

Tourism that is Accessible: Bibliometric Analysis using the Scopus Database

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Abstract

Accessible tourism has received much attention in recent years, both in terms of research and news attention. An accessible environment raises the quality of tourism offerings and the level of the neighbourhood. This paper intends to analyse the development of accessible tourism as a subject of study and gets close to possible trends. In order to accomplish this goal, bibliometric analysis was used to assess and analyse publications from the Scopus database between 2000 and 2021. Through the Scopus database, there are 366 articles on accessible tourism used. The Visualisation of Similarities (VOS) viewer software was used to process the data and provide the most cited articles, the number of publications each year, the co-occurrence of author keywords in papers, the coupling of bibliographies, and historical and prospective trends. The analysis enables us to assess the potential and industry growth of accessible tourism continuously.

Keywords: Accessible Tourism; Bibliometric Analysis; Scopus; Vos Viewer

1. Introduction

According to WHO, one billion people (15% of the world's population) live with some disability. Also, the number of individuals above 60 and more was 1 billion in 2019 and is expected to rise to 1.4 billion by

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2030 and to 2.1 billion by 2050 (Ageing). The number will accelerate in the future, creating an opportunity for tourism stakeholders. Accessibility is a critical component of any sustainable and responsible development policy, according to the United Nations Department of Economic and Social Affairs (DESA). It serves both as a human rights obligation and a great business opportunity.

Whenever someone hears the word 'accessible', the first thing that comes to mind is a person with some disability or a person in need of some audio/visual device or in need of a ramp for their wheelchair. While one cannot deny that such things form a part of accessibility, one must know that accessibility is much more than this. Accessible tourism, which attempts to make travel accessible to people from all backgrounds and walks of life, includes disability accommodations as one of its many components (Stainton, 2022). Since accessibility to travel is a social right, accessible tourism can also be referred to as "tourism for all." Irrespective of where they are from, their age, gender, or any disability they may have, everyone ought to have access (Buhalis & Darcy, 2010).

A pertinent question arises, what is the need for accessible tourism? It can be answered in two parts. First, every human being has the right and urge to travel (Darcy & Dickson, 2009). Second, approximately 1 billion individuals with disabilities, along with almost 2 billion people who are their spouses, children, and caretakers, make up almost a third of the world's population, according to an article on the United Nations website (UN, 2016). This opens up a vast market for travel companies and people associated with tours and travel. Everyone can partake in and enjoy travel-related activities credit goes to accessible tourism (Alén et al., 2012). Regardless of whether they have a physical condition, more people need access (Gillovic et al., 2018). The field of accessible tourism is constantly expanding in order to guarantee that tourist destinations, commodities, and services are accessible to all people, regardless of their physical limitations, disabilities, or age (Chikuta et al., 2019). This comprises both government and privately owned tourist sites, facilities, and services.

Research and attention focused on accessible tourism have significantly increased in recent years. This comprises several accessible tourism

evaluations that seek to provide background information. In order to identify the data progress and research hotspots in the accessible tourism literature from 2008 to 2020, Qiao et al. (2021) evaluated 213 papers. From a longitudinal approach, Singh et al. (2021) assess the research on tourism and disabilities. One hundred five seminal papers from the Scopus database that underwent bibliometric analysis are used to do this. From 2008 to the first half of 2019, Tite et al. (2020) examined the publications in the ScienceDirect and Scopus databases linked to 94 original works on accessible tourism. Henríquez et al. (2022) carried out the latest research of all. The study aims to map and analyze the development of academic research on accessible travel. The article presents a bibliometric study of 366 academic publications on accessible travel published in the Scopus websites for the period of 2000 till 2021 to achieve this.

However, the considerable increase in accessible travel worldwide necessitates a more in-depth and complete assessment and analysis of the relevant studies. Apart from Henríquez et al. (2022), existing reviews have primarily concentrated on a narrow subset of studies published in tourism journals. Therefore, a significant deficiency in the state of accessible tourism now is the absence of thorough grasp of the development trajectory and current and future tendencies.

Considering these limitations in mind, this study seeks to explore the academic progress to date in the field of accessible tourism and the future trends in accessible tourism.

In this research, the authors want to clarify the collective understanding of accessible tourism through a bibliometric analysis. This bibliometric review contributes to the research questions:

First, this paper offers a thorough, methodical, balanced analysis of accessible tourism. The study enhances previous analyses by performing a co-citation analysis and bibliographic coupling, as well as thoroughly displaying the results to show how the boundaries of the area of accessible tourism have evolved. Second, to analyze the growth of this subject through time and give readers a bird's-eye view of the intellectual structure of this rapidly expanding topic. The study quantifies the evolution of accessible tourism research from 2000 to 2022.

2. Literature Review

Although there is no consensus on defining the term 'accessible tourism,' Darcy and Dickson (2009) defined the term as "Accessible tourism 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. This definition includes all people including those travelling with children in prams, people with disabilities and seniors" (p.34). The origin of this term can be traced back to the 1980 Manila Declaration. This declaration recognised tourism as a fundamental right and a powerful instrument for human progress. As per Pérez and González (2003), accessible tourism has indeed been envisioned from its outset as one of those that ensures the delight of tourism by individuals with physical, mental, or sensory impairment disabilities, i.e., to facilitate people with disabilities access to infrastructure and travel services. As per ENAT (European Network for Accessible Tourism) , accessible tourism includes "Barrier-free destinations," "Transport," "High quality services," "Activities, exhibits, attractions," as well as "Marketing, booking systems, Websites and services."

Accessible tourism as a topic of research is gaining significance. Many authors have undertaken studies on accessible tourism. For example, Darcy and Dickson (2009) investigate the notion of a 'whole-of-life approach' to tourism by articulating the argument for "accessible tourism." Darcy and Dickson argue for proactively building a strategic accessible tourism method by defining the connection between 'access,' 'disability,' 'ageing,' and 'tourism.' Darcy et al. (2010) investigates the notion of accessible tourism and its connections to the Triple Bottom Line (TBL) of sustainability (financial, environmental and social considerations). Some of the critical characteristics of accessible tourism include aspects of access, design, and the relationship between disability and aging.

Presently researchers are trying to examine accessible tourism from an academic perspective. E.g. Darcy et al. (2020) investigate the evolution of disability and tourism to conceptualise and define accessible tourism. In studying the evolution of the field from disability angle and tourism, it is clear that there has been a shift in attention from

integrating knowledge of tourism to creating accessible destination involvement that offer an equivalent offering to that of non-disabled tourists. Qiao et al. (2022) performed a bibliometric study to uncover the process of knowledge development, research areas, and future projections in accessible tourism research. Singh et al. (2021) examined tourism and disability studies from a longitudinal perspective, employing a bibliometric analysis of 105 notable works from the Scopus database. Henríquez et al. (2022) presented a bibliometric study of scientific publications on accessible tourism published in the Scopus dataset from 1997 to 2021 to map the advancement in scientific research on accessible tourism. Akinci et al. (2019) did a study to assess the readiness of accommodation enterprises for accessible tourism by evaluating scholarly studies on “the point of view of accommodation enterprises toward disabled tourism.” The study discovered that the management of the accommodation enterprises was intrigued by the topic of accessible tourism, however, the study lacked proper understanding and awareness, and the accommodation enterprises lacked sufficient legal, architectural, and institutional arrangements.

It can be observed that researchers have tried to explore accessible tourism from both an academic point of view as well as an industry point of view. However, most studies conducting a bibliometric analysis trace its roots outside India. Moreover, studies adopting the bibliometric route do not focus on the bibliometric coupling, which gives ‘clusters’ as an output. Scholars are publishing a mounting number of studies on accessible tourism. Following past research, this study attempts to fill this need by providing a large-scale systematic investigation of trends in accessible tourist research, co-authorship networks, current issues in accessible tourism studies, and what the future may hold for accessible tourism studies.

3. Material and Methods

Researchers conducted a bibliometric study to understand the significant effects of accessible tourism and the structure of the available literature on accessible tourism. The Scopus repository employed by researchers is well-regarded in the scientific world and has approximately 27 million abstracts, which makes it the most comprehensive dataset (Burnham, 2006). Keywords such as

“accessible tourism,” “universal tourism,” “inclusive tourism,” and “barrier free tourism” were used in the search parameters for articles. The bibliographic search yielded 366 results spanning the years 1997 to 2021.

VOS viewer version 1.6.10 was utilised for the analysis. It allows for the visual representation, verification, and categorization of clusters in an efficient structure based on similarities and differences as a bibliometric technique. The visual development of maps results in a more in-depth exploration of the relationships between variables, allowing a better understanding of the characteristics of a research field and elevating it to the level of a fundamental analysis tool (Vallaster et al., 2019).

4. Results

4.1 Article Citations

The documents have been sorted based on “citations received” and the “link strength extracted” through the VOS viewer. Table 1 shows the top 15 most cited articles among those published. Darcy and Dickson’s (2009) research article “A Whole-of-Life Approach to Tourism: The Case for Accessible Tourism Experiences” is the most referenced (n=166), as seen in the table below. The link strength of the same paper is 93, demonstrating its importance. With 161 citations, Buhalis and Darcy’s (2010) research is the next most cited in the study’s dataset. Table 1 shows a comprehensive list of important publications.

Table 1

Most Cited Articles

S. No.	Author	Title	Year	Citations
1	darcy s.	A Whole-of-Life Approach to Tourism: The Case for Accessible Tourism Experiences	2009	166
2	darcy s.	Inherent complexity: Disability, accessible tourism and accommodation information preferences	2010e	161

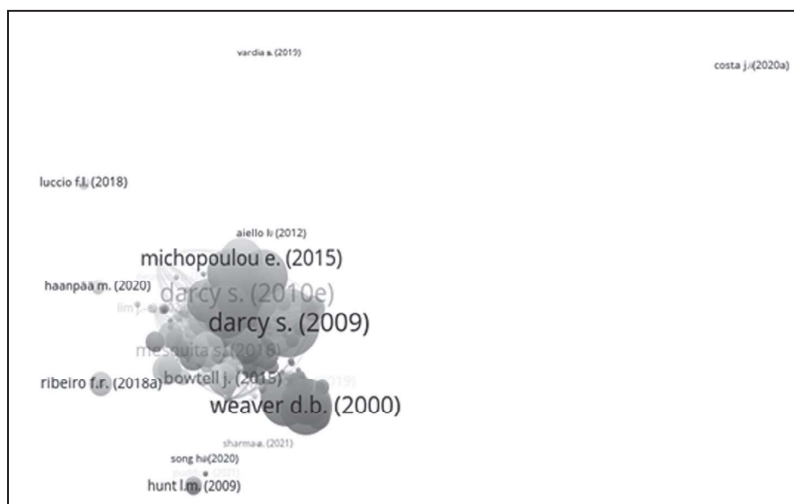
S. No.	Author	Title	Year	Citations
3	weaver d . b	A broad context model of destination development scenarios	2000	113
4	scheyvens r.	Inclusive tourism development	2018	105
5	small j.	The embodied tourist experiences of people with vision impairment: Management implications beyond the visual gaze	2012	99
6	darcy s.	Accessible tourism and sustainability: a discussion and case study	2010a	98
7	buhalisa d.	Information-enabled tourism destination marketing: addressing the accessibility market	2011	90
8	dominguez vila t.	Competing for the disability tourism market - A comparative exploration of the factors of accessible tourism competitiveness in Spain and Australia	2015	79
9	michopoulou e.	Accessible tourism futures: the world we dream to live in and the opportunities we hope to have	2015	73
10	packer t.l.	Understanding the complex interplay between tourism, disability and environmental contexts	2007	72
11	figueiredo e.	How Diverse are Tourists with Disabilities? A Pilot Study on Accessible Leisure Tourism Experiences in Portugal	2012	69
12	michopoulou e.	Information provision for challenging markets: The case of the accessibility requiring market in the context of tourism	2013	61
13	buhalisa d.	Best Practise in Accessible Tourism: Inclusion, Disability, Ageing Population & Tourism	2012	49

S. No.	Author	Title	Year	Citations
14	mesquita s.	Accessibility of European museums to visitors with visual impairments	2016	47
15	devile e.	Accessible tourism experiences: the voice of people with visual disabilities	2018	44

4.2 Bibliographic Coupling

This technique uses citation analysis to determine if two publications have a comparable relationship. This occurs when two works in their bibliographies refer to the same third work. The “coupling strength” of two papers grows in proportion to the number of citations to other publications they share (Martyn, 1964). Applying quantitative network analysis methodologies, collecting the connections amongst every paper in a field of study aids in constructing a map of the research field and finding subgroups (clusters) of research (Zupic & Čater, 2015). This technique was applied to the complete dataset of 366 articles; researchers collected a visual representation of 305 documents that met the above filters from 16 clusters, detailed further below. A pictorial representation of the same is provided in the below figure.

Figure 1: Bibliographic Coupling



Cluster 1: Tourism Inclusiveness in different Nations

The first cluster is the biggest among the 16 clusters, containing 75 items. Its dominant sub-theme is 'Inclusiveness & Sustainability in Tourism'. It talks about tourism development in different countries and how incorporating policies and business practices and involving stakeholders can help build a more inclusive and sustainable sector. This cluster also demonstrates how this sector can emerge more robust and in a more sustainable and inclusive way, given constraints within the industry & recent viruses like COVID-19 or other future crises.

Cluster 2: Disability in Tourism

It is the 2nd biggest cluster, containing 47 items. It has publications about different types of disabilities that the tourism industry encounters in different geographical locations. It also talks about approaches towards the accessible market in tourism. This cluster also talks about challenges and development in accessible tourism sites.

Cluster 3: Accessible tourism facilities with a particular focus on Portugal

This cluster has 38 documents wherein the facilities related to accessible tourism are being discussed. The central point of the majority of the studies in this cluster is the region of the study, i.e. Portugal. Apart from Portugal's role in this cluster, most of the study revolves around the technology being applied to make accessible tourism easier and more comfortable.

Cluster 4: Accessible Tourism across Nations

This cluster has 36 items and throws light on experiences and importance of accessible tourism in different countries. This cluster also talks about tourism studies in the context of accessibility, its history and implementation of social sustainability in the synthesis of inclusive tourism. The perspectives of people with special needs, destination choices, current state and development have also been discussed. Papers related to travel motivations and stress have also been discussed.

Cluster 5: Technology-enabled Accessible Tourism

This cluster contains 19 items with the main focus on technology's role in Accessible tourism. Papers related to accessibility apps for creating a better environment for people with special needs are mentioned. Lastly, the role of Web accessibility and its diversification in Hospitality is mentioned.

Cluster 6: Universal Design and Accessibility

This cluster has 17 documents discussing universal design in hotels and equal access at tourism sites for people with special needs. It also discusses good practices for making tourism accessible to all, evaluation of models, and policy changes in accessible tourism. Lastly, a tourism review with a focus on attitudes and other stakeholders has been mentioned.

Cluster 7: Critical elements in Accessible Tourism across Regions & Cultures

This cluster has 16 documents, and the focus is on accessibility as one of the main essential factors a destination should have to be enjoyed by all individuals. This cluster also covers major elements, developmental stages, evolution, and comprehension of accessible tourism initiatives in each country evaluated.

Cluster 8: Multidisciplinary approaches towards Accessible Tourism

This cluster comprises 14 items and discusses social strategies for sustainable tourist services and structures for people with special needs in different cultures. It also discusses the tourism supply chain model based on analysing transport, information, services and infrastructure dimensions.

Cluster 9: Perspectives on Accessible Tourism

This cluster also has 14 items and the discussion is on the different perspectives towards accessible tourism. Relevance of the Internet, disability awareness, customer experience, travel behaviour, participation and experiences of people with special needs are discussed.

Cluster 10: Role of Software Applications in Accessible Tourism

This cluster has 13 items throwing light on the role of applications in the Tourism industry. Papers related to mobile applications and inclusive tourism are mentioned. How to Easy to read (e2r) & access for all (a2a) can help People with special needs to make tourism accessible to all.

Cluster 11: Sustainability & Accessibility in Tourism

This cluster has four items which focussed on sustainable approaches towards accommodation, tourism sites & finding links to make tourism accessible to all.

Cluster 12: Inclusivity in Tourism

This cluster talks about the trends, needs & attitudes of people towards accessible tourism and how the resources can help to make it more inclusive.

Cluster 13: Web Accessibility for Diverse Users

This cluster has three items, the papers related to web accessibility for different disabilities have been discussed. It discusses web accessibility in tourism.

Cluster 14: Universal Accessibility in Tourism Industry

This cluster has three items, and the papers related to Universal Accessibility. The discussion is on the accessibility of tourism sites in India and the opportunities for Accessible tourism.

Cluster 15: The other way of looking at accessible tourism

This cluster contains only two articles. It is an exciting cluster as one of the papers talks about the human-animal relation in tourism. It is an unusual paper exploring the less discussed issues. The other article is a typical take on accessible tourism, as it explores the discrimination experienced by travellers with disabilities, especially in South Korea.

Cluster 16: Implications in Accessible Tourism

The final cluster is one of the smallest among all, with two publications in it and talks about the challenges & implications faced by people & other stakeholders in Accessible tourism.

Cluster 2 contains keywords focusing on the sustainability aspect. The cluster also highlights tourism, development, inclusive tourism, and leisure industry keywords. Cluster 3 contains eighteen items and highlights keywords on accessibility aspects like universal accessibility, universal design, and architectural accessibility. Cluster 4 contains eleven items and the keywords market, tourist behaviour, tourists with disabilities, and travel behaviour. The final cluster, i.e., Cluster 5, contains four items that focus on destination competitiveness and discusses geographical regions like Australia and New Zealand.

Table 2
Co-word clusters

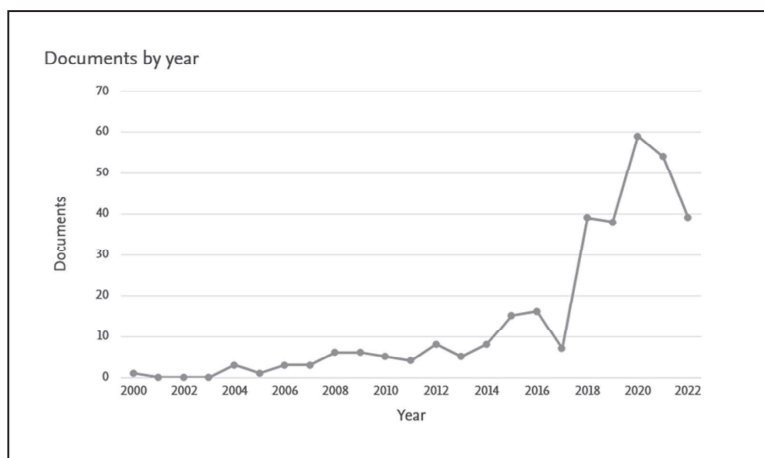
Cluster	Cluster Title	Items	Keywords
1	Technology Aspect	26	Accessible tourism, artificial intelligence, barrier-free, barrier-free tourism, commerce, decision making, disabled people, handicapped persons, human computer interactions, information system, information use, marketing, mobile applications, mobile computing, museums, people with disabilities, portugal, research, special needs, tourism, tourism activities, tourism for all, tourism industry, tourism services, web accessibility, websites
2	Sustainability Aspect	23	accessibility, barriers, cultural heritage, cultural tourism, development, education, heritage tourism, inclusion, inclusive development, inclusive tourism, leisure industry, questionnaire survey, social inclusion, social tourism, south africa, spain, sustainability, sustainable development, tourism economics, tourism management, tourist attraction, turkey
3	Accessibility Aspect	18	architectural accessibility, construction work & architectural phenomena, design, disabled person, disabled persons, hotels, human, humans, information, internet, mobile application, physical disability, qualitative research, technology, travel, universal accessibility, universal design, visual impairment

Cluster	Cluster Title	Items	Keywords
4	Behavioural Aspect	11	disability, ecotourism, hospitality industry, Italy, social model of disability, stakeholder, sustainable tourism, tourism market, tourist behaviour, tourists with disabilities, travel behavior.
5	Destination Aspect	4	Australia, competitiveness, New Zealand, tourist destination.

4.4 Publications Per Year

Scientific publications on accessible tourism topics have been accessible for a while, with the initial article published in 2004 (Sen & Mayfield, 2004). Figure 3 depicts the trend in publications on the subject over the years. According to the Scopus database, 2004 was the first year of publication of articles on accessible tourism. Advancement in the chosen field of research remains slow until 2007 when one or two publications are reported per year. Since 2010, the number of publications has increased significantly. The year saw an increase in scientific publications (e.g., '10=09, '12=20, '14= 12, '15= 13). Except for 2011 and 2013, all the other years demonstrate a rise in the number of publications about accessible tourism. In 2019, a maximum number of publications were reported (32 publications). Figure 3 below depicts a figurative presentation.

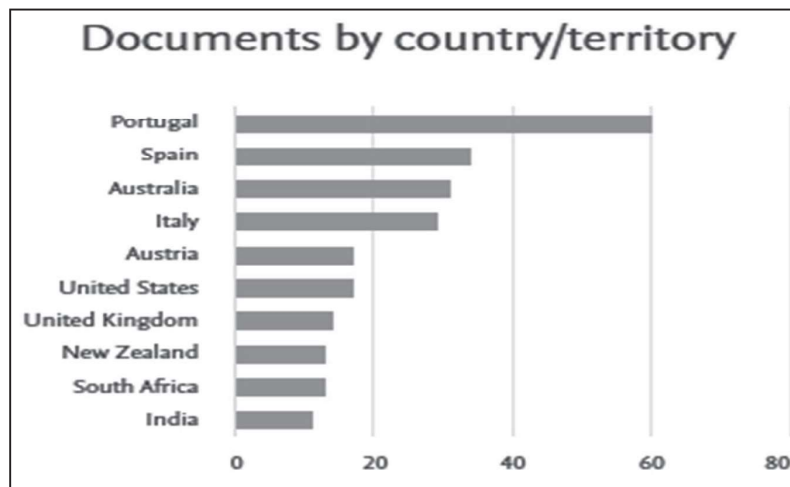
Figure 3: Documents Per year



4.5 Documents Per Country

The present article gives an overview of how different countries fare against each other when it comes to publishing articles containing the following keywords: “accessible tourism,” “universal tourism,” “inclusive tourism,” and “barrier free tourism.” As seen in Figure 4 maximum number of publications are reported from Portugal (n=60). Spain follows Portugal with more than 30 published articles. Out of the top five countries, three are from Europe. USA and UK are also present in the top ten list. A point of concern is from India, which is the 10th country to report almost ten articles on accessible tourism.

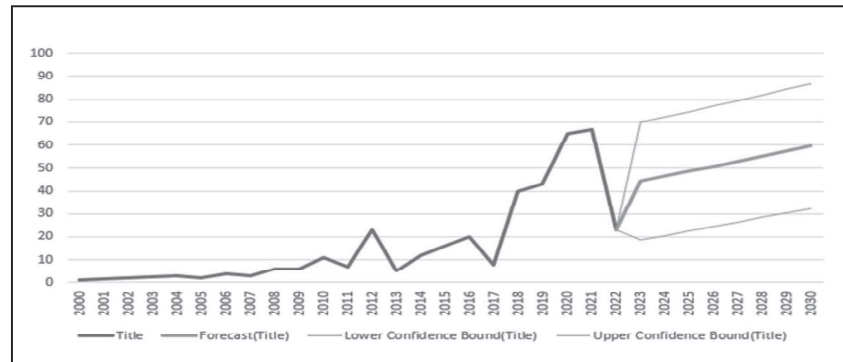
Figure 4: Documents by Country



4.5 Historic Data & Future Trends

The following figure helps in explaining the past trend and what the future looks like for accessible tourism research. As seen in Figure 5, titles starting from early 2000 were far less as compared to present time. The number remained less than 10 a year until 2009. An increase in publication is observed in 2012, but the next year sees a sharp decline. Another increase is visible in 2018, 2019 and maximum number of articles in 2020. 2021 again sees a sharp decline with 2022 coming as low as 20 articles (approx.). The future, however, is promising for articles on accessible tourism. The trend projection shows an upward trend, but the realistic picture still does not come near the mark of 2020.

Figure 5: Past and Future Trend of Titles



5. Discussion

The current study uses bibliometric analysis to comprehend the trend in research on accessible tourism. The study discovered, using the VOS viewer software, that scientific publications about accessible tourism are increasing significantly each year. Although some studies apply a similar methodology to the chosen topic (Qiao et al., 2021; Singh et al., 2021; Henríquez et al., 2022), there is either a difference in terms of years studied or missing the use of a bibliometric coupling. E.g., Qiao et al's. (2021) study consists of a dataset till 2020, whereas the present research includes a dataset till 2022. There is a visible drop in the research publication in 2021 and 2022. A probable reason can be the rise of Covid-19 cases, which brought the global tourism industry to a standstill. It is possible that a slowdown in the tourism industry has had a ripple effect on academic research as well. Furthermore, the current study employs bibliometric coupling, which is uncommon in previous studies. The research can identify sixteen clusters resulting from this, providing a broader picture of the various areas of concern about accessible tourism.

Through bibliometric coupling, the present study reports that the most sought-after topic for the researcher is inclusiveness in tourism amongst different nations. It is essential to understand that accessible tourism is viewed as sustainable and inclusive. Researchers working in this area credit Covid-19 for this shift, as the pandemic has invoked the emotional aspect of the human brain, which is essential for accessible tourism. Interestingly, this was a hindrance to accessible

tourism being more acceptable in the past (Rimmer et al., 2004). Co-citation analysis has also been used in the study to investigate the underlying principles of the most cited articles, in addition to the similarity relationship of research articles, which was analysed using bibliographic coupling. The authors summarised the perspectives of scholars who expressed their point of view using citations and employing bibliometric methodologies. According to the study, the most consistent keyword in the dataset is “accessible tourism,” which corresponds to the largest cluster derived from the bibliographic coupling.

The study also provides an overview of papers published over time. Paper publications increased significantly after 2014, with the highest publication count reported in 2019. The early publications concentrated primarily on disability, one of the many aspects of accessible tourism (Pühretmair, 2006; Yates, 2007). The foundation established in previous years of research could be the cause for recurring topics in subsequent years (Devile & Kastenholz, 2018). After 2010, there was a significant shift in studies related to accessible tourism, with authors focusing more on stakeholder analysis (Buhalis & Darcy, 2010), inclusiveness (Anderson, 2012), and e-accessibility (Petz & Miesenberger, 2014) in tourism. The shift towards more contemporary and conventional topics is visible because of the advent of technology and easy access to information through online sources. Tourists can easily see and compare various benefits offered by brands or tour operators.

The present research found that most articles are published in Portugal, followed by Spain. This finding differs from Henríquez et al's. (2022) work, which found Australia the most research-productive nation regarding accessible tourism. The present research reports Australia as the third most research-productive nation. However, India remains the point of concern, as it is the 10th most research-productive nation for accessible tourism. Tourism is one of the significant economic contributors, and Indian researchers need to look into accessible tourism with more rigour.

6. Implications

The current study provides a foundation for academics who wish to do research in a similar area. The study uses bibliometric analysis to identify visible trends where researchers concentrate their efforts. For example, bibliographic coupling reveals that cluster one's tourism inclusiveness studies are the most common. This discovery is comparable to that of Henríquez et al. (2022).

The current study summarises 366 articles into sixteen clusters. This could be useful for authors conducting a qualitative study on a particular cluster. For example, cluster two highlight the difficulties faced by disabled tourists. This cluster's importance is supported by several recent publications (Loi & Kong, 2017; Kamyabi & Alipour, 2022). Scholars can pay attention to the challenges tourists face in rugged terrains such as mountain regions. In-depth interviews can highlight the difficulties encountered by disabled travellers in such locations.

The current study's findings also provide policymakers with some insights in terms of infrastructure development. Governments can implement policies that promote accessible tourism. For example, the Indian government is developing "accessible tourism guidelines for India" to assist the public and private sectors in developing resources and services per the "Tourism for All". To break the shackles, policymakers must educate disabled/accessible travellers and their family members. Brands/governments can use digital media or social media platforms to create a platform that brings disabled/accessible tourists together in one place, where such travellers can connect with other travellers and share their experiences.

7. Limitations and Future Scope

The study's sample is limited to articles that have been peer-reviewed and published in English-language journals. Due to this criterion, several articles were excluded from consideration during the filtration process. As a direct consequence, a specific knowledge base was not considered. Future studies can be carried out in collaboration with researchers fluent in other languages. This can provide depth to future studies. By widening the "linguistic horizon," authors can

include more studies and investigate the cross-cultural component of accessible tourism.

This research is solely based on the Scopus database. Future research can extract data from more available databases, e.g., “Web of Science.” This would not only enhance the number of publications analysed but would also provide a more comprehensive picture. Although Qiao et al. (2021) conducted a similar study using the Web of Science database, they analysed the data using CiteSpace. Following that, citation analysis provides weight to an article’s citations, favouring older articles over current publications due to their much higher number of citations. As an outcome, the bibliographic analysis may favour older items. In the future, researchers may restrict the number of citations in search results to N (preferably less than 10). The most recent will be automatically highlighted.

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