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ENHANCING INCLUSIVITY: A COMPARATIVE ANALYSIS OF ACCESSIBLE TOURISM PROVISIONS AT KUTA AND LEGIAN BEACHES, BALI

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Abstract

This article contributes to tourism studies by examining accessible tourism in a developing-country context, with Bali, Indonesia as the research locus. The study explores the accessibility conditions of two beaches in the southwest region of Bali—Kuta Beach and Legian Beach. The objectives of this research are as follows: (1) to identify the availability of accessible support services at both beach locations, and (2) to evaluate the current provision of accessible tourism services at Kuta and Legian. Guided by the broader concept of Universal Design, the research refers to regulatory guidelines issued by the Ministry of Tourism and Creative Economy, which specify three main accessibility criteria. In addition, twenty-two beach accessibility elements proposed by Mayordomo-Martínez et al. (2019) were employed. Beach accessibility facilities, facilitators, physical access, and supporting services at both locations were assessed. The findings reveal that although both beaches are internationally recognized tourist destinations, there remains a significant lack of accessible facilities to support tourism activities for persons with disabilities. Of the twenty-five evaluated indicators, Kuta Beach meets fifteen criteria, whereas Legian Beach meets only nine. These results highlight differences in accessible infrastructure provision between the two sites. The findings suggests that inclusive tourism can be a viable tool for collaboration across beach authority and provide opportunity for stakeholder's cooperation to established standardized beach service and facilities. Enhancing detailed accessibility provisions in beach environments has the potential to improve destination quality and promote wider involvement in tourism activities.

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INTRODUCTION

Tourism is a highly competitive industry, and accessible tourism has emerged as a strategic opportunity for enhancing destination competitiveness (Natalia et al., 2019; Rucci et al., 2022). Accessible tourism refers to tourism that provides access for people with disabilities, including those with physical, sensory, and cognitive impairments. Accessibility enables individuals with disabilities to become self-reliant and confident in utilizing tourism products and services (Mayordomo-Martínez, et al., 2019). Thus, accessibility involves more than just improving physical environments; it seeks to ensure that everyone, regardless of disability, can fully experience tourism offerings (Bindu & Devi, 2016).

To ensure that all members of society are able to participate in tourism, the Convention on the Rights of Persons with Disabilities (United Nations, 2022) promotes social participation and equality. Several tourism destinations in Bali have made changes to their infrastructure, for instance by providing pathways, ramps, and disability-friendly toilets. In addition, specialized travel agents and guides are available to assist the needs of tourists with disabilities. While this inclusive concept has been gradually implemented, in practice limited access frequently leads to decreased comfort and a reduced sense of safety for people with disabilities.

According to Darcy et al., (2020) many tourism providers continue to put limitation to this market. Current accessibility practices in tourism destinations are often based on assumptions made by service providers, which directly influence the actual accessibility conditions of the environment (McKercher & Darcy, 2018). While accessibility should not be seen solely from the perspective of the "needs and wants of people with disabilities" (Nicolaisen *et al.*, 2012, p. 210), issues of distribution and equitable access also require attention (Rucci & Porto, 2022). Contemporary research tends to focus predominantly on the demand side (Reindrawati et al., 2022; Rubio-Escuderos et al., 2024). Therefore, it is essential to address both supply and demand dimensions to create mutually reinforcing outcomes (Michopoulou et al., 2015). Moreover, tourism environments, recreational activities, and mobility-related factors form critical components of the accessibility chain. In this regard, beaches hold particular importance as major attractions for tourism (Nam-Jo et al., 2021; Stamatiadou et al., 2025).

Darcy et al. (2020) assert that accessible tourism is an evolving area of academic study; however, it is still in its infancy in some tourism destinations and can therefore be further developed toward more accessibility (Naniopoulos et al., 2016). Numerous studies on accessibility have been well established and have progressed positively in advanced economies, for instance in Europe (Domínguez, González & Darcy, 2019), Australia, and New Zealand (Gillovic & McIntosh, 2020). In stark contrast, the Asia region is still in the early stages of accessibility development (Nam-Jo et al., 2021), and the situation is particularly diverse in developing countries (Kamyabi & Alipour, 2022).

Tourism is considered an integral component of modern life, and tourism activities are crucial to be enjoyed by all members of society. While tourism has the potential to provide benefits for humanity, in practice it often remains exclusive in nature. Driven by the critical and moral turn in tourism studies, scholars have begun to promote human rights and social justice within the industry. Biddulph and Scheyvens (2018) propose a transformative form of tourism that ensures diverse groups of people can participate in and

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benefit from tourism activities. This transformation includes reducing inequality, fostering understanding of minority situations, and overcoming the separation between people living in different places. Inclusive tourism is a broader concept that considers all forms of social and economic participation in tourism. This study utilizes the inclusive tourism framework to examine the existing situation of accessible tourism provision in Bali.

Bali is one of the islands located in the Indonesian archipelago, famous as a leading tourist destination and known for its prominent role in the tourism economy. A report from the Central Bureau of Statistics shows that from Bali's population of approximately 4.4043 million, around 22,297 people, or 19%, experience disability (Badan Pusat Statistik, 2024). Although the number of people with disabilities is increasing, the number of accessible tourism destinations remains limited. Previous studies on disability in Bali have stated that people with disabilities face barriers in accessing leisure and tourism activities (Simarmata & Arief, 2020). This group requires clear, concise, and up-to-date information provided by both private and public tourism organizations (Indrawati *et al.*, 2023).

The current study is located in Bali, which is popular for its sun-and-beach tourism. Beaches in Bali are major tourist attractions as well as sources of economic revenue. From philosophical and conceptual perspectives, beaches are open areas that also function as places for religious activities. Therefore, beaches play an important role in social and cultural development in the area. For instance, many sacred rituals are conducted on beaches. Despite these functions, beaches in Bali are also key assets of its tourism capital. Given this prominent role, beaches should provide essential attributes that ensure tourist safety and enhance visitor experience. Generally, in Indonesia, and specifically in Bali, the political will and legal framework to eliminate discrimination against people with disabilities began in 2011 through the ratification of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) under Indonesian Legislation No. 19/2011. As such, the political rights of people with disabilities have begun to be recognized (Hadi *et al.*, 2024). In addition, Article 21 of Indonesia's Tourism Law No. 10/2009 highlights that people with disabilities have equal rights to fully participate in tourism activities. Furthermore, in 2022 the Ministry of Tourism and Creative Economy issued Regulation No. 3, which outlines operational guidelines for infrastructure management in the tourism sector (Kemenparekraf, 2022). Through this regulation, the government has formally committed to supporting the provision of facilities for people with accessibility needs.

To date, the integration of the UNCRPD into related areas such as employment, health, accessibility, transportation, and education has begun to progress (Bella & Dartanto, 2018). Unfortunately, issues related to tourism facilities that have not fully met the needs of people with disabilities remain persistent. Furthermore, the growth of accessibility policies and their implementation is relatively slow (Palestho et al., 2022). Although some research has been conducted, it has primarily focused on major locations, such as Taman Mini Indonesia Indah in Jakarta (Triana *et al.*, 2019) and West Java (Rochman et al., 2022). Studies on accessible tourism destinations in Bali remain limited, with previous research focusing mostly on the experiences of senior tourists with disabilities (Indrawati, 2021). Therefore, the objective of the current study is to identify the availability of accessible support services at both beach locations and to evaluate the current accessible tourism services at Kuta and Legian Beaches. The following question was formulated to be answered: "To what extent do Kuta and Legian Beaches comply with the principles of

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Universal Design?" This study will help develop an understanding of how beaches in Bali, specifically Kuta and Legian, respond, engage, accommodate, and provide an environment that supports accessible tourism.

The rest of the paper is structured as follows. The Methods section provides an illustration of how the study was conducted. The Results and Discussion section presents the accessibility support services at the two beaches and analyzes them using the Universal Design concept in combination with national legislation and the beach element assessment adopted from previous research. Finally, conclusions and recommendations for future research are presented in the final section.

METHODOLOGY

The study was conducted in 2024 in the southern part of Badung Regency, namely at Kuta and Legian Beaches. These two areas are widely known as central locations for tourism development on the island. Data show that Badung Regency, where Kuta and Legian Beaches are located, recorded 6.4 million tourist visits in 2024 (Badung Regency Tourism Office, 2024a). In addition, the area offers various tourism products that position it as a globally competitive destination (Ariana *et al.*, 2025).

Following Sugiyono (2015), his study adopts a qualitative method, in which the research focus is on natural settings and the researchers act as the primary research instruments. A qualitative approach was considered suitable for this study because it allows researchers to immerse themselves in the field, apply different interactive methods such as photographs and checklists, and interpret the findings. Multiple site visits were conducted once a week for three months, from September to December 2024. Through this process, we identified, checked, measured, calculated, and compared the results to global accessibility standards. Aligned with the aims of the study, qualitative research allows for in-depth explanation of the phenomenon under investigation through detailed and rigorous data (Phillimore & Goodson, 2004). Providing a descriptive account of the phenomenon under study offers insight into the current conditions and obstacles in the provision of accessible tourism at the selected tourist destinations (Lester et al., 2020). From this point, it becomes possible to identify impediments to implementing accessible tourism.

Field research was carried out at Kuta and Legian Beaches from September to December 2024, followed by data analysis in January 2025. This period, between September and December, covered both the low and peak seasons. During each site visit, we observed that Kuta and Legian Beaches experienced an influx of visitors in December, particularly during the Christmas and New Year holidays. However, we did not observe a noticeable peak in visitation on weekdays during the preliminary observations. Therefore, the observations and measurements for data collection were conducted on a single day regardless of the day of the week. Prior to each field visit, the researchers prepared a checklist as a guideline and spent approximately five to six hours on site. Guided by Universal Design as a broader concept, a comprehensive compilation of accessible services and equipment was considered based on the national legislation issued by the Ministry of Tourism and Creative Economy (2022), specifically Article 3 on operational guidelines for tourism infrastructure, covering accessible pathways, food retailers/kiosks, and accessible toilets. Additionally, to address specific components of beach accessibility, this study adopted the beach accessibility elements introduced by Mayordomo-Martínez et al. (2019). These elements include: designated parking, ramps, walkways, curbs, private transport,

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footpaths, street crossings, sand walkers, accessible showers, shaded areas, wheelchair sand access, changing rooms, wheelchair water access, beach wheelchairs, accessible playgrounds, hoists, equipment availability calendars, booking systems, adapted beach activities, personal assistance, mobility equipment, and car transfer services.

The accessibility assessment at the beaches was conducted in two stages. First, environmental aspects of beach access facilities were identified. Photographs were also taken to support data collection and were later used to validate findings (Rakić & Chambers, 2012). The photographs taken in this research were used specifically as visual evidence, as they provide realistic information about the accessible facilities at Kuta and Legian Beaches. The use of photographs in research is important as it provides interpretation of the phenomenon under study (Indrawati, 2022). Second, the beaches were evaluated based on the selected criteria compiled from the two main legislative sources.

This study also utilized secondary data obtained from literature reviews, academic journals, and UNWTO reports. The use of secondary data enabled the researchers to identify, compare, and contrast various facilities that meet the needs of people with disabilities. After completing data gathering and reviewing the checklist, the overall data were examined. A systematic process of data evaluation was undertaken to ensure that data from checklists, photographs, fieldnotes, and other materials were complete and capable of portraying accessibility conditions at the two tourist beaches. To fully review the facilities and services, the elements of accessibility were defined as follows:

The basic element of accessible provision is designated parking spaces for people with disabilities. These must be 5 m long and 2.20 m wide and include a transfer area of 1.50 m width, allowing room for both parallel and perpendicular parking. Next is the presence of accessible ramps leading to the beach, with an incline not exceeding 8% (1:12). Ramps must have a width greater than 1.80 m and a length of less than 10 m, as well as strong color contrast and tactile surfacing at all landings to warn users of elevation changes. The availability of walkways across the sand as part of an integrated access route is also an essential element, along with roll-up pathways that allow wheelchair users to reach the shoreline.

Another critical accessible facility is adapted toilets. These must be connected to an accessible route and equipped with washbasins, showers, and storage spaces. The toilet area must provide a turning space greater than 1.50 m to allow wheelchair maneuvering, and the door must be at least 0.80 m wide. Toilets must also be equipped with handrails positioned next to the toilet seat. Their location must be visible and easy to reach. Adapted showers should have a turning area of 1.50 m in diameter with grab bars and support seats in contrasting colors. A specific area of 0.80 × 1.20 m should be provided for wheelchair users. To complete accessible bathroom facilities, adapted changing rooms must include a turning area of at least 1.50 m, with doors that are wider than 0.80 m and either sliding or opening outward.

Shaded areas for relaxation must also provide enough space for wheelchair users to remain comfortably or to transfer to amphibious chairs. The shaded area should be at least 2.50 m long and 1.80 m wide. Additionally, support tools such as amphibious chairs and crutches must be usable both on land and in the water. All facilities and services provided for people with disabilities must be clearly marked with appropriate symbols for ease of recognition. Another important consideration is personnel assistance, including

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scheduled service hours available to assist beachgoers with disabilities, especially during bathing. Services should be available at convenient times. Furthermore, adapted recreational activities should be provided at the beach.

All elements identified prior to fieldwork were cross-checked at each beach to determine whether accessible elements were compliant with beach accessibility standards and to assess overall beach usability.

FINDINGS AND DISCUSSION

An Overview of Kuta and Legian Beach

Formerly, Kuta and Legian beaches were fishing villages, and for the local community these places were primarily used for ritual activities. Along with tourism development, Kuta and Legian began to transform into areas for tourists to engage in beach-related activities such as sunbathing, surfing, and diving. Well-known for their white sandy beaches and stunning sunsets, these two areas have become popular among both international and domestic tourists. Numerous tourist attractions, entertainment venues, galleries, malls, as well as meeting, conference, and event facilities are available throughout the year. Various tourism products are easily found in these areas.

In 2015, Badung Regency, which includes the Kuta and Legian beach areas ranging from the south to the west of Denpasar, listed 49,790 guest rooms out of a total of 78,165 rooms on the island. According to the Bali Government Office, these rooms were distributed across 154 starred hotels, 472 non-starred hotels, and 441 guest houses/homestays (Badung Regency Tourism Office, 2024). Following the significant development of tourism in Badung Regency, the number of accommodations has increased significantly to 4,370 types of accommodation, and food and beverage businesses number approximately 5,351 (Badung Regency Tourism Office, 2024). Despite the substantial increase in the tourism and hospitality industry in the area, as well as other tourist attractions, the beaches are still lacking in the availability of safety-related systems (Hall *et al.*, 2019).

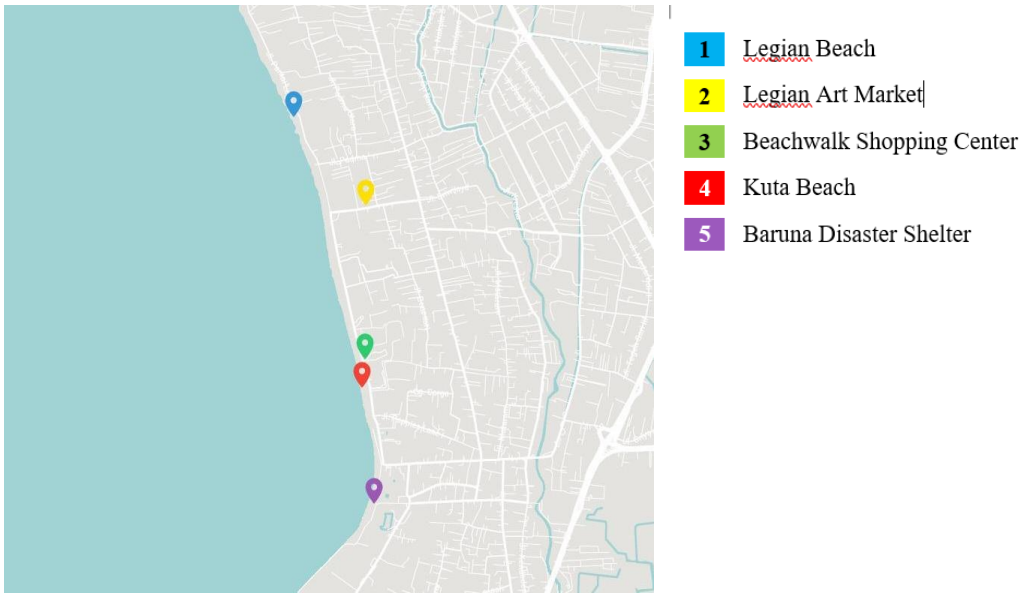

Figure 1. Study Area Location

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Analysis of Accessible Facilities

As the main tourist attractions in the area, beaches should be free from unnecessary obstacles that hinder people with access needs, such as people with disabilities, seniors, pregnant women, or families with young children. Efforts to contribute to the provision of accessible facilities began along with the construction of tourism facilities in Kuta and Legian beaches in 2022. The availability of equipment, facilitators, and support services was reviewed. The first concern identified was the presence of essential features useful for people with access needs, and the second was the evaluation of facilities and services that must be supplied and allocated based on their functions.

As a result, it was found that some accessible components were available in the areas, while other elements were absent, as shown in Table 1. The first table indicates that Kuta and Legian Beaches fulfilled the beach accessibility facility requirements, with one exception: at Legian Beach, no street crossing was available in the area.

Table 1. Beach Accessible Facilities

	Compound Surrounding and Outdoor Areas	Kuta Beach		Legian Beach	
Part 1	Environment Factors	Yes	No	Yes	No
1.1	Ramp availability	□		□	
1.2	Footpath availability	□		□	
1.3	Curb accessibility	□		□	
1.4	Street crossing	□			x
1.5	Private transport	□		□	

Source: Research data, 2025

Ramps are categorized as one of the prominent features for accessible tourism. Following the international guidelines introduced by Mayordomo-Martínez et al. (2019), ramps should have a width greater than 1.80 m and a length of less than 10 m, and must be equipped with contrasting color and tactile contouring (Figure 2). Curbs are available at both beach locations, and private accessible transportation is available upon request, provided by private tourism transport companies. However, safe street crossing areas are available only at Kuta Beach and are absent at Legian Beach.

Figure 2. Ramps Access at Kuta and Legian beach

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The footpaths in Kuta and Legian were established in 2022 and constructed by the Badung Regency Government. In Kuta, the footpaths stretch approximately 4 km, divided into three sections: Sekeh, Jerman, and Kuta Beach. These accessible footpaths comply with national legislation that requires internal pedestrian pathways to be at least 1.2 m wide and equipped with tactile paving for people with visual impairments (Figure 3).

Figure 3. Footpath Availability at Kuta and Legian beach

The second assessment of accessible tourism components in Kuta and Legian beaches relates to physical access to the beach. Accessible toilets, showers, changing rooms, accessible parking near beach entrances, and nearby food retailers are available at both beaches. However, neither beach has accessible pathways leading directly onto the sand, sand walkways, wheelchair-accessible beach access mats, water-accessible wheelchairs, push beach wheel walkers, or hoists (Table 2). The absence of some components related to physical access to the beach contradicts the Universal Design principle of equitable use for people with disabilities.

Table 2. Facilitators – Physical Access to the Beach

	Compound Surrounding and Outdoor Areas	Kuta Beach		Legian Beach	
Part 1	Environment Factors	Yes	No	Yes	No
1.1	Accessible lead-up pathways to beach		x		x
1.2	Sand walkways/access mat		x		x
1.3	Accessible parking close to beach access		x	□	
1.4	Accessible toilet	□		□	
1.5	Accessible shower	□		□	
1.6	Accessible shaded recreational areas	□			x
1.7	Wheelchair sand access		x		x
1.8	Accessible changing room	□		□	
1.9	Wheelchair water access		x		x
1.10	Pushed beach wheeled walker		x		x
1.11	Food retail services <150 m	□		□	
1.12	Accessible playground	□			x
1.13	Hoist availability		x		x

Source: Research data, 2025

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Related to parking space, on one hand, it exists within the Kuta Beach area; a parking spot close to the beach is available, however, there is no signage indicating designated parking for persons with disabilities. On the other hand, at Legian Beach, an accessible parking space is provided; however, it is designed specifically to accommodate motorcycles (Figure 4). Motorcycles are one of the most commonly used modes of transportation in Bali and are widely utilized for daily mobility, including tourism activities (Aryasih *et al.*, 2024). Considering the indicators of facilitators for physical access to the beach, in general, Kuta shows greater attention to accessible beach access, as the beach is also equipped with shaded recreational areas and an accessible playground for family activities.

Figure 4. Accessible Parking Area

The provision of accessible toilets at touristic beaches such as Kuta and Legian is evident in this research. For ease of access and maneuverability, the minimum requirement for an accessible toilet includes an unobstructed turning space of at least 150 cm × 150 cm. Based on field observation and measurements, the accessible toilet at Kuta Beach measures 200 × 245 cm, with a horizontal turning space of 160 × 200 cm, while the accessible toilet at Legian Beach measures 183 × 150 cm. Thus, both facilities meet the national legislation standards for accessible toilet dimensions.

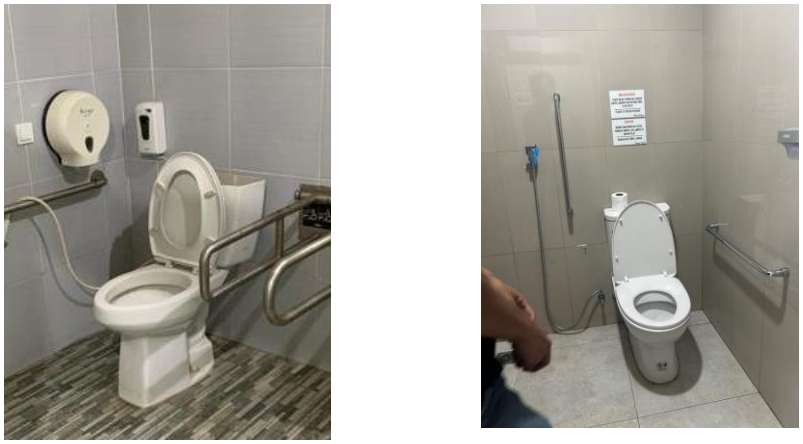

Figure 5. Accessible Toilets at Kuta and Legian Beach

The next finding from the component analysis of service support for beach use shows that neither beach provides a schedule for equipment availability, nor accessible activities for persons with disabilities, nor physical assistance for beach-related activities. In addition, physical assistance services—such as mobility equipment transfer, car transfer, and personal care—are available only upon request (Table 3).

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Table 3. Services to Support Beach Use

	Compound Surrounding and Outdoor Areas	Kuta Beach		Legian Beach	
		Yes	No	Yes	No
1.1	Calendar of equipment availability and accessible activities		x		x
1.2	Booking system for accessible equipment		x		x
1.3	Accessible beach events and activities	√			x
1.4	Physical assistance – beach activities		x		x
1.5	Physical assistance – mobility equipment transfer	√			x
1.6	Physical assistance – car transfer	√			x
1.7	Physical assistance – personal care activities	√			x

Source: Research data, 2025

Discussion

Bali is a small island that relies heavily on tourism as its main economic sector. Currently, accessible tourism is growing and becoming an advantageous market segment. To attract this market, destination management must have a clear understanding of the environments required by tourists with access needs. Traditionally, disabilities have been viewed as medical or interpersonal problems rather than structural impediments. However, the shift from the medical paradigm to the social model has created opportunities to prioritize supportive environments rather than focusing solely on impairments. For instance, people with access needs are able to visit tourism destinations or participate in tourism activities when suitable infrastructure and facilities are provided.

This research provides an understanding of how accessible features are presented in two tourism areas in Bali. Previous studies highlighted that features such as entrances, parking lots, ramps, handrails, curbs, footpaths, accessible toilets, and other facilities are essential for people with access needs (Badawy *et al.*, 2020). As mentioned in the literature, beyond attitudes and behavior, structural constraints act as barriers that restrict the movement of people with disabilities and affect their safety. From this study, it can be observed that out of twenty-five indicators, Kuta Beach complies with fifteen criteria as shown in the tables (see Table 1; Table 2; Table 3). Meanwhile, Legian Beach meets only nine criteria. Nevertheless, it was found that of the five beach accessibility indicators, both Kuta and Legian Beach follow the minimum design standards for accessible beaches, with only one indicator—street crossing—lacking at Legian Beach (Table 1). The results of this study illustrate that beach management views accessibility provision as optional rather than an integrated element of the service. Moreover, the lenient implementation of legal mandates and weak monitoring and assessment have contributed to disparities in service standards and quality between the two beach locations.

Additionally, the investigation revealed that although ramps are present, the slopes exceed the recommended maximum of 8%. The ramp slopes in both Kuta and Legian Beach were 17%, and the ramp width was 1.20 m, which is smaller than the standard 1.50

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m. Another finding was the absence of strong color contrasts on ramps, which are typically used to alert users to changes in elevation. Furthermore, designated landing and boarding areas to accommodate wheelchair users were also unavailable. The absence of such components may influence the sense of safety at tourism destinations (Hall *et al.*, 2019) and create impediments that reduce the desire of people with disabilities to engage in tourism activities (Natalia *et al.*, 2019). The inappropriate sizes of ramps may hinder the movement of people with disabilities around beach areas, and beach management should carefully address such constraints. Accordingly, this study shows that the industry itself faces difficulties in implementing inclusive practices, which may result from a lack of knowledge about the needs of people with disabilities. Therefore, inclusive tourism offers opportunities for collaboration with local disability communities to gain a better understanding of accessible tourism provisions at the destination level.

Another notable finding involves the width of the footpaths. Although both beaches are located along the same coastline, their footpath widths differ. The national standard requires a width greater than 1.2 m. In this study, Kuta Beach had a footpath width of 2.35 m, while Legian Beach had 3.3 m. This indicates that both beaches exceed the minimum design standard, which supports greater comfort and inclusion for people with disabilities. This aligns with previous research emphasizing the importance of improving beach accessibility as a means of commercial differentiation and enhancing tourism quality (Santana-Santana *et al.*, 2020).

The next assessment relates to facility support for beach access. It was found that among thirteen criteria, only four components met the requirements in both locations: accessible toilets, accessible showers, accessible changing rooms, and the presence of food retailers within 150 meters. Both beaches provide adapted toilets and shaded areas; however, these shaded areas are not equipped with essential supporting equipment, such as amphibious chairs. The adapted toilets are fitted with handrails and meet standard measurement requirements. This suggests that the destinations are beginning to recognize the importance of providing support facilities for people with disabilities and acknowledging diverse market needs. In highly accessible beaches, technical equipment such as amphibious chairs and crutches is commonly available (Mayordomo-Martínez *et al.*, 2019). Unfortunately, such facilities were absent at both Kuta and Legian Beach. This reflects a lack of comprehensive understanding of accessible tourism facilities as an interconnected ecosystem that influences the overall experience of people with disabilities (Indrawati *et al.*, 2022).

The final assessment examines services to support beach use. In Kuta Beach, services such as physical assistance, personal care, car transfers, and mobility support were available only upon request, while no such services were available at Legian Beach. This study highlights that despite the existence of international and national disability regulations, there is an absence of standardized municipal-level implementation. This demonstrates a lack of a coordinated accessibility management framework between the beach authorities at Kuta and Legian Beaches. Each location appears to have developed its accessible facilities independently, resulting in inconsistent adherence to formal standards. This finding suggests limited coordination and inadequate control regarding accessible facility requirements. Parallel findings from other countries also show varying degrees of beach accessibility (Mayordomo-Martínez *et al.*, 2019; Santana-Santana *et al.*, 2020).

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Through the results obtained in this study, improvements in beach accessibility can be recommended based on the following priority: for a short-term improvement (e.g., appropriately designated parking areas; providing pathways to the beach; push beach walkers; sand walkers; and personal assistance for beach activities. In addition, for a long-term enhancement (e.g., booking system development; hoist installation on the beach. Moreover, specific criteria, such as expanding ramp width, reducing slope angles, and adding high-contrast markers, can help address accessibility challenges at the beaches. Additionally, enhancing the comfort of walking between Kuta and Legian Beach by widening the footpaths may increase connectivity between the two beaches. Pedestrian connectivity in beach areas can attract tourists, as walking is often considered a preferred way to explore a destination. Furthermore, support facilities such as amphibious chairs and crutches may enhance the experience of tourists with disabilities. Ultimately, providing comprehensive access within the beach environment can improve the quality of the beaches as tourism destinations and contribute to increasing the competitiveness of the destinations within the regional area (Rucci et al., 2022). Knowledge and understanding of design structures that are inclusive for all are central to tourism development. Therefore, the principles of universal design create sustainable results not only for people with disabilities but for society as a whole, including parents with strollers, pregnant women, and elderly people.

CONCLUSION

Bali province, with its renowned tourist beaches such as Kuta and Legian, needs to adopt approaches that accommodate the demand of the accessible tourism market and engage in actions to attract this market within inclusive tourism. Despite the popularity of Kuta and Legian among tourists and locals, the beaches remain only partially accessible. Providing access that meets the needs of people with disabilities can serve as a viable strategy to demonstrate social responsibility in accessible tourism development. As the largest sector on the island, the tourism industry in Bali has historically given limited attention to the local disabled population, resulting in insufficient development of accessible facilities. In the future, development efforts will need to shift perspectives to view accessible tourism as a “social force” rather than merely an industry. Stakeholder engagement is crucial for working collaboratively to improve accessibility. National and local governments hold responsibility for creating the legal framework for planning, evaluating, monitoring, and making changes to how tourism destinations are presented.

This research is grounded in the initial examination of beach accessibility, particularly assessing accessible facilities, physical access to the beach, and service support for beach users. The assessment highlights disparities in accessible facilities between Kuta and Legian Beach. Out of twenty-five indicators, Kuta Beach meets sixty percent of the criteria, whereas Legian Beach fulfills thirty-six percent. The evaluation identified several inadequacies, including insufficient parking spaces, limited beach access, and the absence of technical and human support. Regardless of location, tourist destinations such as beaches are obliged to provide accessible entrances for all visitors. Accessible facilities are essential and should be integrated into tourism destinations, especially in Bali, where beaches are major tourist attractions.

Despite the findings, this study has limitations related to the scope of the research area. Bali is not only famous for Kuta and Legian Beach, but also for numerous other

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beaches; therefore, future research should expand to include other beaches across the island. Additionally, future studies could involve the local disabled community to gather more information about accessibility and their experiences as users of existing facilities. Additionally, to understand the needs and expectations of people with disabilities in tourism activities, a more participatory approach involving the local disabled community can be implemented in the future. The active participation of the local disabled community in planning and decision-making regarding accessible provisions helps them enjoy the benefits of tourism and, more importantly, has the capacity to minimize the constraints experienced by this group. Moreover, the participation of local disability groups is essential for developing inclusive models of accessible tourism.

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APPENDIX

No		National	International	Kuta	Legian
1	Ramp availability		1.5m	1.2m	1.2m
2	Footpath availability	1.2m		2.35m	3.3m
3	Curb accessibility		√	√	√
4	Street crossing		√	√	x
5	Private transport		√	√	√
6	Accessible lead-up pathways to beach		√	x	x
7	Sand walkways/access mat		√	x	x
8	Accessible parking close to beach access		√	x	√
9	Accessible toilet	175 x 200		200 x 245	183 x 150
10	Accessible shower		√	√	√
11	Accessible shaded recreational areas		√	√	x
12	Wheelchair sand access		√	x	x
13	Accessible changing room		√	√	√
14	Wheelchair water access		√	x	x
15	Pushed beach wheeled walker		√	x	x
16	Food retail services <150 m	√		√	√
17	Accessible playground		√	√	x
18	Hoist availability		√	x	x
19	Calendar of equipment availability and accessible activities		√	x	x
20	Booking system for accessible equipment		√	x	x
21	Accessible beach events and activities		√	√	x
22	Physical assistance – beach activities		√	x	x
23	Physical assistance – mobility equipment transfer		√	√	x
24	Physical assistance – car transfer		√	√	x
25	Physical assistance – personal care activities		√	√	x

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