

La accesibilidad turística desde los estudios académicos

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Turismo 360 – Seminario Internacional Sobre Destinos Turísticos
Inteligentes
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Accesibilidad turística

- Condiciones de productos, servicios y entornos para poder ser disfrutados por todas las personas.
- Artículo 9 – Convención internacional sobre los derechos de las personas con discapacidad (ONU, 2006)
- Factor de competitividad turística de los destinos
- Eje de los destinos turísticos inteligentes

Table 9 Different understanding of accessible tourism

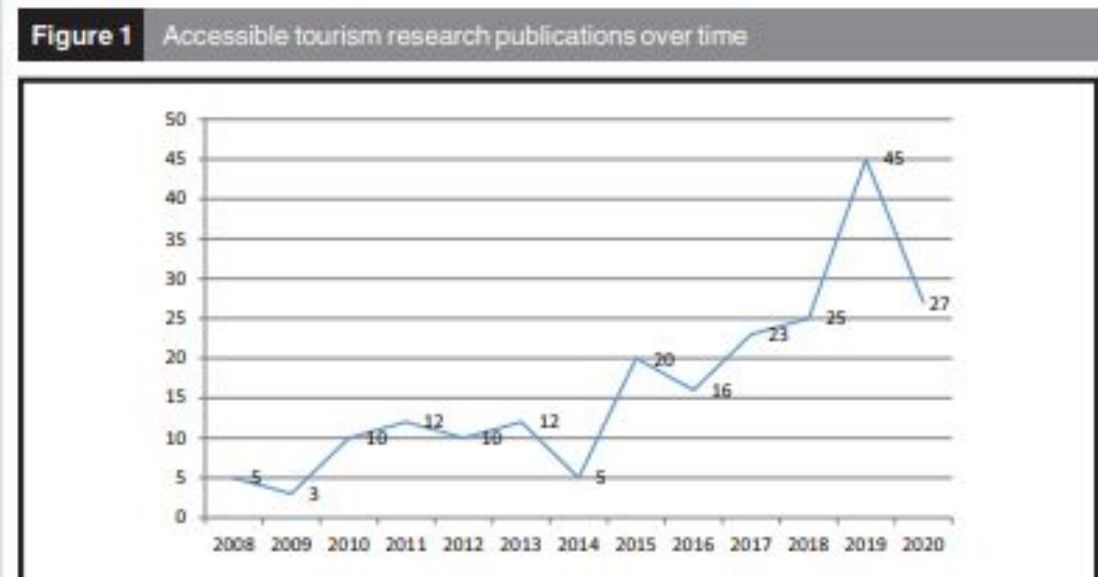
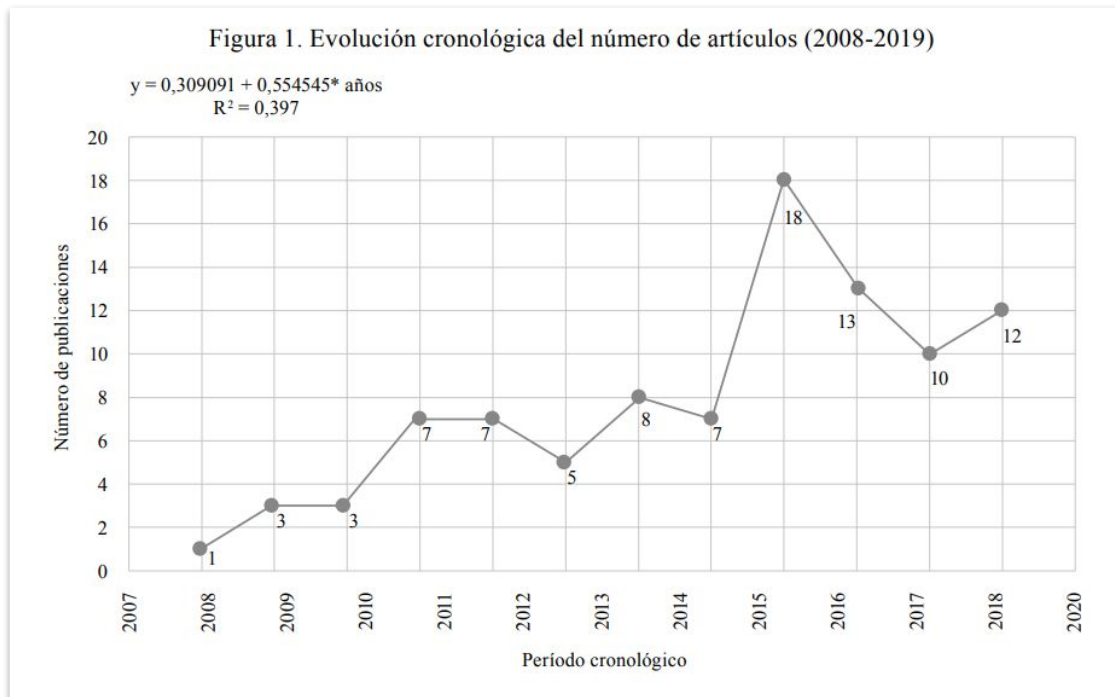
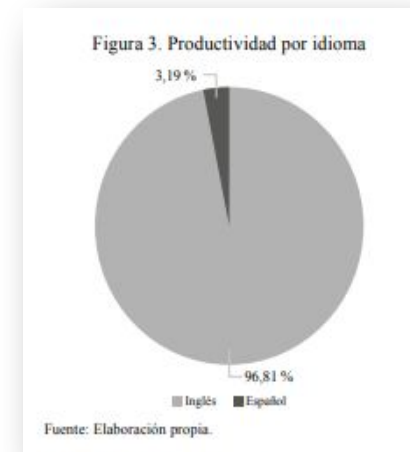
Target people	Authors	Definition
The disabled and the senior	Darcy (2006)	A process that enables the disabled and the senior to participate independently under conditions of equality and dignity through the provision of universal products, services and environment for tourism
All people	Santos (2009)	Accessible tourism refers to the mode of transportation, destination and services available to all tourists
All people including psycho-social disabilities and the temporary disabled	Economic and Social Commission for Asia and the Pacific (2009)	Accessible tourism refers to tourism and travel that all people, regardless of whether they have disabilities, can enter, including mobile, auditory, visual, cognitive or intellectual and psycho-social disabilities, the elderly and the temporary disabled
All people including travelers with luggage or baby carriages	Darcy and Dickson (2009)	Accessible tourism is enjoyable for all individuals, whether young, old, PwD, people with any type of physical illness or disease, and even for people who travel with luggage or baby carriages
Disabled people and/or special needs	Molina and Cánoves (2010)	Disabled people and/or special needs are an interesting part of tourism
All tourists	Dominguez-Vila et al. (2011)	All tourists can actively participate in tourism, regardless of their characteristics, capabilities and needs
People with physical limitations, disability or aged	World Tourism Organization (WTO) (2014)	Accessible tourism refers to continuing efforts to ensure that all people have access to tourism destinations, products and services, regardless of their physical limitations, disability or age
People with access requirements	Darcy et al. (2020)	Accessible tourism is a form of tourism that involves collaborative processes between stakeholders that enables people with access requirements, including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments
Not only to protect the rights of the disabled, but also all persons who limit their mobility for temporary or permanent reasons	Suriá and Escalona (2014)	Tourism and accessibility, we mean removing barriers. Ensure access to all types of environment, transportation, facilities and tourism services
People with disability	Jurado (2014)	Accessible tourism aims to remove barriers for the disabled
People with physical limitation	Capitaine and Trudel (2015)	The equality of disabled people and other citizens in fulfilling their social roles is mainly through increasing their participation in leisure, sports, tourism and cultural activities
People with disabilities	Castro (2017)	Accessible tourism is an inclusive tourism, which refers to all the activities in spare time. Tourism for the disabled enables them to fully integrate into society, as well as psychologically enables them to fully meet the needs of individuals and society
All type of people	Miranda (2017)	Accessible travel for all types of people. Not only for traveling, but also for participating to sports under a safe and reliable environment
All people	Guerrero (2018)	It enables all people to participate in social and economic activities
All people	Barba (2018)	Accessible tourism ensures the use and enjoyment of the tourism industry, no matter what type of the ability or condition of a person
People who have access requirements	Nonome (2019)	It is a process of understanding the thrust factors in tourist experience, who has the access requirements
All people	Guamán-Guevara et al. (2019)	The accessibility of tourism destination is considered to be anyone who can use anything or enjoy any form of service or infrastructure, regardless of the physical condition

Source: Self-compiled and Cunalata et al. (2021)

Cadena de accesibilidad en turismo



Accesibilidad turística



Tite, G., Carrillo, D. y Ochoa, M. (2021). Turismo accesible: estudio bibliométrico. *Turismo y Sociedad*, xxviii, pp. 115-132. <https://doi.org/10.18601/01207555.n28.06>

Qiao, G., Ding, L., Zhang, L. y Yan, H. (2022). Accessible tourism: a bibliometric review (2008–2020). *Tourism Review*, 77(3), pp. 713-730. <https://doi.org/10.1108/TR-12-2020-0619>

Accesibilidad turística

Figura 4. Productividad científica por instituciones

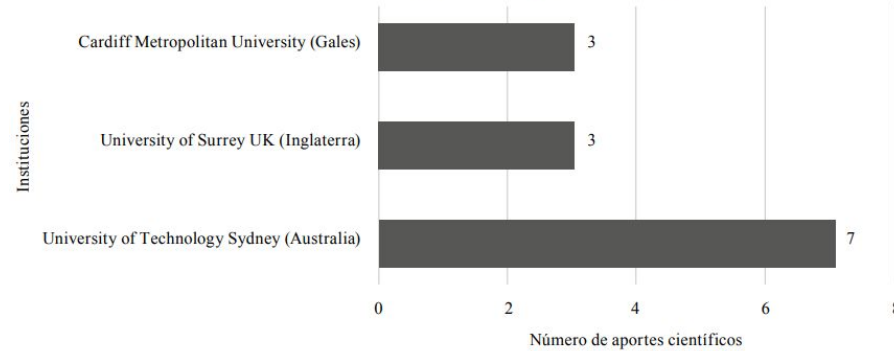


Figura 5. Productividad por revistas científicas

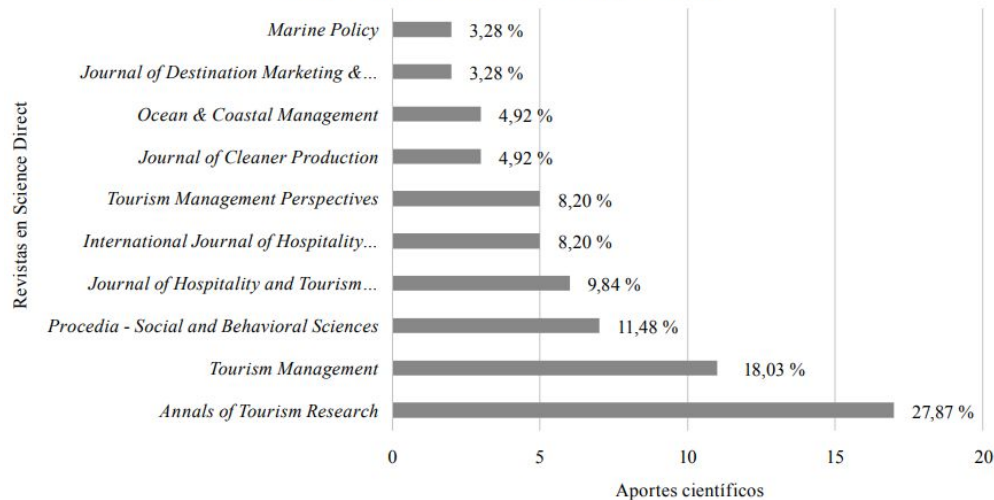


Table 2 Top institutions in accessible tourism research (ranking by citations)

Rank	Institutions	Citations	Publications	TC/TP	First authors	Countries
1	Univ Technol Sydney	73	10	7.3	3	Australia
2	Univ Surrey	61	11	5.5	4	UK
3	Univ Aveiro	39	5	7.8	4	Portugal
4	Bournemouth Univ	39	5	7.8	2	UK
5	Purdue Univ	33	7	4.7	4	USA
6	Univ Wales Inst	33	2	16.5	2	UK
7	Univ Vigo	30	11	2.7	10	Spain
8	Univ Malaga	28	4	7	3	Spain
9	Univ Queensland	23	5	4.6	0	Australia
10	Ben Gurion Univ Negev	22	4	5.5	2	Israel
11	Florida State Univ	16	3	5.3	2	USA
12	Dalhousie Univ	16	1	16	0	Canada
13	Natl Cheng Kung Univ	15	2	7.5	1	China
14	Natl Taiwan Ocean Univ	15	2	7.5	1	China
15	Univ Primorska	13	1	13	1	Slovenija
16	Eindhoven Univ Technol	12	1	12	1	The Netherlands
17	Univ Nevada	12	1	12	0	USA
18	Temple Univ	12	1	12	0	USA
19	Fu Jen Catholic Univ	12	1	12	0	China

Source: Self compiled

Table 1 Top journals in accessible tourism research

Source title	Publications	Total citation per journal	Citations	Publication	Impact factor
Tourism Management	15	120	8.00	7.432	
Annals of Tourism Research	10	98	9.80	5.908	
Current Issues in Tourism	10	43	4.30	4.147	
Journal of Transport Geography	9	33	3.67	3.834	
International Journal of Hospitality Management	4	23	5.75	6.701	
International Journal of Contemporary Hospitality Management	7	20	2.86	5.667	
International Journal of Tourism Research	4	20	5.00	2.585	
Journal of Travel Research	6	19	3.17	7.027	
Tourism Economics	2	13	6.50	1.819	
Tourism Review	3	1	0.33	2.908	
Total	70	390			
(%)	32.8	73.6			

Source: Self-compiled

Accesibilidad turística y DTI



Free Preview

ICT Tools and Applications for Accessible Tourism

Celeste Eusébio, Leonor Teixeira, Maria João Carneiro

Release Date: February, 2021 | Copyright: © 2021 | Pages: 356

DOI: 10.4018/978-1-7998-6428-8

ISBN13: 9781799864288 | ISBN10: 1799864286 | EISBN13: 9781799864301

Digital accessibility of smart cities - tourism for all and reducing inequalities: Tourism Agenda 2030

Elena Fernández-Díaz, Carmen Jambrino-Maldonado, Patricia P. Iglesias-Sánchez and Carlos de las Heras-Pedrosa

Journal of Destination Marketing & Management 19 (2021) 100531



Contents lists available at [ScienceDirect](#)

Journal of Destination Marketing & Management

journal homepage: www.elsevier.com/locate/jdmm



Measuring the progress of smart destinations: The use of indicators as a management tool

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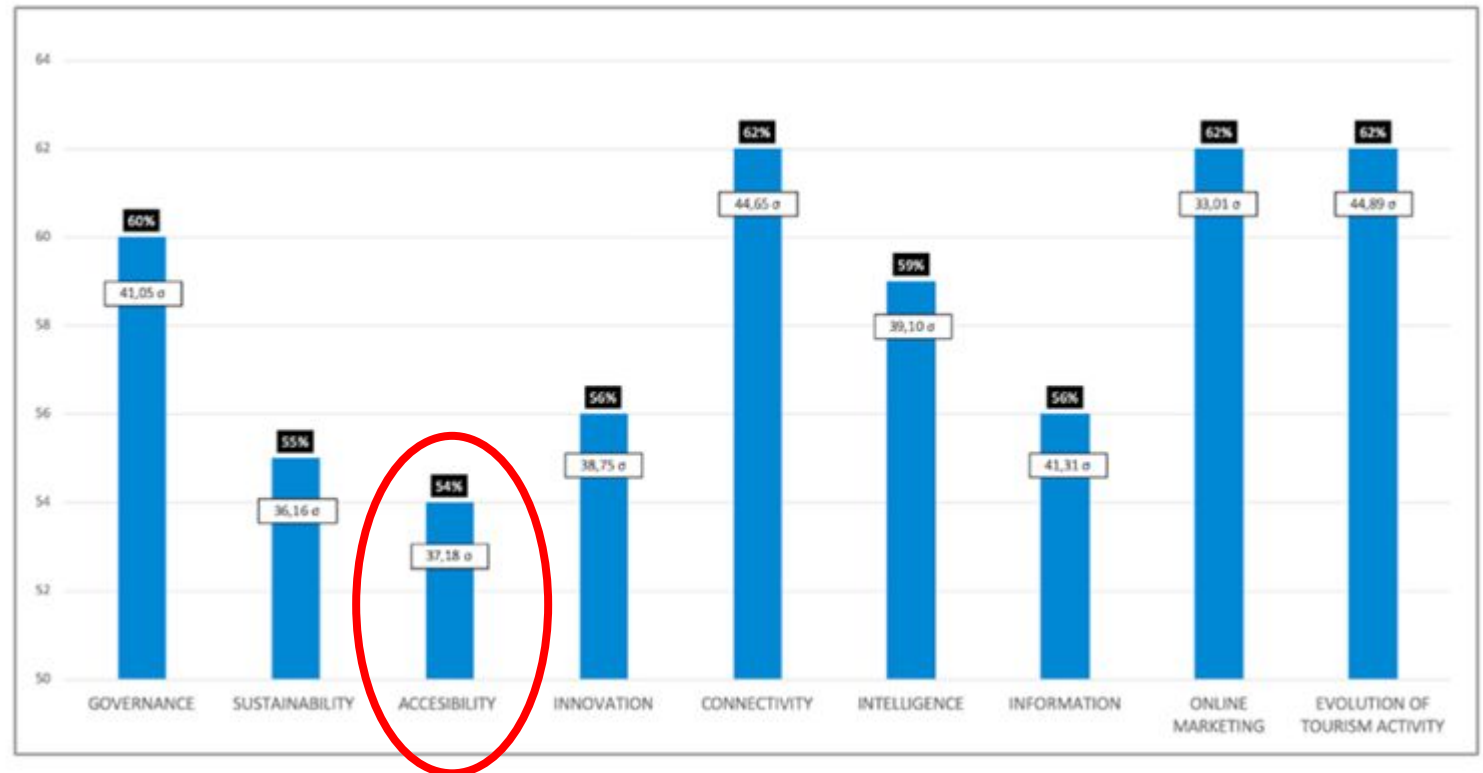
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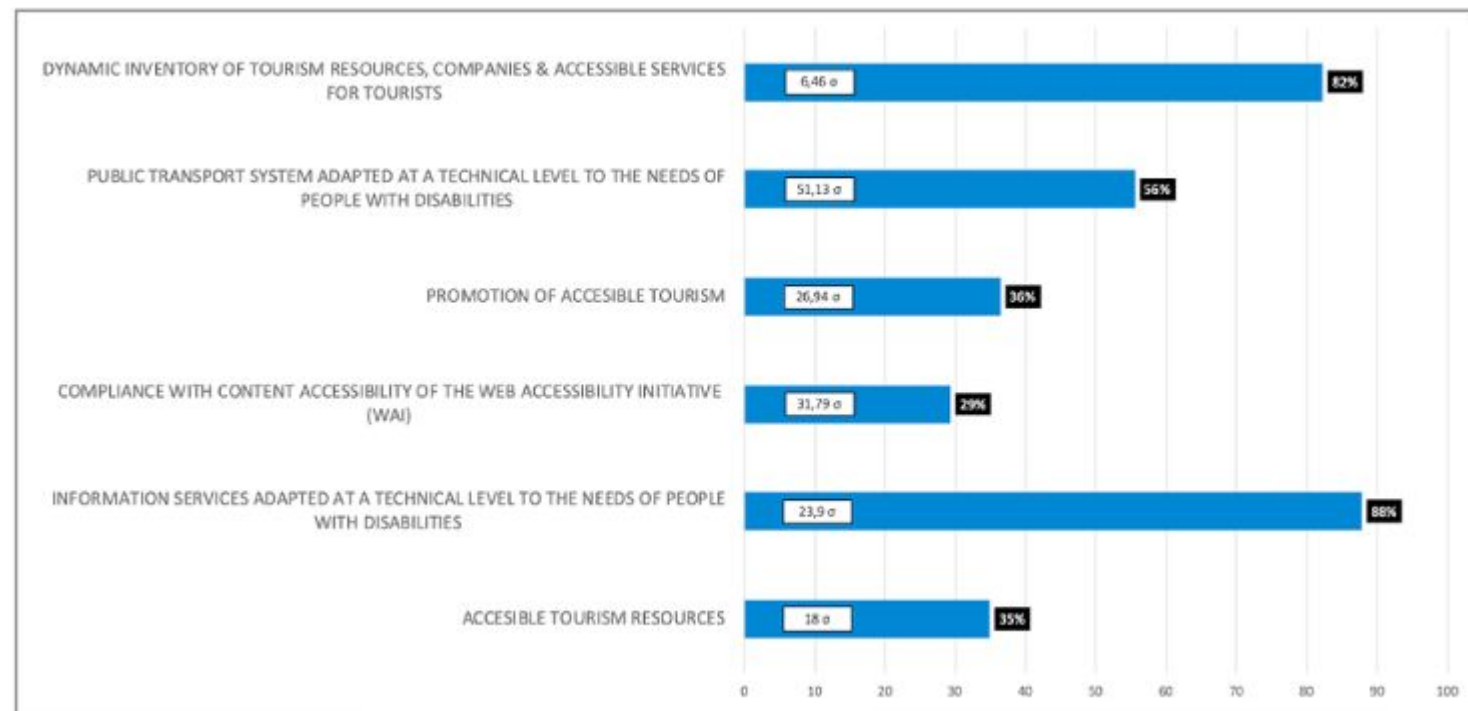
Accesibilidad turística en DTI

- Medir el grado de avance de cumplimiento de los indicadores de los DTI en la CV (18 destinos)
- Resultados generales:
 - Media general: 58,44%
 - Eje de mayor cumplimiento: Conectividad, Marketing Online y Evolución de la actividad turística: 62%
 - Eje de menor cumplimiento: **Accesibilidad 54%**



Accesibilidad turística en DTI

- Más avances:
 - Información sobre servicios turísticos adaptados
 - Inventario de recursos turísticos accesibles
 - Transporte público
- Menos avances:
 - Accesibilidad web
 - Recursos turísticos accesibles
 - Promoción del turismo accesible



Vínculo de la academia con la implementación de la accesibilidad turística en los DTI

Manual para Gestores de Destinos Turísticos: Accesibilidad Turística



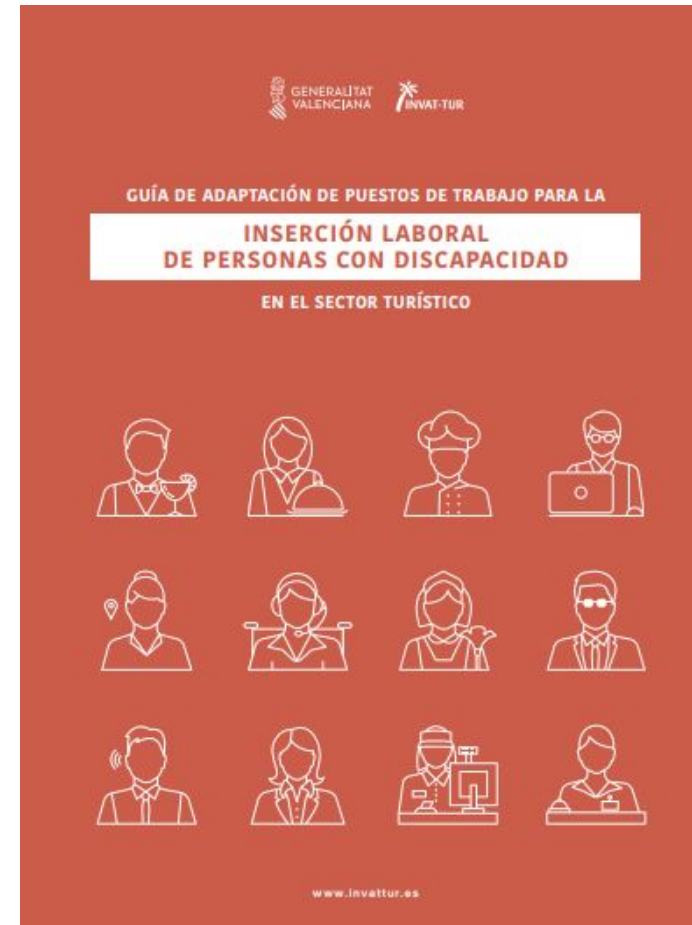
Curso Accesibilidad SEGITTUR



Accesibilidad Turística

Este curso propone un recorrido por los conceptos básicos y las herramientas necesarias para la aplicación de la Accesibilidad en el diseño de destinos y productos turísticos inclusivos.

🕒 30 hs. 📄 Programa



Reflexiones finales

Hay avances, pero hay ausencia en los estudios académicos sobre:

- Criterios homogéneos comparables entre ciudades / países / regiones
- Datos sobre demanda de turismo accesible
- Estudios entre sector público y privado (y articulaciones)
- Uso de tecnología por parte de personas con requerimientos de accesibilidad – DTI
- Estudios sobre costo vs. ingresos por turismo accesible
- Formatos accesibles

¡Muchas gracias!

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