

FULFILLMENT OF THE RIGHTS OF TOURISTS WITH DISABILITIES IN DIENG TOURISM DESTINATIONS BASED ON INDONESIAN POSITIVE LAW

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ABSTRACT

This research examines how Indonesian laws protect tourists with disabilities in Dieng Tourism Destinations. Although there are many regulations made in Indonesia to protect the rights of people with disabilities, their implementation in the tourism sector is often not optimal. This research aims to determine the extent to which Indonesian law protects tourists with disabilities in Dieng Tourism Destinations. The rights of persons with disabilities are regulated by various laws, including Law Number 8 of 2016 concerning Persons with Disabilities, Law Number 10 of 2009 concerning Tourism, and Law Number 8 of 1999 concerning Consumer Protection. The research methods used in this study were the empirical legal method and qualitative research. Fieldwork was conducted at the Dieng tourism destinations, and interviews were conducted with various stakeholders, including site managers, tourists with disabilities, and the local government of Wonosobo Regency, involving five respondents. The results of the study indicate that, although there are laws regulating the rights of people with disabilities, they have not been effectively implemented in practice. Several tourist sites do not yet meet all accessibility requirements. To respect human rights and promote sustainable tourism development, the local government, tourism industry stakeholders, and the community must work together to make Dieng tourism inclusive and disability-friendly.

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INTRODUCTION

The tourism industry has become one of the most important economic sectors in many countries. Tourism not only contributes to foreign exchange, but also creates

employment opportunities and stimulates local economic development (Anjani & Fahrudin, 2024; Bakalo dkk). The success of the tourism sector depends heavily on various factors, including legal protection and tourists' sense of security (Šerić dkk, 2022). However, alongside various demands to develop the potential of the leisure industry, tourists' rights are often ignored (Sari dkk., 2024). Tourist security not only includes protection from physical or criminal threats but also the protection of tourist rights, which are often overlooked (Akamavi dkk, 2023). Therefore, adequate legal protection and the implementation of strict safety standards in the tourism sector are necessary to support the sector's continuity and development.

The rights of tourists in tourist attractions are regulated in Article 20 of Law Number 10 of 2009 concerning Tourism, which states that every tourist has the right to obtain: a). accurate information about tourist attractions, b) tourism services in accordance with standards, c) legal protection and security, d) health services, e) protection of personal rights, f) insurance protection for high-risk tourism activities. Article 21 of the Tourism Law regulates the rights of tourists under certain conditions: those with physical limitations, children, and the elderly are entitled to special facilities according to their needs. In this article, people with disabilities are not specifically mentioned. However, tourists with disabilities can be equated with tourists who have physical limitations.

The Tourism Law establishes the responsibility of the Indonesian state to respect, protect, and fulfill the right to travel (Fadli dkk., 2022). It stipulates the responsibilities of the central and local governments to provide tourism information, ensure the legal protection, security, and safety of tourists, and supervise tourism activities. The government and local governments are responsible for maintaining the security and safety of tourists, so they must ensure that the facilities and infrastructure used for the organization of tourism meet the established security and safety standards (Laheri, 2015; (Badiora dkk., 2022).

With the recognition of travelers with disabilities, the national and local governments must act in accordance with the mandate of the Act to protect, fulfill, and promote the rights of travelers with disabilities (Rodríguez Guillén dkk., 2025). Sectors working in tourism should also start considering better ways to facilitate better access for disabled travelers (Tan & Hasibuan, 2019). One of the tourist areas that contributes to the country's economic growth is the Dieng area, which attracts many domestic and foreign tourists. Dieng is a tourist area in Wonosobo Regency and Banjarnegara Regency in Central Java Province. This area is known for its enchanting natural beauty, ranging from craters, lakes, mountains, and high-value historical sites. Dieng is also one of the places that has a unique culture and tradition, such as the dreadlock ritual that is held every year (Sundari, 2022). Given the region's great potential, the development of Dieng's tourism sector is crucial to boosting the local economy and introducing its cultural heritage to the world.

The Dieng Plateau attracts local and international tourists for its unique culture and beautiful natural environment (Masrurun & Nastiti, 2021). In general, the applicable law

does not have the power to protect tourists, whether domestic or foreign. Tourists usually only come as Tourists or as businesses (Sarsiti & Taufiq, 2012). In reality, the fulfillment of tourists' rights, especially those with disabilities, cannot be properly implemented, particularly in terms of tourism services that comply with standards. At tourist destinations, accessibility is not only a matter of physical infrastructure—such as ramps, accessible restrooms, parking areas, and accessible signage—but also a matter of services, information, safety, and legal protection for tourists with disabilities. The lack of adequate facilities can lead to discrimination and create barriers that prevent people with disabilities from enjoying the same travel experience as other tourists. This situation highlights a gap between the normative provisions of laws and regulations and their implementation in practice.

RESEARCH METHOD

This study employs a qualitative research method with an empirical-judicial approach. The objective of this study is to examine how the rights of tourists with disabilities are fulfilled at tourist attractions in the Dieng area, in line with applicable legal provisions and their practical implementation. The focus of the study is the evaluation of tourist facilities, accessibility, and services provided for tourists with disabilities.

This study was conducted at several major tourist attractions in Dieng, namely the Arjuna Temple Complex, Sikidang Crater, and Telaga Warna, located in Dieng, Wonosobo Regency, Central Java. These locations were selected because they are premier destinations with high visitation rates and serve as the standard for tourism services in the Dieng area.

This study involved 5 (five) individuals selected through purposive sampling. The researcher used this method to identify informants based on specific factors related to the study's objectives. The research was conducted from May 20 to May 25, 2025. During this period, the researcher collected additional data on the research subjects through field observations and interviews with informants.

Data collection employed a semi-structured approach through in-depth interviews. To conduct these interviews, the researchers used a pre-established interview guide. However, they allowed informants to elaborate on their experiences, perspectives, and challenges. In addition to interviews, the research was supported by relevant documentation and direct observation of facility conditions, as well as accessibility to tourist attractions.

This study employed qualitative data analysis techniques comprising three stages: data reduction, data presentation, and conclusion drawing. Data reduction involved selecting and focusing on data relevant to the research subject. To make the research findings easier to understand, the data were presented systematically as descriptive narratives. To provide an overview of how tourists with disabilities are served at the Dieng tourist site, the final stage involves concluding the results of the data analysis.

RESULTS AND DISCUSSION

Human rights include ensuring the rights of persons with disabilities in the tourism sector. Through Article 28H, paragraph (2) of the 1945 Constitution, the Indonesian Constitution guarantees that every person has the right to equal treatment and opportunities to achieve justice and equality. Accessibility is also a key element in the development of public facilities and services. Accessibility encompasses not only the provision of physical infrastructure but also the ease of communication, access to information, transportation, and human resource services. Therefore, tourism site operators are responsible for providing facilities that enable people with disabilities to enjoy their travels safely, comfortably, and independently.

The Dieng region, located in Wonosobo and Banjarnegara Regencies, is one of Indonesia's most popular tourist destinations due to its many fascinating natural, cultural, and religious attractions. Dieng is highly popular among both domestic and international tourists for the beauty of Telaga Warna, Kawah Sikidang, Arjuna Temple, and the mountain views. However, Dieng's hilly terrain and tourism facilities that are not yet fully accessible to people with disabilities prevent tourists with disabilities from fully enjoying their visit.

Making tourism more accessible is not only a social responsibility – it also offers economic benefits by expanding the tourism market. Accessible tourism presupposes a tourism offer that shapes accessible products, infrastructure, and services from both the public and the private sectors (Stankova dkk., 2021). Participation in tourist activities by people with visual disabilities results from an ongoing, interactive process shaped by multiple factors, with both positive and negative influences, within each individual's very personal context, impairment condition, and social environment (Deville & Kastenholz, 2020). Amid the growth of the tourism sector, the rights of tourists with disabilities continue to be a concern. The principles of inclusive tourism have not yet been fully implemented, primarily due to Dieng's hilly terrain, infrequent disability-friendly road access, a lack of supporting facilities, and limited specialized services for people with disabilities. The lack of adequate facilities can lead to discrimination and create barriers for people with disabilities to enjoy a travel experience on par with other tourists. This situation highlights a gap between the normative provisions of laws and regulations and their implementation in practice.

1. Definition of Traveler

Article 1, number 1, of Law Number 10 of 2009 concerning Tourism states that Tourism is a travel activity carried out by a person or group of people, visiting certain places for recreation, personal development, or to study the uniqueness of the tourist attractions visited, within a temporary period. Meanwhile, tourists, as referred to in Article 1, number 2, are people who engage in tourism. The purpose of tourism is stipulated in Article 4 of the Tourism Law, namely to: increase economic growth; improve people's welfare; eliminate poverty; overcome unemployment; preserve nature, environment, and resources; advance culture; raise the image of the nation;

foster a sense of love for the country; foster national identity and unity; and strengthen friendship between nations.

Travelers with disabilities, as mentioned in Law Number 8 of 2016 concerning Persons with Disabilities, are every person who experiences physical, intellectual, mental, and/or sensory limitations for a long time and, in interacting with the environment, can experience obstacles and difficulties in participating fully and effectively with other citizens on an equal basis.

2. Persons with Disabilities

The Big Indonesian Dictionary defines people with disabilities as individuals who have physical, intellectual, mental, and/or sensory limitations that persist over a long period, resulting in difficulties in interacting with the environment and limitations in carrying out daily tasks or activities. Furthermore, Article 1 point 1 of Law Number 8/2016 on Persons with Disabilities emphasizes that Persons with Disabilities are every person who experiences physical, intellectual, mental, and/or sensory limitations for a long period of time, who, in interacting with the environment, can experience obstacles and difficulties to participate fully and effectively with other citizens based on equal rights.

National and international laws recognize and protect the rights of persons with disabilities. The aim is to ensure that they have equal opportunities in various aspects of life and are not discriminated against. Article 5 of the Law on Persons with Disabilities regulates the rights of persons with disabilities, such as the right to: life, freedom from stigma, privacy, justice and legal protection, education, entrepreneurship and cooperative work, religious politics, sports, culture and tourism, social welfare, accessibility, public services, protection from disasters, expression, communication and information. One of the government's responsibilities is to ensure the rights of persons with disabilities are fulfilled. The principle of equality states that all people, including people with disabilities, must be accommodated across society's systems and environments. As a legal subject, people with disabilities are entitled to the same and equal treatment (Dewi, 2018) (Mazid dkk., 2026).

The state is responsible for persons with disabilities in accordance with human rights principles and international commitments such as the United Nations Convention on the Rights of Persons with Disabilities (CRPD), which Indonesia has ratified through Law No. 19/2011. Respect, development, protection, and fulfillment of the rights of persons with disabilities embody this responsibility. The state is responsible for persons with disabilities by providing a welcoming, fair, and equal environment in which they can fully utilize their human rights and fundamental freedoms. By considering the values of social justice, the Law on Persons with Disabilities creates new hope for the respect, protection, and fulfillment of the rights of persons with disabilities as outlined in the CRPD. The Law on Persons with Disabilities also ensures that government obligations, coordination and cooperation between government and non-government institutions, as well as the fulfillment of the rights of persons with disabilities, are met (Sholihah, 2016).

3. Implementation of the Fulfillment of Tourist Rights in Dieng Tourism Destinations

Tourism is one of the important sectors in Indonesia's economy, including Dieng Tourism Destinations, which is famous for its natural beauty and cultural heritage. In the tourism industry, legal protection for tourists with disabilities is crucial to ensure their comfort, safety, and rights are well-protected. Although normatively there is already a legal basis that requires accessibility and nondiscriminatory treatment for tourists with disabilities, there are still many challenges in implementing legal protection for tourists with disabilities in the Dieng tourist attractions. Based on the results of research conducted by the author, including observations and interviews with actors and tourism activists in Dieng Tourism Destinations.

According to Didik, the Dieng tourist attraction area is not all friendly to tourists with disabilities. For attractions such as temples, color pools, and Sikidang Crater, they are quite accessible for people with disabilities; in addition, security and health facilities are also quite adequate. However, certain tours, such as Watu Angkruk, are not fully accessible to people with disabilities due to the hilly terrain of the tourist attractions (Interview with Didik, a Dieng tourism activist, on May 20, 2025). Access for tourists with disabilities who use wheelchairs, for example, is available, but not at all tourist sites, especially those with steep terrain. As for safety and security, the manager cooperates with the police and also the BPPD. On the other hand, information about tourist attractions and information boards, such as those with braille, is not yet available. The existence of representative toilets in the form of smart toilets in each inn (Interview with Ali Fauzi, as the manager of Dieng tourism on May 22, 2025)

One tourist responded about the condition of Dieng tourism, noting that some Dieng tourist sites, such as Arjuna Temple and Sikidang Crater, still lack disability-friendly facilities. These include special toilets for people with disabilities that are inadequate or unavailable, uneven or rocky walking paths that are difficult for wheelchair users or people who use walkers. There is also a lack of information boards that support people with disabilities. The Dieng Plateau is dotted with hills, and some parts are very steep. Naturally, these geographical conditions hinder full accessibility. Due to the elevation and uneven surfaces, travelers with limited mobility often have difficulty reaching or enjoying all areas of the attraction. As for the Sikunir tourist site, the toilet and parking facilities are adequate for people with disabilities (Interview with S (name disguised), a tourist in Dieng tourism, on May 20, 2025). In terms of safety, the facilities are quite adequate; however, the lack of accessible restrooms and insufficient signage make Dieng only partially accessible for people with disabilities. (Interview with Maurisa as a tourist in Dieng tourism on May 20, 2025)

Based on the author's observations, Dieng Tourism Destinations still has a long way to go to fulfill the rights of tourists with disabilities. Some Dieng tourist sites have begun to provide facilities that support visitors with special needs, although they are not yet fully disability-friendly (Author's observation on May 20, 2025). Tourists with disabilities at Dieng tourist attractions have not fully enjoyed their rights in accordance with statutory regulations. According to the author's observations, there are several

facilities for tourists that are not friendly to people with disabilities, such as: 1) Uneven pedestrian paths from the parking area to the tourist location. 2) Lack of road signs for blind people, information boards that use Braille letters do not yet exist, and communication facilities for deaf people are additional obstacles for tourists with disabilities. 3) Security for tourists is quite evenly distributed with police posts and security posts in each tourist location. 4) Health services are available, with the existence of health centers and health posts at tourist sites.

Research analysis indicates that the suboptimal fulfillment of the rights of tourists with disabilities cannot be viewed solely as a technical issue regarding facilities, but is linked to the weak integration of accessibility policies into regional tourism governance. Local governments and tourism operators tend to treat accessibility as an optional amenity rather than a legal obligation and an integral part of tourism service standards. Consequently, tourism infrastructure development prioritizes increasing visitor numbers over fulfilling the rights of vulnerable groups, including people with disabilities.

Policy implementation is also hampered by a lack of oversight and the absence of specific operational standards for disability-friendly tourism. Interview findings indicate that tourism site managers do not yet have clear technical guidelines for serving tourists with disabilities. This situation suggests that the implementation of regulations remains merely an administrative formality, lacking effective oversight, evaluation, and sanctions from local governments.

On the other hand, the quality of tourism services is also influenced by a lack of understanding of the law and the concept of inclusive tourism. People with disabilities are still viewed by some operators as a niche market, which means that accessibility is not considered a top priority. Nevertheless, the principles of equality in public services and non-discrimination require every tourist destination to provide equitable access to all visitors without exception.

Therefore, it can be concluded that the main issues in fulfilling the rights of tourists with disabilities in Dieng lie not only in the limitations of physical infrastructure, but also in a lack of policy commitment, insufficient government oversight, a lack of sustainable inclusive tourism planning, and tourism management that does not take human rights into account. Consequently, to realize the principles of inclusive tourism in the Dieng tourist area, concrete actions are needed, such as conducting accessibility audits of tourist destinations, developing disability-friendly tourism service standards, enhancing the capabilities of tourism managers, and strengthening local government oversight.

4. Fulfillment of Tourist Rights at Dieng Tourism Destinations Based on Indonesian Positive Law

Dieng, located in Wonosobo Regency, Central Java, is famous for its craters, temples, and incredible natural phenomena. Both domestic and foreign tourists love this place. The protection of tourists in Dieng is very important to ensure their safety and comfort, especially for those with disabilities who need special protection and

services to carry out their tourism activities. Legal protection of tourists aims to guarantee their rights while in tourist areas, including consumer rights, safety, and dispute resolution between tourists and tourism service providers.

Based on the results of research conducted by the author, the fulfillment of the rights of tourists with disabilities in Dieng Tourism Destinations can be studied with Indonesian positive law:

a) Law Number 10 Year 2009 on Tourism

Law Number 10 of 2009 is the main regulation governing all aspects of tourism in Indonesia. This law contains several provisions that regulate the protection of tourists, both preventive and repressive. Some important articles that form the basis for protecting tourists' rights are the principles of organizing tourism as stipulated in Article 5, such as the requirement that tourism management uphold human rights, cultural diversity, and local wisdom, and that it provide benefits for the welfare of the people, justice, equality, and proportionality. In addition, it is obliged to maintain the sustainability of nature and the environment, and to comply with the World Tourism Code of Ethics and international tourism agreements.

Accurate information about attractions and tourism services according to standards: Travelers have the right to obtain accurate, straightforward, and up-to-date information about Dieng attractions. This information should include conditions, facilities, prices, and potential hazards. The results of research in the field show that information, especially for tourists with disabilities, has not been fully provided; information media cannot be accessed by people with disabilities, such as information boards that do not yet use braille. However, loudspeakers already exist, but not everywhere. Access for pedestrians, especially persons with disabilities, from the parking lot is adequate. However, in certain locations, such as the Batu Pandang Ratapan Angin tour, it does not meet the standards for tourists with disabilities.

Efforts to legally protect tourists can start by providing accurate and responsible information about tourist attractions, providing insurance to deal with incidents so that tourists and tourism businesses can reduce losses, and making recreational or tourism venues safe, comfortable, and meeting standards (Lutfiana, 2024). Legal protection and security: This is a very important right. Tourists are entitled to a sense of security and legal protection in the event of incidents, such as crime or accidents. Dieng Tourism Destinations managers have provided security posts; in addition, police officers stand guard, patrol, and regulate traffic to maintain a more conducive environment.

Tourists' rights must be protected legally. Every tourist has the right to comfort and safety, as well as fair treatment and good service from the country they are visiting. The state must ensure that tourists are safe and secure in accordance with applicable laws and regulations (Ababil dkk., 2023). Health Services: Tourists have the right to access first-aid facilities and adequate health services, such as health centers, especially in areas like Dieng, which may experience health issues

like hypothermia and dizziness. The existence of community Health centers close to Dieng tourist sites, open 24 hours, and the availability of several ambulance units provide health insurance for tourists if they need to be referred to the hospital.

There are clear, easy-to-understand warning boards, clean, safe, and comfortable toilets, good, safe means of transportation, monitored CCTV, and security officers who regularly patrol. Tourism managers should also have a disaster and emergency management system in place. A standard operating procedure (SOP) is needed to handle possible accidents that can occur to tourists (Rudy & Mayasari, 2019). Protection of Personal Rights: This privacy protection is especially important in Dieng, a popular tourist destination. For example, homestay or hotel owners should ensure that guest rooms do not have hidden cameras and that employees respect visitors' privacy. Hawkers or photographers at attractions should avoid overly pushy behavior or intruding on tourists' privacy.

The Tourism Law explains that legal protection for tourists in tourism areas is very important, especially in terms of comfort and tranquility of life, which is the right of every tourist, both domestic and foreign tourists (Irfan, 2022).

b) Law Number 8 Year 1999 on Consumer Protection

Under Law Number 8 of 1999 concerning Consumer Protection, a consumer is every person who uses goods and/or services available in the community for their own benefit, their family, other people, and other living creatures, and not for trade. Tourists are consumers who must be guaranteed their rights as stated in Article 4 of the Law on Consumer Protection, namely: 1). the right to comfort, security, and safety in consuming goods and/or services; 2) the right to choose goods and/or services and to obtain these goods and/or services in accordance with the exchange rate and the conditions and guarantees promised; 3) the right to correct, clear, and honest information regarding the conditions and guarantees of goods and/or services; 4). the right to be heard for opinions and complaints about the goods and/or services used; 5) the right to obtain advocacy, protection, and efforts to resolve consumer protection disputes properly; 6) the right to receive guidance and consumer education; 7) the right to be treated or served correctly and honestly and non-discriminatory; 8) the right to compensation, compensation and/or replacement, if the goods and/or services received are not in accordance with the agreement or not as they should be; 9) the rights stipulated in the provisions of other laws and regulations.

Right to Comfort, Security, and Safety: Dieng tourist attractions must be free from unnecessary danger and must have emergency procedures that account for the special needs of each visitor, especially given that the Dieng area is a volcanic region that can erupt at any time. Therefore, standard operating procedures are needed to anticipate this. In fact, disaster management standards in Dieng Tourism Destinations are well regulated. Tourism managers, assisted by related officials such as the Police, the National Army, the regional disaster management agency, and others, have been equipped with knowledge in accordance with the applicable

standard operating procedures. Right to Accurate, Clear, and Honest Information: Before tourists arrive, information on how to reach Dieng, including trails, facilities, and toilets, should be provided clearly and honestly. This is especially important for people with disabilities to prepare well for their trip. Various facilities for people with disabilities are already available in the Dieng tourist attractions. However, not all tourist sites provide the same facilities and infrastructure, such as information boards that do not allow all people with disabilities to access all information. The existence of toilets that do not meet disability standards, although many hotels, homestays, and inns already provide them.

The Right to Choose and Receive Services According to Standards: Travelers with disabilities have the right to receive facilities and services that are equal and in accordance with standards set not only by the tourist management but also by applicable laws and regulations. Disabled travelers who choose services will receive services of equal standard and quality to those provided to non-disabled travelers, with some adjustments to meet their disability needs. Tourists are consumers of tourism services, so it is very necessary to have regulations that not only discuss tourism but also protect tourists as consumers, because the legal protection of tourists is very important (Isnaini & Zain, 2025).

c) Law No. 8 of 2016 on Persons with Disabilities

Article 16 states that persons with disabilities are entitled to equal opportunities to conduct tourism activities, conduct tourism businesses, become tourism workers and/or play a role in the tourism development process. As travelers, persons with disabilities are entitled to access, care, and proper accommodation in accordance with their needs. This includes physical facilities (e.g., parking, ramped roads, and accessible toilets) and non-physical facilities (e.g., audio and visual information). In addition, tour guides can assist travelers with various types of disabilities. Under Article 18, tourists with disabilities are also entitled to access public facilities; in this case, tourism facilities are included. Providing a smooth, enjoyable vacation experience for people with disabilities requires easily accessible public facilities. Disabled travelers can face many challenges that hinder their trips, such as the lack of proper public toilets, adequate transportation, or clear information. Ensuring that everyone can access public facilities is not just a legal obligation; it is also an example of a fair and welcoming society.

Currently, there are still many problems that occur in the field related to the availability of public facilities that do not meet the needs of people with disabilities in Indonesia. A tourism model that is friendly to people with disabilities is a top priority. Everyone has the same right to travel. There is no difference between rich and poor, old or young, sick or healthy; all people, both normal and people with disabilities, have the same rights and opportunities to travel (Afiyanto & Sun, 2024; Zakiyah & Husein, 2016). The Law on Persons with Disabilities basically aims to ensure that persons with disabilities have equal rights and accessibility in all aspects of life, including in tourism. This is a strong legal basis to ensure that tourists with

disabilities have the same rights to enjoy the tourist experience with comfort, safety, and dignity (Ainin & Tabrin, 2024). Proofread. In its implementation, all parties need to be committed to creating inclusive tourism for all. Several structural, technical, and cultural factors affecting the implementation of the Law on Persons with Disabilities in the Dieng tourist area have not yet yielded satisfactory results.

First, the main factor preventing disability-friendly facilities in the Dieng tourist area from functioning properly is budget constraints. The construction of accessibility infrastructure—such as ramps, accessible restrooms, guide paths, Braille information boards, and inclusive modes of transportation—is extremely costly. Tourism managers typically prioritize the development of general facilities over those specifically designed for people with disabilities, as the former are considered more important and profitable. As a result, accessibility is often viewed as an afterthought rather than a core necessity in the development of tourist destinations.

Second, the topography of the Dieng region poses an additional challenge to achieving the desired accessibility. Dieng is a mountainous region with steep, rocky, and uneven roads. Some tourist sites, such as the Arjuna Temple Complex and the hilly areas, have been adapted to allow full access for people using wheelchairs or with other physical disabilities. Compared to lowland tourist areas, the development of accessibility facilities requires more complex design and higher construction costs due to these conditions. In reality, many tourism operators choose to preserve the natural landscape rather than make significant changes to improve accessibility.

Third, ineffective implementation of the law is also due to weak oversight and enforcement. Local governments have not comprehensively monitored accessibility at tourist sites. Although there are laws governing the rights of people with disabilities, there are no clear penalties for tourism operators who fail to provide accessible facilities. As a result, regulation is applied in a more formal, administrative manner, without direct on-site oversight. The main obstacle for tourism operators is a lack of knowledge and understanding of inclusive tourism. Some operators continue to view the provision of disability-accessible facilities as an additional responsibility rather than a legal obligation or a public service. Furthermore, many people believe that tourists with disabilities constitute a small group and therefore their needs do not warrant attention.

Fourth, services for tourists with disabilities are limited by human resource constraints. Many tourism staff have not been trained in how to assist people with disabilities, such as communicating with blind people, people who are deaf or hard of hearing, or those with intellectual disabilities. Because of this, tourists with disabilities often rely on personal companions when visiting tourist sites. Additionally, interagency coordination is not yet functioning effectively. To create disability-friendly tourism, local governments, social services agencies, tourism

operators, and the disability community must collaborate. However, accessibility policies are often limited to a single sector and are not fully integrated into practice.

With its hilly terrain, Dieng presents its own challenges to accessibility. However, solutions can be found with commitment and careful planning. For example, it can be considered to build special paths that are more gentle or to provide assistance, such as electric wheelchairs, for steep paths. To make Dieng an inclusive tourist destination, local governments, attraction managers, disability communities, and private companies must work together. Therefore, ensuring that Dieng is accessible to travelers with disabilities is not only fulfilling an obligation but also enriching the travel experience for everyone and creating the impression of a friendly, modern destination.

CONCLUSION

Indonesia has laws to protect the rights of tourists with disabilities, namely Law Number 10 Year 2009 on Tourism, Law Number 8 Year 1999 on Consumer Protection, and Law Number 8 Year 2016 on Persons with Disabilities. However, its implementation has not been optimal due to inaccessible facilities, tourism services that are not yet inclusive, and a lack of attention to the needs of tourists with disabilities. Budget constraints, Dieng's difficult-to-reach topography, insufficient government oversight, and a lack of awareness among tourism operators regarding the importance of disability-friendly tourism are the main obstacles.

Research findings indicate that concrete and sustainable measures are needed to make tourism in Dieng inclusive and disability-friendly. Dieng tourism managers and local governments must regularly conduct accessibility audits to identify the physical and non-physical barriers faced by tourists with disabilities. These audits can serve as a basis for setting priorities for developing accessibility facilities that meet legal standards and user needs. Additionally, there needs to be an increase in budget allocation specifically for the development of disability-friendly facilities, training human resources in inclusive services, local regulations on inclusive tourism, and the active participation of the disability community in policy-making and evaluation processes.

This study has limitations. First, the research does not cover all aspects of the Dieng destination, as it focuses only on several major tourist sites in the Dieng region. Second, the empirical data collected do not fully reflect all perspectives of people with disabilities due to the limited number of informants. Third, the development of inclusive tourism has not been comprehensively examined, as the research primarily focused on legal aspects and the implementation of physical accessibility. Consequently, to obtain a more comprehensive picture of the fulfillment of the rights of tourists with disabilities in Indonesia, further research is needed that employs a multidisciplinary approach and covers a broader geographical scope.

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