of work and residence, the activities involved in during the stay in those destinations and the facilities created to fulfil for their requirements.
Franklin (2003)	Tourism is denoted by the interim temporary movement of people to destinations outer from their common places.
Jack & Phipps (2005)	Tourism offers people to involve in interactions of life with others and to recall us thereby of its most valuable and exposed aspect: the tangled relativities of clarifying people who are not us.
Goeldner & Ritchie (2006)	Tourism clarifying as the practices, activities and yield arising from the connections and the interactions among tourists, tourism suppliers, host governments, host communities and surrounding environments that are becoming the contributing factors in the fascinating and hosting of visitors.
O' Shannessy, Minett & Hyde (2008)	Tourism includes those events that carried people far from their usual place of residence for amusement or a holiday and for motives other than going to their usual work place. It also includes the contribution of the public sector (governments, politicians and bureaucrats) by policy formulation, regulation, legislation and funding assistance for promotion and investment.
Cooper & Hall (2008)	Tourism encompasses of intake and creation and the exchange of experiences that are generated.
Wearing, Stevenson & Tamara (2010)	Tourism is social and cultural environment that has established into a crucial economic enterprise in cities and regions throughout the world.
Smith (2010)	Tourism is defined as the activity of people temporarily away from their common environment for a period not more than 1 year and for virtually any cause of travel with the following exceptions: persons visiting, a place for the purpose of earning money during their visit and students in long-term programs (one (1) year or more, even though they may periodically return home) are not considered to be engaged in tourism.

### **2.3.8 Sustainable Tourism**

Sustainable tourism is tourism that fulfil the requirements of the current situation without negotiating the capability of upcoming generations to meet their own demands (Sharpley, 2006). Improvement of sustainable tourism in the short-run and long-run should fulfil the demands of the local host community in the phrase of enhanced living standards and quality of life, fulfil the requirements of tourists and the tourism industry and persist to fascinate them to meet the primary purpose and protect the environmental source base for tourism, broad natural, built and ethnic components to acquire both of the earlier goals (Weaver & Lawton, 2002). Sustainability related to the capability of a destination to strengthen the quality of its physical, social, cultural and environmental resources while it competes in the marketplace. Sustainable tourism is a main attention towards environmentally integrated tourism development but present research shows that sustainability is a difficult idea and one that wants more critical and complete analysis (Jack & Phipps, 2005).

### **2.3.9 Niche Tourism**

Niche tourism is a formation of specific tourism and has become visible as a competitor to damaging growths of mass tourism mentioning to environmental condition and socio-cultural interference. From an ethical and moral viewpoint, niche tourism is predicted with development compatible with environmental sustainability and social care. A niche is defined as an ideal place entailing resources to be used by an organism in the current of its competitors. Due to the fact, that niche tourism fascinates more advanced high spending segments, it might produce very higher profits in relation to sales as mass tourism (Kaufmann, 2012). In business or commerce, niche is used to describe a small specialized group or market, in ecology to define the duty of a plant or animal within its community and habitat which controls its activities, relations with other organisms, etc. In fine arts and architecture, niche is used to describe a break in a wall, particularly one that comprises a statue. In climbing mountain, niche is used to describe a break, such as one in a rock face and finally in

universal discussion to designate a position particularly suitable for the person to take over (Edwards, 2012).

### **2.3.10 Inclusive Tourism**

Inclusive tourism is a world-wide mobility to certify the complete social involvement of all persons with impairment in travel, citizenships, and cultural contribution and in the process to convince the same for all (Ali-Knight, 2011). Inclusive tourism is an atmosphere where people of all ages and abilities are felt welcome and required as clients and visitors (Singh, 2010). Inclusion has been denoted as an activity that allows an individual to involve in his environment by taking choices, being maintained in what he does on a regular basis, networking and being valued. Inclusion suggests that each person deserves to be given a chance to take part of a community from the start of their life. Inclusion is defined having the similar choices and chances in recreation events that others have (United Nations Environment Program, 2012).

### **2.3.11 Tourist or Traveller**

Tourist is a person who travels for a short-term out of their usual environment (generally defined by some distance from the doorstep) for certain qualifying drives (Sharpley, 2006). Tourist is defined as person who have a stronger necessity or wish to be with others (motive) may try to occupied in leisure activities, namely visiting bars and drinking that allow them to add their communications with others (behaviour) in the aim of developing more friendships (goal and satisfaction) (Mason, 2006). Tourists are guests who stays for at least one night, for example a visitor on a two-week vacation (Jack & Phipps, 2005).

Tourist is a person who travels for enjoyment and for other motives than employment or business, usually more than 40 kilometres from home and generally for period of exceeding 24 hours (Cooper & Hall, 2008). The term tourist is the concept used to describe those consumers who are engaged in voluntary temporary mobility in relation to their home environment. If an individual is temporarily absent from their home on a compulsory basis due to a war, natural disaster or other crisis, they are

usually called ‘refugees’ or if at worse they have been involuntary forced into cross-border labour or sexual slavery, then they may be called as ‘trafficked persons’. If someone has shifted from one place to another on a permanent basis then they are generally called as a migrant (Wearing *et al.*, 2010).

## **2.4 Tourism**

The United Nations World Tourism Organization (UNWTO) states that tourism comprises the activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year of leisure, business and other purposes. Tourism is frequently considered in terms of the demand side, the tourist’s motivations and the supply side, the sectors that satisfy tourist needs. Other important terms associated with tourism are infrastructure, the components that an area’s residents rely on such as roads, bridges, communication networks, markets and supermarkets and so on. Superstructure is classified as facilities that have been built to accommodate the needs of tourists such as cruise terminals, airports and convention centres, hotels, resorts, restaurant and car rentals (Murphy & Murphy, 2004).

The heart of tourism phenomenon model is unequivocally the tourist and the travel experiences that he or she seeks when visiting a tourism destination. In order for a destination to provide stimulating, high-quality experiences, it is critical that both policy makers and managers are able to understand tourists’ motivation for pleasure travel, as well as the multiple factors that influence their selection of a destination, their mode of travel and their ultimate choice among the myriad activities that may fulfil their travel needs. It is only possible if the facilities, events, activities and programs are developed according to the destination, thus making it uniquely attractive to the tourist (O’Shannessy, Minett & Hyde, 2008).

### **2.4.1 Tourism System**

A system approach to tourism is based upon general systems theory first suggested by Ludwig von Bertalanffy, who defined a system as a set of elements standing in interrelation among themselves and with the environments. A system approach to

tourism includes local communities and residents of areas receiving tourists (Barnes, 2011). A brilliant conceptual framework for tourism that includes three basic elements was produced as shown in Figure 2.1. The three (3) basic elements are the dynamic element, the destination element and the consequential element (Murphy & Murphy, 2004).

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