

**ACCESSIBILITY OF PERSONS WITH DISABILITIES IN SELECTED
INLAND RESORTS IN DAVAO CITY**



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of Science in Tourism Management

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ABSTRACT

Accessibility for persons with disabilities is one of the major agenda in tourism industry. The researchers chose this study to know if the person with disabilities can easily use the facilities and systems in any establishments, especially the resorts here in Davao City, to know if the people with disabilities are satisfied and comfortable by the facilities and services in inland resorts. There are two (2) respondents taken for the study. Each of them was given the chance to answer the questions that prepared for both resort. The study was to determine the main reason behind the accessible of inland resort for persons with disabilities. This is a qualitative case study. The study answered the problem for persons with disabilities in terms of: the resorts are accessible in their facilities that they provided for persons with disabilities, how they manage the hotels mechanism/systems for the tourist with disability. Majority of the respondents said that they are accessible of their services and facilities for persons with disabilities because they have their own things provided for persons with disabilities, only for them to be comfortable and easy access to their facilities except for the elevator. Both resorts don't have elevators because all of their rooms and facilities are on the ground floor. Both resorts are accessible especially services because the resorts give the needs and wants of person with disabilities. All of the resorts staff and employees are required to attend seminar every year for the customer orientation and it is also good to have a knowledge on how to treat person with disabilities well. The recommendations of this study were the government administration staff must check the facilities of the resorts for the guidelines act of the accessibility law in every establishment, the owner of the resort must improve their bus into paratransit bus for persons with disabilities and senior citizens. Every resort must supply a number of wheelchairs for the wheelchair users, the persons with disabilities and senior citizens must become wisely to choose the resort that can provide their needs and wants, and lastly, for the future researchers may can continue the study but in the other establishments. Especially the government facilities.

Keywords: Accessibility, Persons with Disabilities, Inland Resorts, Davao City

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TABLE OF CONTENTS

TITLE PAGE	i
APPROVAL SHEET	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	vi
LIST OF TABLE	ix

Chapter		Page
1. BACKGROUND OF THE STUDY		
Introduction		1
Purpose of the Study		3
Research Questions		3
Theoretical Lens		4
Significance of the Study		5
Definition of Terms		5
Delimitation and Limitation		6
Organization of the Study		7
2. REVIEW OF RELATED LITERATURE		8
3. METHODOLOGY		
Research Design		23
Role of the Researchers		23
Research Participants		24
Data Collection		24

Data Analysis	25
Trustworthiness and Credibility	25
Ethical Consideration	25
4. RESULTS AND DISCUSSIONS	
Results and Discussions	26
5. SUMMARY, CONCLUSION, AND RECOMMENDATION	
Summary	34
Conclusions	35
Recommendation	36
REFERENCES	37
APPENDICES	46
A. Letter of Appointment to the Adviser	
B. Endorsement for Outline Defense	
C. Survey Questionnaire	
D. Letter to the Validator	
E. Validation of Questionnaire	
F. Letter of Permission to Conduct the Study	
G. Certificate of Appearance	
H. Transcription of Research Interview	
I. General Thematic Analysis	
J. Endorsement for Final Defense	
K. Turnitin Originality Report	
L. Appointment to the Grammarian	
M. Certification of the Grammarian	
N. Endorsement to the Beneficiaries	

CURRICULUM VITAE

LIST OF TABLE

Table	Title	Page
Table 1	Facilities for PWD's in Selected Resorts	26

Chapter 1

BACKGROUND OF THE STUDY

Introduction

This generation, over billion with disabilities worldwide, including elderly and children are living with disabilities (Domingo, 2012). Persons with disabilities is being defined those who lack capacities/abilities to perform all the physical activities in tourism industry. Persons with disabilities who have cerebral palsy, autism, asperger syndrome, down syndrome, mild to moderate cerebral disability and vision impairment (Foley, et. al, 2012). Persons with disabilities like physical, mental, sensory impairments suffer. In interaction with many barriers may block their full and effective participation in society on equal like other people can do (Szmukler, et. al, 2014).

Hotels are supposed to be accessible, but some of the old hotels' facilities are no longer accessible in the part of persons with disabilities. Likely, their elevators and roll-in showers are needed to be renovated because they pretty tight for the persons with disabilities (Byzek, 2013). Some needs to change their rules and regulations of the facilities because some of the persons with disabilities are having obstacles entering the hotel facilities (Esensten, 2012). While some other hotels are not PWD friendly because of their room's structures and the facilities design. The establishment must consider the person with disabilities visitors (Wazzan, 2015).

In the Philippines, there are around 1.4 million persons with disabilities that the National Council on Disability Affairs or NCDA needs to completely

support the global call to solidly incorporate the human rights of persons with disabilities in the year 2015 (Mittler, et. al, 2015). There are some of the persons with disabilities are complaining about the other accessibility design of the other establishments (Allad-iw, 2012). Like UP Diliman, most of the classrooms are on the upper floors and there are no elevators or ramps that can help the student wheelchair users and other student with disabilities to go to their classes. The university must implement the Republic Act No. 9500 to ensure the accessible education for all (Enano, 2015). In this case, the government, the school administration and other organization who have the power to give a help for persons with disabilities need to pay attention in this kind of problem. Persons with disabilities need this kind of help in order them to pursue their dreams, to have their future, to satisfy their eagerness to explore more and to have fun.

While in Davao City, the City Social Services and Development Office for persons with disabilities affairs show that 80% of the government owned buildings have not complied with the Accessibility Law. The Accessibility Law was endorsed few years ago but up to this time the structure of the ramps in all private and public buildings was not being followed (Padillo & Carillo, 2015). Like the wheelchair users having obstacles to enter the CSSDO Office second floor at the Rizal Park, they seek assistance from the officials to enter the office (Fuentes, 2015). The National Council on Disability Affairs, counted the Local Government Unit from all over the country 2 out of 10 terms of complying their accessibility, operation of guidelines, and assistance to persons with disabilities riding wheelchairs (Mindanews, 2015).

In this study, the researchers are more motivated to know the accessibility in selected inland resorts in Davao City by having interviews to persons with disabilities who have experienced difficulties going to resorts establishments. Considering that there are lots of study about accessibility that the researchers are trying to develop and to inform everyone about the accessibility issue for persons with disabilities.

Purpose of the Study

The purpose of the study was to investigate the experiences and situations of persons with disabilities having their vacation in different resorts in Davao City. The resorts facility was the major purpose of the study. Resort owners must include the needs and wants of the persons with disabilities. They must provide the accessibilities of the elevators, ramps, and comfort rooms and the services that the resorts give and offer to the tourists, especially the persons with disabilities. Provide the factual information about resort staff services, if they accommodate well the persons with disabilities.

Research Questions

This study aimed to determine the Accessibility of Persons with Disabilities in Selected Inland Resorts in Davao City. The research questions came from the study of Marquez, Miano and Pasion (2016), entitled Accessible Tourism Practices of Selected Hotels in Davao City. Specifically, these were the questions that needed to be answered:

1. To determine the facilities provided by the resorts for person with disabilities.

2. To ascertain mechanism or systems provided by the resorts for person with disabilities in terms of:

- a. Transportation;
- b. Information and Communication Channel;
- c. Public Facilities; and
- d. Services.

Theoretical Lens

The study is anchored on customer satisfaction by Ocal (2016). It said that satisfaction is a process through our expectation and experience. Tourist can have good experience in the destination that can cause dissatisfaction because not all experiences are good enough for the tourists. Not good enough, as it seems to be. Hence, satisfaction is not a feeling but it is how you assess the feeling. In addition, majority of the persons with disabilities want to have comfortable and easy access in resort or hotel that are comfortable to relax and barrier free environment that can meet their satisfactions. The accessibilities of persons with disabilities in every establishment must give a special attention because they seek assistance in every destination. However, the most common problems in the tourism industry are not most of the resort establishments accessibilities, because sometimes the resorts staff are not entertaining them properly and usually the facilities are not as much accessible in every person with disability. But somehow, there are few resort establishments who used the accessibility implementation in their business to become more accessible in all people.

Significance of the Study

The research paper provides factual information about the Accessibility of Persons with Disabilities in Selected Inland Resorts in Davao City:

Department of Tourism Staff/ Personnel. This study shall benefit the Department of Tourism (DOT) staff/ personnel by providing them information about the accessibilities in every establishment.

City Social Services and Development Office Staff/ Personnel. This shall benefit the CSSDO staff/ personnel and other disability organization to respond the needs of person with disabilities.

Resort/ Hotel Owners. This study shall benefit the resorts hotel owners by creating and renovating their facilities to have an easy access for the persons with disabilities and apply the implementation of accessibility Law to their establishments.

Tourists. The benefit/ outcome/ result of the study will help them excellently appreciate the Inland Resort in Davao City where they want to go. It may also their needs and wants.

Future Researchers. This shall benefit the future researchers to help them determined the accessibilities of every establishment.

Definition of Terms

This study aimed to determine the meaning of Accessibility of Persons with Disabilities in Selected Inland Resorts in Davao City:

Accessibility. Conceptually, this refers to an act to enhance the mobility of disabled people by requiring certain buildings, establishments and public facilities to be accessible (Reyes, et. al, 2014). In this study, this refers to the two resorts establishments who provided accessible facilities and services to PWD tourists.

Persons with Disabilities. Conceptually, this refer to persons who have physical and mental impairments that significantly to hold down the healthy life activities, has a sign of such disabilities, or consideration of having such as impairments (Garcia, 2014). In this study, this refer to the people who have limited access in every establishment.

Inland Resorts. Conceptually, this refer to places where families intend to spend their vacations, holidays, and weekends for relaxation or recreation (Avadhanam, 2016). In this study, this refer to the two resorts that provided accessibilities for persons with disabilities.

Davao City. Conceptually, this refers to a safest city in the world (Hegina, 2015). In this study, this refers to a place where the two resorts located.

Delimitation and Limitation

The purpose of the study is to know how accessible the resort establishments and facilities of the resort in Davao City. The researcher's interviewed the two (2) resorts in Davao City. The researcher interviewed first someone from the D'leonor Hotel Inland Resort and second was someone

from the Eden Nature Park and Resort. The resort managers or any other authorized personnel were the respondents of this study.

Organization of the Study

The primary section of the study managed the introduction, purpose of the study and the research questions, which is the principle in the honest consultation of the respondent. The theoretical framework is incorporated in Chapter 1 and additionally the significance of the study, meaning of terms, the delimitation and limitation, and this portion, the association of the study.

The Chapter 2 introduced the writing audit on accessible tourism and the story behind this tourism. The Chapter 3 demonstrated the method used as a part of studying the Accessibility in Resort in Davao City. Along these lines, the Chapter 4 presented the results and talks from the meeting directed. The Chapter 5 uncovered the outline, conclusions, and proposals.

Chapter 2

REVIEW OF RELATED LITERATURE

The highlight of this study is the Accessibility of Persons with Disabilities in Selected Inland Resorts in Davao City. Presented in this chapter is the literature gathered from the books, journals, and reliable websites.

Undoubtedly, there are more than billion people with disabilities on earth. Some are facing obstacles in every physical activity in their surroundings (Rimmer, & Marques, 2012). However, having obstacles in their surroundings was their opportunity to participate in the society. To think that this was their chance to enjoy their lives with the people they love that every second and every minute is a precious time and moment for people with disabilities (Madans, et. al, 2011). In fact, disabilities that have a poor health were not easy for them. They need to go to their doctors every now and then just to check their health statuses (Lezzoni, 2011).

Further, Americans with Disabilities Act guidelines required many lodges and resorts to make big changes to their recreational centers in 2012. Hotels and resorts are becoming increasingly more essential, recent adjustments to the rules imposing the People with Disability Act (Pohlid, 2012). The Act was to provide person with disabilities to have equality, participation, independent living, and monetary self-sufficiency for the American with Disabilities Act. These components included the hallway and door width, handicapped parking areas, ramps, and elevators, using sure emergency notification devices, and the inclusion of a positive variety of handy rooms in every resort (Stonesifer & Kim, 2011). However, the Open

Doors Organization or ODO observed that from 2002 to 2005, about three out of five inn customers 60% still having the hard time of the following kinds are physical 48%, service/personnel 45%, and communication-related 15%. Most physical barriers are the heavy or hard to open doorways, loss of room materials in resort rooms and lavatories, the inaccessible shower facilities, and the service/employees barriers supplied for people with disabilities (Van Horn, 2012).

More so, disabled persons have been served improperly by the tourism sector because numerous of the disabled people are poor, aside from that, tourism sector remains deaf on barrier free issue for the persons with disabilities. The disabled persons want to become more active in the destinations that the tourism sector are now paying attention, because of that they create and implement solutions to the barriers in every recreational establishment (Bowtell, 2014). Hence, to make better the plan and services in establishments and facilities for persons with disabilities to be accessible, and watch whether the related facilities are agreed to building controls and necessities. Plus, the end goal to discover the issues exists on configuration and to find the disappointment of the impaired party (Chin, 2011). Furthermore, the elderly and persons with disabilities are two of the important people in tourism industry that must have an especial treatment in every establishment. In spite of this change, individuals with handicaps continuously were having obstacles in every hotel, regardless of the possibility that these are fairly custom-made for them, since they are more demanding and the needs to be considered (Butlewski & Jablonska, 2014).

Furthermore, tourism industry can satisfy the persons with disabilities needs and wants. Concerning the issues that a man with handicaps may confront when looking to take part in the demonstration of go there were found various inward and outside hindrances in attempting to take an interest in tourism exercise (Mihaela, et. al, 2011). In regards to this factor, it focused on the state of the art facilities of the destinations and the files disability tourism coverage and presents a photo of the perception of the traveller enterprise in serving vacationers with disabilities (Angeloni, 2013). It concentrated about the availability offered by accommodation associations, including inns, motels and visitor houses. It was a plan to help the persons with disabilities and more than that, to give fact data for the business owners to enhance their hotel establishments (Flores, 2014).

Likewise, accessible tourism is the most vital issues for persons with disabilities and for people who are old because of their attributions in accessibilities and features of the building facilities in every establishment. The bottom line is to know more about the matters when it comes financially, environmentally, and social society thought that up rise from the open tourism (Darcy, et. al, 2010). Thus, the outcomes show that individuals with handicaps experienced difficulties and troubles to their physical surroundings. Examples for these are the wheelchair clients and the blind individuals having a hard time to move in the resort or hotel rooms (Poria, et. al, 2011). However, for persons with disabilities, that each destination establishments must improve and develop the accessibility for all that can lead to decrease the obstacles that most of the disabled persons have encountered, because they are part in

the society and having the right to become sociable like normal persons (Hano, 2012).

On the other hand, the failure of many governments and tourism industries to deal with the hassle of creating all sorts of transportation and accommodation on hand inside their very own use, the poor facilities for persons with disabilities means that the U. S. cannot take complete benefit of tourism for guests with disabilities (Bisschoff & Breedts, 2012). In fact because of socio demographic adjustments related to getting older society, adapting the buildings, including lodges to the wishes of elderly and disabled men and women turn out to be more and more crucial. World Health Organization said that 15% of the world's population that an equal to 1 billion humans are affected by disabilities, with observe, disabled people cannot depend on 100 percent accomplishments in their leisures and visitor wishes (Szewczyk, 2015). The general public of contributors has been unaware of existing statutory regulation addressing the rights and wishes of the disabled people, despite their sense absence of structure, tendency closer to provision of accessible lodges become universal (Morris & Kazi, 2014).

Further, accommodation industry regarding to disability services is identifying any current service gaps or failings, the all-inclusive approach, safety, the responsibility of people with disability to communicate their needs to the hotel facilities, perceiving the accessible rooms to all people, and operational processes. More so, it was found out the accessibility in 10 hotel establishments for the persons with disabilities that the establishments failed to check their facilities (Darcy & Pegg, 2011). Therefore, the level of fulfillment on present facilities for person with disabilities is to analyse the proper and

applicable establishments for person with disabilities. It revealed the hindrances of the unfortunate designs of the establishments and absence of implementation on approaches and constrained rules (Hashim, et. al, 2011).

In response, there are 15 percent of the people within the world are disabled, it becomes smooth to see why disabled people must shape a crucial difficulty of interest for the tourism industry. The way to see how accessibility for disabled people journeying tourism centers can be provided with each honor and equality, and in a fashion a good way to encourage an increase in their utilization degrees and good way to fulfill the expectations (Akinci, 2015). As the years went by, over one billion of person with disabilities has lived in the world, the population of the persons with disabilities and older people has increased in the past years, it is the right of the persons with disabilities to be more active in the society, they have their needs and wants to be satisfied like relaxing, visiting different destinations and recreation that can make them feel like normal persons (Akinci, 2013). On the other hand, the six fundamental issues have been derived from the observe which consists of motel's duty, inn's policy, staff schooling, advertising focusing on the disabled organization, communication of disabled humans with the accommodations on their needs in addition to public consciousness on the disabled centers (Anuar, et. al, 2015).

Transparently, the primary and vital element in tourism expenditure is accommodation, for disabled tourists, disabled travellers need to pay extra interest in selecting the reachable accommodation because if they do no longer get awesome relaxations, they do not enjoy the pleasures in their complete journeys (Sanmargaraja & Wee, 2015). Still the physical

accessibility troubles was diagnosed by the way of site visitors with physical disabilities have been lack of the width of doors in restrooms, accompanied with the aid of loss of available trails, lack of the take hold of bars in restrooms, the shortage of curb cuts. It represented the perceptions and expectations of the place visitors with physical disabilities regarding the accessibility in a man or woman (Chen, 2013). However, the reactions from the visitors with versatility weaknesses offered the most recommendations and the best requirement for unique and effectively recommendations were made for lodging administrators to consider while drawing in and pleasing visitors with inabilities (Kim, et. al, 2012).

Obviously, the main three things which voyagers whined about in connection to aircrafts are the absence of procurement of an easy to use on board restroom, wheelchair administrations and the separation between lodge seats and restroom on board (Chang & Chen, 2012). On the other hand, the hospitality industry the customer needs and wants is the important issue to provide, the distinctly aggressive international aviation area causes numerous airways to vie for the pinnacle function with lot of importance being given to the customer service. This can lead to good news for the person with disabilities to participate in all tourism sectors (Arif, et. al, 2013). In fact, the goal is to focus on the tour patterns and reports of human beings with a bodily incapacity, to apprehend better the travel wishes of people with a physical disability, its miles beneficial to study how tour styles vary throughout demographics variables. It was found out that a human with physical incapacity in distinct demographics companies fluctuated of their travel styles (Var, et. al, 2011).

In adherence, persons with disabilities meant that people who are not able to do something that can satisfy their needs and wants, those people with disabilities experienced the difficulties entering such establishments by doing it or allowing them to do. As persons with a physical disabilities and in own perspective wishing that building can be used to all, and to be treated as equal to every person, hoping that in the near future all things are equal (Goldsmith, 2012). On the contrary, persons with disabilities in tourism, this subject has not been appreciated by the advertisements relaxation and services inside the tourism industry that this can be used in any tourism company, facilities and services. Giving them, accessible ramps, satisfying parking spaces, accessible disability-friendly facilities and having a great technology that can help them to be accessible in all matters in tourism sector for the disabled (Arola, et. al, 2011). However, the persons with disabilities choosing their comfortable and appropriate accommodations that can provide their needs and wants. It is said that persons with disabilities are very demanding about the physical design of the facilities (Darcy, 2010).

In like manner, the progress in the inclusion of people with disabilities in society and in leisure participation, inclusive of get admission to tourism, their pride with the tourism revel in remains an area that gets limited attention in tourism studies (Moufakkir, 2013). Still its miles extensively that tourism planning is a critical method to reap this intention. Wheelchairs are misplaced or broken in plane luggage compartments, public transportation is tough and frequently no longer accommodating and resort rooms do no longer continually meet accessibility codes, many barriers to travel nonetheless exist for folks with disabilities, requiring extremely good ability and patience at the

part of the traveller (Sanmargaraja & Seow, 2013). But the obstacle of posture can make the persons with disabilities to become discourage in travelling destinations. This training and seminars can be used in the colleges that are teaching tourism management and relaxation program, and also the business organization who have connections in tour associations (Garcia-Caro, et. al, 2012).

As a matter of fact, open tourism is not just about furnishing access to individuals with handicaps. Additionally, addresses the formation of generally planned situations, administrations and data that can support individuals who may have brief inabilities, families with youthful kids, the perpetually expanding maturing populace, and also making more secure work places for representatives (Buhalis, et. al, 2012). Meanwhile, in tourism sector older travellers is the most important visitors because half of our older travellers and persons with disabilities that aged 65 and above are taking their vacations once a year it becomes longer vacation because of the retirement. All they want to do after their retirement was to travel with their loved ones, to have fun, to relax and anything that can makes them feel that they reached their dreams (Wang, et. al, 2011). In fact, holiday season is the best vacation for the tourists in every destination, having fun with families, friends, co-workers and others. For the disabled people it is the most difficult holiday for them because of the staffs cannot entertain them well in the destination because of having many people in the place (Blichfeldt & Nicolaisen, 2011).

Equally important, the mobility impaired see in the tourism and hospitality services are the access to the establishments, access to the service procedure, and the clear and fact information from the specific

destination. This can help the tourism and hospitality sector to improve the accessibility services in the establishments (Park, et. al, 2015). Still the traveller encounters of individuals with inabilities, including the seniors who likewise constituted the available tourism market. For the situation, epitome as it identified with handicaps incorporated versatility, hearing, vision, intellectual or learning, affectability and emotional wellness be that as it may, in creating field of basic inability and tourism ponders, the ranges most looked into are portability and vision (Small & Darcy, 2011). For example, the appropriate way to serve a visually impaired is to examine the menu by the way of the server, carrier is provided by using empathetic servers, low depth light and sound are used, round tables are favoured over rectangular tables, and the server may be summoned using a button. All that a server needed to do is being patient and approachable (Dias de Faria, et. al, 2012).

Comparatively, the differences between men and women are the staff's service approach and the establishment's accessibility that met their needs and wants. For men, the most problem they encountered was the service value approach, while for the women they have the power to be able to speak in any obstacles they encountered, they are the most demanding, especially for their needs and wants (Sanchez-Hernandez, et. al, 2010). However, the researchers found out that few of the disabled people are active in tourism exercise most of them are the disabled female rather than the disabled males, while the normal people are the most active in tourism activities more than that they traveled many times than the disabled people (Pagan, 2012). Seven guidelines goals there are to decide reviews of guests with bodily disabilities whilst using hotel products and services. To set up attitudes and perceptions

held by way of visitors with physical disabilities towards inns, their services and products, to find out whether or not humans with physical disabilities experience any discrimination (Murungi, 2013).

Similarly, over three hundred fourteen million all over the world are living with poor vision and blindness, for them tourism has value for their lives because this can give them happiness to explore the world even they are totally disabled. The tourism sector must pay attention to provide more accessible hotels establishments for them, so that they can feel also how to be a normal people (Richards, et.al, 2010). However, the issue of persons with disabilities can help the students to train themselves to be more disciplined to have respect for the persons with disabilities. Help them to provide their needs and wants, approach them and respect them that the teachers or the professors believe that it can be taught through education (Schitko & Simpson, 2012). The undertaking sought to case observes examples of excessive well-known handy tourism product, facility or enjoy. The accessible tourism marketplace is constituted of seniors and those with disabilities with get right of entry to needs, tourist accessibility encompassed all tourism markets inclusive of seniors and people with disabilities who have been described through handy tourism (Darcy, et. al, 2011).

On the contrary, the disabled person who has the experience of having obstacles in the destination that makes them discouraged the tourism industry. The reason are the behavior and the deed of the normal people they met, that mostly they encountered in the resort services and also the obstacles in the establishments are considered (Hano, 2012). Still there is a need to precise and comprehensive regulation defensive the rights and needs

of disabled tourists. They will need no question to be fulfilled in mild of the recent assertion that will enact its own incapacity regulation meant to make absolutely handy to people with disabilities (Morris & Kazi, 2014). However, management must take action in the issue of the barrier free for the persons with disabilities and older people locally, nationally and globally, must implement the regulation in public and private sectors (Akinci, 2013).

At the same time, accommodation supplied does not meet the requirement of the people with disabilities as endorsed by Tourism services motel and other types of tourism lodging and Code of practice on access for Disabled (Sanmargaraja & Wee, 2015). This is to recognize debilitated visitors impression of their inn encounters, and to distinguish the practicality of executing incapacitated visitors recommendations in inn plan and administration approaches (Kim, et. al, 2012). It united worldwide skill in arranging, outline and administration to advise and invigorate suppliers of travel, transport, settlement, and relaxation and tourism administrations to serve visitors with inabilities, seniors and the more extensive markets that require great availability (Buhalis, et. al, 2012).

Together with, tourism industry has lot of attractions especially the building must be accessible for persons with disabilities. The inner and the outside spaces of the establishments must be able to provide the needs and wants of the persons with disabilities (Jamaludin & Kadir, 2012). People with disabilities had different kind of needs and wants that the tourism industry must define and provide. Tourism industry must include the establishment accessibility, the facilities, amenities, and services that the establishment must consider (Michopoulou & Buhalis, 2013). However tourism industry is

not perfect, because after all it has lots of obstacles and barriers in every destination that the person with disabilities has encountered. The services, the staff of the destination, and the request of persons with disabilities was failed to perform (Ee Kim & Lehto, 2012).

Equally, hospitality industry include in this matter of the establishments being accessible for the person with disabilities. Managers of the hotel must enhance their facilities and their managements to consider the design and the performance of their staffs in the resort or hotel (Kadir, et. al, 2012). However, the tourism industry played a vital role in every man's life they maintain the social and cultural in every living. Usually, tourism industry always provided recreational and leisure activities in every tourist, especially the needing one's (Foggin, 2011). In fact persons with disabilities understand that barriers and discrimination are always parts of their life. Furthermore, persons with disabilities always encountered obstacles in every destination that they visited especially the environment surroundings and the people that they met (Codd, 2011).

By the same token, most of the people of older humans rate consolation and simplicity of travel relatively and that their choice of vacation spot will be decided both by means of the benefit with which they can arrive and leave and the convenience with which they could move around the motel or metropolis at their destination. Many humans maintain suitable fitness and mobility into old age, there may be a strong correlation between age and disability (Frye, 2015). Finally, accessibility tourism calls for making it smooth for all people to revel in tourism reviews. Giving citizens with disabilities honest risk to get admission to and take part in amusement and tourism

sports will help nurture extra positive feeling closer to tourism development amongst this institution of human beings and expand it to their family members and buddies (Wan, 2015). Still poor perceptions approximately men and women with disabilities may want to make it difficult for them to access public places. The boundaries to tourism blanketed lack of earnings, negative attitudes of the general public and physical barriers which included a lack of bathroom facilities, inaccessible routes for wheel chair users, incapacity to climb walkways and a lack of cover walk-methods (Mensah, et. al, 2015).

Correspondently, World Bank and World Health Organization said that there are one billion people with disabilities are living in this world and each year is increasing. Persons with disabilities always encountered obstacles everywhere in destination that can cause too much pain and trouble in their daily living (Sahin & Erkal, 2013). However, persons with disabilities needs some time to enjoy themselves from being impaired that is why they wanted to travel every day to enjoy their life like normal persons can do. Some of the persons with disabilities is travelling not minding the accessibility of the destination because for them no one can stop them to become a person who wants to be happy (Wright, 2012). Indeed, part of the tourism industry is the accessibility in every destination that can be accessible to the tourist and especially the persons with disabilities. Not all the products of the tourism industry can be accessible to all tourists because of the establishment and the management of the destination having barriers to their facilities that needs to be developed (Lee & Olsen, 2016).

Although this may be true, disability stayed a human condition which may result from a biological developmental sickness that's both permanent or

temporal or encountered inside the route of life. But some destinations nevertheless have barriers that restricted the participation of all character with disabilities (Mopecha, 2016). For persons with disabilities being an impaired person cannot stop them to travel and person recreational activities in every destination. Persons with disabilities have the right to have access in recreational facilities especially hotel and resort establishments (Grimes, et. al, 2015). The Americans with Disabilities Act admired the individual as a bodily or intellectual impairment that substantially limited one or more primary life sports of such individual. These foremost lifestyles activities encompassed, but aren't confined to, worrying for oneself, performing guide tasks, seeing, hearing, ingesting, drowsing, walking, standing, lifting, bending, talking, breathing, mastering, analysing, concentrating, wondering, speaking, and running (Masters & Gurley, 2014).

Above all, in tourism the expectation and the experience in the destinations are not met the needs and wants of persons with disabilities. Accessibility and sustainability are linking to each other, in order to become accessible the destination it needed to sustain the barriers of the place such as the services, facilities, and amenities (Bernini, et. al, 2015). Disability Discrimination Act or DDA defined a person with disability as someone who has bodily or intellectual impairment that has a long term detrimental impact on his or her capability to carry out every day daily sports (Hunter-Jones & Thornton, 2012). Offering inclusive tour alternatives for seniors, humans with disabilities, households with strollers and others with accessibility wishes is exceedingly new to the tourism industry. They all have their benefits and

drawbacks which may differ depending on that marketplace dynamics (Prescott, 2012).

Synthesis

Accessibility has a big role in tourism industry because most of the travellers or tourist wants to access easily in the destinations that they are going to. In this study it focus on the accessibility of person with disability in inland resort that the researchers connects it to the article in the study. It says that billions of person with disability are having trouble with resort/ hotels or in any other establishments that they are going to because of the inaccessible facilities in the establishments and the services that they experience. Persons with disabilities cannot enjoy their relaxations in the resorts or other establishments because of the obstacles in the facilities. However, each establishment obliges to follow the rules and regulations of accessibility law. This law was made for the persons with disabilities for them to be aware that they have the right to complain and for the establishments to be more aware of this law. Persons with disabilities have the right to experience good memories in any places they must choose wisely where they want to go. Persons with disabilities being an impaired person cannot stop them to travel and person recreational activities in every destination. Persons with disabilities have the right to have access in recreational facilities especially hotel and resort establishments.

Chapter 3

METHODOLOGY

This chapter presents methods that enabled researchers to come up with descriptive findings. This chapter includes the research design, role of the researchers, research participants and scaling, data gathering procedure and statistical treatment of the data are indicated in the discussion.

Research Design

This study made use of qualitative case study. It described the present behaviour of the respondents. The study determined the perspective of inland resort management about the accessibility of persons with disabilities in selected Inland Resorts in Davao City (Wyse, 2011), stated that qualitative research principally exploratory research. The researchers chose this kind of research method believing that this would help them to be more responsible in this kind of research. The researchers wanted to know the resort management perception, if they are satisfied of what and how they assisted the persons with disabilities needs and wants. The researchers chose this this kind of research method because it is fitted to their agenda to have a face to face interview with the Resort Managers.

Role of the Researchers

The role of the researchers in this study is to recognize the accessibility of persons with disabilities in different fields of the selected Inland Resorts in Davao City. The researchers selected course was the Tourism Management. This is essential for tourism students because they are expected as a future

owners or a future front desk clerk. This was our way to have information about what was the common problem of the resort facilities, as well as the services that the resort can give to the tourists, especially for the person with disabilities. The researcher interviewed the resort managers who have experienced having persons with disabilities customers. Researchers would like to know if the resort met the person with disabilities satisfaction in terms of the facilities and services. Provided factual information and reliable sources to the readers.

Research Participants

The research participants were two (2) Inland Resorts Establishments the first respondent (1) was from the D'leonor Hotel Inland Resort and the (2) respondent was from the Eden Nature Park and Resort. The researchers interviewed the resorts managers who encountered persons with disabilities as their customers to determine the satisfaction of their services and facilities that they provided to the persons with disabilities.

Data Collection

The data collection of the study, the researchers performed the following: Submit a cover letter, the interview questions and the proposal of the study to the research adviser, research coordinator and the assigned panellists of the College of Hospitality Education at the University of Mindanao, Davao City. The researchers gave the letter to Resort Management Office for the interview proposal. The letters approval was our bases to have information and to conduct our research interview in the Resort establishment. Researchers gave some copies of the questions to the

managers of the resorts for them to have time to prepare to answer all the questions. The interview was recorded in form of voice recorder and video.

Data Analysis

The researchers collected the data and then translated it into English language for the interpretation and analysis, and for the readers also to understand. The system of instruction followed, the data collection, organization, and interpretation, this was all guided by the questions of the study. A discussion of the data is provided by the researchers to provide fact information and accurate answer to the research entitled: Accessibility of Person with Disabilities in Selected Inland Resort in Davao City.

Trustworthiness and Credibility

The study provided trustworthiness and credibility by gathering and providing translations about the study. Each research member received a copy of the transcripts of the study and knew all the information about the research study. This was to ensure that all research members knew all the problems and information about the research before the presentation.

Ethical Consideration

The ethical consideration was the answers of the participants from the questions of the researchers. The researchers made a letter for the Inland Resort Management Office. The letter's approval was our basis to have some information and to conduct our interview. The interview was conducted by the time that they were available in that day.

Chapter 4

RESULTS AND DISCUSSIONS

This chapter presents the results and discussions from the respondents in the interview. This shows that the said interview was truly reliable from the respondent's answers.

Facilities for PWD's in Selected Resorts

This section presents the resorts facilities accessibility for person with disabilities by checking each box.

Table 1

D'Leonor Hotel Inland Resort	Eden Nature Park and Resort
✓ Entrance	✓ Entrance
x Elevator	x Elevator
✓ Guest Room	✓ Guest Room
✓ Path of Access	✓ Path of Access
✓ En-suite Bath Room	✓ En-suite Bath Room
✓ Comfort Room	✓ Comfort Room
✓ Dining and Bar	✓ Dining and Bar
✓ Mobile Service	✓ Mobile Service

The Table 1 presented the facilities that can be accessed by persons with disabilities. It shows that the two (2) resorts have the same facilities. Hence, both resorts do not have elevators because most of their rooms and other facilities are on the ground level. According to (Wright, 2012) that most of the establishments are obliged to have ground level room for persons with disabilities.

The research has two (2) respondents. The first respondent was from the D'leonor Hotel Inland Resort and the second respondent was from the Eden Nature Park and Resort. The study has two (2) indicators: Facilities and Services. The questions are based on the indicators and go through thematic analysis. See APPENDIX I for General Thematic Analysis Table.

Transportation

1.1 Describe the resorts mechanism/systems for person with disability about transportation, the answers are below:

Respondent 1

Ahm, we have bus or shuttle to cater them and also ahm, wheelchair, kuan, ah discount for disable person.

“We have bus or shuttle to cater them and wheelchair, we also have discount for disable person.”

Respondent 2

We have ahm, our guests, special needs and seniors who wished to borrow wheelchair may avail it but ah we only have two nu, so some other guest if they book ahead of time at our sales office in Matina Town Square, they could inquire and then, we will reserve the wheelchair for that particular person but if they are more

than two who are coming in, ahm, we tell them “sorry, the wheelchairs already used” but mostly, sa mga guest who comes in have their own wheelchair. For those who are senior only who are still can manage, manage to walk nu, but if they feel tired, kapoy because of the terrain of the resort, then they wished to avail the wheelchair and if it’s still vacant and they can borrow it. They may also disembark on the area kung asa ilang vehicle pwede. We have a ramp sa may day tour center, na in fact we have a sign nu, so not only for the person with disabilities but also for those who has like babies nameron siyang carriage baby or pwede nga hm senior citizen. Pwede din nilang magamit yun nu.

“We have our guest special needs and seniors who wished to borrow wheelchair may avail it, but we only have two so some other guest if they book ahead of time at our sales office in Matina Town Square they could inquire and then, we will reserve the wheelchair for that particular person but if they are more than two who are coming in we will tell them “sorry, the wheelchairs are already used” but mostly of our guest who came here have their own wheelchair. For those senior who can still manage to walk, but if they feel tired because of the terrain of the resort, then they wish to avail the wheelchair and if it’s still available and they can borrow it. They may also disembark on the area if where are there vehicle. We have ramp near at the day tour center and in fact we have also sign so not only for person with disability but also the guests who have baby carriage, the senior citizen can also use it.”

This part talks about transportation, both resorts are providing wheelchairs for the persons with disabilities and senior citizens. However, the respondent one had bus and shuttles to cater the persons with disabilities from downtown area to the resort. They also give discounts for disabled person. Katzmann (2012), said that the administration of the hotel or resort provided the special needs of person with disabilities in transportation.

Information and Communication Channel

2.1 Describe the resorts mechanism/systems for person with disability about the Information and Communication Channel, the answers are below:

Respondent 1

We have, we have communication In terms of communication we are updated and we are, every, every through communication or radios communication.

“We have communication and in terms of communication we are updated through radios communication.”

Respondent 2

Information and communication channel, we have two-way radios, but this is ah for the use of our staff. Ah, ani siya, ah among day tour center once they come in and register and then the person who have accommodated them would say na you know, we have a person with disability or we have some companion a senior citizen. Automatically, that person who attended to them will ahm, inform kung asa pwede magamit and kani lang facility for example, sa restaurant, the staff will say na ah, we are expecting this guest and they will be coming using the front door, the back door, for them, for our ah, for our waiters to open the door for them, ingon ana siya. We also have a radio anf the two-way radio for our staff.

“Information and communication channel, we have two-way radios, but this is only for the use of our staff. It goes like this, our day tour center once they came in and registers and then the person who has accommodated them would say “you know, we have a person with disability or we have some companion a senior citizen”. Automatically, that person who attended to them will be inform if where or what facilities it could be use, for example in the restaurant, the staff will say we are expecting this guest and they will be coming using the front door or the back door for theme, for our waiters to open the door for them, it goes like that. We also have two-way radio for our staff. “

This part talks about information and communication channel, both resorts had two-way radios for their staff and employees only, it used to monitor the surroundings of the resort and to assist right away their customers

in case of emergency. According to Stonesifer and Kim (2011), these can help the establishments to support the needs and wants of the person with disabilities and senior citizens by using their radios and other communication gadgets in the resort.

Public Facilities

3.1 Describe the resorts mechanism/systems for person with disability about the Public Facilities, the answers are below:

Respondent 1

We are accessible at all times with the government center with public facilities. Ah, accessible to all ah residence, ah passengers, ah clients accessible. We have this two bus which is ah located at the buhangin area sa may HB1. May bus kami dun at tsaka may shuttle din kami.

“We are accessible at all times with the government center with public facilities. We are also accessible to all residence, passengers, and clients. We have these two buses which is located at buhangin area near at HB1 store. We have bus their and also shuttle.”

Respondent 2

Public facility, yan we have a ramps for them and also using wheelchair. If you notice, for example comfort room. We have male and female and then we have a smaller one namalapad yung kanyang door. So kung naka wheelchair siya pwedeng mapasok yung wheelchair doon. Most of our rooms and facilities are just on the ground level wala tayo'ng two-story.

“Public facility, we have ramps for them and also using wheelchair, if you notice, for example comfort room, we have male and female and then we have smaller one and a wider door so if their using wheelchair the wheelchair can easily get inside . Most of our rooms and facilities are just on the ground level we don't have two-story building.”

This part talks about public facilities, the respondent one answered that the resort is accessible in all government center with public facilities and accessible in all residences, passengers, clients. While the respondent two answered that their public facilities are accessible especially the ramps and the comfort rooms in the resort. They also have doors that have wide entrance for the wheelchair users. According to Van Horn (2012), the hotel and resort must be accessible in all times especially the public facilities like the open doorways, room materials in resort rooms and lavatories, and the accessible shower facilities for people with disabilities.

Services

4.1 Describe the resorts mechanism/systems for person with disability about the Services, the answers are below:

Respondent 1

Services ah, we are customer service oriented, ah we do discounts especially to those kuan big events. We are a hotel oriented. Ah well it really cater from the supervisor itself down from the staff, ah they are already oriented in any kind of services, the customer wants. Ah, actually every year they are have this orientation it regards to customer service especially to those sa appendix ug sa front office, sa sales and marketing ah they are the one who caters especially kanang may problema.

“Services, we are customer service oriented, we do discounts especially to those big events. We are a hotel oriented. Well, it really cater from the supervisor itself down from the staff, they are already oriented in any kind of services, mainly the customer wants. Actually, every year they are having this orientation it regards to customer service especially to those belong to appendix, front office, sales, and marketing they are the one who caters the customer especially when they have problem.”

Respondent 2

Services our, our waiters or some other staffs, kung nay request ang mga persons with disability or mga senior citizen they are very willing to assist. But, it has been practice na not only for senior citizen but also with children, who have ahm, like difficulty of reaching some areas or kanang naay, for example, mag hugas sila sa ilang hand, mag lisod ang bata ug kabot nu, so the waiters assist them or if the senior citizen say I'd like to use your toilet and wala siyay companion and one of the waiters assist the elderly or the person with disability for that matter. Also, ahm we extend ah senior citizen and person with disability discounts for our, for our rates nu, so like for instance, ahm if they wish to avail like lunch, so we give 20% discount for persons with disability and for senior citizen that is ah we abide with the mandate law which is 20% minus the tax.

“Services, our waiters or some other staffs, if the persons with disability or senior citizen have a request they are very willing to assist. But, it has been practical not only for senior citizen but also with children, who have difficulty of reaching some areas, for example, they want to wash their hands, they could not reach the bowl so the waiter will assist them or if the senior citizen would say “I'd like to use the toilet” and he/she don't have companion one of our waiter will assist the elderly or the person with disability with that matter. Also, extend a senior citizen and person with disability discount, for our rates, for instance if they wish to avail like lunch we give 20% discount for person with disability and senior citizen that is we abide with the mandated law which is 20% discount minus tax.”

This part talks about services, both of the resorts staff and employees are costumer oriented. However, the respondent one added that they give discounts in big events and also every year their staff and employees are required to attend the seminar for customer orientation. While the respondent two answered that they give 20% discount for persons with disability and for senior citizen that the resort abide with the mandate law which is 20% minus the tax. According to Chin (2011), that all the employees and staff of the hotels and resorts must be customer oriented in the first place before going to

work. This is to make better the plan and services in establishments and facilities for person with disabilities to be accessible, and watch whether the related facilities are agreed to building controls and necessities.

Chapter 5

SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

This is the final chapter of the study, this part shows the summary, conclusions and the recommendations of the study. The researchers explored the Accessibility of Person with Disability in Selected Inland Resort in Davao City.

The respondent one was from the D'leonor Hotel Inland Resort and the respondent two from Eden Nature Park and Resort, the results are summarized below:

Summary

During the interview the researcher checked the provided facilities for persons with disabilities. Most of the facilities of the resorts are accessible. However, both resorts do not have elevators because most of their rooms and other facilities are on the ground level.

For the Transportation, both resorts provided wheelchairs for the persons with disabilities and senior citizens. The respondent one added that they had bus and shuttles to cater the person with disabilities and for their other customers they also give discounts for disabled person. For the Information and Communication Channel, both resorts had two-way radios for their staff and employees only, it used to monitor the surroundings of the resort and to assist right away their customers in case of emergency. For the Public Facilities, the respondent one was accessible in all residences with

public facilities. While the respondent two answered that their public facilities are accessible especially the ramps and the comfort rooms in the resort. They also have a door that has a wide entrance for the wheelchair users. For the Services, both of the resorts staff and employees are customer oriented and they give discounts for person with disabilities and senior citizens.

Conclusions

This section is based from the results of the research, after gathering the data, interpreting and discussions the researchers found out that the both resort are accessible by securing and providing the needs and wants of the persons with disabilities. For the transportation, the two resorts secure to provide wheelchairs for the persons with disabilities and senior citizens. However, the respondent one has bus to transport their customers from the downtown area to the resort while the respondent two doesn't have that service.

For the information and communication channel, both resort always monitoring and assisting their customers especially the persons with disabilities using the two-way radios communication of the resort. This caters from the supervisors down to the staffs. For the public facilities, the respondent one was accessible in terms of the resort's office located at the downtown area while the respondent two has always been accessible of their ramps and comfort rooms for the wheelchair users. For the services, both resorts are customers oriented. However, the respondent one required the staff to attend the orientation every year. While the respondent two gives 20% discounts for the persons with disabilities and senior citizen.

Recommendations

Based on the conclusions of the study, the following recommendations are given below:

1. The government administration staff must check the facilities of the resorts for the guidelines act of the accessibility law in every establishment.
2. The owner of the resort must improve their bus into paratransit bus for persons with disabilities and senior citizens. Every resort must supply a number of wheelchairs for the wheelchair users.
3. The persons with disabilities and senior citizens must become wisely to choose the resort that can provide their needs and wants.
4. For the future researchers may can continue the study but in the other establishments. Especially the government facilities.

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