

INTISARI

Berwisata merupakan kegiatan rekreasi yang dapat dilakukan oleh setiap orang tanpa terkecuali. Setiap orang berhak melakukan wisata untuk memperoleh pengalaman berwisata. Difabel merupakan seseorang yang harus diperjuangkan haknya, salah satunya dalam hak berwisata. Difabel memiliki keterbatasan yang terkadang akan menghambat mereka ketika berwisata. Banyak difabel yang merasa berwisata itu penting, karena wisata merupakan salah satu cara bagi setiap orang untuk menjernihkan pikiran dari kejenuhan kegiatan sehari-hari. Keadaan kondisi lokasi wisata di Yogyakarta masih banyak yang belum menyediakan fasilitas bagi difabel. Dalam penelitian ini, peneliti membahas tentang hambatan yang dirasakan difabel ketika mengunjungi Kebun Raya dan Kebun Binatang (KRKB) Gembira Loka serta strategi dalam mengatasinya untuk dapat berwisata di KRKB Gembira Loka.

Dalam penelitian ini, peneliti menggunakan metode penelitian kualitatif deskriptif. Jenis penelitian ini guna mendeskripsikan hambatan yang dirasakan oleh difabel netra dan difabel daksa ketika mengunjungi KRKB Gembira Loka serta strategi yang dilakukan untuk dapat menikmati wisatanya. Konsep yang digunakan yaitu konsep aksesibilitas dalam pariwisata, konsep difabel, konsep *leisure constraint*, konsep *tourism constraint*, konsep strategi difabel dalam konteks berwisata. Pada penelitian ini, informan yang berhasil diwawancarai berjumlah lima orang yang terdiri dari difabel netra, difabel daksa, aktivis isu difabel, pendamping difabel, serta pengelola KRKB Gembira Loka. Penentuan informan dilakukan dengan menggunakan teknik *purposive sampling* untuk mendapatkan informasi secara mendalam. Pengumpulan informasi dilakukan dengan observasi, wawancara mendalam, dan dokumentasi.

Hasil dari penelitian menunjukkan bahwa pihak Gembira Loka sudah menyediakan fasilitas yang dibuat bagi kemudahan difabel seperti *ramp*, toilet difabel, kursi roda, dan kereta khusus difabel. Namun di sisi lain, wisatawan difabel netra dan difabel daksa masih merasakan hambatan yang membuat mereka kurang menikmati wisatanya ketika berkunjung ke KRKB Gembira Loka. Hambatan yang dirasakan difabel antara lain *ramp* yang terlalu curam, kurangnya toilet khusus difabel, kurangnya kursi untuk istirahat pendamping, belum tersedianya *guiding block* bagi difabel netra, informasi satwa yang berupa audio, belum tersedia pendamping difabel dari pihak KRKB Gembira Loka. Untuk dapat meminimalisir hambatan yang dirasakan, difabel harus didampingi seseorang agar dapat menikmati kunjungan wisatanya. Oleh karena itu, difabel belum bisa mengunjungi lokasi ini karena aksesnya yang belum ramah bagi difabel.

Kata Kunci: Difabel, Wisatawan Difabel, *Tourism Constraint*, *Leisure Constraint*

ABSTRACT

Traveling is a recreation activity that all people can do. Each person has a right to travel in order to gain traveling experiences. A disabled person has rights that need to be fought for, one of them is their right to travel. A person who has disabilities some times has some limitations which slow down their traveling activities. Some disabled people say that traveling is important because traveling is a way to relieve stress in their mind which is caused by their weariness. Some Yogyakarta's tourist sites do not have sufficient facilities to support a disabled person. In this study, obstacles which are experienced by disabled people while they are visiting Gembira Loka Zoo and strategies to overcome the obstacles will be researched. The title of this study is "Disabled People's Strategies to Overcome Obstacles While They Are Traveling at Gembira Loka Zoo".

In this study, the used method is qualitative descriptive research. This research is to describe the obstacles that are experienced by blind travelers and physically disabled travelers while they are visiting Gembira Loka Zoo and also describe the strategies that are carried out in order to finally enjoy their travel. This study's literature reviews are traveling's accessibility, leisure constraint, tourism constraint, disabled people's obstacle while traveling. There are five disabled people which are a blind person, a physically disabled person, a disabilities' issue activist, a disabled person's caregiver, and also a management of Gembira Loka Zoo who are interviewed for this study. To decide an informant, a method which is purposive sampling method to get in depth information is used. To get the information, methods which are observation, in depth interview, and documentation are used.

This study's result shows that Gembira Loka Zoo's management has provided some facilities that will help a person with disabilities, such as ramp, toilet for disabled people, wheelchair, and train only for disabled people. On the other hand, blind travelers and physically disabled travelers still experience some obstacle that make them less enjoy their traveling time at Gembira Loka Zoo. The obstacles that are experienced are, the ramp is too steep, the toilet is not enough, there are not enough chairs for caregivers, there is not any guiding block for blind people, zoo's information explained only by sound, no companion for disabled people from the Gembira Loka Zoo. To lessen the obstacles, a disabled person must be accompanied by a normal person, so that a disabled person can enjoy their time during their visit. Hence, a disabled person can not visit this zoo because the it is not disabled-accessible.

Keyword: Disabled, Disabled Travelers, Tourism Constraint, Leisure Constraint