

**BUKTI KORESPONDENSI  
ARTIKEL JURNAL INTERNASIONAL SCOPUS Q1**

Judul artikel : Tourism Experiences of People with Disabilities: Voices from Indonesia  
Jurnal : Sustainability 2022, Vol 14, No 20, p. 13310  
ISSN : 20711050  
Penulis : by Dian Yulie Reindrawati, Upik D. E. Noviyanti and Tamara Young

| <b>No</b> | <b>Perihal</b>                                | <b>Tanggal</b> |
|-----------|---|----------------|
| 1         | Bukti pengiriman artikel                      | 29/7/2022      |
| 2         | Bukti korespondensi assistant editor assigned | 4/8/2022       |
| 3         | Bukti review report (Round 1) (reviewer 1)    | 11/8/2022      |
| 4         | Bukti review report (Round 1) (reviewer 2)    | 24/8/2022      |
| 5         | Bukti review report (Round 2) (reviewer 1)    | 12/9/2022      |
| 6         | Bukti review report (Round 2) (reviewer 2)    | 15/9/2022      |
| 7         | Bukti korespondensi minor revisions           | 16/9/2022      |
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| 9         | Bukti Final Proofreading Before Publication   | 10/10/2022     |
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| 11        | Bukti Artikel Resubmitted                     | 14/10/2022     |
| 12        | Bukti paper has been published                | 17/10/2022     |
| 13        | Bukti korespondensi publication checked       | 21/10/2022     |

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| 1         | Bukti pengiriman artikel | 29/7/2022      |

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| 2         | Bukti korespondensi assistant editor assigned | 4/8/2022       |



Dian Yulie Reindrawati <dian.reindrawati@vokasi.unair.ac.id>

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## [Sustainability] Manuscript ID: sustainability-1866141 - Assistant Editor Assigned

3 messages

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**Yasmine Song** <yasmine.song@mdpi.com>

Thu, Aug 4, 2022 at 2:59 PM

Reply-To: yasmine.song@mdpi.com

To: Dian Yulie Reindrawati <dian.reindrawati@vokasi.unair.ac.id>

Cc: Yasmine Song <yasmine.song@mdpi.com>, Upik DE Noviyanti <upik.dyah@vokasi.unair.ac.id>, Tamara Young <tamara.young@newcastle.du.au>, Sustainability Editorial Office <sustainability@mdpi.com>

Dear Dr. Reindrawati,

Your paper has been assigned to Yasmine Song, who will be your main point of contact as your paper is processed further.

Journal: Sustainability

Manuscript ID: sustainability-1866141

Title: Tourism Experiences of People with Disability: The Voices from Indonesia

Authors: Dian Yulie Reindrawati \*, Upik DE Noviyanti, Tamara Young

Received: 29 July 2022

E-mails: [dian.reindrawati@vokasi.unair.ac.id](mailto:dian.reindrawati@vokasi.unair.ac.id), [upik.dyah@vokasi.unair.ac.id](mailto:upik.dyah@vokasi.unair.ac.id), [tamara.young@newcastle.du.au](mailto:tamara.young@newcastle.du.au)

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Best regards,

Ms. Yasmine Song

Assistant Editor

E-Mail: [yasmine.song@mdpi.com](mailto:yasmine.song@mdpi.com)

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**Dian Yulie Reindrawati** <dian.reindrawati@vokasi.unair.ac.id>

Thu, Aug 4, 2022 at 3:39 PM

To: UPIK DYAH <upikdyah@vokasi.unair.ac.id>

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**Dian Yulie Reindrawati** <dian.reindrawati@vokasi.unair.ac.id>

Thu, Aug 25, 2022 at 6:27 PM

Draft To: yasmine.song@mdpi.com

Warmest Regards,

**Dian Y Reindrawati, PhD**

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| 3         | Bukti review report (Round 1) (reviewer 1) | 11/8/2022      |

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Journal Sustainability (https://www.mdpi.com/journal/sustainability) (ISSN 2071-1050)

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Type Article

Title Tourism Experiences of People with Disabilities: Voices from Indonesia (https://www.mdpi.com/2071-1050/14/20/13310)

Authors Dian Yulie Reindrawati \* , Upik D. E. Noviyanti , Tamara Young

Abstract The implementation of inclusive, sustainable development goals (SDGs) in the tourism sector needs to promote opportunities and experiences for disabled people. The purpose of this study is to explore the experiences of people with disabilities in tourism in Indonesia. This study is a phenomenological study with data collected through in-depth interviews with disabled participants to determine their lived experiences in tourism. Several themes about the tourism experiences of this category of people emerged from the systematic data analysis. These include relaxing, unaccommodated needs, unable to travel alone, unheard voices, and lack of empathy and awareness. It also strengthened the theory by conceptualizing the original voices of the tourism experience through past experiences. The result contributes to the growing tourism literature by presenting insights into people with disability and their tourism experiences in the Indonesian context and other developing countries. The voices of disability improve the inclusive understanding of tourism experiences for the disabled people and the inclusion of their voices in its planning.

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Authors' Responses to Reviewer's Comments (Reviewer 1)

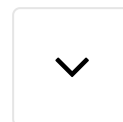
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### Review Report Form

- Quality of English ( ) English very difficult to understand/incomprehensible
- ( ) Extensive editing of English language and style required
- Language ( ) Moderate English changes required
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- (x) I am not qualified to assess the quality of English in this paper

|   | Yes | Can be improved | Must be improved | Not applicable |
|---|-----|-----------------|------------------|----------------|
| Is the content succinctly described and contextualized with respect to previous and present theoretical background and empirical research (if applicable) on the topic? | ( ) | (x)             | ( )              | ( )            |
| Are all the cited references relevant to the research?  | ( ) | (x)             | ( )              | ( )            |
| Are the research design, questions, hypotheses and methods clearly stated?  | ( ) | (x)             | ( )              | ( )            |
| Are the arguments and discussion of findings coherent, balanced and compelling?   | ( ) | (x)             | ( )              | ( )            |
| For empirical research, are the results clearly presented?  | ( ) | (x)             | ( )              | ( )            |
| Is the article adequately referenced?   | ( ) | (x)             | ( )              | ( )            |
| Are the conclusions thoroughly supported by the results presented in the article or referenced in secondary literature?   | ( ) | (x)             | ( )              | ( )            |

Comments and Suggestions for Authors

Sustainability (ISSN 2071-1050)  
sustainability-1866141

Type: Article

Number of Pages: 19

Title: Tourism Experiences of People with Disability: The Voices from Indonesia

Dear Authors,

It has been for me a great honour, as well as a pleasantly challenging activity, to review the article entitled "Tourism Experiences of People with Disability: The Voices from Indonesia."





Overall, the article is interesting and easy to read. It deals with vital issues related the experiences of people with disabilities in tourism in Indonesia, which are important both from a scientific and practical point of view. It has a good chance of attracting the attention of potential readers. However, I suggest that the Authors introduce a few corrections (given below).

In my opinion, the **Introduction** chapter well introduces potential readers to the topics discussed by the Authors. The aim of study is clearly specified (lines 83-89). However, I would suggest a clearer indication of what the novelty of this article is and what exactly it brings to the literature.

### **Literature Review**

This chapter is interestingly written. However, in my opinion, it could have been a bit more extensive. I also propose to expand the thread raised by the Authors related to the issue of social tourism, e.g.:

- <https://doi.org/10.1080/13683500.2011.568051>
- <https://doi.org/10.3390/agriculture12050731>
- <https://doi.org/10.1080/13683500.2011.568052>

### **Method**

This chapter is clearly written. However, I wonder if it would not be advisable to select the interviewees more evenly in terms of their type of disability? The same goes for gender. Therefore, I would like to ask the Authors to answer my question and give their explanations. In addition, this chapter should mention when these studies were performed. Tables 1 and 2 are a good illustration.

### **Results**

This chapter is divided into 5 logically consecutive sections. Table 3 is a good illustration.

### **Discussion**

In my opinion, the discussion was conducted in an interesting way and the results obtained by the Authors were confronted with the results published by other scholars.

The **Conclusions** are presented in an interesting way. I consider it valuable and worth emphasizing that the Authors mentioned the limitations they encountered during the research.

Summing up, in my opinion the topic of the article is interesting and has the potential to interest potential readers. However, taking into account the selection of the sample (I mentioned it above), I am not entirely sure whether this paper in its current form qualifies as



an “article” or it should be submitted rather as a “communication”? I leave it for the consideration of both the Authors and the Academic Editor.

I don't feel competent to comment on linguistic correctness as English is not my mother tongue.

I wish the Authors good luck.

|                     |                      |
|---------------------|----------------------|
| Submission Date     | 29 July 2022         |
| Date of this review | 11 Aug 2022 16:27:51 |

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## **Responses to the Reviewers**

### **Responses for First Reviewer**

Thank you so much for the reviewer's appreciation of our research. It makes our day to hear that.

Point 1.

In my opinion, the Introduction chapter well introduces potential readers to the topics discussed by the Authors. The aim of study is clearly specified (lines 83-89). However, I would suggest a clearer indication of what the novelty of this article is and what exactly it brings to the literature.

Response 1.

As you suggested, we added the novelty statement in the introduction section. We add:

"Recent bibliographic study on tourism and disability suggest that future work on tourism and disability should focus more on developing countries to highlight issues and needs of disabled people and their experience in tourism (Singh et al, 2021). This research fills the lack of studies on the travel experience of people with disabilities, specifically in Indonesia. Hence, the novelty of this research involves the use of Indonesia, a developing country, as the context of disabilities in tourism research."

Point 2.

Literature Review

This chapter is interestingly written. However, in my opinion, it could have been a bit more extensive. I also propose to expand the thread raised by the Authors related to the issue of social tourism, e.g.:

- <https://doi.org/10.1080/13683500.2011.568051>

- <https://doi.org/10.3390/agriculture12050731>

- <https://doi.org/10.1080/13683500.2011.568052>

Response 2.

We input all the references on social tourism that the reviewer recommended. However, we cannot delve deeper into the subject since we do not focus on implementing social tourism.

Point 3.

Method

This chapter is clearly written. However, I wonder if it would not be advisable to select the interviewees more evenly in terms of their type of disability? The same goes for gender. Therefore, I would like to ask the Authors to answer my question and give their explanations. In addition, this chapter should mention when these studies were performed. Tables 1 and 2 are a good illustration.

### Response 3.

For the method section, we argue for the representativeness of our sample. We exclude several types of disabilities and use unbalanced gender distribution to reflect the reality in higher education for people with disabilities in Indonesia. We wrote:

“Our samples only consist of a somatosensory type of disability. Specifically, almost half of the participants (45%) are in the cerebral palsy category, a quarter of the visual impairment category, and 30% are quadriplegic. We did not find any participants in the intellectual and mental disabilities categories. This result is expected since higher education is cognitively loaded and needs emotionally controlled individuals. Although the Indonesian government welcomes people with intellectual and mental disabilities to attend higher education, they cannot pass the selection test because of their limitations (Yusuf, 2021). Historically, people with mental and intellectual disabilities have been excluded from attending higher education (Wehman et al., 2018). Developed countries have some programs for students with intellectual and developmental disabilities to access higher education (Grigal et al., 2019), while Indonesia still does not have a similar program.

Of course, we could search for intellectually and mentally disabled persons beyond the college environment. However, interviewing subjects with these disabilities proves challenging (Hollomotz, 2018), and needing an experienced interviewer for the subjects (Sigstad & Garrels, 2018), which we currently do not have. Proxy interviews with the caregiver are possible but highly controversial since there is no guarantee that the caregiver is motivated to give the answer that fits with the subject's knowledge (Wolkorte et al., 2019).

Despite the limitation, the research sample represents Indonesia's two most prevalent forms of disabilities. As much as 30% of people with disabilities in Indonesia have visual impairments, and 26% have physical impairments, including cerebral palsy and quadriplegic. Other impairments are in lesser proportions, such as hearing (22%), mental (12%), and chronic (including intellectual) (10%) (ILO, 2012).

Regarding gender, our informants' distribution is different from the population. We have 30% female and 70% male, while the national survey put 58% female and 42% male identified with disabilities (Ministry of Health, 2014). The national prevalence figure fits with the global figure for people with disabilities. Our informants consist of more males than females because females with disabilities are more likely to live in conditions characterized by poverty and isolation, including educational isolation (Valentine et al., 2019). Despite this tendency, we still have voices from females in our informants. Hence the representative voices for females still exist. We do not need to gain more gender-balanced informants for this reason.

The data collection was performed on May 2021.

For the limitation, we wrote them. The limitation is placed in the last paragraph of the paper.

Finally, thank you again for the time to review our paper. We have argued for the classification of the sample. The paper should be treated as a research article for its transparent methodology.

Sincerely Yours

The Authors

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| <b>No</b> | <b>Perihal</b>                             | <b>Tanggal</b> |
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| 4         | Bukti review report (Round 1) (reviewer 2) | 24/8/2022      |

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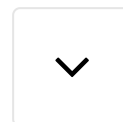
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- Language  Moderate English changes required
- English language and style are fine/minor spell check required
- I am not qualified to assess the quality of English in this paper

|   | Yes                                 | Can be improved                     | Must be improved                    | Not applicable           |
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| Are the conclusions thoroughly supported by the results presented in the article or referenced in secondary literature?   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

### Comments and Suggestions for Authors

This manuscript highlights some important gaps in the tourism literature in terms of accessible tourism and, in particular, accessible tourism from a non-Western perspective. However, the manuscript could benefit from a tighter focus on the tourism experiences of people with disabilities and additional development of this topic.

Parts of the introduction and literature review overlap, leading to a feeling of redundancy. For example, the authors define disabilities and accessible tourism in both places. In addition, the literature review delves into topics pertaining to the relationship between people with disabilities and tourism that are beyond the scope of the research conducted in this study, such as employment of disabled persons in tourism. While this is an interesting and important topic for tourism research, it is not directly addressed in this research. I would like to see more discussion of the literature





on tourism experiences among this demographic to provide an appropriate context for the study. The authors state “strengthening theory” as an objective, yet there is little development of an existing theoretical framework in the literature review.

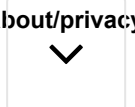
In the method section, the authors identify five key themes for interviews as well as five key emergent themes. Presumably the former is intended to reflect prompts for the semi-structured interviews, but it would be helpful to have additional clarification of these themes and how they were incorporated into the interviews. Additionally, it might be helpful if the authors used different terminology for the topics directing the semi-structured interviews and the themes that results from data analysis.

The results section needs considerable development; it is not sufficient to list quotes with no discussion of the theme and the sentiments expressed by the study participants. Moreover, with presumably more than 20 hours worth of interviews, it is somewhat disappointing to see quotes reduced to statements such as “little seating”. This does little to reveal the potential insights into tourism experiences for this understudied demographic. Much of the discussion section could be restructured to more effectively contextualize the data revealed in this section.

The discussion section also introduces concepts that have not been previously discussed, such as Dann’s seven elements and memorable tourism experiences. If the interview data will be interpreted through such conceptual frameworks, they should be discussed earlier.

Finally, in the conclusion, it is unclear what the authors believe is the key “take away” from the study.

|                     |                      |
|---------------------|----------------------|
| Submission Date     | 29 July 2022         |
| Date of this review | 24 Aug 2022 20:10:23 |



## Responses to the Reviewers

### Response for Reviewer 2

Thank you for noticing the strengths and weaknesses in our work. We put much thought into the paper.

#### Point 1.

Parts of the introduction and literature review overlap, leading to a feeling of redundancy. For example, the authors define disabilities and accessible tourism in both places. In addition, the literature review delves into topics pertaining to the relationship between people with disabilities and tourism that are beyond the scope of the research conducted in this study, such as employment of disabled persons in tourism. While this is an interesting and important topic for tourism research, it is not directly addressed in this research. I would like to see more discussion of the literature on tourism experiences among this demographic to provide an appropriate context for the study. The authors state “strengthening theory” as an objective, yet there is little development of an existing theoretical framework in the literature review.

#### Response Point 1.

For the literature review, we erased the two overlapping sentences (i.e., definitions and accessible tourism) because they were already written in the introduction. We also erased the employment issue since it is not the focus of this research. We add this paragraph to discuss tourism experiences among demographics:

“Seeing and walking difficulties (visual and physical impairments) tend to be the most common functional difficulties in the world compared to hearing, cognition, self-care, or communication (Mitra and Yap, 2021). Seeing and walking difficulties could be acquired in lifetime, for example by old age, accidents, or diseases (Kuper, 2019). Specifically, walking difficulties could present from cerebral palsy or quadriplegia. Cerebral palsy is one of the walking difficulties that originated from birth because non-progressive disturbances that occurred in the developing fetal or infant brain (Pavone et al, 2021). Quadriplegia is the condition when someone is unable to use their arms and legs. Cerebral palsy could be one of the sources of quadriplegia beside lifetime acquired source. These demographics are generally obstructed most by physical barriers (Rooney et al, 2018). People with visual impairment are also obstructed by communicational barriers and need touch-based or audio-based communication tools for well functioning in public, including tourism spots. Some people with cerebral palsy are also affected by communication barriers. Since visual and physical difficulties are the most prevalent in the world, and also in Indonesia, our focus in this research is visual and physical difficulties, specifically blind, cerebral palsy, and quadriplegia.”

We also presented affective events theory as the theoretical framework and looked forward to strengthening the theory. We wrote:

"Recently affective events theory (Weiss and Cropanzano, 1996) have been applied for accessible tourism context by viewing inaccessibility as service failure (Lee et al, 2021). Affective events theory states that affect can influence the way in which employees interpret their work context and consequently shape attitudes (Nimon et al, 2021). The theory is a significant departure from previous theoretical framework that focused on dispositional/personality approach (Weitz, 1952), cognitive judgment (Ilgen, 1971), and social influences (Salancik and Pfeffer, 1977). Despite the original focus of the theory is on employees, the theory have been successfully used to explaining tourists behavior (Stylos et al, 2022). Hence, the theory also applied for tourists with disabilities (Lee et al, 2021). However, previous research only tested the theory without comparing it with rival theories. This research have the opportunity to test whether the attitude of tourists with disabilities formed by disposition, cognition, social influences, or affective judgment."

#### Point 2.

In the method section, the authors identify five key themes for interviews as well as five key emergent themes. Presumably the former is intended to reflect prompts for the semi-structured interviews, but it would be helpful to have additional clarification of these themes and how they were incorporated into the interviews. Additionally, it might be helpful if the authors used different terminology for the topics directing the semi-structured interviews and the themes that results from data analysis.

#### Response Point 2.

Using "theme" for interview questions and results is quite confusing. So we replace the "theme" for the interview with "questions." We give a reason for each question. The questions and the theme itself are not in one-to-one correspondence since the first question (demographic), and the last question (suggestion) are part of the general structure of a scientific interview (i.e., opening and closing). So the themes in the results are mainly generated from the three questions between demographic and suggestion. We wrote:

"The personal demographics questions is structured and introduce the interviewer and interviewee into the conversation. Conversely, the suggestion/hope questions closed the interview process to gain new insight not previously talked in the conversation or bring deeper thought of interviewee to give effect for the betterment of situation. Three core questions (experiences, access to facility, and access to information) are the source of themes that will emerge in the data analysis. All of these core questions will explore the life experience of the person with disabilities in performing tourism."

#### Point 3.

The results section needs considerable development; it is not sufficient to list quotes with no discussion of the theme and the sentiments expressed by the study participants. Moreover, with presumably more than 20 hours worth of interviews, it is somewhat disappointing to see quotes reduced to statements such as "little seating". This does little to reveal the potential insights into tourism experiences for

this understudied demographic. Much of the discussion section could be restructured to more effectively contextualize the data revealed in this section.

The discussion section also introduces concepts that have not been previously discussed, such as Dann's seven elements and memorable tourism experiences. If the interview data will be interpreted through such conceptual frameworks, they should be discussed earlier.

#### Response Point 3.

The structure of the result section now changed. Previously we described all quotes from the interviewee. In this revision, we only give one long quote that we feel is representative and detailed enough to represent the theme. Each theme is now structured in three paragraphs. The first paragraph describes the general result, while the second describes an example, including the quote. The third paragraph either describes more result, points out the differences between samples (i.e., unheard vs. heard voices, informants with visual impairments vs. physical impairments), or conclude the section with a brief explanation. We hope that with such a structure, the potential insights from their tourism experiences could be more revealed.

We revert the Dann typology to the literature review section. We also add a theoretical discussion and implications related to affective events theory. We said: "Enjoyment motivation indicates the needs for emotional releases and pointed to the affective events theory (Weiss and Cropanzano, 1996). Furthermore, the narration given by the informants fit with emotional-laden events. They sad with unaccommodated needs, they fear to walk alone, and they angry with the lack of empathy people gave to them. The "unheard voices" theme generally covers cognitive aspect of tourism since they think and reasoned for the lack of unaccommodated needs in tourism spot. However, only nine of 20 informants discuss about this situation. Indeed, unheard voices theme is the less mentioned theme by informants. Social influences apparently limited to in-group conversation. One of the informant even said that she get out from Indonesian Disabilities Organization social media group because they talk about unimportant stuffs and lack of order. We could not judge for individual disposition of the informants but generally, the emotionally dominant naratives we found give more support for affective events theory. Theoretically speaking, our research strengthening affective events theory as the best behavioral explanation for accessible tourism, in line with previous research (Lee et al, 2021)."

#### Point 4.

Finally, in the conclusion, it is unclear what the authors believe is the key "take away" from the study.

#### Response Point 4.

In the Conclusion section, we present three takeaways from this study:

"This study offers three takeaways on how to achieve more accessible or inclusive tourism in developing countries. First, tourism for people with disabilities are an emotional-laden event that need to be considered by tourism managers. Officers should be aware and understanding the special needs of people with disabilities and communities need to educated more about how to empathize them and communicate with them with full awareness of their difficulties. Second, voices of people with disabilities should be heard and incorporated in tourism planning and decision making process on city and destination level. When such consultation performed, it should be disseminated fluently to all of the members of disability groups to change their attitude about people without disability. Finally, tourism destination should offer more sensorial experiences other than seeing and moving. Various touch-based and audio-based elements should be added to the destination. These multisensoric addition should be specific enough such that even non-disabled person could enjoy. Of course, this also means that the accessibility of the facilities should be improved. Improvement could be in form of additional seats for rest for people that only able to move in short distance and unobstructed lanes. Other improvements include ramps for wheelchairs and of course wheelchairs itself, braille and audio signs, guiding blocks, and lower viewing scapes such that it can enjoyed while people in sitting position."

For the standard evaluation from the journal, we note that you evaluate that we must improve our description and contextualization content with previous theoretical and empirical research, giving coherent, balanced, and compelling arguments and discussion, and giving specific conclusions supported by the results. As you can see, we now add the theoretical context of our study, i.e., affective event theory. We also give more arguments and discussion on the relevance of the findings to the theory. We also add takeaways in the conclusion section. So we think this will improve the evaluation.

Finally, we are happy with the inputs you gave to our paper. Thank you very much for all inputs. Deeply appreciated.

Sincerely Yours

The Authors

**BUKTI KORESPONDENSI**  
**ARTIKEL JURNAL INTERNASIONAL SCOPUS Q1**

Judul artikel : Tourism Experiences of People with Disabilities: Voices from Indonesia  
Jurnal : Sustainability 2022, Vol 14, No 20, p. 13310  
ISSN : 20711050  
Penulis : by Dian Yulie Reindrawati, Upik D. E. Noviyanti and Tamara Young

| <b>No</b> | <b>Perihal</b>                             | <b>Tanggal</b> |
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| 5         | Bukti review report (Round 2) (reviewer 1) | 12/9/2022      |

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Journal Sustainability (https://www.mdpi.com/journal/sustainability) (ISSN 2071-1050)

Manuscript ID sustainability-1866141


Type Article

Title Tourism Experiences of People with Disabilities: Voices from Indonesia (https://www.mdpi.com/2071-1050/14/20/13310)

Authors Dian Yulie Reindrawati \* , Upik D. E. Noviyanti , Tamara Young

Abstract The implementation of inclusive, sustainable development goals (SDGs) in the tourism sector needs to promote opportunities and experiences for disabled people. The purpose of this study is to explore the experiences of people with disabilities in tourism in Indonesia. This study is a phenomenological study with data collected through in-depth interviews with disabled participants to determine their lived experiences in tourism. Several themes about the tourism experiences of this category of people emerged from the systematic data analysis. These include relaxing, unaccommodated needs, unable to travel alone, unheard voices, and lack of empathy and awareness. It also strengthened the theory by conceptualizing the original voices of the tourism experience through past experiences. The result contributes to the growing tourism literature by presenting insights into people with disability and their tourism experiences in the Indonesian context and other developing countries. The voices of disability improve the inclusive understanding of tourism experiences for the disabled people and the inclusion of their voices in its planning.

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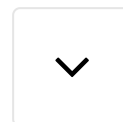
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Authors' Responses to Reviewer's Comments (Reviewer 1)

Author's Notes

Comments and Suggestions for Authors from the Reviewer 1:

I would like to thank the Authors for the corrections introduced and for providing clear explanations to my questions, which I consider sufficient. Good luck!



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Response to the Reviewer 1:

Thank you so much for all feedback and the approval you gave to us. Deeply appreciated.

warm regards,

the authors

### Review Report Form

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Comments and Suggestions for Authors

I would like to thank the Authors for the corrections introduced and for providing clear explanations to my questions, which I consider sufficient. Good luck!



Submission Date 29 July 2022



Date of this  
review

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**BUKTI KORESPONDENSI**  
**ARTIKEL JURNAL INTERNASIONAL SCOPUS Q1**

Judul artikel : Tourism Experiences of People with Disabilities: Voices from Indonesia  
Jurnal : Sustainability 2022, Vol 14, No 20, p. 13310  
ISSN : 20711050  
Penulis : by Dian Yulie Reindrawati, Upik D. E. Noviyanti and Tamara Young

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| Manuscript ID | sustainability-1866141  |
| Type          | Article   |
| Title         | Tourism Experiences of People with Disabilities: Voices from Indonesia ( <a href="https://www.mdpi.com/2071-1050/14/20/13310">https://www.mdpi.com/2071-1050/14/20/13310</a> )  |
| Authors       | Dian Yulie Reindrawati * , Upik D. E. Noviyanti , Tamara Young  |
| Abstract      | The implementation of inclusive, sustainable development goals (SDGs) in the tourism sector needs to promote opportunities and experiences for disabled people. The purpose of this study is to explore the experiences of people with disabilities in tourism in Indonesia. This study is a phenomenological study with data collected through in-depth interviews with disabled participants to determine their lived experiences in tourism. Several themes about the tourism experiences of this category of people emerged from the systematic data analysis. These include relaxing, unaccommodated needs, unable to travel alone, unheard voices, and lack of empathy and awareness. It also strengthened the theory by conceptualizing the original voices of the tourism experience through past experiences. The result contributes to the growing tourism literature by presenting insights into people with disability and their tourism experiences in the Indonesian context and other developing countries. The voices of disability improve the inclusive understanding of tourism experiences for the disabled people and the inclusion of their voices in its planning. |

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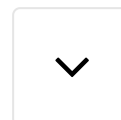
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**Authors' Responses to Reviewer's Comments (Reviewer 2)**

Author's Notes  
Responses to the Report Form of Reviewer 2.

For the literature review section, we elaborate more on the affective events theory by comparing it with rival theories in explaining the attitudes and behavior of tourists with disabilities. We present the framework of affective events theory in visual form. Next, in the discussion section, we elaborate on the theory of each theme found in the analysis. We explain the theme using affective events theory. Plus, we realize that our findings could contribute to

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the theory by aligning the social experiences of tourists with disabilities. Hence we introduce a modified framework to the paper. We also add theoretical implications in the conclusion section explaining this contribution.

Moreover, for Dann's typology, we did not make any corrections. You said that Dann's theory seems to be the center of the discussion. However, we only intend to explain the motivation section, which is an enjoyable experience. This theme is further explained with affective events theory. After elaborating on the affective events theory, Dann's theory became minor and pointed out only the first theme of motivation. The interview questions did not reveal the motivation theme because the motivation theme falls under demographic questions. We ask, "why do you travel to tourist destination?" and proceed to experiential questions.

Lastly, addressing your comment about 'Moderate English Changes Required', this manuscript has been proofread and extensively edited for English language and style.

Thank you very much for all valuable feedbacks.

Best Regards

The Authors

### Review Report Form

- Quality of English Language  English very difficult to understand/incomprehensible
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- Moderate English changes required
- English language and style are fine/minor spell check required
- I am not qualified to assess the quality of English in this paper

|   | Yes                                 | Can be improved                     | Must be improved         | Not applicable                      |
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Are the arguments and discussion of findings coherent, balanced and compelling? ( ) (x) ( ) ( )

For empirical research, are the results clearly presented? (x) ( ) ( ) ( )

Is the article adequately referenced? (x) ( ) ( ) ( )

Are the conclusions thoroughly supported by the results presented in the article or referenced in secondary literature? (x) ( ) ( ) ( )

Comments and Suggestions for Authors

I think the authors have improved the manuscript with discussion of the types of disabilities of study participants, a clearer explanation of research questions and themes, and more in-depth sub-sections under “results”. I think the theoretical framework could still be strengthened. Dann’s motivational approach seems to be at the center of the discussion but the core questions pertain to experiences, access to facilities, and access to information, not motivation. In addition, affective events theory is introduced in the revised manuscript without much elaboration and without much discussion in terms of the study results.

Submission Date 29 July 2022

Date of this review 15 Sep 2022 21:25:47



**BUKTI KORESPONDENSI**  
**ARTIKEL JURNAL INTERNASIONAL SCOPUS Q1**

Judul artikel : Tourism Experiences of People with Disabilities: Voices from Indonesia  
Jurnal : Sustainability 2022, Vol 14, No 20, p. 13310  
ISSN : 20711050  
Penulis : by Dian Yulie Reindrawati, Upik D. E. Noviyanti and Tamara Young

| <b>No</b> | <b>Perihal</b>                      | <b>Tanggal</b> |
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# [Sustainability] Manuscript ID: sustainability-1866141 - Minor Revisions

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Fri, Sep 16, 2022

to me, Upik, Tamara, Sustainability

Dear Dr. Reindrawati,

Thank you again for your manuscript submission:

Manuscript ID: sustainability-1866141  
 Type of manuscript: Article  
 Title: Tourism Experiences of People with Disability: The Voices from Indonesia  
 Authors: Dian Yulie Reindrawati \*, Upik DE Noviyanti, Tamara Young  
 Received: 29 July 2022  
 E-mails: [dian.reindrawati@vokasi.unair.ac.id](mailto:dian.reindrawati@vokasi.unair.ac.id), [upik.dyah@vokasi.unair.ac.id](mailto:upik.dyah@vokasi.unair.ac.id), [tamara.young@newcastle.du.au](mailto:tamara.young@newcastle.du.au)

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**ARTIKEL JURNAL INTERNASIONAL SCOPUS Q1**


Judul artikel : Tourism Experiences of People with Disabilities: Voices from Indonesia  
Jurnal : Sustainability 2022, Vol 14, No 20, p. 13310  
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Penulis : by Dian Yulie Reindrawati, Upik D. E. Noviyanti and Tamara Young

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| Discount Vouchers<br>(/user/discount_voucher)               | Volume       | 14   |
| Invoices<br>(/user/invoices)                                | Issue        | 20   |
| LaTeX Word Count<br>(/user/get/latex_word_count)            | Abstract     | The implementation of inclusive sustainable development goals (SDGs) in the tourism sector must promote opportunities and experiences for people with disabilities. This study explored the tourism experiences of people with disabilities in Indonesia. This phenomenological study reported on data collected through in-depth interviews with participants whose disabilities impact their lived experiences in tourism. Several themes, grounded in lived experiences, emerged from systematic analysis of the data. These include desire for relaxation, unaccommodated needs, inability to travel alone, unheard voices, and lack of empathy and awareness. These findings strengthen theory by conceptualizing the original voices of the tourism experience through past experiences. The results contribute to growing tourism literature on accessible tourism and the sustainable development goals by presenting insights of the tourism experiences of people with disabilities in the Indonesian context and other developing countries. The voices of disability experience in tourism help to improve the understanding of inclusivity as it relates to tourism experiences, and the need to hear the voices of people with disabilities in tourism planning. |
| Volunteer Preferences                                       | Keywords     | tourism experiences; disability; disabilities; accessible tourism; inclusive tourism; Indonesia  |





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### Author Information

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## Manuscript Information

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| Accepted Date                       | 6 October 2022  |
| Published Date                      | 17 October 2022 |
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| Round of Revision                   | 2               |
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| Word Count                          | 9569            |
| Page Count                          | 21              |
| Figure Count                        | 3               |
| Table Count                         | 3               |
| Reference Count                     | 98              |

## Editor Decision

|               |  |
|---------------|--|
| Decision      | Accept in current form   |
| Comments      | Based on the reviewers' reports, I believe the manuscript can be accepted for publication. |
| Decision Date | 4 October 2022   |

## Review Report

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IOAP Payment: Non-central: Invoiced to author

Author Eligible Central: No

IOAP Discount: 10%

Discount Voucher: 65c898802c0dd1bb (20.00%) (tamara.young@newcastle.edu.au)

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## Related Papers Published in MDPI Journals

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Kamyabi, M.; Alipour, H. An Investigation of the Challenges Faced by the Disabled Population and the Implications for Accessible Tourism: Evidence from a Mediterranean Destination. *Sustainability* **2022**, *14*, 4702. doi: 10.3390/su14084702 (<https://doi.org/10.3390/su14084702>)

Cerdan Chiscano, M. Giving a Voice to Students with Disabilities to Design Library Experiences: An Ethnographic Study. *Societies* **2021**, *11*, 61. doi: 10.3390/soc11020061 (<https://doi.org/10.3390/soc11020061>)

Kubiak, J.; Aston, D.; Devitt, M.; Ringwood, B. University Students with Intellectual Disabilities: Empowerment through Voice. *Educ. Sci.* **2021**, *11*, 571. doi: 10.3390/educsci11100571 (<https://doi.org/10.3390/educsci11100571>)

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**ARTIKEL JURNAL INTERNASIONAL SCOPUS Q1**

Judul artikel : Tourism Experiences of People with Disabilities: Voices from Indonesia  
Jurnal : Sustainability 2022, Vol 14, No 20, p. 13310  
ISSN : 20711050  
Penulis : by Dian Yulie Reindrawati, Upik D. E. Noviyanti and Tamara Young

| <b>No</b> | <b>Perihal</b>                              | <b>Tanggal</b> |
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| English Editing<br>(/user/pre_english_article/status)             | Journal      | <i>Sustainability</i> (https://www.mdpi.com/journal/sustainability)  |
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| Invoices<br>(/user/invoices)                                      | Issue        | 20   |
| LaTeX Word<br>Count<br>(/user/get/latex_word_count)               | Abstract     | The implementation of inclusive sustainable development goals (SDGs) in the tourism sector must promote opportunities and experiences for people with disabilities. This study explored the tourism experiences of people with disabilities in Indonesia. This phenomenological study reported on data collected through in-depth interviews with participants whose disabilities impact their lived experiences in tourism. Several themes, grounded in lived experiences, emerged from systematic analysis of the data. These include desire for relaxation, unaccommodated needs, inability to travel alone, unheard voices, and lack of empathy and awareness. These findings strengthen theory by conceptualizing the original voices of the tourism experience through past experiences. The results contribute to growing tourism literature on accessible tourism and the sustainable development goals by presenting insights of the tourism experiences of people with disabilities in the Indonesian context and other developing countries. The voices of disability experience in tourism help to improve the understanding of inclusivity as it relates to tourism experiences, and the need to hear the voices of people with disabilities in tourism planning. |
| Volunteer<br>Preferences  | Keywords     | tourism experiences; disability; disabilities; accessible tourism; inclusive tourism; Indonesia  |





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Submitting Author Dian Yulie Reindrawati

Corresponding Author Dian Yulie Reindrawati

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Affiliation 2. Newcastle Business School, College of Human and Social Futures, University of Newcastle, Newcastle, NSW 2300, Australia

E-Mail tamara.young@newcastle.edu.au (**co-author email has not been published**)



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| Figure Count                        | 3               |
| Table Count                         | 3               |
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## Editor Decision

|               |  |
|---------------|--|
| Decision      | Accept in current form   |
| Comments      | Based on the reviewers' reports, I believe the manuscript can be accepted for publication. |
| Decision Date | 4 October 2022   |

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Discount Voucher: 65c898802c0dd1bb (20.00%) (tamara.young@newcastle.edu.au)

Total Payment Amount: 1,400.00 CHF

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Kamyabi, M.; Alipour, H. An Investigation of the Challenges Faced by the Disabled Population and the Implications for Accessible Tourism: Evidence from a Mediterranean Destination. *Sustainability* **2022**, *14*, 4702. doi: 10.3390/su14084702 (<https://doi.org/10.3390/su14084702>)

Cerdan Chiscano, M. Giving a Voice to Students with Disabilities to Design Library Experiences: An Ethnographic Study. *Societies* **2021**, *11*, 61. doi: 10.3390/soc11020061 (<https://doi.org/10.3390/soc11020061>)

Kubiak, J.; Aston, D.; Devitt, M.; Ringwood, B. University Students with Intellectual Disabilities: Empowerment through Voice. *Educ. Sci.* **2021**, *11*, 571. doi: 10.3390/educsci11100571 (<https://doi.org/10.3390/educsci11100571>)

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Dian Yulie Reindrawati &lt;dian.reindrawati@vokasi.unair.ac.id&gt;

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**[Sustainability] Manuscript ID: sustainability-1866141 - Reminder - Final Proofreading Before Publication**

4 messages

**Sustainability Editorial Office** <sustainability@mdpi.com>

Mon, Oct 10, 2022 at 5:30 PM

Reply-To: Yasmine Song &lt;yasmine.song@mdpi.com&gt;, Sustainability Editorial Office &lt;sustainability@mdpi.com&gt;

To: Dian Yulie Reindrawati &lt;dian.reindrawati@vokasi.unair.ac.id&gt;

Cc: "U.D.E Noviyanti" &lt;upikdyah@vokasi.unair.ac.id&gt;, Tamara Young &lt;tamara.young@newcastle.edu.au&gt;, Sustainability Editorial Office &lt;sustainability@mdpi.com&gt;, yasmine.song@mdpi.com

Dear Dr. Reindrawati,

We recently invited you to proofread your manuscript prior to publication:

Manuscript ID: sustainability-1866141

Type of manuscript: Article

Title: Tourism Experiences of People with Disability: The Voices from Indonesia

Authors: Dian Yulie Reindrawati \*, U.D.E Noviyanti, Tamara Young

Received: 29 July 2022

E-mails: [dian.reindrawati@vokasi.unair.ac.id](mailto:dian.reindrawati@vokasi.unair.ac.id), [upikdyah@vokasi.unair.ac.id](mailto:upikdyah@vokasi.unair.ac.id), [tamara.young@newcastle.edu.au](mailto:tamara.young@newcastle.edu.au)

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Kind regards,

Ms. Yasmine Song

Assistant Editor

E-Mail: [yasmine.song@mdpi.com](mailto:yasmine.song@mdpi.com)

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**Dian Yulie Reindrawati** <dian.reindrawati@vokasi.unair.ac.id>

Tue, Oct 11, 2022 at 6:46 AM

To: Yasmine Song &lt;yasmine.song@mdpi.com&gt;, Sustainability Editorial Office &lt;sustainability@mdpi.com&gt;

Thank you for your email. Please allow us to have a final check and submit it to the journal by Wednesday the latest.

Thank you very much

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**Dian Yulie Reindrawati** <dian.reindrawati@vokasi.unair.ac.id>

Wed, Oct 12, 2022 at 11:55 PM

To: Yasmine Song &lt;yasmine.song@mdpi.com&gt;, Sustainability Editorial Office &lt;sustainability@mdpi.com&gt;

Dear all,  
Please allow me to submit the final draft by Thursday as I just sent the final one to my team member. In addition, I attach a granted permission letter to use figure of affective events theory. Thank you very much.

Warmest Regards,

[Dian Y Reindrawati, PhD](#)

Faculty of Vocational Studies

Airlangga University

Surabaya

Website: <http://unair.ac.id/>

Ph & wa: +62 81289771277

Email: [dian.reindrawati@vokasi.unair.ac.id](mailto:dian.reindrawati@vokasi.unair.ac.id)

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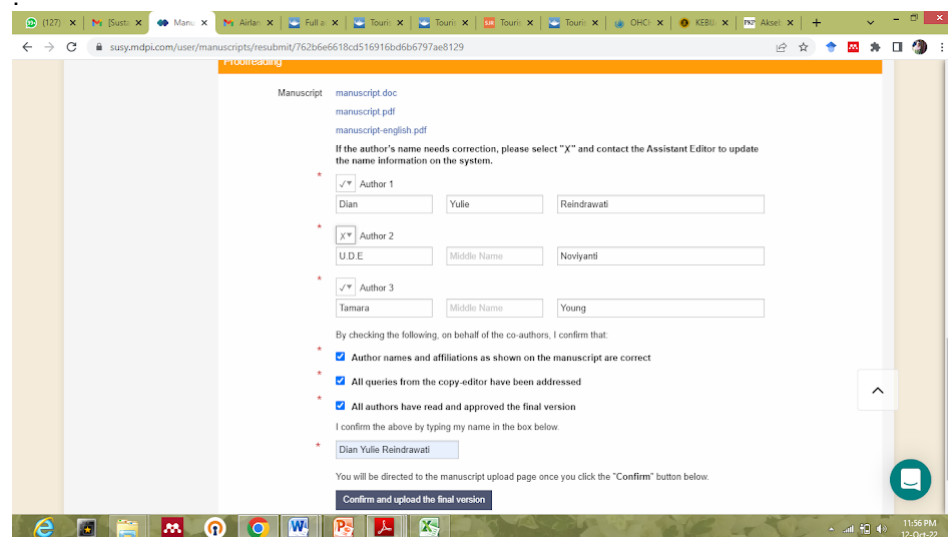
**Dian Yulie Reindrawati** <[dian.reindrawati@vokasi.unair.ac.id](mailto:dian.reindrawati@vokasi.unair.ac.id)>

Wed, Oct 12, 2022 at 11:58 PM

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Surabaya

Website: <http://unair.ac.id/>

Ph & wa: +62 81289771277

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Ms. Yasmine Song/MDPI <yasmine.song@mdpi.com>

Fri, Oct 14, 2022

to me, sustainability, UPIK, Tamara

Dear Dr. Reindrawati,

Thank you very much for your proofread version. There are still several issues we need to confirm with you (please see attachment). Please send the updated version to me by email within today. Please revise using track change function and note that any changes of layout and major revisions are not permitted.

Any other questions, please feel free to contact us. Looking forward to hearing from you soon.

Kind regards,

---  
Yasmine Song  
Assistant Editor, MDPI Nanjing  
Email: [yasmine.song@mdpi.com](mailto:yasmine.song@mdpi.com)

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**BUKTI KORESPONDENSI**  
**ARTIKEL JURNAL INTERNASIONAL SCOPUS Q1**

Judul artikel : Tourism Experiences of People with Disabilities: Voices from Indonesia  
Jurnal : Sustainability 2022, Vol 14, No 20, p. 13310  
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To: Dian Yulie Reindrawati &lt;dian.reindrawati@vokasi.unair.ac.id&gt;

Cc: "U.D.E Noviyanti" &lt;upikdyah@vokasi.unair.ac.id&gt;, Tamara Young &lt;tamara.young@newcastle.edu.au&gt;

Dear Dr. Reindrawati,

Thank you very much for resubmitting the modified version of the following manuscript:

Manuscript ID: sustainability-1866141

Type of manuscript: Article

Title: Tourism Experiences of People with Disability: The Voices from Indonesia

Authors: Dian Yulie Reindrawati \*, U.D.E Noviyanti, Tamara Young

Received: 29 July 2022

E-mails: [dian.reindrawati@vokasi.unair.ac.id](mailto:dian.reindrawati@vokasi.unair.ac.id), [upikdyah@vokasi.unair.ac.id](mailto:upikdyah@vokasi.unair.ac.id), [tamara.young@newcastle.edu.au](mailto:tamara.young@newcastle.edu.au)[https://susy.mdpi.com/user/manuscripts/review\\_info/762b6e6618cd516916bd6b6797ae8129](https://susy.mdpi.com/user/manuscripts/review_info/762b6e6618cd516916bd6b6797ae8129)

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**Tamara Young** <tamara.young@newcastle.edu.au>

Thu, Oct 13, 2022 at 6:26 PM

To: Sustainability Editorial Office <sustainability@mdpi.com>, Dian Yulie Reindrawati <dian.reindrawati@vokasi.unair.ac.id>,  
Yasmine Song <yasmine.song@mdpi.com>

Cc: "U.D.E Noviyanti" &lt;upikdyah@vokasi.unair.ac.id&gt;

Hi team - please note the manuscript title on this email is incorrect as per my previous correspondence. It should be (as per submitted manuscript):

Tourism experiences of people with disabilities: Voices from Indonesia

Thank you,  
Tamara

Sent from my iPhone

Dr Tamara Young  
Associate Professor, Sustainable Tourism  
Newcastle Business School  
College of Human and Social Futures

The University of Newcastle  
Awabakal Country, Australia

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**From:** [susy@mdpi.com](mailto:susy@mdpi.com) <[susy@mdpi.com](mailto:susy@mdpi.com)> on behalf of Sustainability Editorial Office  
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**Cc:** U.D.E Noviyanti <[upikdyah@vokasi.unair.ac.id](mailto:upikdyah@vokasi.unair.ac.id)>; Tamara Young <[tamara.young@newcastle.edu.au](mailto:tamara.young@newcastle.edu.au)>

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Paper has been published.**

1 message

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**sustainability@mdpi.com** <sustainability@mdpi.com>

Mon, Oct 17, 2022 at 10:58 AM

Reply-To: yasmine.song@mdpi.com, sustainability@mdpi.com

To: dian.reindrawati@vokasi.unair.ac.id, upikdyah@vokasi.unair.ac.id, tamara.young@newcastle.edu.au

Cc: billing@mdpi.com, website@mdpi.com, sustainability@mdpi.com, kang.zhang@mdpi.com, yasmine.song@mdpi.com

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Dian Yulie Reindrawati &lt;dian.reindrawati@vokasi.unair.ac.id&gt;

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2 messages

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Cc: sustainability@mdpi.com, UPIK DYAH &lt;upikdyah@vokasi.unair.ac.id&gt;, Tamara Young &lt;tamara.young@newcastle.edu.au&gt;

Dear Dr. Reindrawati,

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Kind regards,

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Yasmine Song  
Assistant Editor, MDPI Nanjing  
Email: [yasmine.song@mdpi.com](mailto:yasmine.song@mdpi.com)

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**Dian Yulie Reindrawati** <dian.reindrawati@vokasi.unair.ac.id>

Fri, Oct 21, 2022 at 4:56 PM

To: "Ms. Yasmine Song/MDPI" &lt;yasmine.song@mdpi.com&gt;

Dear,

Here i confirmed that all is correct. Could you tell me anything else that needs to be done?

Thanks

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